



[CITC Home](#)

[Help Desk](#)

[Training](#)

[About Us](#)

[Publications](#)

[Our Mission](#)

Volume 11 - Number 12 * December 2008

Columns

[NetworkConnection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

[IRC News](#)

[RSS Matters](#)

[Short Courses](#)

[Staff Activities](#)



By the Numbers

Administrative Information Systems

of Oracle databases supported = 75

Cognos Bus. Intelligence Rpts. = 342

Application instances supported by the
Application Infrastructure Management
team = 46

Data warehousing extract, transform
and load processes = 1060



Campus Computing News

**You'd better watch out:
EagleConnect iComing to Town!**

Stay Secure During Holidays

**New Scantron 888P Test Scoring Machine
Now Available**

Winter Break Hours

**Banished from the Garden of Facebook,
a 21st Century Tale**

The Best of '08

**EDUCAUSE Southwest
Regional Conference**

TODAY'S CARTOON

Don't forget our monthlly columns!

[Return to top](#)

UNIVERSITY OF NORTH TEXAS™

[Network Connection](#) | [Link of the Month](#) | [IRC News](#) | [RSS Matters](#) | [Helpdesk FYI](#) | [Short Courses](#) | [Staff Activities](#)

[Computing and Information Technology Center Home](#) | [Help Desk](#) | [Training](#) | [About Us](#) | [Publications](#) | [Our Mission](#)

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[UNT home page](#) | [Search UNT](#) | [UNT news](#) | [UNT events](#)

[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

[New Scantron 888P Test Scoring Machine Now Available](#)

[Winter Break Hours](#)

[Banished from the Garden of Facebook, a 21st Century Tale](#)

[The Best of '08](#)

[EDUCAUSE Southwest Regional Conference](#)

[Today's Cartoon](#)

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Subscribe to Benchmarks Online](#)

Campus Computing News



You'd better watch out: EagleConnect is Coming to Town!

By [Dr. Elizabeth Hinkle-Turner](#), Student Computing Services Manager

Beginning in the spring of 2009, all UNT students will be moving to a new digital communications system replacing the existing Eaglemail email-only system. This is an exciting development for the students and for the university as a whole because it greatly expands the way various members of the UNT community manage online information and communication. While the Eaglemail system only featured email communications, the new EagleConnect will allow for email, chat, calendaring, text-messaging, and online student storage as well as ever-evolving new features and capabilities.

EagleConnect is powered by Microsoft Live@EDU - a solution that centers around the 'Exchange Labs' offering best described as 'Outlook for Students'. This is significant for UNT because the faculty, staff, and students will all be on the same kind of digital message system technology allowing for many communication possibilities such as shared address books, shared and published calendars, email, and chat. Some of these features will be implemented immediately while some will come in on a more gradual schedule. The CITC [helpdesk](#), the "Student Tour" [site](#) and a variety of other places will be keeping students up-to-date on current and upcoming features as they are put into place. Extensive tutorials will be available via the CITC Helpdesk website and the my.unt.edu portal and an example of this documentation is published [here](#) in *Benchmarks Online* this month by CITC Helpdesk manager Richard Sanzone.

A new communication solution for UNT students

The final launch of EagleConnect represents the culmination of an 18-month process for choosing and implementing a new communication solution for UNT students. The timeline below illustrates some of the main highlights of the process which involved faculty, staff, and student input:

- **Spring 2007** – Student Computing session of the IT Peer Review Team brings initial call for investigating alternative digital communications solutions for the students to the current Eaglemail solution.

- **Spring/Summer 2007** – Survey conducted of the general student population regarding digital communication habits and solutions. Associate Deans' Council campus wide forum on communicating with students held.
- **Fall 2007** – Student Email Task Force convened.
- **Winter 2008** – Microsoft Live@EDU chosen as student digital communications system solution. Product is called Exchange Labs (Exchange for students – identical to faculty/staff system).
- **August 2008** – [SkyDrive](#) portion of Live@EDU rolled out. SkyDrive is the online document storage part of EagleConnect.
- **Fall 2008** – Timeline for remaining parts of EagleConnect finalized and online documentation and instructions created in preparation for the spring semester 2009.

Rollout of the EagleConnect system will be measured, with care taken to give users plenty of time to migrate from Eaglemail to EagleConnect. Tools and/or instructions to use the new system are provided and actually, many students are already using part of it by storing documents on the SkyDrive, web-based online storage solution. The timeline for the move is currently scheduled as follows:

- **January – February 2, 2009** - Students begin receiving notices of new system and implementation timeline in preparation.
- **February 3, 2009 (13th class day)** – launch date: Students told system is live now and to migrate now. Instructions and tutorials posted on using new system and migrating to new system. Full scale notification campaign begins. Current Eaglemail users given notice of the deadline for moving to new system and migrating current Eaglemail holdings to new system.
- **May 18, 2009 (Monday after spring graduation)** – Currently proposed shutdown date for turning off Eaglemail.

New format for student email addresses

The new format for student email addresses is

FirstnameLastnamePossibleNumber@my.unt.edu (ex. ElizabethJones@my.unt.edu, JohnSmith03@my.unt.edu). Students who already receive Eaglemail through the `eid@unt.edu` (`xyz0001@unt.edu`) format or custom email address (`fredsmyth@unt.edu`) will not have to worry about losing touch - email will continue to come to this old address format as well. This new format is also the login name for other EagleConnect services but students will be able to use the same password that they use for their EUID. Students will be able to get their login name/new format email address from their my.unt.edu portal and through a variety of other links.

Stay tuned ...

EagleConnect (Microsoft Exchange Labs for students) works well using Outlook or a web-based interface (Firefox, Internet Explorer) on Windows machines and using Entourage (Macintosh), Safari (Macintosh), or Firefox (Macintosh and Linux). Stay tuned as we greet the 2009 New Year as the Year of EagleConnect! Any questions regarding this new system should be directed to Elizabeth Hinkle-Turner (ehinkle@unt.edu).

Please Note: The University of North Texas will never ask for personal information by e-mail. If you receive an e-mail purporting to be from the University that asks for personal information or account passwords, do not respond. If there is any question regarding the authenticity of an email, please contact UNT Information Security at (940) 369-7800.



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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
Stay Secure During the Holidays
[New Scantron 888P Test](#)
[Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
Short Courses
[IRC News](#)
[Staff Activities](#)
[Subscribe to Benchmarks Online](#)

Stay Secure During the Holidays

By [Gabe Marshall](#), Information Security Analyst

The holiday season is here again, which means that you as a UNT faculty or staff member should be extra careful while you are away. Whether you're purchasing a new personal laptop, traveling with a UNT owned laptop, or even doing your last minute shopping online, there are several key tips you will need to keep in mind.

Traveling With UNT Owned Laptop

If you plan on traveling over the holidays, there are a few things you will need to remember, especially if you are bringing a UNT owned laptop with you. First off, before setting off to your holiday destination, make sure the laptop has a valid UNT inventory tag (typically a green tag found on the bottom) placed on it. Secondly, if nothing else, ALWAYS make sure the laptop is kept with you everywhere you go. A laptop can be stolen within seconds of neglect, and in the past the majority of these thefts occur over the holiday break. Common locations of theft have been homes, in cars, hotel lobbies, airports, etc.

