In this issue:

WebCT_CE Shutdown 1
Support Ending for Windows 98/ME/XP(SP1) 1
Managing E-mail at Western 3
Open for Business Forum 4
10-Digit Local Dialing 5
International Calling Codes 6
Passwords-Don’t Share Them! 6
Change to Off Campus E-mail 6
Survey Tool Upgrade 7
Wireless Outdoor Coverage 7
FIPPA 9
ITRC News 10

IMPORTANT NOTICES:

WebCT_Campus Edition Shutdown

WebCT_Campus Edition was shutdown on July 1, 2006. This means content/data is no longer available.

WebCT_Campus Edition has not been used as a teaching/learning environment for the past 2 years and the environment was upgraded to WebCT_Vista in 2004. If you have any questions or need further information, please e-mail the WebCT administrators at webct@uwo.ca.

Support Ending for Windows 98/ME, Windows XP (SP1)

Microsoft has announced that extended support for Windows 98, Windows 98 Second Edition, and ME has ended. Microsoft retired public and technical support, including security updates, on July 11, 2006.

On October 10, 2006, Microsoft will end all public assisted support for Windows XP Service Pack 1 (SP1).

Full details about this announcement are provided at http://www.microsoft.com/windows/support/endofsupport.mspx
About *In Touch*:

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The purpose of *In Touch* is to inform our users about activities and events of Information Technology Services.

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We welcome your comments, suggestions, and articles.

The Editor, *In Touch*, Information Technology Services, Natural Sciences Centre, The University of Western Ontario, London, Ontario, N6A 5B7

Phone: 519-661-2151
FAX: 519-661-3486
Internet: in.touch@uwo.ca
WWW: http://www.uwo.ca/its/

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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.

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**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

**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

**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

**ITS Services 2005-2006**

http://www.uwo.ca/its/services.pdf
Managing E-mail at Western

Debbie Jones <debbie@uwo.ca>

[Revision 1.0, June 16, 2006]

There have been many questions recently around the best way to manage E-mail accounts. There is a policy being drafted for E-mail use at Western, but in the meantime this document tries to answer some frequently asked questions in a simple Q&A format. The first section is about the ‘life span’ of e-mail files in the system along with where and how long they are stored. The second section deals with some common questions about Best Practices, especially in light of the provincial Freedom of Information and Protection of Privacy Act (FIPPA).

Section 1: Where is My E-mail?

When e-mail files (including any attachments) are stored on servers there are many processes in place to protect them, both from unauthorized access and from accidental loss due to hardware or software failure. All files on ITS supported servers, including e-mail, are backed up overnight so that these files can be retrieved if the system were to fail. These backups are kept for two months (in a few exceptions this is longer). Although this service is in place to prevent total loss of critical data, the backups are a record of all files, therefore making all backed up files ‘potentially’ retrievable for up to 2 months after deletion. This raises several questions for the users on ‘where is my e-mail?’

Q – Can an e-mail I sent really live indefinitely?
A – Yes! E-mails sent to and from a Western e-mail account can have a very long life. E-mail messages can be copied, forwarded to other e-mail accounts (hotmail, yahoo, gmail), and stored. E-mail messages are just kept in files and files themselves can be copied, sent to others and stored on multiple systems and moved to a new system. The messages and files can remain in existence for many, many years.

Q – Where would the e-mail I created exist and will I always have access to it?
A – Obviously the recipient of the e-mail now has the ability to copy, forward, and save the message as they see fit. You do not have control over ‘your’ message once it has been sent. If the message was sent from your Western account, by default, a copy is also kept in your ‘Sent’ mail folder in addition to the copy sent to the intended recipient(s). The copy in your Sent folder will exist until you delete it from your account (and purge your deleted messages or Trash folder), and then still exists in the Western e-mail backups for two months after you delete it. After this time, it is no longer recoverable. But the message you sent is now in the recipient’s mail box and he/she can forward it to others or store it on another computer.

Q – What about the e-mail I receive? Do I have total control over that?
A – You have the ability to reply, forward, copy, and save, all of which are making more copies to look after, each of which has its own ‘lifespan’. But even if you did not make copies and deleted the message, it can still be around longer than you think.

Q – But I deleted the E-mail I received in my Western E-mail account the day after it was delivered to me.
A – Again, this message will exist in the Western e-mail back ups for two months. After this time it will be unrecoverable.

