

In Touch

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ITS Moves to Support Services Building

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It is difficult not to enthuse over our very attractive space in the new Support Services Building. ITS staff moved from the Natural Sciences Centre over a three-month period from late July to October.

Given the magnitude of the move from personnel to the entire Data Centre plus all the computers and other hardware throughout the department, congratulations are due to all who worked to make this move a resounding success.

You can now visit ITS in the Support Services Building on the west side of Western Road.

Photos of ITS locations in this issue of *In Touch* include:

- ITS Support Centre Front Counter
- Main Office
- Data Centre
- ITRC
- PC Lab
- Telecommunications



Support Services Building, Western Road



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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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 2008-2009

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

We've Moved - #4

Doug Vandevrie <doug@uwo.ca>



As I write this, ITS has just completed the last move of assets from the NSC237 machine room into the new SSB Data Centre. We have finished the move of production equipment into the new Data Centre.

The move process has been exceptional from my perspective; with very few, unexpected bumps along the way. All individuals involved in this move showed extreme levels of professionalism, dedication, skill and talent throughout the entire process. It was my pleasure to work with each and every one!

What did this move really entail?

- Over a year of iterative move planning with all internal ITS teams and multiple departments across campus.
- Sixteen separate move days between September 21 and October 28, 2008.
- More than 300 assets moved over these 16 move days.
- More than 50 people directly (and many more indirectly) involved with the move from NSC237.
- Oh... and the small task surrounding the construction, commissioning, and testing of a new Data Centre.

To give you a sense of what has changed in NSC237, below is a portion of the original Machine Room in NSC237 before the move on September 21 and following the final move date.

Prior to Move



Photo by Aaron McDonnell

Post Move



Photo by Doug Vandevrie

As part of the final chapter of the NSC237's machine room days, a general cleanup and full decommissioning process of remaining HVAC, power systems, etc. will be completed. Following this decommissioning process, NSC237

will be shutdown as an ITS machine room/data centre.

As we come to the end of this project, many have reflected on the longevity of the NSC machine room. Many have spent much of their career working in the NSC machine room in some way or another. The NSC237 facility has seen

dramatic technology changes, many different types and styles of equipment and had many people walk into and work within its walls; all the while, continuing to deliver a diverse technology service to 1000's of students, staff and faculty over the years.

SSB now steps in to fill additional pages in Western's broad history. The SSB Data Centre will continue to provide service to the Western community for years to come as it delivers an ever increasing diversity of reliable technology services.

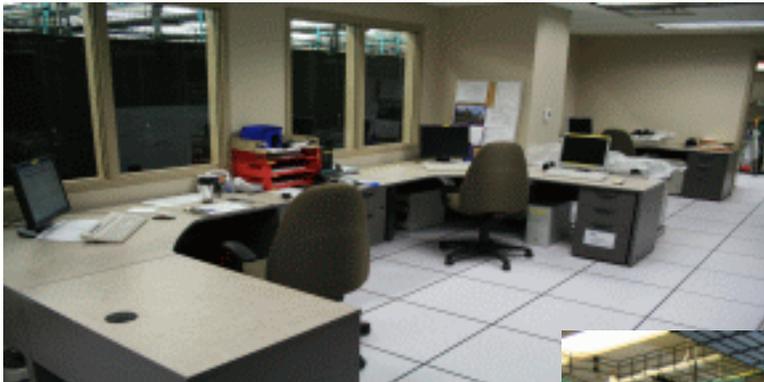
Some details on the new SSB Data Centre facility:

- a state of the art facility that was "accepted", "commissioned" and "energized" on August 26, 2008
- 3600 square feet, raised floor facility
- redundant, 300KVA UPS

Information Technology Services

- redundant power feeds to all equipment racks
- standby generator power available
- 80 Tons of cooling installed
- redundant, geographic diverse fibre connections to campus backbone
- 37 racks installed and in use
- 2-level, overhead cable tray management system
- 1500+ Ethernet cables within the facility at present
- 1000+ fibre strands within the facility at present
- separate 3-station operations area with attached Print Room
- fully monitored, managed environmental and power system

Photos of the Data Centre in SSB



Operations



One of the server rack rows



Photos by Doug Vandevrie

Official Email Activity Page

Judy Steward <judy@uwo.ca>

This past summer, ITS launched its **Official Email Activity** webpage. The page is designed to assist Western email users in identifying legitimate ITS email communications from known phishing scams. The page is located at <http://www.uwo.ca/its/accounting/official-email/> or by clicking on the **Known Phishing Attempts** link provided on a number of ITS web pages. The page provides complete examples of phishing emails that have been recently sent to Western email accounts as well as legitimate emails sent to users about wireless blocking, etc.

