

In Touch

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In this issue:

Home Improvements	1
Event Calendar Service	3
New ITS Survey Tool	5
Changes to Disk and Backup Pricing	7
Application Hosting Service	7
Computer Wellness	9
ITS In Touch Index to Volume 11 (2004-2005)	10

Home Improvements

Robin Sutherland <tsutherl@uwo.ca>

*Editor's Note: The Western Home Page took on a new look on September 8, 2005. This article and the following article, **Event Calendar Service**, both introduce features of the new site.*

“Home” means many things to many people. In the Department of Communications and Public Affairs, one of our homes is the front page of the University’s Web site: <http://www.uwo.ca/>, and over the summer, we’ve renovated.

On September 8, we published a new home page for Western, (see page 4) the first complete redesign since 2001. The project includes improved internet communications for the University on many fronts.

Among our “renovations” you will find guiding principles that emphasize interactivity, a visual engagement of our campus and community, more news and better search features.

The reno includes several new projects.

- Weblogs focusing on Western and the community and a “photo of the week” contest give you the opportunity to respond and contribute your experience of Western with your own comments and pictures.

- A large format photo, supporting photos in our **Seen on Campus** feature, news, and a weekly photo winner all give an immediate sense of activities or happenings on “Canada’s Most Beautiful Campus.”
- Five news stories – constantly being updated by our reporting team – let you know what’s happening in your community. We also provide you with options to have this news delivered directly to your desktop via podcast or RSS feed.
- The capacity to find what you want from the home page has also expanded with an alphabetical directory of Western’s Web sites, a guide to the **Experts at Western**, and a search field right on the page. We have also retained the familiar **Quick Links**, **Western Directory** and **Site Map**.

In addition to the improvements in design and content, it is also worth noting that our renovations have taken place at a structural level as well. The page has been constructed with XHTML and CSS to separate the design from the content at the markup level. This simplifies subsequent changes and updates to both design and content, and facilitates database integration and content management

(image on page 4, article continued on page 8)



Scheduled System Maintenance

Sundays
6:00am - 12:00 noon

Need help, have a question?

Call the ITS Support Centre
661-3800 or ext.83800

About *In Touch*:

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Ontario.

We welcome your comments,
suggestions, and articles.

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ITS Mission

We are committed to
delivering the best information
technology services and solutions
in support of the teaching and
research missions of the
University.

ITS Vision

To be recognized as the
preferred source of information
technology services and solutions
within the campus community
and recognized as one of the
leaders in the North American
university community.

Network Backup Service

For network backup and
recovery service please contact
the ITS Legato Group, e-mail:
legato@uwo.ca For details see:
[http://www.uwo.ca/its/network/
backup.html](http://www.uwo.ca/its/network/backup.html)

ITS OPEN HOURS

Building hours and hours of
opening for the various areas of
ITS are listed on the web at
[http://www.uwo.ca/its/reach/
contactus.html#hours](http://www.uwo.ca/its/reach/contactus.html#hours)

In Touch Mailing List

Additions, deletions, and
changes to the mailing list can be
made using the form on the web
at [http://www.uwo.ca/its/doc/
newsletters/InTouch/
subscription.html](http://www.uwo.ca/its/doc/newsletters/InTouch/subscription.html)

ITS Services 2005-2006

<http://www.uwo.ca/its/services.pdf>

Event Calendar Service

Tracy Griffiths <tracy@uwo.ca>

ITS is hosting a new event calendar service which allows groups on campus to publish their own events calendar. The service is based on the Calcium Web Calendar from Brown Bear Software (<http://www.brownbears.w.com/calcium>). It offers highly configurable, web-based event calendars with distributed management capabilities. One of the calendars ITS is currently hosting the new **Western Events Calendar** at <http://events.uwo.ca/>.

In general, users of each event calendar fall into one of three groups:

- calendar administrators,
- event maintainers, and
- calendar users.