Q – What if I deleted a message the same day I received it? Is it still recoverable from the back ups?
A – No. The Western e-mail system is backed up nightly around midnight, and if a message was delivered at 8:00am and deleted at 10:00pm the same day, it was never backed up and is not recoverable.

Q – Are there other places that my E-mail message could be?
A – Yes. There are many other locations where e-mails could be stored and continue to ‘live.’

1 A Western member may store e-mail locally on their PC and so it would exist as long as the data on that PC is accessible. If the user’s PC fails and has to be wiped clean and have all applications re-installed, often the data stored on it is not recoverable.

2 A Western member may also store e-mail in their local folders that are located on their Network drive. This data is also backed up nightly and, like e-mail left on the e-mail server, will exist in Western backups for two months after deletion.

3 A user may download their e-mail and store it to a portable device such as a USB key or portable drive.

4 If a user is forwarding their e-mail to another account (user@gmail.com for example) the message will exist on another server with its own rules of retention.

(continued on page 8)
ITS participated in the “Open for Business Information Forum” in the Great Hall on May 17. The Departments of Communications & Public Affairs and Purchasing co-hosted the Forum. Local businesses were invited to learn about the goods and services Western and some of its affiliated organizations (including the USC, King’s, Brescia and the Research Park) purchase, and how they can do business with us.

*ITS representatives: Denis Regnier, Jean Savage, Betty Poots-McGaw, and Ed Gibson*
The big news is that 10-Digit local dialing was implemented on June 17, 2006. After October 14, seven digit numbers will not be connected. Here is a summary of how this affects calling in the region.

What is 10-digit local dialing?
10-digit local dialing means that you must dial the area code followed by the seven digit phone number for all local communications, for example, 519 123-5555.

What regions are affected by 10-digit local dialing?
The regions covered by area codes 519 and 613 in Ontario and 450, 514 and 819 in Quebec adopted 10-digit local dialing for all local calls – a dialing method already in use in the Toronto and Vancouver areas.

What will happen if I dial a seven digit number after June 17, 2006?
A network announcement will prompt you to use 10-digit dialing the next time. The fact that this announcement may effect data transmission (faxes, modems, Internet, etc.) underlines the importance of quickly adopting 10-digit dialing.

What will happen if I dial a seven digit number after October 14, 2006?
After October 14, 2006, the call will not go through.

How should a 10-digit telephone number be written?
Write out 10-digit telephone numbers as follows: 519 123-5555. The area code should not appear in parentheses, since this may lead the caller to believe the area code is optional.

Why must 10-digit dialing be used for local calls in 519?
This will allow the same 7 digit telephone number to exist in any new area codes introduced into our existing area of 519. For example, 519 123-5555 and 226 123-5555.

What is the new area code?
The 226 code will be introduced in the territory currently served by 519.

When will the new area code be introduced?
The new area code will be gradually introduced starting October 2006 according to demand but not all new numbers will be assigned to the new area code. Numbers will continue to be assigned with the area code 519.

Can people continue to dial 9-1-1 in case of emergency?
Yes. The 9-1-1 emergency number and service will not change in any way.

Will internal 5-digit calls throughout the UWO and the Hospital Networks be affected?
No. Internal 5-digit calls will continue to be made in the same manner.

Will long-distance calls be affected?
No. Long-distance calls will continue to be made in the same manner. Simply dial “1” followed by the 10-digit number.

You should now be using 10 digits whenever you are dialing, or setting up forwarding on your phone, and certainly when you are programming any new devices.

Pre-programmed dialing had to be fixed by June 17, 2006 or it could fail Make sure all 7 digit numbers have been changed to 10 digit numbers for:

- Speed-dial lists
- Auto-dial keys
- Fax machines
- Modems and Internet connections
- Cellular phones, PDA’s and other wireless devices
- Security Systems or alert/alarm systems that automatically dial out or page
- Western Voicemail Callout – NOTE: for the few customers with pagers and cell phones that are activated directly by Western Voicemail, please contact the ITS Customer Support Centre ext.83800 or e-mail helpdesk@uwo.ca to make this change if you haven’t already done so.

Update your Electronic address books, stationery and promotional tools. Please use the new printed format 519 123-5555 (no brackets) on:
- Business Cards
- Stationery
- Electronic and E-mail signature files
- Web sites and intranet
- Departmental and local directory and contact files
- Brochures and catalogues
- Invoices
- Cheques
- Advertisements
- Local telephone directories
- Vehicles and signage

Online Western Directory
The ITS directory team changed all existing entries effective May 1, 2006. After this date all new submissions must include 519.