If you plan on flying over the holidays with a laptop, keep an eye on your laptop when you put it down to be scanned at a security checkpoint or while you're waiting to board your plane. Thieves in airports tend to work in groups and can easily distract you while another walks away with your laptop. To increase your safety further at an airport, consider storing your laptop in a regular travel bag instead of one designed for a laptop. This will give the appearance that you in fact are not traveling with one.

If you plan on bringing a laptop home to use over the holidays, make sure it is kept out of sight whenever not in use. Thieves will typically only steal what they can see from windows or immediately see when they enter your house. If you plan on bringing it in your car, remember that locking your car is not a sufficient safeguard for your laptop, especially if it is left sitting in a seat. If for some reason you need to leave your laptop in your car, you should store it locked away in your trunk.

Many laptops now come with their own anti-theft devices such as motion detection alarms, GPS tracking, security cables, etc. If the laptop you are using comes with one of these features, make sure that you are taking advantage of it. If you feel you need additional physical security for your laptop, contact your network manager to see if additional features or items can be purchased.

Many new laptops may come with anti-theft devices such as bio-metric scanners, motion detection alarms, security cables, tracking software, etc. If your laptop is equipped with one of these, make sure it is in use. If your laptop does not come

with any theft deterrents, you might want to consider purchasing one if approved by your network manager.

Lastly, if a theft does occur, please report it immediately to the police as well as your network manager. You should also make sure the UNT Information Security Team has been contacted as well. Immediately reporting incidents is required according to policy, and will reduce the likelihood of data loss.

Purchasing A Personal Laptop

If you plan on purchasing a personal laptop/storage device or end up receiving one as a gift, remember that you are responsible for the safeguards of any UNT information that touches the machine. For example, if you receive a laptop as a gift and decide you want to get a head start on a project that involves working with student directory information, then keep in mind that you should not store any of that data on the laptop itself.

The reasoning for this is that a personally owned laptop is not supported by the university, therefore your IT support staff has no way of knowing if a potential breach may have occurred. The best solution for this situation would be to contact your [network manager](#) and ask them to help you remotely connect to your work computer from your new laptop. Doing so will help more than you realize to protect the data at hand.

Another tip to remember is to make sure you have anti-virus software installed and that the laptop is currently up to date before bringing it back to campus after the holidays. An out-of-date laptop or one infected by a virus could possibly create a hole in the UNT network, allowing more attacks to take place.

Shopping On-line

Now for a bit of personal advice for all of you out there. If you want to keep yourself safe from identity theft over the holidays, here are some quick tips to remember if you plan on shopping on-line.

1. Do not store your credit card data unless needed

If an e-commerce website asks you to save your credit card information for future purchases, it is usually best to decline this offer. For each additional company that is storing your personal information, the chances of your identity being stolen increases exponentially.

2. Make your purchases are from trusted websites only.

It is usually best to do your online shopping from popular websites. While I won't get into the specifics of which I would recommend, I think the point can still easily be made. Large corporations usually spend more time and money ensuring that their websites are safe in order to prevent their customers information from being stolen. Smaller online companies have even been known to sell personal information to others without your consent. You can always check the Better Business Bureau (www.bbb.org) for more information.

3. Ensure the transaction will be secure

Before your credit card transaction goes through, make sure the website is using an encrypted connection. You can usually verify this by looking at the website address alone. If the website is preceded by “https://” then you can relax and know that your data will not be intercepted. If the website does not include this, then I would contact the company before making the purchase, or shop elsewhere.

4. Keep a list of your on-line receipts and watch your bank statement

If you have a large number of people to buy gifts for, you should always remember to keep your receipts just as you would if you were buying something in person. If your identity is stolen, thieves will often try to make non-suspicious purchases during the holidays that you might easily look over. For that reason, compare your bank statement with your receipts to make sure you have not been charged for something you didn't authorize.

Lastly, **if you do believe your identity has been stolen**, immediately report it to the FTC by going to <https://www.ftccomplaintassistant.gov/>

You can also contact the UNT Information Security team at ext. 4062 or at security@unt.edu if you need help or advice on anything security related.

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[Return to top](#)

[Skip Navigation Links](#)

[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

New Scantron 888P Test Scoring Machine Now Available

[Winter Break Hours](#)

[Banished from the Garden of Facebook, a 21st Century Tale](#)

[The Best of '08](#)

[EDUCAUSE Southwest Regional Conference](#)

[Today's Cartoon](#)

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

[WWW@UNT.EDU](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Subscribe to](#)

New Scantron 888P Test Scoring Machine Now Available

By [JoAnn Luksich](#), Data Management Coordinator

A new Scantron 888P Test Scoring Machine is now available for grading UNT exams, just in time for the spring semester. The scanner uses Scantron® Form No. 882-E, which are sold at the UNT [Bookstore](#) for .25 cents each, or online at www.scantronforms.com. Data Management *will not* be storing or supplying these forms.

The service is available in the Data Management offices, [ISB](#) Room 140, Monday-Friday, 8 a.m. -5 p.m. (regular office hours). For further information see the Data Management [website](#) or contact JoAnn Luksich at Joann.Luksich@unt.edu or (940) 565-3887.

Merry Christmas Merry Christmas

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[Return to top](#)

[Benchmarks](#)
[Online](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[WWW@UNT.EDU](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to](#)

Winter Break Hours

By [Claudia Lynch](#), *Benchmarks Online* Editor

The University is [officially closed](#) Wednesday December 24, 2008 through Friday January 2, 2009 and [Monday, January 19](#).^{*} Following are the hours for Computing and Information Technology Center-managed facilities during the break.

- [Data Management Services](#) will be closed Wednesday December 24, 2008 through Friday January 2, 2009. They will resume their normal hours on Monday, January 5.

- The [Helpdesk](#) plans to be open as follows:

Wednesday, December 24: 8 a.m. - 5 p.m.

Thursday, December 25: **Closed**

Friday, December 26: 8 a.m.- 5 p.m.

Saturday, December 27 -- Tuesday, December 30: Normal Hours

Wednesday, December 31: 8 a.m. - 5 p.m.

Thursday, January 1: Noon - 5 p.m.

Friday, January 2: Resume Normal Hours

- The **ACS General Access/Adaptive Lab** ([ISB 110](#)):

Monday, December 15 - Friday, December 19: 9 a.m. - 6 p.m.

Saturday & Sunday December 20-21: **Closed**

Monday & Tuesday, December 22-23: 9 a.m. - 6 p.m.

Wednesday December 24 - Sunday December 28: **Closed**

Monday & Tuesday December 29-30: 9 a.m. - 6 p.m.

Wednesday, December 31 - Sunday, January 4: **Closed**

Monday, January 5 - Friday, January 9: 9 a.m. - 6 p.m.

Saturday & Sunday January 10-11: **Closed**

Monday, January 12 - Saturday, January 17: 9 a.m. - 6 p.m.

