David Loveless Staff Award

Debbie Jones <debbie@uwo.ca>

The estate of the late David Loveless (former ITS employee, colleague & friend) left an endowment to ITS for the establishment of an ITS staff “award of merit”. This award will recognize the significant contributions of an ITS employee annually.

Employees of ITS (full-time, part-time, and contract) who have made a significant contribution in their position over the previous twelve months are eligible for nomination.

Terri Moeller was a long time friend of Dave and so it is fitting that she should be the first recipient of this award.

Quoting from the citation for Terri's nomination: “Terri is dedicated, responsible and dependable. She works towards providing solutions for staff and for our customers. ... [She] works at making processes better. She carries out her responsibilities with care, consideration and respect for all. And she (still) has a sense of humour.”

The staff of ITS extend our congratulations to Terri, as well as to the other nominees for this staff recognition award. A plaque has been prepared and is on display in the department.
Scheduled System Maintenance
Sundays
6:00am - 12:00 noon

Need help, have a question?
Call the ITS Support Centre
661-3800 or ext.83800

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/submission.html

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.

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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.

ITS Services 2006-2007
http://www.uwo.ca/its/services.pdf
All those student computer labs lie dormant for the summer, right? Wrong. Even though the schedules might look rather sketchy with bookings, things keep moving in the lab world.

Do you have any idea how dirty the machines get? The picture shows Dave O’Halloran and Alex Frisa from the ITS Onsite team cleaning machines from the NSC110 lab. Each lab gets a thorough cleaning by the Physical Plant Department and each summer the machines get their annual checkup and maintenance.

Other activities happen in the labs during the summer. There are classroom bookings; for example, we welcome the yearly influx of journalism students from FIMS. Conference bookings include a group of Crown attorneys from a Law School course each summer, and other groups that often need special software or other lab preparation. We also host the annual spring Medical Council of Canada examination during a week in May.

This year we’ll be reconfiguring one of the labs with SunRay stations for a ‘thin client’ pilot project that will run through the 2007-2008 school year.

This is just the fun stuff. We also update the software on all the machines, including those in our Affiliate labs (Huron and Brescia). Although we try to keep a common set of software across all labs, many labs have special installations of some applications. It’s always a challenge to get everything up-to-date for the September term.

The General Student Computing Labs are available to be booked for academic/instructional purposes throughout the year. During the summer we take some special bookings – a rental charge may apply. Check out the lab information at http://www.uwo.ca/its/genlabs/
The Ask ITS service is designed to assist students, staff and faculty to find answers about the use of information technology at Western.

The service is very easy to use. Anywhere that you see the orange Ask ITS box, you can simply type in your question and you will receive our best response, plus other information we hope you will find useful.

While Ask ITS is designed to provide answers to your IT questions, the larger Ask Western service found at http://askwestern.uwo.ca/ will provide you with answers to your questions about more general Western information such as applying for summer courses or convocation information.

Be sure to check out the newest addition to Ask Western — Information on GRADUATE STUDIES.

As part of the PeopleSoft HE upgrade project, the Office of the Registrar approached ITS in the fall of 2006 requesting additional services. These services would allow access to the new Student Services web site and Student Center HE PeopleSoft self service interface. This was a significant task which required ITS to:

• increase our central authentication directory threefold
• evaluate the current infrastructure to ensure hardware/software was sufficient to handle increased volume
• re-write existing processes to be more flexible to accommodate change

In December, ITS added computing accounts for applicants and recent former students to our central authentication directory. In March, e-mail services were given to applicants as well. This project paid immediate benefits by allowing the Office of the Registrar to engage prospective students earlier on in the application process. Western e-mail addresses are now issued to all applicants!

Although this project is winding down, the dialog has opened up the potential for future enhancements to benefit the University community.
With summer upon us, this issue of In Touch provides an opportunity to reinforce some of the basics of information security and proper handling of sensitive information in the course of performing University activities.