For questions and help, please contact the ITS Customer Support Centre ext.83800 or e-mail helpdesk@uwo.ca.
**International Country Calling Codes, Time Zone Information**

*Mona Brennan-Coles <mona@uwo.ca>*

With the world wide increase in the number of telephones, dialling patterns change frequently to accommodate this growth. [Country Calling Codes](http://www.countrycallingcodes.com/index.php) has an easy to use, interactive application which provides dialling information as well as time of day information for both the originating and terminating destinations.

- From drop down lists, select “Where Are You Calling From?” and “Where Are You Calling To?” and press the red submit button.
- If there is more than one City (i.e. Area) Code, you will be presented with a drop down list to select the City you are calling.
- If either the originating and/or destination countries have more than one time zone, click on “MULTIPLE TIME ZONES” to find out the exact time.

If you require assistance, please contact the ITS Customer Support Centre at ext.83800 or 519 661-6800.


**Passwords - Don’t Share Them!**

*Ellen Smout <esmout@uwo.ca>*

Is your password secure?
Your password is the key to your personal and professional information and must be guarded. If someone obtains any of your passwords they could access your bank account, your credit cards, and your personal information, including your Social Security Number, which in turn could be used to steal or misuse your identity.

**Passwords - The longer the better**

Each character that you add to your password increases the protection that it provides many times over. A strong password must be 8 characters long and be a mix of upper case and lower case letters as well as numbers and special symbols.

Again, ITS strongly recommends the installation of PC-cillin 2006 on home computers. PC-cillin 2006 is available to Western Students, Staff and Faculty at the Campus Computer Store for the nominal charge of $15 (including taxes).

To learn more about secure Passwords visit the Wellness web site at [http://wellness.uwo.ca/](http://wellness.uwo.ca/)

*Remember:* Your data is only as secure as your password

**Change to Off Campus E-mail**

*E-mail Working Group <email-wg@uwo.ca>*

**Reducing Spam**

- Do you send e-mail from home using your Western E-mail account and connecting via an Internet Service Provider (ISP)?
- Do you use an e-mail client such as Outlook Express or Netscape Messenger?

If yes, your e-mail client settings may need to be changed. On July 17th, 2006 the University of Western Ontario implemented additional security measures in order to reduce the amount of spam delivered by the Western E-mail system.

To ensure that your e-mail account will continue to function from your home computer or laptop, when connecting through your home Internet Service Provider, use one of the following options:

1. Configure your e-mail client (Netscape Messenger, Outlook/Outlook Express, Eudora, Thunderbird, etc.) according to the following How do I... document [http://www.uwo.ca/its/doc/hdi/email/authsmtp.html](http://www.uwo.ca/its/doc/hdi/email/authsmtp.html) OR
2. Use Western’s web mail. [https://mail.uwo.ca](https://mail.uwo.ca)

Remember, you can access your Western E-mail anytime, anywhere by using Western’s web mail, available at [https://mail.uwo.ca](https://mail.uwo.ca)

Help is available by contacting our Customer Support Centre at [http://www.uwo.ca/its/helpdesk/question.html](http://www.uwo.ca/its/helpdesk/question.html) or by calling 519 661-3800 Monday to Friday, 8:30AM to 4:30PM.
Survey Tool Upgrade
Gerard Stafleu <gerard@uwo.ca>

The survey tool now has some simple analysis options. You can
• make bar graphs for radio buttons and checkbox questions, and
• display the answers to selected text-type questions

Bar Graphs
To make bar graphs of all radio buttons and check boxes questions, simply click the button Make Bar Graphs. You will see a bar graph for each radio buttons and check boxes question, showing how many people gave each answer.

You can also compare two questions. Pick a Question 1 and a Question 2, and click Make QvQ (for Question versus Question). You will see a number of bar graphs that have Question 1 on the X-axis. These bar graphs are repeated once for each answer to Question 2. The first bar graph will show how many people answered Question 2 with Answer 1, for each answer of Question 1. So if the very first bar has a value of 5, that means that of the people who answered 1 to Question 1, 5 answered Question 2 with its 1.

