

# In Touch

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## In this issue:

Staff Recognition	1
We're Movin', Movin', . . .	3
Securing the "Digital You"	5
Telecommunications Project Update	6
Instructional Support Team News	7
Change to "Disk Quota Usage" Report	9

## Staff Recognition

Merran Neville <mneville@uwo.ca>

A number of ITS staff are recognized in this issue of *In Touch* for long service, promotion, or a Western Award nomination.

Ed Gibson has been promoted to **Technical Support Manager, Network and Computing Infrastructure** and Nancy Wellard has been promoted to **Technical Support Manager, Operations and Servers**.

These promotions are in recognition of the responsibilities each has taken on, the multiple teams and diverse disciplines that they manage, and the criticality of the infrastructure and services that they lead.

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

recognized were Glen Marrier - Network & Systems Team, Stan McFadden - Cabling Infrastructure Team and Richard Towle - Operations and Service Support Team.

Eva Placko, a member of the Web and Instructional support team, also reached her twenty-five year service anniversary in the past year.



*Nancy Wellard and Ed Gibson - recently promoted*



*... continued on page 8*

## Scheduled System Maintenance

Sundays  
6:00am - 12:00 noon

## Need help, have a question?

- Call the ITS Customer Support Centre  
519 661-3800 ext.83800
- ASK ITS at <http://askits.uwo.ca/>
- Email using the Web Form at  
<http://www.uwo.ca/its/helpdesk/question.html>

## About *In Touch*:

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We welcome your comments,  
suggestions, and articles.

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WWW: <http://www.uwo.ca/its/>



## 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](mailto: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>

## We're Movin', Movin', Movin'

Doug Vandevrie <doug@uwo.ca>

It's been over two years since the first questions about "What would it take to move the machine room?" were asked by then Associate Director of Technical Support, Denis Regnier. Little did we realize just how much was involved in this seemingly "simple" question!

The first design meetings with a Data Centre Design Consulting firm to plan the new Data Centre took place in Fall 2005. A conceptual design was submitted in November 2005 for incorporation into the building plans for what is now known as the Support Services Building (SSB). By May of 2006, ITS was conceptually laying out the new Data Centre and fine tuning the designs around this new facility. Everything from power, generator, UPS, heating, cooling, cable trays, flooring, ceiling heights and dozens of other details were on the table for further detailed discussions and finalization.

The year 2007 saw the beginning phases of a Data Centre move plan:

- a move "philosophy" was established with initial move plans being formulated

- discussions were initiated for the planning associated with third party carrier service moves into the SSB
- regular construction meetings began as

- ongoing meetings with Physical Plant to co-ordinate our Data Centre move into their overall SSB occupation schedule.

Without all of this critical ongoing input, the completion in December 2007 of an initial move plan for the "move" would not have been possible.

So, here we are looking towards the **BIG** move in 2008. How time flies! In many ways, I'm looking forward to a fast paced summer filled with excitement and new challenges brought on by the move to the SSB.

So what does it take to move Western's primary Data Centre?

Time, Planning and Planning and Planning and .....

construction was started at the new SSB site

- meetings with ITS Teams representing all equipment in the current Natural Sciences Centre Machine Room were undertaken to start the development of strategies and processes surrounding equipment moves
- other campus IT departments with "equipment" in the current facilities were involved with developing plans surrounding the move of their respective equipment to the new Data Centre in the SSB

### Note:

Approximately 700 people will be moving to the new Support Services Building in Summer 2008. The **On the Move** web site located at <http://www.onthemove.uwo.ca/> provides up-to-date information about the progress of construction and preparations for the move.

### Photos on page 4:

Photos 1, 2, 3, and 5 are taken in the present Machine Room in the Natural Sciences Centre with Doug Vandevrie (photo 2) surveying the scene. Photo 4 is the new space in the Support Services Building.

Photos taken by Paul Sham and Doug Vandevrie, February 1, 2008.

1



2



5



3



4



## Securing the “Digital You” to Protect the “Real You”

James McCloskey <jamesm@uwo.ca>



This article continues the theme of “digital identity”, introduced in the last issue of *In Touch* (Vol. 14 No. 1). To recap the basics of the previous “digital identity” article:

- Almost every one of us has multiple digital identities – used for work, social, and private activities;
- Understanding how our digital identities interrelate, and how they relate to our “real” selves, is critical to ensuring online security and privacy and preventing identity theft.

These issues, while already important, are taking on elevated importance in light of ever-growing use of online social networking sites (e.g., FaceBook, MySpace) and the continuing growth of internet crime. Remembering that in the end there is only one “you”, failing to protect all aspects of your online activity can have unanticipated negative impacts on your present and future.