Sunday, January 18: 1 p.m. - 10 p.m.

Monday, January 19: 8 a.m. - 6 p.m.

Hours for Other Campus Facilities

General Access Labs

- [WILLIS](#):

Monday-Friday December 15-19: 8 a.m. - 5:50 p.m.

Saturday & Sunday, December 20-21: **Closed**

Monday & Tuesday, December 22-23: 8:00 a.m. - 5:50 p.m.

Monday, December 24 - Sunday, January 4: **Closed**

Monday-Friday, January 5 - 9: 8 a.m. - 5:50 p.m.

Saturday & Sunday, January 10-11: **Closed**
Monday - Thursday, January 12-15: 8 a.m. - 5:50 p.m.
Friday, January 16: **Closed**
Saturday, January 17: 9 a.m. - 5:50 p.m.
Sunday, January 18: 1 p.m. - 9:50 p.m.
Monday, January 19: 8 a.m. - 5:50 p.m.
Tuesday, January 20: 7 a.m. - Resume 24hr schedule

- [College of Information, Library Science, and Technologies GACL](#) (formerly SLIS):

Saturday, December 13 -- Sunday, January 11: **Closed**
Monday, January 12 -- Friday, January 16: 10 a.m.- 4 p.m.
Saturday, January 17 -- Monday, January 19: **Closed**
Tuesday, January 20 - Resume regular schedule

- [MUSIC](#):

The Music General Access Computer Lab is currently closed and will reopen for regular hours on Tuesday January 20, the first day of the semester.

- [PACS Computing Center](#) (Chilton Hall):

The PACS and SMHM General Access Computer Labs are currently closed and will reopen for regular hours on Tuesday January 20, the first day of the semester.

- [CVAD](#) (formerly SOVA):

The CVAD General Access Computer Lab is currently closed and will reopen for regular hours on Tuesday January 20 at 7:30 a.m.

- [COE](#):

The COE General Access Computer Lab is currently closed and will reopen for regular hours on Tuesday January 20 at 7 a.m.

- [COBA](#):

The COBA General Access Computer Labs are currently closed and will reopen for regular hours on Tuesday January 20, the first day of the semester.

- [CAS](#):

The CAS General Access Computer Labs are currently closed and will reopen for regular hours on Tuesday January 20, the first day of the semester.

- [UNT Dallas Campus - 155A](#)

December 15 - December 23:
Monday – Thursday: 8 a.m. to 6 p.m.
Friday – Saturday: 8 a.m. – 5 p.m.

Wednesday, December 24 - Monday, January 5: **Closed**

January 6 - January 17:

Monday – Thursday: 8 a.m. to 6 p.m.
Friday – Saturday: 8 a.m. – 5 p.m.

Monday, Monday, January 19: **Closed**
Tuesday, January 20: Resume normal hours

- **Engineering General Access Lab** (englab@unt.edu, Discovery Park, B129, 891-6733)

The CENG General Access Computer Lab is currently closed and will reopen for regular hours on Tuesday January 20, the first day of the semester.

Transportation Services Winter Break Schedule

- The last day for regular UNT Shuttle Service is December 12
- During the break only the **Discovery Park service** will operate Monday-Friday on the current [Friday Schedule](#)
- There will be **no service** December 24- January 4
- [E ride service](#) will end December 12 and resume January 14
- **UNT Shuttle Service will resume on January 20**
- For route and schedule information visit www.unt.edu/transit

* You might want to register [here](#) to receive an email or text page for a UNT and/or local school district closing, should they occur.

And don't forget ...



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[Return to top](#)

[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

[Winter Break Hours](#)

Banished from the Garden of Facebook, a 21st Century Tale

[The Best of '08](#)

[EDUCAUSE Southwest Regional Conference](#)

[Today's Cartoon](#)

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

Short Courses

[IRC News](#)

[Staff Activities](#)

Subscribe to Benchmarks Online

Banished from the Garden of Facebook, a 21st Century Tale

By [Stormy Shippy](#), CITC Computer Support Specialist, Communications Services

A fly on the wall overheard this recent exchange between a friend and me:

"Did you delete your Facebook account?"

"No. Why?"

"I can't find you on Facebook at all."

"Weird. I'll check it out..."

My friend was right. He couldn't find me on [Facebook](#). No one could. I had been banished from the Garden of Facebook. Someone or something had said that I was no longer allowed entrance. Reason: unknown.

Two weeks later, Rufus, a member of Facebook's User Operations team kindly broke the news: "Fake names are a violation of our [Terms of Use](#)." I let Rufus know that while I am glad Facebook takes great pains to model the real world identity of its users, the truth is, Stormy Shippy *is* my real name. Rufus promptly let me back into the Garden.

When the dust settled, the reason was not scandalous, but more humorous. However, it raised a handful of questions in my mind: some about Facebook, some about social networks, and some about our society shaped by increasing connectedness.

Facebook

Facebook's [mission](#) is to: "make the world more open and connected." Lofty, but that has been my personal experience with the service. Until my fake real name incident that is.

I was never told how Facebook came to the conclusion that my name was fake. Did another user suspect my name and then report my profile? Are there users that actually do that sort of thing? Did an algorithm of 'name correctness' determine to a certain probability that my real name was not real enough? Is there an employee at Facebook that browses names and suspends accounts on a gut feeling? Could an employee with a grudge randomly and without recourse block access?

If my profile had just been created, I might understand. If I had no friends and was doing spam related activity, that's valid. But, no, by any standard I am an upstanding Facebook citizen. I have years of service under my belt. I have hundreds of 'friends' who are implying by their connection with me that I am who I say I am. I co-organized a conference in Dallas for Facebook Developers. I paid \$250 to attend Facebook's [f8](#) conference in San Francisco (what percentage of users have paid Facebook anything?). I am friends with Facebook employees.

Is Facebook truly living up to their mission if they take such drastic measures against obviously legitimate users? Not in my mind. There are many paths Facebook could have taken and still been in alignment with their mission. One path would be to put in a process that notifies a user that Facebook thinks an account is potentially using a Fake Name and then provide a mechanism and time frame to provide justification and/or proof of legitimacy. If a user doesn't comply, disable the account. Simple?

Social Networks

In hindsight, it is only appropriate that the notification of my disabled access to the largest social network in the world came directly through a friend. It proves that the real, true social network still functions like it always has. What a relief!

To be clear, Facebook is using technology to model and extend the social network that each of us takes part in every day. Not some alternate reality. They are not alone. They are competing in a race by many companies to capture the identity and attention of every individual on the planet.

Social networks are changing too. The latest evolutions have just been rolled out. Where once you would visit a particular social networking website, now you are able to take your identity and connections to the Internet at large. An example would be visiting [CNN](#) and leaving a comment on a news story. No longer will you have to register to make a comment. You will be able to use your Facebook identity to leave one. Your comment will be pushed back out as a story in your news feed. From there all of your friends will then be able to discover your activity around the web. With your permission of course. The walled gardens are opening up.