Having concluded the recent audit of Adobe and Macromedia software licensing across the University, a couple of notes on software license management might be useful. While the audit was concluded successfully, thanks to the efforts of a wide group of individuals, the effort expended (both by systems personnel as well as individual staff and faculty license holders) might have been substantially reduced had each faculty/unit maintained either a central licensing file, a central software installation tracking mechanism, or both. Further discussion on this topic among TUMS members (University system administrators and departmental IT support staff) and others may result in additional activities in some faculties/units, but at a minimum each license holder (or “owner”) should be maintaining:

- details of software title and version
- number of licenses owned
- type of licenses owned (concurrent vs. named users, standard vs. premium, etc.)
- systems on which each licensed software title is installed.

License holders (“owners”) are further responsible for understanding the details of their respective license agreements - for example, it is up to the license holder to know if, and under what conditions, a single license of a given software title can be installed on multiple systems simultaneously (e.g., on both a work PC and a home PC).

Second, and more generally, all users of University computing resources - especially those handling sensitive information including private and/or other personally identifiable information about University students, staff, or faculty - should take appropriate precautions to secure their computers and data they possess, as well as to protect their login credentials. Such precautions include, but are not limited to:

**Keep your computer and credentials secure**

- Lock your computer whenever you step away, even for a minute (for Windows PCs, press CTRL+ALT+DEL and select Lock Computer, or press Windows Key +L)
- Use a complex password, never share it or write it down, and change it regularly
- Keep software on your system current, install patches to ensure you are protected from known threats, and use anti-virus, anti-spyware, and personal firewall products with up-to-date signature/definition files
- Be careful about visiting dangerous websites, clicking on unknown website downloads and email attachments, or responding to unsolicited notices purporting to come from banks and other financial institutions
- Maintain physical control of your computer - physical access to a system by unauthorized individuals can enable a quick compromise through installation of keystroke loggers (hardware or software) and “Trojan horse” programs

**Understand the information that you possess, and take appropriate actions to protect such information based on the importance and sensitivity of the information**

- Use encryption to protect sensitive information - at a minimum, when transmitting it (e.g., via email), but also when storing on removable media (CDs, DVDs, USB drives, etc.) or on a laptop
- Back up your important data - store files to the network to take advantage of central backups, or make backup copies of important data that is stored locally (and don’t forget to encrypt that data if it’s sensitive!)
- Be careful with information entrusted to your possession: before sharing it, make sure to verify that the recipient should have access to the information, that the recipient understands his or her duties of care for the information, and that copies of the information (hard and soft) are disposed of properly once no longer required

Following these precautions will help avoid exposure to the most common threats to information that exist in our ever more-connected world. For further guidance on any of these topics, or for additional information about good security practices, contact your local IT support team, check the [http://security.uwo.ca/](http://security.uwo.ca/) website, or contact me at its-ciso@uwo.ca.

Information Security News

James McCloskey <jamesm@uwo.ca>
Panther FTP Shutdown

Vince Lombardi <vlombard@uwo.ca>

Information Technology Services is shutting down the FTP service on panther.uwo.ca August 1, 2007.

FTP on panther, aka ftp.uwo.ca, is an insecure protocol which is currently restricted to on campus access only. It is primarily, but not exclusively, used by people to update departmental web sites on www.uwo.ca, and personal home pages on publish.uwo.ca. The more secure SFTP was implemented on panther in June 2003, and is accessible via the name sftp.uwo.ca. Off campus access was restricted to secure clients only in February 2004.

SFTP offers users a more secure method of transferring data along with the capability of using it from off campus. ITS has provided a windows client, SSH Secure Shell from ssh.com, that takes advantage of the more secure transfer method, and we are presently investigating other clients to facilitate this.

As well as SFTP clients, web page creation software such as Dreamweaver and FrontPage now have SFTP capabilities built right into the software, although they are not enabled by default. These features need to be enabled in order to be able to continue to transfer data to panther.uwo.ca once the insecure FTP is shut down.

We have identified a list of users that are still using insecure FTP and will be contacting them in order to assist with the change.