A calendar administrator makes the administrative decisions for the calendar and requests the changes. Event maintainers have the rights to add, edit, and delete events, and calendar users have read-only access to the calendar. Most calendars will be public, which means that the calendar user group includes everyone.

Features

Some of the features available to calendar users include the ability to:

- view the calendar by day, week, month, quarter, or year
- view the calendar in a block, list, condensed, or time plan view
- print a calendar view or single event
- search and filter events (or events in a date range or category) using a keyword or regular expression
- subscribe to events (or a category of events) from desktop calendars that support iCalendar Subscriptions (for example, Apple's iCal or the Mozilla calendar). This allows users to view your event calendar within their personal calendar.

- export events to iCalendar, MS Outlook, or vCalendar format. Users can then import these events into personal calendars that do not support iCalendar Subscriptions, such as the JES calendar or MS Outlook.
- include different views of your event calendar in a web page by using HTML frames, IFRAME, or server-side includes. If space is an issue, a mini view of the calendar is available.
- mandatory fields, field labels, and default values.
- define preset time periods that a user can select when creating events. For example, a user could define 4:00 pm - 12:00 am as the "Afternoon Shift".
- define any add-ins. That is, dynamically include other calendars that are in iCalendar format (local or remote) in your calendar and specify the colour they should have. For example, add the list of Canadian holidays from <http://icalshare.com/> into your calendar.
- allow users to edit/delete all events or just those they have entered
- define email settings for reminders, subscriptions, event modifications, and new events
- send audit e-mails based on specified actions such as users viewing the calendar, adding events, adding tentative events, and editing/deleting events
- import events that are in iCalendar or MS Outlook format into your calendar.

Administrators & Maintainers

Event maintainers and calendar administrators have the ability to:

- add, edit, and delete events.
- include text or html in event pop-up descriptions, as well as links
- add repeating events
- send e-mail notification and reminders when adding events
- define the colour of an event.

In most cases, ITS will be making administrative changes to the calendars at the calendar administrator's request.

Administrative configuration options and features include the ability to:

- define event categories as well as the colour of events in those categories.
- define the default display, including the default calendar view and the sort order of events.
- allow/disallow time conflicts and past events, as well as specify how far in advance a user is able to create an event.
- specify whether event approval is required.
- disable/enable subscriptions and synchronization.
- configure the event edit page, including the available fields,

To request an event calendar for your group, send an email to ecalendar@uwo.ca. Please indicate the name you would like to give your calendar and the list of users that will have permission to maintain events in your calendar. Please include both the personal computer account username and the email address of each user.

This new event calendar service gives Communications and Public Affairs the ability to define a common look and feel for all event calendars on campus. Your new event calendar will have this look and feel. If you have any branding questions, please contact Terry Rice at the Department of Communications and Public Affairs (661-2111 ext.85106).

The University of Western Ontario

Prospective Students | Students | Current Students | Faculty & Staff | Alumni | Research | Industry | Giving | Media | **Faculties** | Quick Links

Welcome!

Where at Western

- Alpha directory of Western Web sites
- Western Directory
- Site Map
- Experts at Western

Search:

Western Web Servers the Internet

Faculties listed on the homepage

Alpha list of official Western Web sites

Western or Internet-wide searches directly from the homepage

Reviewing notes in Somerville House.

Western provides the best student experience among Canada's leading research-intensive universities.

Exciting images of campus news and events

Seen on Campus

Codebreaker set extra.

Daily News Service - September 8, 2005

Genomics Funding At Western, Robarts
 Researchers at The University of Western Ontario and Robarts Research Institute will share a large portion of a \$132.3 million investment in 10 genomi ... [read more]

Mustangs, Rogers TV Partner
 Western Mustangs sports will be hitting the airwaves of Rogers Television with weekly coverage of football, hockey, basketball, volleyball, soccer, ru... [read more]

Wear With Pride
 More than 30,000 new and returning students and dozens of new faculty and staff can't be wrong - Western is a rewarding place to study and work. Fi ... [read more]

Read Additional stories.

The Daily News Service is produced by Western News and the Department of Communications and Public Affairs.

