

In this issue:

So What Time Is It? 1
Improvements to Western Search Engine Authentication versus Authorization 3
Telecommunications Project Charges on Local Phone Calls 4
ITS Staff News 5
List Guardian 6
Instructional Support News 6

So What Time Is It?

Ed Gibson <egibson@uwo.ca>

The Energy Policy Act of 2005 signed by US President George W. Bush in August 2005 is going to present some interesting challenges to our work environment over the next few weeks. A component of this act is the extension of daylight savings time by an additional four weeks. This year, the spring daylight savings time (DST) transition will occur on the second Sunday of March (March 11) instead of the usual first Sunday in April. The corresponding fall transition will occur on the first Sunday of November instead of the last Sunday in October. The additional four weeks of DST has been legislated for energy conservation. These DST transitions are being honoured in some Canadian provinces including Ontario.

What does this mean?

IBM states on their website: “Any time-sensitive functions could be impacted by this change... . It is important for users to assess their environments and develop appropriate plans for applying the necessary changes.”

The residual waves associated with this change are starting to surface. Computer systems are programmed to make the DST transition according to the old time schedule. This new schedule therefore requires corresponding changes in any computer systems that maintain a time value; for example, Kernel patches, code library patches, java virtual machine patches, appliance firmware patches. Some have called this issue a miniature Y2K! At a minimum, as System Administrators, we need to be aware of the situation. The ITS calendar team has already encountered “bugs” associated with this change when synchronizing handhelds with the JES calendar. It looks as if all calendar applications will be affected in one format or another.

ITS continues to investigate the impact this will have on the systems for which we are responsible. Considering that the transition is occurring only six weeks from the time of writing, there isn’t a lot of time to formulate action plans. However, it is prudent to review your environment to identify any areas that might be affected. We will keep you updated as more information becomes available.

Scheduled System Maintenance

Sundays
6:00am - 12:00 noon

Need help, have a question?

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

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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 2006-2007

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

Improvements to Western Search Engine

Kim Hoffman <khoffman@uwo.ca>

ITS has renewed the license for the Western Search Engine with Autonomy for another two years. Thirty vendors were evaluated by Gartner for the 2006 Information Access Magic Quadrant. Autonomy was placed in the Leaders Quadrant based on two key criteria: completeness of vision and ability to execute.

ITS has increased the license for indexing Western web servers from a count of 50,000 documents to 500,000 documents. The past four hops collected by the "spider" from <http://www.uwo.ca/official.html> has been increased to eight hops. This has resulted in many more documents being indexed and appearing in search results. If you are not listed as an official site in <http://www.uwo.ca/official.html>, and your site meets the requirements as stated in Western's Administrative Policies and Procedures Section 1.28 - Official World Wide Web Sites, (<http://www.uwo.ca/univsec/mapp/section1/mapp128.pdf>) please send us an e-mail to webadm@uwo.ca. to include your site as an official site.

Quick Links

Quick links make it possible to specify the most relevant page result for queries using specific keywords. Some quick links have been added. For example, the keywords "alumni gazette" will show **Western Alumni Gazette** as a quick link appearing at the top of a search page result. Should these quick links need to be updated, web maintainers can send an e-mail to webadm@uwo.ca.

Authentication versus Authorization

Ed Gibson <egibson@uwo.ca>

What is the difference between authentication and authorization?
Why is it a concern?

Most of us are aware of authentication, which is the process of comparing an identity credential to a secret for the purpose of verifying we have the privilege to use that identity. This is usually accomplished by comparing a supplied password string to an archived representation of that same password string. If the two match, we have achieved the desired authentication and are confident (within the limitations of the system) that the correct individual is using the identity in question. The degree to which the password's secrecy is maintained is therefore critical to the integrity of this identity's access. More specifically, if the password is shared, easily guessed, or non-existent, the integrity of this identity is at risk.

Authorization is the often overlooked piece of the puzzle. Even though we have completed the authentication process, we still have not completed the task at hand. We also need to ensure that the identity is only allowed access to the appropriate systems or services. This is accomplished by a second process which queries specific systems for "flags" that define the access authorization associated with the identity. For example, is the identity in question allowed to send e-mail? What is the associated quota? Does he/she have access to specific hosts? These are all questions answered via the authorization process.