Text Questions
In the section “See/Compare Text Answers” you can select up to five text-type answers. This means answers from text box questions, number box questions, date box questions, and any answers from radio buttons and check boxes that have “Show Textbox”

Western Wireless - Outdoor Coverage
Doug Vandevrie <dougv@uwo.ca>

As of mid-summer, Western Wireless service has been extended to include the entire University College Hill and Middlesex College green space. This includes the UC Hill areas up to IVEY and Talbot College extending to the lights.

The entire green space areas in front of Middlesex College extending towards Physics and Astronomy also has Western Wireless service available. By summer’s end, the following outdoor areas are to have Western Wireless service.
• Areas between North Campus, Visual Arts & the Staging Building
• Japanese Garden
• Area between Natural Sciences and Chemistry

For information about Western Wireless services and coverage, visit http://wireless.uwo.ca/.
So yes, your e-mail could very easily live indefinitely.

**Section 2: Best Practices in Managing E-mail**

**Q – Is E-mail a record?**  
**A** – Yes, e-mail contains recorded information and, as such, falls within the definition of a ‘record’ under both Western’s University Records and Archives Policy (MAPP 1.30) and the Freedom of Information and Protection of Privacy Act (FIPPA).

**Q – What does E-mail being a record mean in practice?**  
**A** – E-mail is subject to the same rules that apply to all other University records. As well, under FIPPA, access to e-mail messages can be requested and the privacy protection provisions apply to any personal information they may contain.

**Q – Does all E-mail need to be kept?**  
**A** – No. As with any other University record, retention and disposal decisions regarding e-mail should be made on the basis of the information contained in the message. Some e-mail messages can be disposed of immediately. Others, such as those that document substantive business activities and/or related decisions, should be retained longer.

**Q – How long should E-mail be kept?**  
**A** – There is no standard retention period for e-mail. Decisions on how long to keep e-mail should reflect the importance of the information contained in the message and the activity or function that it supports.

**Q – Doesn’t FIPPA require that all E-mail messages be kept for one year?**  
**A** – No. The only requirement under FIPPA is a minimum retention period of one-year after last use for personal information that is used by an institution, unless the person to which the information relates agrees to a shorter period.

The key point is that the personal information must have been used (i.e., acted upon or used to make a decision or evaluation), not just received. Also, the focus is on the personal information, not the e-mail. As long as personal information that has been used is retained somewhere for one year (e.g., copied to a network drive, printed and filed, etc), the e-mail itself need not be kept.

FIPPA does not specify any retention periods for records that do not contain personal information.

**Q – Can some E-mail be disposed of quickly?**  
**A** – Yes. E-mail messages containing information for your personal purposes, such as those making arrangements for social engagements or extracurricular activities, are not University records and should be disposed of as soon as possible.

Similarly, work related e-mail messages of a transitory nature may be deleted as soon as they have served their immediate purpose. Examples of such messages include:
- unsolicited messages, such as advertising or list-serv postings
- messages forwarded for information purposes only
- messages copied for information purposes only
- transmittal messages where the attachment is retained elsewhere

**Q – What about messages soliciting feedback, providing comments or planning events?**  
**A** – Because of its ease of use, e-mail often replaces casual conversations and face-to-face discussions of various work-related issues. These often take the form of requests for comments and subsequent feedback or revisions to drafts of documents.

While many such messages may be important in the short term, their value diminishes over time and they need not be retained after the work to which they relate is complete. As a rule of thumb, e-mail messages used to produce a final version of a document that is subsequently maintained elsewhere in a department (electronically or in hard copy) can be deleted once that final version is produced.

**Q – Who is responsible for retaining important E-mail messages?**  
**A** – This depends on an individual’s role and responsibility for certain functions, as well as the department’s record-keeping practices. For example, if a person responsible for preparing a report solicits input via e-mail, that person should ensure that the relevant information is retained once the report is finalized, either by keeping it or placing it in the departmental files. In contrast, those who provided input need not keep copies of their comments unless they have their own work-related reason to keep the information.

**Q – Does E-mail have to be retained on the mail system or, indeed, electronically at all?**  
**A** – No. The focus of retention should be on the information, not the recording medium. Depending on unit or individual practice, e-mail messages that warrant retention can be stored electronically on the e-mail system itself or on a network.
drive (storage solely on local drives or external devices is not recommended). E-mail messages can also be incorporated into electronic document management systems, either in their native format or as digitized images. Finally, where appropriate, e-mail messages can be printed and filed with other paper documents relating to the same subject or issue.