Facebook calls this '[Facebook Connect](#)', Google calls it '[Friend Connect](#)', and MySpace has dubbed their effort [MyspaceID](#). In total, it is often called the social web. As you can imagine, the stakes are large. The amount of personal data generated is massive, very specific, and goes into tuning advertising systems that are potentially more relevant to the user. And advertisers pay for higher relevance.

If social networks are branching out to all aspects of online life, what happens when you put your identity all in one basket? Can you afford to be left out from participating for weeks at a time when a company decides you aren't real? Can you afford not to participate in these networks if that is what the web evolves into? Is it right for a company to ban people with very little recourse? It appears that for all the benefits of centralized control come all the downsides.

But wait! The story of the web so far has been one of technologies that are fundamentally open which end up winning in the long run. Case in point: is

anyone using America Online keywords any longer? So it should come as no surprise that there are already many proposed and early workings of a social web where you are in control of your identity and social relationships. They are found in open standards like [OpenID](#) and [OAuth](#) and talked about using terms such as '[Data Portability](#)'.

Connectedness

Where is the REAL importance in all this? If a user disappears from the social network forest, will anyone care? After all, if social network technology promises to connect the world and make it a more open place, being disconnected should cause some sort of disturbance. My friends definitely recognized my absence, made it known, and were surprisingly upset that they could not connect with me in the ways they had grown accustomed. That tells me there is importance there. Our relationships were still the same, just harder to see. The beauty of the social web is it can transcend geography and time and keep relationships at the click of a button. Some could argue that my friends should have just picked up the phone and called, but that too is also a form of social network technology.

We aren't relying on the social web to keep us connected, just using it to strengthen and accelerate what is already there. You can live without it. I did for a few weeks and am still here to tell the tale. Do you want to live without it? To each their own. The moral of my story, however, is you don't want to not have the option of participating or have it abruptly taken away from you by those in charge of the system. The only way to ensure that doesn't happen is to know the options and then control your own identity in a truly open social web.

Stormy Shippy is a real boy. Don't let Facebook fool you.

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[Return to top](#)

[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

[New Scantron 888P Test Scoring Machine Now Available](#)

[Winter Break Hours](#)

[Banished from the Garden of Facebook, a 21st Century Tale](#)

The Best of '08

[EDUCAUSE Southwest Regional Conference](#)

[Today's Cartoon](#)

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

Short Courses

[IRC News](#)

[Staff Activities](#)

[Subscribe to Benchmarks Online](#)



The Best of '08

By [Claudia Lynch](#), *Benchmarks Online* Editor

While you're taking leisurely strolls down memory lane over the holidays you might want to revisit these articles from past issues of *Benchmarks Online*. Published in 2008, they contain information that is still helpful and timely:

Feature Articles

- [Managing Your Spam](#)
- [UNT, Microsoft partner to give students free access to top software development programs](#)
- [CITC Projects Planned for 2008 or 2009](#)
- [Student SAS Distribution Policy Changed](#)
- [Photoshop Express - Free Online 'Photoshop' is a pretty good deal](#)
- [IT Help is Here](#)
- [Information Security Training Now Available Through WebCT Vista](#)
- [Computing Information for Faculty](#)
- [Information Security Awareness](#)
- [The College of Education General Access Computer Lab Renovation: Creating a welcoming environment for all learners](#)
- [Wimba Classroom Provides Green Alternative to Campus-Based Meetings](#)
- [Merger of Faculty Support Units – CDL and CTLA are now CLEAR](#)
- [New Computer Classrooms for General Use Being Developed at the Discovery Park](#)
- [The General Access Computer Lab Managers: What We Did This Summer](#)
- [Where in the World Did UNT Student Storage Go?](#)
- [S-Plus 8 and EViews 6 are Now Available](#)

- [CITC Strategic Directions](#)
- [Protect Yourself From Phishing](#)
- [Mean Green VM Machines](#)

Link of the Month

- [University Union Information Center](#)
- [Center for Achievement and Lifelong Learning](#)
- [UNT Lost and Found on Facebook](#)
- [The CITC Helpdesk](#)
- [ITHelp Center](#)
- [Messaging Systems Group's education page](#)
- [The Center for Student Rights and Responsibilities \(CSRR\)](#)
- [Six Degrees of UNT](#)
- ["Free – and Legal – Music, Videos and More"](#)

Helpdesk FYI

- [Microsoft Outlook's Task System](#)
- [RSS Feeds in Microsoft Outlook](#)
- [Phishing](#)
- [Recalling a Message in Outlook](#)
- [IT Help Center](#)
- [Outage Calendars](#)
- [Preferred UNT Email Address](#)
- [Activating Your EUID account](#)
- [EUID Passwords](#)
- [Campus VPN](#)

RSS Articles

- [New Developments With R - version 2.6.2](#)
- [Mapping And Data Representation In Stata: Part 1](#)

- [Mapping And Data Representation In Stata: Part 2](#)
- [Getting Started with a Modern Approach to Regression](#)
- [How Long Should My Data Analysis Take?](#)
- [Overview of ACS-Supported Software for Fall 2008](#)
- [Creating Maps With GIS Data in SAS 9.1.3, Part 1](#)
- [Statistics: a Clarification](#)
- [The State of SPSS @ UNT](#)

The Network Connection

- [Going the Last Mile](#)
- [No Reasonable Expectation of Privacy](#)
- [Understanding](#)
- [The End of Media as we Know IT](#)
- [Long Live the Browser](#)
- [Brand X](#)
- [A Bit of History](#)
- [Lost in the Clouds](#)
- [Brave New Browser](#)
- [Bits in Space](#)
- [No Escaping the Big G](#)

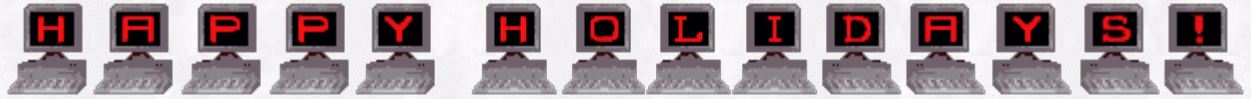
Casting a wider net

Here are some "best of" links from the wider world.

- [The Top Ten Christmas Presents of 2008 and How to Find Them On the Web](#)
- [The Best of 2008 on iTunes](#)
- [Best Inventions of 2008](#)
- [50 Best Websites 2008](#)
- [The Top 10 Everything of 2008](#)
- [The Best Books of 2008](#)

Best Books of 2008

- [Best Books for Young Adults 2008](#)
- [American Film Institute Awards hail top 10 best movies of 2008](#)
- [Best TV of 2008 - TV.com](#)
- [Best of 2008: John Guilfoil's top 10 games](#)



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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to Benchmarks Online](#)


EDUCAUSE Southwest Regional Conference

By [Claudia Lynch](#), *Benchmarks Online* Editor

There is still time to register for the 2009 EDUCAUSE Southwest Regional Conference and get a discounted rate. The cut-off date for early registration is January 27, 2009.