Why do we need to review this nomenclature?

Authoritative resources such as the Active Directory (AD) and LDAP maintained by ITS are often queried by external departments to complete the authentication half of this cycle. Typically, the electronic conversation can be summarized as:

Here's an identity and a password, do they match? If the answer is yes, this information is treated as sufficient

to trust the identity! But

what about the authorization process?

Shouldn't this individual also be checked for correct authorization?

The recent inclusion of more than 100,000 prospective students (applicants) and "no longer attending" students (nla) into the corporate LDAP drastically alters identities represented in these directories. If we rely only on authentication, we could be extending privileges beyond the intended community. As our directories grow in breadth to address these new roles, it is important that we ensure, via authorization, appropriate service and resource access.

If you have any questions about this subject please feel free to address them to the ITS Identity Management team at its-idm@uwo.ca

Authorization is the often overlooked piece of the puzzle.

Telecommunications Project

Mona Brennan-Coles <mona@uwo.ca>

ITS is surveying the technology that is available to provide an enterprise VoIP solution that will be the foundation for additional voice services such as Unified Messaging/ Communications and Call Centres. ITS will select and then implement the new technology.

What is VoIP?

Voice over Internet Protocol (VoIP) uses the IP network as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmission.

Why Now?

The timing is due to the need to accommodate growth, maximize our investment and provide new services. Additional voice capacity is required to accommodate the New Services Building, scheduled to open in May 2008 and subsequent growth throughout campus. Our current telephone system will reach "End of Life" in 2011. Rather than invest in technology with a limited life span, we have decided to begin the transition to VoIP to maximize our investment. VoIP will allow us to offer new services to staff and faculty, for example, soft phones enabling travellers to take their phone with them.

When will VoIP be introduced?

We are currently reviewing responses to an RFI (UWORFI13-441: An Enterprise VoIP Solution <http://www.uwo.ca/finance/purchase/wbuys/tech/techIndex.html>). We are planning an ITS pilot in the fall of 2007. We are hoping to convert those moving to the New Services Building early in 2008 so that they will have an opportunity to become familiar with their new

telephone service before the move.

Beginning in the summer of 2008, we will provide VoIP to new users and convert existing users as it makes sense, e.g. as buildings are renovated. We anticipate completing the conversion in the 2011-2012 fiscal year.

How will VoIP impact the way I work? Cost?

Your telephone number will remain the same. Your telephone set will be different but will have a display and at least the same basic features. **Conversions to the new telephone system will be done at no cost to the end-user.**

What are Unified Messaging and Unified Communications?

Unified Messaging provides access to voice, e-mail and fax messages in a single location that can be accessed either with a regular e-mail client or by telephone.

Unified Communications originally was synonymous with Unified Messaging. Today it means different things to different people but includes find-me-follow-me, call routing, and presence-based communications.

When will Unified Messaging be introduced?

We are currently reviewing responses to an RFI (UWORFI13-442: An Enterprise Unified Messaging/ Communications Solution <http://www.uwo.ca/finance/purchase/wbuys/tech/techIndex.html>). We are planning an ITS pilot in the fall of 2007. We are hoping to convert those moving to the New Services Building early in 2008 as

we convert their telephone service so that they will have an opportunity to become familiar with their new telephone service before the move. We plan to convert the rest of the staff and faculty to the new Unified Messaging from their existing Voicemail during the 2008-2009 fiscal year – regardless of how their voice service is provided. For some this will happen at the same time their telephones are changed to VoIP sets. Other users will move to Unified Messaging first and then move to VoIP.

How will Unified Messaging impact the way I work? Cost?

You will receive your voice, e-mail and fax messages in a single location. **Conversions to the new telephone system will be done at no cost to the end-user.**

If you have any questions or would like more information, please contact Mona Brennan-Coles at ext.82510 or e-mail mona@uwo.ca.

Charges on Local Phone Calls

Sandi Patterson <sandi@uwo.ca>

Why am I being charged for a local 10 digit phone call?