If you have any questions or think that you will require assistance with ensuring that you are setup with SFTP, please contact the ITS Customer Support Centre at 519 661-3800 ext.83800 or by e-mail at helpdesk@uwo.ca.

MyVLab, Remote Access and Genlabs Applications Changes

MyVLab Team <myvlab@uwo.ca>

Last year we introduced a service called MyVLab, which provided remote access to certain applications from your home or office PC and from the General Student Computing Labs (Genlabs). The applications delivered via MyVLab to eligible members of the UWO community are:

- Amos, ArcGIS, Maple, Mathematica, Matlab, SigmaPlot, SPSS, and The Food Processor
- In September 2007, we are making some changes to the MyVLab service.

1. Remote access to the MyVLab applications will be delivered via Sun’s Secure Global Desktop (SGD) instead of via the Softgrid product.

Two benefits this change brings:

- You will not be required to install a client on your machine, which will eliminate the client issues we faced last year (host firewalls, antivirus software, installation issues, etc).
- You are not limited to the Windows operating system.

2. Genlabs access to this set of applications will no longer use the MyVLab service, although the applications themselves will still be delivered via Softgrid. This means that lab users will not have to login to the MyVLab page, but will choose the applications from the All Programs menu, as they do for other applications.

There is a change of systems in the SH1310 teaching lab this year. We have set up this lab with SunRay stations which use the MyVLab service to access applications from the SGD backend. Initially, only the MyVLab applications will be available in SH1310, but we will add other Genlabs software as required. Please drop by and test it out!

We welcome your feedback on these changes for the school year 2007/2008. Our goal is to deliver the software in the best way possible and still comply with licensing restrictions.

Stay tuned for future updates.
London Chamber of Commerce Corporate Challenge

Merran Neville <mneville@uwo.ca>

The 2007 Corporate Challenge took place May 26, 2007 at the Western Fair Grounds. Over 1,000 people gathered as the 80 teams participated in the fun events. The theme was 007 - James Bond. ([http://www.londonchamber.com/events/corporate_challenge/](http://www.londonchamber.com/events/corporate_challenge/)) Many London childrens charities benefit from this day of fun and rivalry.

ITS was well represented with staff joining the two teams from Western. ITS staff in these teams were:

• Western White Team - Calvin Kaufman and Martin Douglas
• Western Purple Team - Victor Lo Russo and Sasha Jokic

We are proud to announce that the Purple Team came first and the White Team came fifth.

Quite a feat, congratulations!

VoIP and Unified Messaging/Communications Technology

Mona Brennan-Coles <mona@uwo.ca>

The ITS Telecommunications Project team was formed in Spring 2006 to investigate and select Voice over IP (VoIP) and Unified Messaging/Communications technology to provide voice, voicemail and enhanced communications to the University Community. Team members are Paul Bottone, Mona Brennan-Coles, Ed Gibson, Linda Li, Denis Regnier, Jean Savage (Project Team Leader) and Doug Vandeveer.

Over the past year the team has reviewed available technology, met with vendors, prepared a project budget and then issued formal separate requests asking vendors to respond with proposals for a VoIP solution and a Unified Messaging/Communications solution.

The project team has selected Cisco VoIP technology to provide IP Telephony voice services and Unified Messaging/Communications to Western over the next five years.

A project team is being formed to design and implement VoIP and Unified Messaging/Communications. The University community will be kept informed through a variety of communications.

Please contact Mona Brennan-Coles at ext.82510 or by e-mail to mona@uwo.ca if you have any questions.
Instructional Team News

Merran Neville <mnevile@uwo.ca>

New Name

The purchase of WebCT by Blackboard Learning Systems a couple of years ago resulted in a very long name for the product we use at Western. The full title is Blackboard Learning System – Vista Enterprise License. Our current license is upgrading from release 3 to release 4 [see In Touch vol. 13 no. 3 page 1 for details about the upgrade] and at this time we are giving it a new, shorter, easier to remember name:

WebCT OWL

ITS staff participated in a competition for the new and unique name. The entry submitted by Bill Adams won. Bill’s entry was -- owl -- online Western learning. Bill is a staff member in the Cabling Infrastructure team.