Q – What happens if an E-mail that should have been deleted some time ago still exists and becomes the subject of a formal access request under FIPPA?

A – Once a formal access request is received it has the effect of “freezing” all potentially responsive records. Even if the e-mail should have been destroyed, if it exists when the request is received it must be included within the scope of the request. Deleting any responsive records after a formal access request is received may have potentially serious repercussions for both the University and the individuals involved.

Q – Is there any type of information that should not be communicated via E-mail?

A – Because e-mail is not secure it is important to use caution when sending or requesting sensitive information. This is especially true when dealing with personal information. The use of e-mail to send or request sensitive personal information (e.g. medical details relating to a grade appeal) is strongly discouraged.

Q – What if I am not sure about what to do with a specific E-mail or a type of message?

A – If you have any doubts about the value of an e-mail message as an official record, contact Western Archives for advice (http://www.lib.uwo.ca/archives/records.shtml). In the meantime, it is better to retain such a message than delete it and lose potentially valuable information.

Freedom of Information and Protection of Privacy Act (FIPPA)

The provincial Freedom of Information and Protection of Privacy Act (FIPPA) which applies to Ontario Universities went into effect Saturday, 10 June, 2006.

The Act has two main purposes:

- To provide a right of access to information under the control of institutions in accordance with the principles that information should be available to the public and that necessary exemptions should be limited and specific.
- To protect the privacy of individuals with respect to the personal information about themselves held by institutions and provide individuals with a right of access to that information.

Each department on campus has a FIPPA Liaison Officer. The official Western Privacy site is at http://www.uwo.ca/privacy/ This site provides information about access to information, protection of privacy, and the correction of personal information. There is also an FAQ section.
The summer months are always very productive ones for the ITRC because the student developers are working fulltime hours. This summer is no exception and work proceeds on a number of exciting new and continuing projects.

Two students who graduated in the spring, Chan Yin and Rahim Kanani, have left the ITRC and four new students have joined the team. They are Justin Cipparone, Yang Ding, Shannon Everett, and Shawn Foster. The new students, accompanied by Sue Barschel a member of the ITS Instructional Support team, spent the first week of May attending Camp CLOE at the University of Waterloo. Camp CLOE is an intensive training event held in the first week of May at the University of Waterloo's FLEX (Flexible Learning EXperience) Lab.

At camp, they developed a new template for learning objects. The value of using reusable templates for LOs cuts costs dramatically and development time, while at the same time helping to make good decisions on LO structure.

The Cooperative Learning Object Exchange (CLOE) website at http://cloe.on.ca/ gives information about the activities of the group.

The ITRC was very much involved in the Summer Teaching with Technology Institute run by the Teaching Support Centre. Jeff Longland from the ITRC and Kim Holland from the TSC were the instructors and the ITRC students assisted participants.

Congratulations to Nick Haffie-Emslie and Sam Chow who are finalists in the Imagine Cup 2006 - Short Film category. They will be representing Canada at the worldwide finals in New Delhi, India, commencing August 7, 2006 and will be accompanied by team members Meg Majewski and Ryan Marr.

Their entry, entitled Paper Heart can be viewed online at http://paperheartfilm.com/ The theme in the Short Film category is to “share a perspective on technology that enables us to live healthier lives”.

Information about the Imagine Cup is found at http://thespoke.net/ICReg/ImagineCup.aspx

The announcement of finalists is given at: http://thespoke.net/ICReg/ic_finalists.aspx

Paper Heart Team - Meg Majewski, Sam Chow (ITRC), Nick Haffie-Emslie (ITRC) and Ryan Marr
Commonly Used Numbers

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

Facilities

ITS Support Centre NSC237 General Purpose Labs UC2, NSC110, SH1310
PC Lab NSC101 NCB105, HSB13,14,16
ITRC NSC118

Mailing List

If you wish to have your name and/or address added, changed, or deleted from the In Touch mailing list, please provide the following information.

Category:

UWO ____ faculty, ____ staff, or ____ graduate student (Please give campus address below.)

Request following action:

___ ADD  ___ CHANGE  ___ DELETE

Last Name__________________________ First Name and Initials__________________________

Department__________________________________

Address of department (Building on campus or affiliate)________________________________

Previous label information (if varies from above, or include previous label)

Return to: In Touch Mailing List, Information Technology Services, Natural Sciences Centre, The University of Western Ontario, London, Ontario, Canada, N6A 5B7