As such, within this article we’ll explore some of the key areas of concern for digital identity security and privacy, including:

- Anonymity vs. pseudonymity
- Identity-related information available online
- Aggregation- and correlation-related risks

### Anonymity vs. Pseudonymity

Many internet users believe that their online actions are anonymous when in fact most such activity is pseudonymous at best:

“Most pseudonym holders use pseudonyms because they wish to remain **anonymous**, but anonymity is difficult to achieve ....”<sup>1</sup>

Historically, a high degree of anonymity has been relatively easy to achieve given the difficulty of correlating pseudonymous activities with the real individual(s) behind the pseudonym, but in the online world this is not always the case. The reality is that true anonymity online is very difficult even for experts to achieve online, and as such “average” users can hardly expect their actions to be completely anonymous.

### Identity-related Information Available Online

- Have you ever “googled” yourself?
- Wondered what “cookies” do from a privacy standpoint?
- Considered what log data exists surrounding your internet usage?
- Thought about the accounts you’ve created to access certain online content?

All these questions point to the same thing: there can be huge volumes of information about each of us and our online activities available to a wide population – and that’s without even considering information that has been posted intentionally (e.g., to a social networking site or on a blog).

Even when care is taken to surf responsibly, tracks that identify online activity will be left in almost all cases. Those tracks can be beneficial to users,

allowing web sites to provide rich features and personalized experiences for return visitors, but they can also open the door to security risks. Additional detail on the kinds of information available about your online activity can be found at the **Center for Democracy & Technology’s Online Privacy** site (<http://www.cdt.org/privacy/guide/start/track.html>).

### Aggregation- and Correlation-related Risks

So who can access all of these bits of information, and what risk does this really represent? The good news is that these pieces of information are spread across many systems – on your system(s), on network devices here at Western, at your service provider’s central offices, and on routers, web servers and databases around the world – which can make aggregation somewhat more difficult. In the past, the distributed nature of this information has been an impediment to individuals seeking to peel back the veil of online anonymity, but continuing advances in online search tools and hacker toolkits, as well as a greater focus by criminal elements on online identity theft, mean that today and in the future, relying on such “security by obscurity” fails to provide adequate protection.

The problem is that there are so many such bits of information that a malicious individual can start with a reasonably small amount of such information and correlate it with other information available online to more accurately identify a pseudonymous user. What was once a specialized “craft” has become commodified, with the result that average users are becoming at risk of targeted online identity theft, where once only high-

profile targets would have elicited criminal attention.

As an example of how such risks can result in an online identity compromise, consider the following scenario:

Joe Western works at the University and also happens to be a hockey fan. Joe decides to sign up for a free hockey e-newsletter, requiring him to register a name (“Joe Western”), an ID (“purplejoe”), **and a password, which, for convenience, Joe sets the same as his Western account password.** The newsletter site later gets hacked, and the hacker uses the logs stolen to identify that user purplejoe’s account has been accessed from Western’s network. The hacker checks the Western Directory and correlates the name “Joe Western” with a Western user

ID. Finally, the hacker uses that Western user ID along with the password stolen from the newsletter site, and voila: the hacker has access to Joe’s account at Western, and with that access, may be able to acquire banking or other sensitive information that could have tangible value to the hacker.

While this example is deliberately simplified, it demonstrates one potential plausible attack on Joe’s Western identity. Many more variations exist, but a common thread can be identified: reusing passwords across identities is an extremely risky practice!

### Separating Your Digital Identities

The final article in this series will deal in depth with the topic of separating digital identities: what factors to consider, the separation process, how to maintain that

separation, and alternatives to reused passwords. Until then, the best (and most basic) advice is to set and keep your Western account password different from any personal account passwords – and any online banking/investing account passwords should also be different than other personal account passwords.

As always, if you have an Information Security issue, concern, question, or comment, or if you want more information on the topics discussed in this article, please do not hesitate to contact me. And keep computing safely!

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- 1 Wikipedia contributors, ‘Pseudonymity’, *Wikipedia*, The Free Encyclopedia, 8 November 2007, 08:01 UTC, <<http://en.wikipedia.org/w/index.php?title=Pseudonymity&oldid=170057528>>

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## Telecommunications Project Update

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



ITS is embarking on a significant upgrade to the Telecommunications infrastructure. This upgrade will strategically position the campus community to move towards VoIP. It will also allow us to accommodate the continued campus growth and take advantage of new applications and services.

Phase One of the project is the installation and deployment of a new voicemail system for faculty and staff. The pilot deployment to ITS has begun and we anticipate moving the rest of the faculty and staff in late February or early March.

Phase Two of the project is the installation and deployment of the VoIP system. Again, ITS will be the pilot group. As people move into the new Support Services Building, they will be moved to the VoIP system. The timing of additional departmental moves to VoIP will depend on Emergency Response planning as well as renovations and the construction of

new buildings. All faculty and staff will be converted to the new VoIP infrastructure by the end of 2011.