As was mentioned [last month](#), the theme for the conference is "Balancing Acts: Making IT Work for Everyone." According to the conference [website](#), participants "will examine solutions and strategies for meeting the broad range of technology needs that define the higher education experience. The increasing importance of demonstrating IT's value and the ubiquitous nature of technology as a resource require IT professionals to juggle many different perspectives. This conference will offer colleagues the opportunity to share insights on what works and how to prepare for the next big thing coming our way."

If you are interested in attending any pre-conference seminars, they begin the morning of February 24 and follow the full conference. The seminars are (separate registration and fee required):

- Leveraging Identity Management for Privacy, Security, and Compliance
- Managing Time and Priorities
- Building a Blueprint: Millennials, Web 2.0, and the Future of Learning

The full conference program runs from February 24 - 26, 2009 and follows four key tracks:

- Act 1: Balancing IT's Role in the Enterprise
- Act 2: Balancing Innovation and Operations
- Act 3: Balancing Learning 2.x
- Corporate and Campus Solutions

The General Session speakers are:

- Alan Levine -- Vice President, NMC Community & CTO
The New Media Consortium (NMC)

- Susan M. Zvacek -- Director, Instructional Dev & Support
University of Kansas

More Information? Visit the *EDUCAUSE Southwest Regional Conference 2009* [website](#).

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[Return to top](#)

[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

[New Scantron 888P Test Scoring Machine Now Available](#)

[Winter Break Hours](#)

[Banished from the Garden of Facebook, a 21st Century Tale](#)

[The Best of '08](#)

[EDUCAUSE Southwest Regional Conference](#)

Today's Cartoon

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

maincontent

Today's Cartoon

Copyright 2005 by Randy Glasbergen.
www.glasbergen.com



“Saying ‘Merry Christmas’ offends some people and ‘Happy Holidays’ upsets a lot of others. But ‘Bah Humbug’ doesn’t seem to bother anyone!”

From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit www.glasbergen.com.

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[Return to top](#)

[Subscribe to
Benchmarks
Online](#)



[Page One](#)

[Campus Computing News](#)

[Stay Secure During the Holidays](#)

[New Scantron 888P Test Scoring Machine Now Available](#)

[Winter Break Hours](#)

[Banished from the Garden of Facebook, a 21st Century Tale](#)

[The Best of '08](#)

[EDUCAUSE Southwest Regional Conference](#)

[Today's Cartoon](#)

[RSS Matters](#)

[The Network Connection](#)

[Link of the Month](#)

[Helpdesk FYI](#)

[Short Courses](#)

[IRC News](#)

[Staff Activities](#)

[Subscribe to](#)

Don't Forget Our Monthly Columns!

By [Claudia Lynch](#), *Benchmarks Online* Editor

In addition to our feature articles, *Benchmarks Online* publishes monthly columns that are focused on specific aspects of computing here at UNT (and beyond, in some cases). Check out what is waiting for you this month:

- [By the Numbers](#) - Not really a column, but a new feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.
- [RSS Matters](#) - "RSS Matters" is the monthly column written by the Research and Statistical Support [Group](#) in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month Patrick McLeod provides us with Part 2 of "Creating Maps With GIS Data in SAS 9.1.3." Check it out!**
- [The Network Connection](#) - "The Network Connection" may well be the longest running column in computer publishing history. Certainly in University of North Texas computer [publishing history](#).

This month, Dr. Baczewski discusses "Obama Tech." Could that be a new university? Click on the Network Connection link above to find out.

- [Link of the Month](#) - As it says on the top of the "Link of the Month" page, "Each month we highlight an online mailing list or website. Frequently the link is associated with UNT." **This month's link is to the "UNT Staff Council Perks Program." Click on the link above and check it out the perks!**
- [Helpdesk FYI](#) - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Richard Sanzone talks about "Forwarding Eaglemail to Exchange." If you are not a student and you have been using Eaglemail, this article is a must read!**
- [Short Courses](#) - Every semester, Academic Computing Services (ACS) offers short courses on computer-related topics, many of them having to do with statistical research. This column keeps you up-to-date on what is being offered and when as well as other training opportunities.

Need some research/statistical training? *Special classes* can always be arranged with the RSS staff, and they are always available for consultation. Click on the Short Courses link

[Benchmarks
Online](#)

above for information about classes likely to be offered next semester and/or other training resources.

- [IRC News](#) - As their Webpage [says](#), "the IRC is an advisory and oversight body created to foster communication and cooperation between and among UNT information resources providers and users." We publish the minutes of the IRC meetings each month, when they are available. **IRC minutes from October 21, 2008 were published.**
- [Staff Activities](#) - This column focuses on new employees, people who are no longer employed at the Computing and Information Technology Center, awards and recognitions and other items of interest are featured here.

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to](#)

Network Connection

By [Dr. Philip Baczewski](#), Director of Academic Computing and User Services

Obama Tech

For those who are [counting the days](#) to the next U.S. Presidential inauguration, for whatever the reason may be, we are about to enter the last month of counting. In case you hadn't noticed, technology, and in particular Internet technology, played a large role in the success of the Obama campaign, so you may be wondering how the new administration will approach the support and use of technology. As it turns out, that question may have been answered about a year ago.

It's been quite some time since Bill Clinton brought Internet technology to the [White House](#) with its first Web Page and a presidential e-mail address. And who can forget that Al Gore did **NOT** invent the Internet (but DID support its development). E-mail and Web pages have gone from being a bit of a novelty at the beginning of the Clinton years to a necessity today.

It's not surprising that we see Internet technology playing a large role in political campaigns and the ultimate success of the Obama campaign in particular. Howard Dean first tapped the power of Internet fund raising in the 2004 democratic primaries, drawing the skeptical notice of Michael Wolff writing in [New York Magazine](#): "The Internet -- which has still not revealed how it will ever reliably produce profits for the commercial sector -- turns out to be a remarkable political money machine. A goose laying golden liberal eggs."

What a difference 4 years can make. According to [America.gov](#), "Four years later, Internet fundraising has leapt ahead, with prospective Democratic presidential nominee Barack Obama enjoying particular success thanks to Web 2.0 interactive and social networking tools that enhance online community participation." (And, it appears that at least a few in the commercial sector have some reliable profits.) Some would say that the Obama campaign's effective political organizational skills combined with the tools of the Web 2.0 wave of technologies, made the difference that mobilized so much support for the candidate. The social network site remains [active](#) although there is some [question](#) as to the future of the extensive database of supporters or just interested browsers who signed up on the Obama [site](#).

The new administration's stance on technology has been stated for quite some time. A year ago or more, the Obama campaign published a position paper on the campaign website with the rather hefty title of "[CONNECTING AND EMPOWERING ALL AMERICANS THROUGH TECHNOLOGY AND INNOVATION](#)". That paper outlined a plan which featured the following goals:

- Ensure the full and free exchange of information among Americans through an open Internet and diverse media outlets.

- Create a transparent and connected democracy.
- Encourage the deployment of a modern communications infrastructure.
- Employ technology and innovation to solve our nation's most pressing problems, including reducing the costs of health care, encouraging the development of new clean energy sources, and improving public safety.
- Improve America's competitiveness.