New Logo

Sam Chow, an ITRC student consultant, designed the new OWL logo, shown above, which will be used on the WebCT OWL home page and is already in use on the OWL manualettes.

The manualettes are a collection of documents created by the ITRC student consultants to assist Western WebCT users. These manualettes are online at http://www.uwo.ca/its/itrc/resources/manualettes/. Manualettes are available for WebCT and new ones continue to be added for WebCT OWL. As well as the text (pdf) documents, videos of the content are being created. If a video is available, it is indicated beside the title of the manualette.

Migration News

The migration of courses from WebCT to WebCT OWL is well underway. Each course is undergoing an integrity check to ensure content and tools have migrated properly. As courses are checked, instructors will be given access and notified by email.

If you wish to have your course(s) made available to you, please complete the Course Request form found at http://webct.uwo.ca/ under Instructor Resources. The form allows you to:

• indicate which version(s) of your course you would like migrated

• provide additional instructions or comments about the migration of your course

Training

Training in WebCT OWL began in June and is being offered throughout July and August. The signup form is online at http://www.uwo.ca/its/webct/training.html Please use this form to sign up for the sessions you are interested in. At present, a 90 minute Introduction to WebCT OWL is being offered frequently.

In August, training workshops will be available which focus on such tools as creating assessments, posting grades, setting up groups, organizing and customizing content, and other tools that are of interest to instructors.

Imagine Cup - Korea 07

Once more, the team of Sam Chow and Nick Haffie-Emslie has entered and reached the finals of the Microsoft Imagine Cup. Nick and Sam are heading to Seoul, Republic of South Korea, to compete in the finals which will be held August 4 - 13, 2007. Details of their entry, Robot Hospital in the Digital Arts - Photography section based on this year’s theme, “Technology enabling a better education for all,” are on Nick’s blog site at
http://nickhaffiemslie.com/wp/?p=64
We wish Nick and Sam all the best in the finals in Korea.

**ITRC Staff Changes**

There have been many staff changes in the ITRC this summer with new staff joining, some staff departing for internships, and others graduating. The new students are Emily Du, Calantha Elsby, Dan Nanasi, Aaron Van Domelen, and returning student Jon Villalobos.

The following students have already left the ITRC -- Jason Vandenbogaard, who graduated from Engineering and has taken up a position in Guelph, and Zlat Djuric and Justin Cipparone who have gone on 16 month internships.

Sam Chow and Nick Haffie-Emslie leave the ITRC when they leave for Korea. Nick has graduated from the Faculty of Arts and Humanities - Film Studies and is moving to Toronto on his return from Korea. Sam will continue his studies at Ryerson University. Nick Greven has graduated from Engineering and will be leaving at the end of August to take up full time employment.

We wish all these students the very best in their future endeavours.
Photos from the Retirement Party for Denis Regnier - April 30, 2007

LAST DAY!

Operations staff from left to right: Diane Tillotson, Becky Williamson, Terri Moeller, Effie Alexis, Patti Deelen

Betty Mathers and Penny Westmacott

Julie Regnier, Sandi Patterson and Jean Savage

Family members with Debbie Jones

Cutting the cake

Nancy Wellard
Commonly Used Numbers

ITS Support Centre NSC237 519 661-3800 ext.83800 helpdesk@uwo.ca
Voice & Data NSC237 519 661-3800 ext.83800 helpdesk@uwo.ca
General Office NSC108 519 661-2151 ext.82151 FAX No. 519 661-3486 ext.83486
Computer Accounts Office NSC229 519 661-3800 ext.83800 accting@uwo.ca
Computer & Network Operators NSC229 519 661-3525 ext.83525 operator@uwo.ca
ITRC NSC118 519 661-2111 ext.85513 itrc-admin@uwo.ca
ITS Non-Credit Courses 519 661-2151 ext.82151 its-courses@uwo.ca
Dial-in Line (all modem speeds) 519 640-5305
E-mail Postmaster 519 661-3800 ext.83800 postmaster@uwo.ca

Facilities

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