ITS has developed a communications plan to ensure that the University community is informed well ahead of any changes. However, if you would like additional information regarding the Telecommunications Infrastructure Upgrade, please contact the ITS Customer Support Centre at extension 83800 or 519 661-3800 from off-campus.

*An article about the move to the new Support Services Building is on page 3 of this issue.*

## Instructional Support Team News

Merran Neville <mneville@uwo.ca>

### WebCT OWL Update

The start of classes in January and the access to course areas in WebCT OWL went extremely well with few issues being reported by faculty and instructors. Reported problems were addressed quickly.

The new version of WebCT, WebCT OWL, was introduced to the campus over the summer, first in Distance Studies courses running through the summer. Over the summer months, the vast majority of courses were migrated to the new WebCT OWL and all Fall-Winter 2007-2008 courses are available in WebCT OWL in September 2007. This was an all out effort by the Instructional Support team and particularly by the student consultants in the ITRC.

### WebCT Vista Shutdown

An email has recently been sent to all people whose Western computer account has instructor/designer access to one or more WebCT Vista (WebCT version 3) course areas.

**March 1, 2008 is the final shutdown of WebCT Vista. Content and data in WebCT Vista will not be available after March 1, 2008.**

If you have content that you would like to move to WebCT OWL, please complete the Course Request form found at <http://owl.uwo.ca/> under the heading **Instructor Resources, Course Request**. The form allows you to:

- indicate which version(s) of your course(s) you would like migrated
- provide additional instructions or comments about the migration of your course

March 1, 2008 is the final shutdown of WebCT Vista. Content/data will not be available after March 1, 2008.

Please contact the ITS Instructional Support team at [webct-admin@uwo.ca](mailto:webct-admin@uwo.ca) if you have questions or concerns about migrating courses or content.

### ITRC News

Over the past few months, the ITRC has prepared more material in the form of documentation (manualettes), training videos and learning objects to assist instructors.

Several new manualettes have been added recently. These include:

- **Enrolling Members in OWL**
- **Grading Forms in OWL**
- **Selective Release in OWL**
- **Using Turnitin in OWL**

The manualettes are online at <http://www.uwo.ca/its/itrc/resources/manualettes/>.

Training videos have been added to the PressWestern web site at <http://presswestern.uwo.ca/>, which was built and is maintained by ITRC staff. The most recent video has been added to

the Faculty section of the site and discusses clicker technology. Two videos have been available in the Student section for sometime and discuss "Setting Up Your Clicker" and "Using Your Clicker in Class".

Two learning objects created for the Western Libraries: Preparing a Sociology or Geography Research paper can be viewed online at <http://www.uwo.ca/its/itrc/galleryitems/Flash/index.html>

They are entitled,

- Effects of global warming on the ski industry
- Effects of consumption on the environment

Four new students joined the ITRC in November 2007. They are Katherine Gaskin, Katie Montminy, Lindsay Nemeth, and Paul Sham. This brings the number of student consultants to fourteen. Details about the ITRC students is online at [http://www.uwo.ca/its/itrc/students\\_current.html](http://www.uwo.ca/its/itrc/students_current.html)

**Staff Recognition**  
*continued*

ITS was proud to learn that Reina Tebby was a nominee for the 2008 Western Award of Excellence. The Western Award of Excellence is the highest level of campus-wide recognition for the exceptional performance of Western staff.

Congratulations one and all for these achievements. We have a great staff, which is cause for celebration.



*Reina Tebby*



*20 years of Service - Stan McFadden, Richard Towle and Glen Marrier*



*25 years of Service - Eva Placko*

*Photos taken by Paul Sham.*

## Change to “Disk Quota Usage” Report

Merran Neville <mneville@uwo.ca>

The ITS Disk Quota Usage report page has recently been updated to clarify the information.

To gain access to the page, first login in at <https://servlet.uwo.ca:8081/diskquota/diskquota.jsp> using your Western personal computer account and password. In the **Email Information** section of the page, the **JES Mail Quota** is now measured in Megabytes and the usage is shown as a percentage of the space available. This percentage value is the same as that given if you read your email on the web through <http://mail.uwo.ca/> where, below the scale, you will see the message **Quota: xx % of xxMB**.

There is a third section on the report page, **File Storage System Information**. The Email storage and files stored on panther are two separate

locations. Files which are stored on panther include personal files such as your personal web space (<http://publish.uwo.ca/~username/>), files that you may have placed in your area using SSH/SFTP, files that come as a result of your library access usage, or from the W: drive mapped within the General Student Computing Labs (the W: drive is mapped to panther). For this reason, there are two potential locations where you will have disk space usage.

For more information about disk quota, please visit the following pages:

- **Email Disk Quota**  
- <http://www.uwo.ca/its/email/increasequota.html>
- **Panther Quota Questions and Answers**  
<http://www.uwo.ca/its/helpdesk/disk.html>

## 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		519 661-3800 ext.83800	<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