RSS
 Western's Daily News Service is also available as an RSS feed. [What is an RSS feed?]

WESTERN PODCAST
 Western Takes Five is a weekly podcast of news from Western. [What is a podcast?]

Two new projects from Weblogs at Western want your responses to current issues both on campus (At Western) and in the community (Community Report).
 Tell us what you think by leaving comments on our weblogs!

Comment on our blogs or add your own

Keep up-to-date on what's happening on campus

Learn more about the role we play in the London community

Photo of the Week

Middlesex College by "Marcinmoka".
 Submit your photos for Photo of the Week.

Photo of the Week from our Western photoblog

Sites of Interest

- USC's Orientation page
- Faculty of Music Students' Council
- Homecoming 2005

Interesting Web sites relevant to University life

RSS feeds - campus news directly to your desktop

Download and listen to all the news about Western with our podcast

1151 Richmond Street, Suite 2, London, Ontario, Canada, N6A 5B8 • Tel: (519) 661-2111
 Updated September 7, 2005 by The Department of Communications and Public Affairs
 See our policies on Privacy, and Web Standards

Western

New ITS Survey Tool

Gerard Stafleu <gerard@uwo.ca>

ITS has developed a new **Survey Tool** that can be used by anyone wanting to make their own surveys. All you and your subjects need is a web browser.

Who can fill out my surveys?

Surveys can be filled out by participants that you upload from a file. The file is simple to make, for example it can be made in MS Excel. The participants can either be identified by a combination of username/password that you supply in the file, or you can use the UWO Personal Computer Account IDs. In the latter case the passwords will be automatically checked against the central password server.

Alternatively, you can appoint Interviewers who can fill out the survey on behalf of participants. For example, an interviewer can phone participants and then enter the responses on-line via a web browser.

How do I make a survey?

The Survey Tool has a very simple web interface. A survey is divided into a number of pages, and a page then has a number of questions. You use your web browser to add pages and questions to your survey.

What kinds of questions can I ask?

Here are some examples of questions.

Radio Buttons: Radio buttons mean that the participant can at most check off one answer. In this example, **answer 2** has as special feature that the participant will automatically skip to **page 3** if that answer is checked.

Answer 4 is accompanied by an extra text box in which the participant can give extra information.

1. I generally feel...

1. So So
2. More or less (If checked, you will go to page 3)
3. 7th Heaven
4. Other, please specify

Check Boxes: Check boxes mean that multiple answers can be checked off. **Answers 3 and 4** again show the feature of a text box for extra information:

2. On an average day, I...

1. Pick flowers
2. Pet some cows
3. Eat melons
4. Swing cats

Text Boxes: You can also make questions where the answers consist of just text boxes where the participant has to enter information. You can either allow any text in the boxes, or specify that it has to be numbers. The next question is a number boxes question, although text boxes would have looked exactly the same.

3. How much alcohol do you consume per hour?

(Please enter numbers)

1. Per hour, I drink Cans of beer
2. Per hour, I drink Bottles of wine
3. Per hour, I drink Crates of Vodka

Text boxes can be of any size, both in width and height. If you want the participant to enter a lengthy story, you can do the following:

4. In 300 words or less, how do you feel?

Notice that if a question has only one answer, the answer number is not displayed.

Date Boxes: The final question type is date boxes. The following is a date boxes question, with only one answer. The participant chooses the day and month, but has to enter the year as a 4 digit number. The survey will complain if upon submission any of these three parts have been filled out and the combination is not a valid date.

5. I was born on

(D/M/Y) / / (4 digits)

If you want to save space, you can display radio buttons and check boxes horizontally rather than vertically. This is useful for questions like “On a scale of 1 to ...”:

6. On a scale of 1 to 5, how often would you like to see the sun rise on an average day?

Never				Daily
1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What do the results look like?

The results are presented in Comma Separated Values (CSV) format. This is a format that is easily read by programs such as MS Excel, MS Access, SAS, SPSS.

Please contact ITS through the mailing list uwo-surveys@uwo.ca if you are interested in using the survey tool.