These goals from candidate Obama have apparently survived the nomination and platform creation process to be included in the goals of the [incoming administration](#). So, it appears that Obama and his circle are not only quite well versed in the online world, but have successfully used that world as part of their effort to win the 2008 U.S. Presidential election. It remains to be seen whether this new administration will be able to fulfill its promises, but the Obama campaign's ability to organize and connect people during the campaign really could be the promise of a "transparent and connected democracy" if President Obama figures out how to do technology as well as candidate Obama did.

The irony is that President Obama may have to give up his [favorite gadget](#). It appears that his Blackberry may have to be [taken away](#) once he moves into the Oval Office. While it's likely he'll stay informed, you have to wonder if he'll stay connected. Plus, there's something comforting to the [geek](#) bloc knowing your President shares your compulsion to always be virtually connected. If he does have to give up his Blackberry, he'll just have to hope that his thumbs stay in shape.

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to Benchmarks](#)

Link of the Month

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UNIVERSITY OF
NORTH * TEXAS™

Staff Council

P.O. Box 311010,
Denton, TX 76203
Phone: (940) 565-3333
Fax: (940) 565-4580

"Serving our Staff, Serving our Students,
Serving our University!"

UNT Staff Council Perks Program

The Staff Council has initiated a new "Perks Program" for UNT employees. Be sure to have your UNT identification card with you when you visit the businesses and service providers listed below. Discounts as of December 11, 2008 are provided by:

- **AT&T** - 15% discount off voice and data service
- **Local Circuit** - Free diagnostics and 25% off repairs (Matt Forman - manager)
- **Fitness Evolution** - \$150.00 Off enrollment and Free training (TJ - manager)
- **Express Care** - 10% off any service (except state inspections) - Don Gould Owner and Manager
- **Denton County Museums** - 5% discount on gift shop purchases
- **MasterGrill Brazilian SteakHouse** - 15% discount. Please present UNT ID to receive the discount. Please note that this discount is not valid with any other offers or discounts and gift card purchase. Excludes alcoholic beverages and gratuity.
- **Rockin' Rodeo** - free cover to staff over 21 (excluding special events {New Year's / Halloween Bash} and concerts), and ½ price to staff under 21
- **North Lake Driving Range** - \$1.00 off a bucket of balls (w/ staff ID).
- **Grandy's** - 10% off with UNT ID

Make sure and check the webpage below frequently as businesses continue to be added.:

<http://www.hr.unt.edu/staffcouncil/StaffCouncilViewPage.php?cid=355>

Online

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to Benchmarks Online](#)

Helpdesk FYI

By [Richard Sanzone](#), CITC Helpdesk Manager

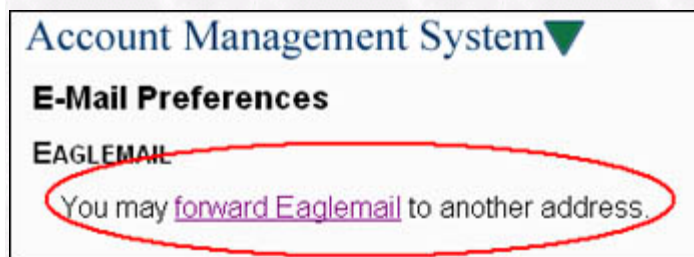
Forwarding Eaglemail to Exchange

The Eaglemail system will soon be replaced by the EagleConnect system. The EagleConnect system is intended for students and should not be used to conduct UNT business. Employees are encouraged to forward their Eaglemail address to their Exchange account.

Employees can forward their Eaglemail address to their Exchange account (employee email system) by following this procedure:

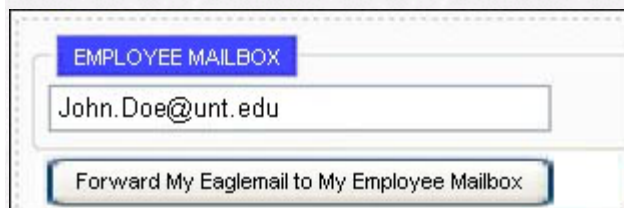
- 1.) Login to the [Account Management System](#).
- 2.) Click the "E-Mail" link on the left side of the webpage.

The Email Preferences screen will appear:



- 3.) Click the "forward Eaglemail" link.

You will be presented with forwarding options:



- 4.) Click the "Forward My Email to My Employee Mailbox" button. Your employee email address will automatically be populated into the address field.

Your new Eaglemail messages will now be delivered to your Exchange account.

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to](#)

IRC News



Minutes provided by Sue Ellen Richey,
Recording Secretary*

The IRC -- unofficially now known as the INFORMATION TECHNOLOGY COUNCIL (ITC) -- is currently undergoing a reorganization, see the May 20, 2008 [minutes](#) for more information.

October 21, 2008

VOTING MEMBERS PRESENT: WARREN BURGGREN, CHAIR, TIM CHRISTIAN, ELIZABETH HINKLE-TURNER, JOHN HOOPER, JIM BYFORD, LOU ANN BRADLEY, BILL JONES, NOREEN GOGGIN, PATRICK PLUSCHT, WILL SENN, WIL CLARK (for JOHN PRICE), MELISSA JACKSON, DON GROSE, JUDITH ADKISON, CENGIZ CAPAN, JON NELSON, YUNFEI DU, BRUCE HUNTER, RAMU MUTHIAH, JOEY SAXON, JOEL ARREDONDO **NON-VOTING MEMBERS PRESENT:** JOE ADAMO, MAURICE LEATHERBURY, PHILIP BACZEWSKI, JACKIE THAMES, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT:** ABRAHAM JOHN, FRANCES MAY, WILLIAM MOEN, KELLY DONAHUE-WALLACE, KISEOL YANG **GUESTS:** CHARLOTTE RUSSELL

This being the first meeting of the academic year of 2008-2009, the Chair, Warren Burggren, asked everyone to introduce themselves. Following that, the minutes of the last IRC meeting, July 15, 2008, were approved with one correction to the spelling of Wil Clark's name in the body of the minutes. It was agreed that there would be no more paper minutes or Agenda distributed at the meetings, since both minutes and agenda will be distributed electronically prior to meetings.

ITC Policy

Maurice Leatherbury reported that the ITC Policy is still under review in Legal. Maurice noted that the new policy doesn't change the membership of the council very much, but makes changes to the duties and responsibilities of the council, particularly in the area of project management and approval. In addition, there will be an IT Steering Committee which will have responsibility for approval of larger projects and setting overall strategic plans for IT direction of the campus. Maurice distributed a document written and produced by the Computing & Information Technology Center, outlining the strategic plan for IT, from CITC's perspective. The document was designed to let the campus know what they can expect from CITC. Maurice said he wanted this to be in the hands of ITC members so they can see what is missing or what should not be handled by CITC, and hopefully will act as a springboard for future discussion. Maurice announced that the document will be posted on CITC's website.