We have had a number of queries about long distance costs appearing on the Western internal telephone bill for local calls. The detail on these calls shows that even though the number was a local 10 digit number it was dialed as a long distance number.

continued on page 5

ITS Staff News

Merran Neville <mneville@uwo.ca>



Geri harness

Gerri Harness Retires

Gerri Harness took early retirement on December 31, 2006. Gerri worked for ITS, in its various forms, for twenty eight years. She started in the data entry department and retired from the position of Administrative Assistant.

ITS held a reception to celebrate Gerri's retirement at the Grad Club on Thursday, November 30. We will miss her but wish her well in her new, more relaxed days ahead.

Twenty Year Service Recognition

Four ITS staff were recognized at a recent reception and received their twenty year pins for long service to the department.

Those recognized were Audrey Gauthier - Departmental Secretary, Debbie Jones - ITS Director, Chuck Reid - Network and Systems team, and Gerard Stafleu - Web and Instructional Support team. Nineteen eighty six (1986) was a good year for ITS!



From left to right: Chuck Reid, Debbie Jones (ITS Director), Gerard Stafleu, and Audrey Gauthier)

continued from page 4

Our telephone system does not do any pre-screening of digits dialed. If a local 10 digit number is dialed as a long distance call, for example 9-1-519-555-1234 instead of 9-519 555-1234, the call is sent out to the public network over the Western long distance route instead of our local route. The University is charged for this call from our long distance carrier and this charge is then re-billed to the end user through ITS-Telecommunications.

If you have any questions about this, please contact Sandi Patterson ITS-Telecommunications at ext.85591 or e-mail sandi@uwo.ca.

List Guardian

Andrew Filippi <afilippi@uwo.ca>

ITS is currently migrating existing public mailing lists to a new interface called **List Guardian**. This interface, developed by ITS, provides the enhancements listed below. To view the new interface, please go to <http://www.uwo.ca/its/guardian/>. Training sessions will be made available to existing list owners.

Enhancements

- Multiple list owners - allows for multiple list owners without the need for administrator assistance.
- Improved list management - allows

owners to:

- Control visibility of
 - a list's members (hide the members of the list)
 - a list's owners (hide the owners of the list)
 - an entire list (hide the list itself from the list index)
- Disable a list to prevent mail delivery
- Restrict list posting to local-only (@uwo.ca), members-only and owners-only.

- Removal of a list

All of these functions can be performed without the need for administrator assistance.

- Change notifications - gives owners the option to automatically send notifications of important changes. The recipients of these notifications can be easily controlled or disabled as desired.

If you have any additional questions or concerns about this change please direct your questions to list-migration@uwo.ca

Instructional Support News

Merran Neville <mneville@uwo.ca>

Teaching With Technology Workshops

Members of the Instructional Support Team, Jeff Longland and Merran Neville, are participating in the Teaching Support Centre "Teaching With Technology" Workshop series. Presentations include "Extending WebCT with Turnitin, Publisher Content, and MERLOT" given in January and "The ITRC: An instructional resource for every instructor" will be given on February 15.

The Instructional Technology Resource Centre (ITRC) is indeed a resource available to all instructors. The Centre is open week days from 10:00am-4:00pm for drop in assistance and telephone support. ITRC student consultants are located both in the

ITRC, Natural Sciences 118 and in the Teaching Support Centre, room 122 Weldon Library. Please drop in at any time during open hours to see the ITRC, to meet some of the staff and to get assistance. The ITRC web site at <http://www.uwo.ca/its/itrc/> provides information about available resources, special projects, and documentation such as Manualettes, to assist in using WebCT.

Fellowship in Teaching Innovation

The purpose of the **Fellowship in Teaching Innovation** is to encourage full-time faculty members to pursue teaching innovations at The University of Western Ontario. Teaching innovation projects may take many

forms, such as initiatives involving the novel incorporation of educational technology into classroom settings or developing new directions for large group learning. **The deadline for applications is March 1, 2007.** More information about the fellowship is given at http://www.uwo.ca/tsc/fellowship_teaching_ino_info.html

Recent recipients of this award are Shelley McKellar, Department of History and History of Medicine Program for "Learning Through Objects: The UWO Medical Artifact Collection"; Tom Haffie, Department of Biology for "PRESSWestern: Implementation of Personal Response Technology in Large Classrooms"; Bill Turkel, Department of History, for "Handheld Computing for Place-Based Learning".

Commonly Used Numbers

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



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