Changes to Disk and Backup Pricing

Jean Savage <jean@uwo.ca>

ITS Central File Server (cluster) Disk Space

Each year, the need for more disk space on the central file server (cluster) continues to grow. Departments are allocated a quota of free disk with each account and any space over this quota is charged to the departments in one gigabyte increments. We encourage you to manage disk space use in your department and ask that staff review and clean up files on a regular basis. Archiving old files to alternate storage such as CDs is a possible solution.

Disk space is not unlimited and we do continue to purchase more disk as needed. Over the past couple of years, the cost of disk and the cost of backup has gone down and we continue to pass these cost savings to our customers.

Effective September 1, 2005 fees for extra disk space on the central file server will decrease:

New Internal Rate: \$2 / gig / month

New Affiliate Rate: \$3 / gig / month

ITS Central Backup Services

The backup service that we provide to the campus continues to be a huge success and has doubled in the past two years. On a monthly basis, we now backup over 20 TeraBytes (TB) of data or 150 million data files.

In the past two years, we have made several improvements to the backup environment primarily by introducing disk to disk staging for the backups. All the data is backed up to disk and then cloned to tape to our alternate site. The data is held on disk for seven days then migrated to tape in our primary site. These changes have greatly improved the performance of the backups and restores and have significantly reduced the error rates.

Effective September 1, 2005 fees for all backup services will decrease to half the current rate:

Basic Service (2 month retention 56 days)

New Internal Rate: \$.50 / gig / month

New Rate Affiliate/External Rate:
\$.75 / gig / month

For more information and pricing for all the Central Services see:
<http://www.uwo.ca/its/services.pdf>

Application Hosting Service

Jean Savage <jean@uwo.ca>

ITS is able host Client web applications on a shared hardware platform. This service allows the client to run a web application on a server that is centrally maintained and avoid the costs of purchasing and supporting an isolated server.

Pricing

i) Shared OS system:

Setup Fee - charged at the Time and Materials rate of \$51/hour
\$100 / month maintenance

This option is the best choice when the application is supported by ITS or other Western personnel. The Client application resides on a server and shares the operating system software and potentially the database software with other hosted applications. The price includes all required operating system licensing, backup client licensing, hardware considerations, environment costs, staff resources and 10 gig of disk space. Specific licensing for database applications will be priced separately.

Disk Space in excess of 10 gig:
\$2/gig/month

ii) Virtual Machine (VM):

\$700 Startup Fee for VM Environment (hardware and software)
Setup Fee - charged at the Time and Materials rate of \$51/hour
\$100 / month maintenance

This option is the best choice when the application must be supported by an external group or does not run successfully on the same O/S with other software. Using a VM

environment allows the application to live on a shared hardware platform, but is configured to use an independent copy of the operating system. It can be updated, restarted and otherwise maintained without impacting the other applications on the same hardware. Price includes all required operating system licensing (including VMWare licensing), backup client licensing, hardware considerations, environment costs, staff resources and 10 gig of disk space. Specific licensing for database applications will be priced separately.