Warren Burggren introduced a discussion of the Challenges and Opportunities that had been

suggested to him over the past week or two, as outlined in a document he distributed. Discussion followed on the following major challenges and opportunities:

- 1) Classroom Technology
- 2) PeopleSoft
- 3) Disaster Recovery
- 4) Resources
- 5) Providing Needed Services
- 6) Human Resources

The major opportunities noted were:

- 1) Improved Data Handling
- 2) Digital Communications Solutions
- 3) Classroom/Students
- 4) Planning

Warren asked members to consider the challenges discussed today and see how they can be prioritized, and to look at the Strategic Planning document. He asked that members send him their comments prior to the November meeting.

Cengiz Capan announced that the College of Business had their accreditation extended following an Accreditation Team visit. The College was commended on their new building and for their technology support systems. He said the team was impressed with the college campus.

There being no further business, the meeting was adjourned at 3:45 pm.

* For a list of IRC Regular and Ex-officio Members click [here](#) (last updated 12/12/08). Warren Burggren is now the Chair.

**DCSMT Minutes can be found [here](#).

IRC Meeting Schedule

The [IRC](#) generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. The schedule can be found [here](#). All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
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Research and Statistical Support University of North Texas

RSS Matters

Link to the last RSS article here: [The State of SPSS @ UNT.](#) - Ed.

Creating Maps With GIS Data in SAS 9.1.3, Part 2

By [Patrick McLeod](#), Research and Statistical Support Services Consultant

In [Part 1](#) of this series we looked at some of the basics of creating maps in SAS. In Part 2, we're going to look at a couple of different map options in SAS that can help you create maps to add content and context to your data. I've already covered choropleth maps in Stata; in this column we will be revisiting choropleth maps and looking at prism maps, both created with PROC GMAP.

The data I've selected for this exercise is some data from a statewide race from the November 2008 election in Texas. This race was between incumbent Republican Justice Phil Johnson, Democratic Justice Linda Yañez from the 13th Court of Appeals and Libertarian Drew Shirley, a lawyer from Austin. Rather than focus on statewide county-by-county returns, I wanted to create some maps that focused on three metropolitan areas and the collar counties surrounding them. I live and work in the county seat of Denton County and I am very interested in how the political dynamics of urban-suburban-exurban communities and the counties in which they reside. Rather than showing county-level returns for the entire state, I only reported data for the following counties (listed by metropolitan area): In North Texas, Collin, Dallas, Denton, Ellis, Johnson Kaufman, Rockwall and Tarrant; in Central Texas, Hays, Travis and Williamson; on the Gulf Coast, Brazoria, Fort Bend, Galveston, Harris, Montgomery and Waller.

Because I would like to create some measure of Republican intensity in these counties, I took the difference between the number of votes for Justice Johnson versus the number of votes for Justice Yañez and created a new variable labeled margin. Dallas, Harris and Travis counties all voted for Justice Yañez while the remaining counties all voted for Justice Johnson. The colors in the maps below reflect the scale of this margin variable, ranging from blue (Yañez) through yellow, orange and red (increasing margin of victory numbers for Justice Johnson).

Supreme Court Place 8 Margin of Victory

Urban and Collar Counties, 2008

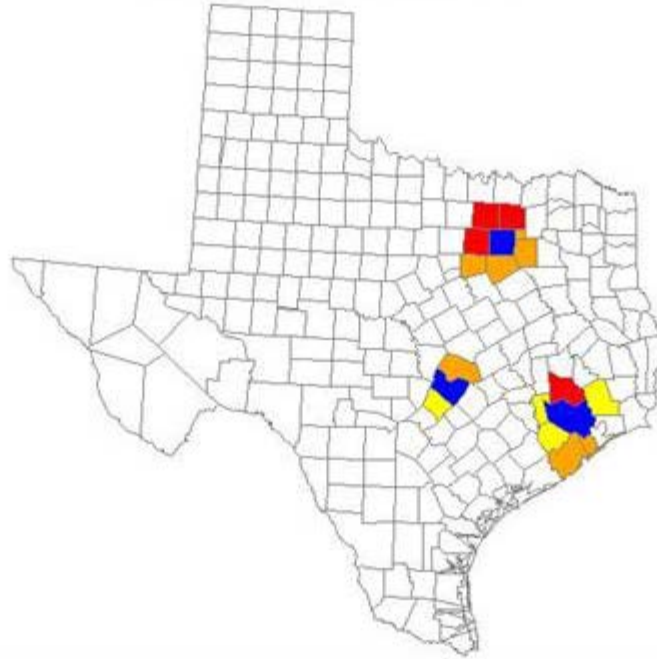


Figure 1: Choropleth Map of Margin of Victory In Texas Supreme Court Place 8 for Selected Counties, 2008.

Figure 1 is a one dimensional county-level choropleth map of Texas that is projecting the margin variable I created for the Texas Supreme Court, Place 8 election from November 2008. This map nicely illustrates the hunch I followed when I began this project, namely that the Democratic counties of Dallas, Harris and Travis are surrounded by counties with significant to marginal suburban and exurban development that are, at least in the case of this race, varying degrees of more Republican than their urban neighbors.

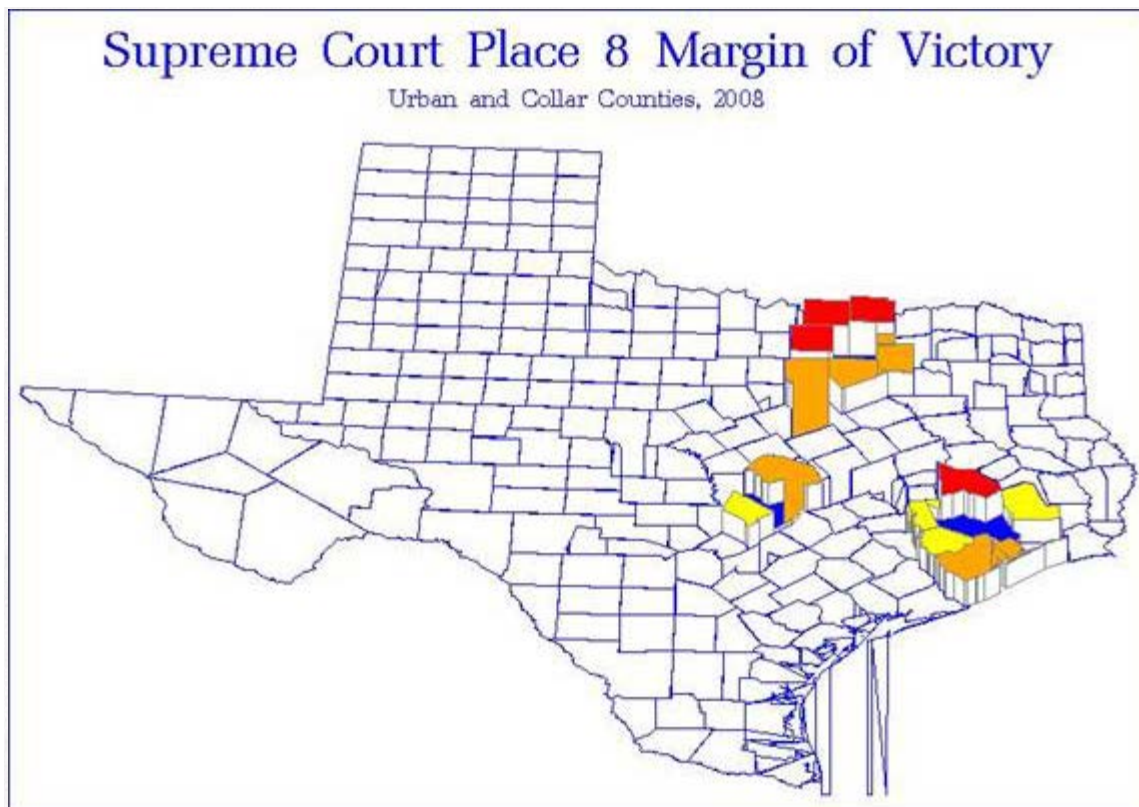


Figure 2: Prism Map of Margin of Victory In Texas Supreme Court Place 8 for Selected Counties, 2008.