Disk Space in excess of 10 gig:
\$2/gig/month

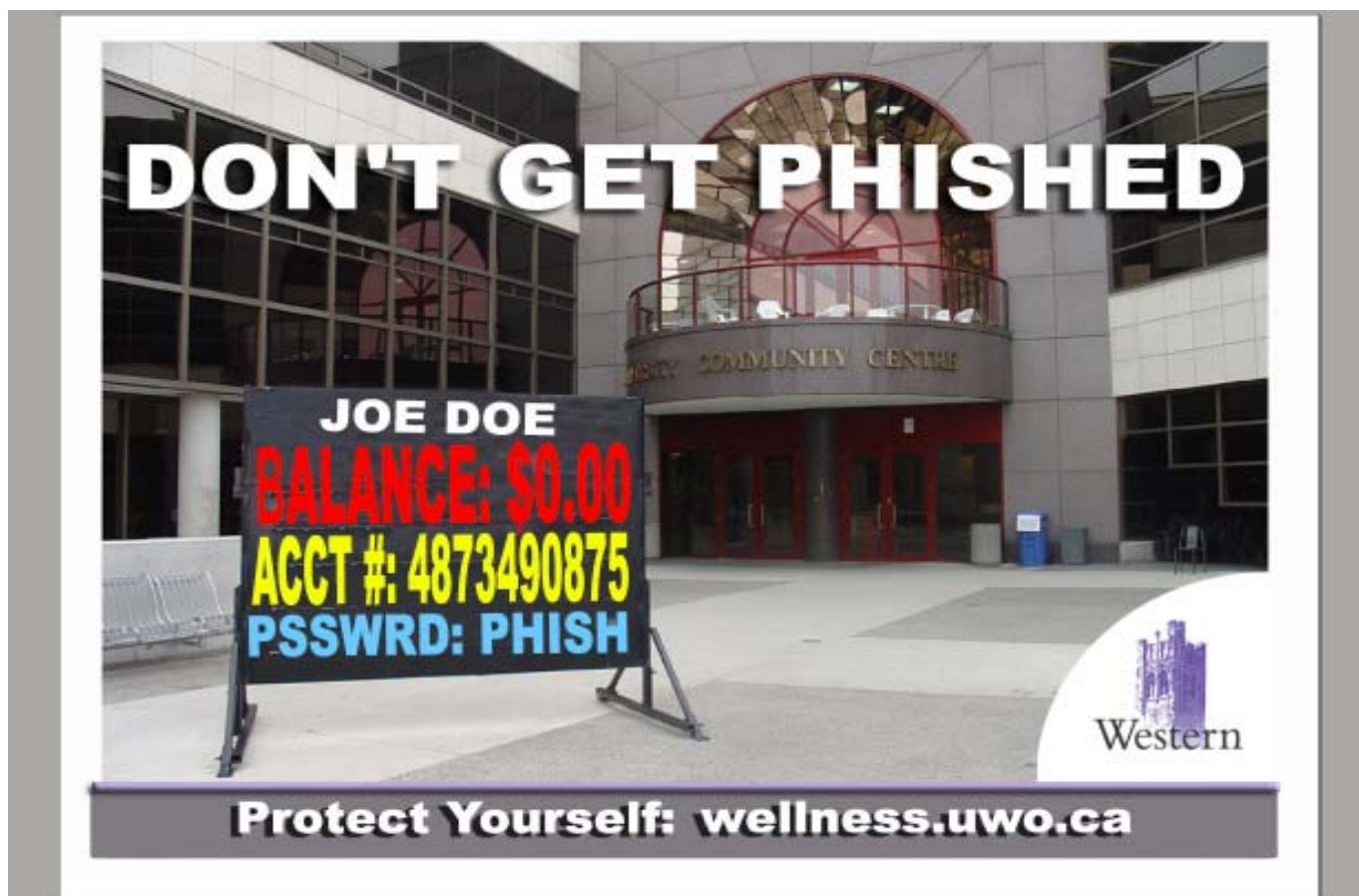
Note: Pricing is provided as a guideline and will apply to many standard application scenarios. These solutions are viable options designed for simple applications consuming a modest amount of resources. A specific quote will be provided for each request for this service outlining the specific costs.

(continued from page 1)

solutions. The page's "coding" has also been modeled on the accessibility standards recommended by the World Wide Web consortium to provide better access to our information to audiences with specific challenges. And finally, the look and feel of the page is compliant with Western's Graphic Standards Guidelines.

If you are a Web designer or developer, these renovation tools are available to you. Visit our site on the Communications Web server at <http://communications.uwo.ca/comms/web.htm> for our template and instructions for use. To date, we have five faculties and numerous units and departments all using the new look and we hope you will join us!

The page was designed in house by Communications' Creative Services team, including Associate Director Terry Rice, Graphic Designer Cara McCarthy, Computer Science student Raj Kapila and Web Designer and project leader Robin Sutherland.



Computer Wellness

Ellen Smout <esmout@uwo.ca>

The new **Computer Wellness Website** <http://wellness.uwo.ca/> has been launched in conjunction with the **Computer Wellness Campaign** which begins in early October.

The campaign features information, links and articles about Phishing and Identity Theft. This information is being provided as a service to assist Western faculty, staff, and students identify malicious attempts to steal their personal information. Every six weeks a new topic will be covered with the intent to educate the Western community about the latest Computer Security issues.

The image above is one of the posters that you will see around campus during the campaign.

The new site also includes information about general Computer Wellness, including information on how to stay healthy, recommended software (including anti-malware and anti-spybot software). As well, times and locations of the Computer Wellness Clinics are detailed on this site. The Wellness Clinics are held on the second floor of Natural Sciences and are free to students, staff and faculty. The purpose of the Clinics is to assist you in cleaning spyware, malware and viruses from your computers.

The site also provides current news alerts about activities that will impact your computer's health.

<http://wellness.uwo.ca>

ITS *In Touch* Index to Volume 11 (2004-2005)

The titles of all articles appearing in Volume 11 of *In Touch* (2004-2005) are listed in six categories: Instructional Technology, Network News & Networking, PC/MAC-related News, Systems News, Telecommunications, and General.

ARTICLE	Issue	Page
Instructional Technology		
ITRC News	1	6
ITRC News	2	9
ITRC News	3	6
ITRC News	4	4
ITRC Project - Film Studies	2	8
Migrating to WebCT_Vista	3	6
MIgration to WebCT_Vista	4	6
Web and Instructional Support Team	2	5
Network News & Networking		
Been Locked Out of the Network Lately?	1	3
Caller ID Spoofing	3	8
Computer Dialup Fraud	1	5
Network and Security Team	1	8
Phishing E-mails	3	7
Record Year for Viruses and Spyware	2	1
Security Policies	4	3
Server Support Team	3	4
Trend Antivirus Update	1	1
PC/Mac-related News		
Trend Antivirus Update	1	1
Computer Wellness	2	1
Systems News		
Hosting of Servers & Applications	3	5
Sun Java Enterprise System (JES) #2	1	7
Sun Java Enterprise System #3	2	3
JES Update #4	3	3
Sun Academic Initiative Program	2	3
Telecommunications		
New Area Codes	4	1
Telecommunications News	1	6
General		
Bell Sympatico HSE Update	4	6
Computer Manuals Online	2	4
Congress 2005	3	1
ITS <i>In Touch</i> Index to Volume 10 (2003-2004)	1	10
Taking Your Kids to Work Day	2	11
Long Service Recognition	2	4
Network and Security Team	1	8
Onemeg Modem Service	3	9
Operations Team	4	5
Remembering Dave Loveless	2	10
Server Support Team	3	4
Videoconferencing at Western	3	8
Web and Instructional Support Team	2	5

Commonly Used Numbers

ITS Support Centre	NSC237	661-3800 ext.83800	<i>help.desk@uwo.ca</i>
General Office	NSC108	661-2151 ext.82151	FAX No. 661-3486 ext.83486
Computer Accounts Office	NSC229	661-3800 ext.83800	<i>accting@uwo.ca</i>
Computer & Network Operators		661-3525 ext.83525	<i>operator@uwo.ca</i>
ITRC	NSC118	661-2111 ext.85513	<i>itrc-admin@uwo.ca</i>
ITS Non-Credit Courses		661-2151 ext.82151	<i>its-courses@uwo.ca</i>
Telecommunications	NSC244	661-3323 ext.83323	<i>telecom@uwo.ca</i>
Dial-in Line (all modem speeds)		640-5305	
E-mail Postmaster		661-2151 ext.82151	<i>postmaster@uwo.ca</i>

Facilities

ITS Support Centre	NSC237	General Purpose Labs	UC2, NSC110, SH1310
PC Lab	NSC101		NCB105, SVB13, SVB14,
ITRC	NSC118		SVB16