I like the idea of the prism map for this project because it shows both color and height to add an element of project to the map. I am a bit disappointed in some of the rendering artifacts along the lower Gulf Coast region of the map (the lines that extend down along the coastal areas) and I hope that PROC GMAP in SAS 9.2 might lead us to a cleaner-rendered image.

Happy Holidays from all of us in Academic Computing Services, Research and Statistical Support! We look forward to providing you with lots more reading material in 2009!

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)

Short Courses

By [Claudia Lynch](#), *Benchmarks Online* Editor

Stay tuned for the spring short courses. They will be announced during the first weeks of January.

Special classes can always be arranged with the RSS staff. See "Customized Short Courses" below for further information. Also, you can *always* contact the RSS staff for one-on-one [consultation](#). **Please read the [FAQ](#) before requesting an appointment though.**

Surf over to the [Short Courses](#) page to see what sort of classes will likely be offered next semester. We promise.

Customized Short Courses

Faculty members can request customized short courses geared to their class needs from ACS. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, lynch@unt.edu).

Especially for Faculty and Staff Members

In addition to the ACS Short Courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources Department](#), and the [Center for Learning Enhancement, Assessment, and Redesign](#). Additionally, the [Center for Achievement and Lifelong Learning](#) offers a variety of courses, usually for a small fee.

EIS training is [available](#). Questions or comments relating to EIS training should be sent to EIStrn@unt.edu.

Microsoft Outlook Training and more

The GroupWise to Microsoft Exchange Migration is complete. The Messaging Systems Group has all sorts of useful information on their website, including [training information](#).

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their newly re-designed [website](#):

CWS provides Internet services and support to UNT faculty, staff

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and students. Services include allocating and assisting departments, campus organizations and faculty with web space and associated applications. Additionally, CWS assists web developers with databases and associated web applications, troubleshooting problems, support and service.

Tutorials are available from CWS on a variety of [topics](#).

CLEAR (was Center for Distributed Learning)

[CLEAR](#) offers courses especially for Faculty Members. A list of topics and further information can be found [here](#).

The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in Chilton 245. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. More information on these activities can be found at the [CLEAR](#) Website.

UNT Mini-Courses

There are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to <http://www.unt.edu/minicourses/>

Information Security Awareness

The UNT Information Security team has been offering Information Security Awareness [courses](#) to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

For more information, or if you would like to request a customized course to be taught for your department, contact Gabe Marshall at x4062, or at security@unt.edu.

Also, Information Security Training is [now available](#) through WebCT Vista.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. See <http://www.gal.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#).

The [Training Website](#) has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered. For further information on CBT at UNT, see the CBT [website](#).

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training [website](#) reveals some interesting possibilities. For example, under [Conferences, Briefings, and Events](#) is a "Microsoft Training Series" described as "free training classes ... delivered by Microsoft and hosted by DIR as part of the Technology Today Series (TTS)."

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[Return to top](#)

[Page One](#)
[Campus Computing News](#)
[Stay Secure During the Holidays](#)
[New Scantron 888P Test Scoring Machine Now Available](#)
[Winter Break Hours](#)
[Banished from the Garden of Facebook, a 21st Century Tale](#)
[The Best of '08](#)
[EDUCAUSE Southwest Regional Conference](#)
[Today's Cartoon](#)
[RSS Matters](#)
[The Network Connection](#)
[Link of the Month](#)
[Helpdesk FYI](#)
[Short Courses](#)
[IRC News](#)
[Staff Activities](#)
[Subscribe to Benchmarks Online](#)

Staff Activities

Transitions

New Employees:

- **Michael Patrick McAuliffe**, Computer Systems Manager, Distributed Learning Support.
- **Jerry Chin**, Programmer Analyst, Payroll/Human Resources Systems.
- **Scott Powers**, Computer Systems Manager, Distributed Learning Support.
- **Emmanuel Ogunsona**, Technician, Classroom Support Services (part-time).
- **Nima Purush Kumar**, Project Management Support Specialist (part-time).

No longer working in the Computing and Information Technology Center:

- **Ellen Akin**, Student Assistant, Data Communications (part-time).

Changes, Awards, Recognition, Publications, etc.

Charlotte Russell, Director, CITC Administration and Compliance, is a member of the recently formed **Policy Advisory Group**. The group "will review and revise university policies, the policy process and the policy website" according to an [article](#) in *InHouse*.

Dr. Elizabeth Hinkle-Turner, Student Computing Services Manager (ACS), "spoke during the Student Government Association's [last meeting](#) of the semester . . . Dr. Hinkle-Turner presented the replacement of Eaglemail, [EagleConnect](#)." Donning another hat, Dr. Hinkle-Turner recently had her electroacoustic music piece, *EvenMoreduSt*, presented at Arizona State University.

Bob Saringer, Communications Analyst, Telecommunications, was recognized as a *Soaring Eagle* in the December 2008/January 2009 Human Resources newsletter, [HR Connections](#). Congratulations Bob!

Fun Fact Winners

Continuing the tradition, **Mike Shirley**, Programmer/Analyst, Student Records Data Systems (AIS), was a winner in the [Nov. 18 InHouse Fun Fact](#) giveaway.

Service to UNT

Congratulations to **Lawana Robinson**, Computer Systems Manager in Computer Operations (AIS), who was recently recognized in *InHouse* for **25 years of service**. **Vicki Epting**, University Information Operator and **Sharon McLaughlin**, Telecom Customer Service Representative, were recently honored by their department for their service to UNT. Epting was honored for **5 years of service** and McLaughlin for **10 years of service**.

Congratulations to the Graduates

The following CITC employees [graduated](#) this month:

- **Daniel Harris**, Microcomputer Consultant, Helpdesk (part-time), graduated with a BS in Computer Engineering.
- **Trent Ryan**, ACS GAL Consultant (part-time), graduated with a BS in Psychology.
- **Alis Smbatyan**, ACS GAL Consultant (part-time), graduated with a MA in Art History.
- **Sravanthi Samula**, ACS GAL Consultant (part-time), graduated with a MS in Computer Engineering.
- **Shravan Banda**, ACS GAL Consultant (part-time), graduated with a MS in Electrical Engineering.

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[Return to top](#)