If you receive an email requesting that you respond with your username and password, please do not respond to it. ITS will never request that you email your username and password to us or anyone else on campus. If you are concerned that the email is truly legitimate, please consult the **Official Email Activity** webpage or call the ITS Customer Support Centre at 519 661-3800, ext.83800.

New Email Policy and Email Restores

A new university email policy was recently approved by Western's Board of Governors. It is now the University's policy to back up email for disaster recovery purposes only and not specifically for recovery of emails that you may have accidentally deleted from your inbox. Please consult the Email Policy at <http://www.uwo.ca/univsec/mapp/section1/mapp145.pdf> for more details.

Details about how this change will affect you are provided at <http://www.uwo.ca/its/new/email-policy.html>

SpamTrap

Andrew Filippi <afilippi@uwo.ca>

Spam

A significant amount of email addressed to Western email accounts is spam. ITS filters out 75% of incoming email as "Known Spam" and an additional 18% of incoming email is "Suspected Spam". ITS has traditionally "tagged" these emails by inserting [SPAM?] in the Subject line of an email message to allow users to recognize, filter, and delete these more easily.

SpamTrap - New Service

ITS has implemented a new method of managing your Spam. The Spam is "trapped" in a central repository rather than clogging your Inbox and using Email resources (a real **bonus** for those that frequently go OVER QUOTA!). A single email is sent each day so that a user can see any messages that were trapped.

A recent enhancement further simplifies the management of your SpamTrap by allowing you to take specific action - such as **delete all, deliver selected emails and delete the rest** - "in-line" via the summary email. Individuals still have the capability of logging in to manage the filters and Spam from within the SpamTrap application.

Activating Your SpamTrap

To activate your SpamTrap, go to the Activate SpamTrap web page at <http://www.uwo.ca/its/email/spam/uwostream.html>.

Please note that this page requires you to login with your Western username and password.

Disposal of Computer Equipment

Debbie Jones <debbie@uwo.ca>

With many departments on the move either recently to the new Support Services Building or to other locations on campus, it is useful to know that there are official processes in place for the disposal of computing and electronic equipment. There are security/privacy issues, reporting and record keeping issues and the actual physical disposal. IT support staff, the Purchasing Department and Physical Plant have official roles to play in the proper disposal of these assets.

Information about the correct processes and links to the related policies can be found on the following page:

- Computer and Data Disposal Process
<http://security.uwo.ca/disposal/ComputerDisposalPractices.pdf>
- Computer Disposal Guidelines
<http://security.uwo.ca/disposal/ComputerDisposalGuidelines.htm>
- Computer Disposal Best Practices
<http://security.uwo.ca/disposal/ComputerDisposalBestPractices.htm>

VoIP Telephony

Mona Brennan-Coles <mona@uwo.ca>



We are now planning for the deployment of VoIP to the rest of campus. The VoIP deployment to faculty and staff will be completed by the end of 2011.

Move to Support Services Building

In addition to moving voice services for the SSB staff, Telecommunications moved to SSB and moved their servers to SSB as part of the Data Centre move.



Christine Riehl and Kyla Urquhart in the new Switchboard room in SSB

At this time, almost all of the 419 VoIP users are now located in the Support Services Building. To accomplish this task, Sandi Patterson worked with Move Captains Dan Blumas and Paul Hill to coordinate the move. The phones were deployed to the new offices by Sarah Hodgson, Rick Price and Robert Vanderminnen.

We appreciate the many SSB people who took the time to compliment this team on a job very well done!

ITS Computer Lab Move

Donna Sasges <dsasges@uwo.ca>

All non-credit computer courses are now being held in the new ITS PC Lab in the Support Services Building. The address for the Support Services Building is 1393 Western Road (between Huron University College and Saugeen-Maitland Hall Residence) and the lab, room 4230, is located in the building's bridge link.

Our computer training program for faculty, staff, and graduate students is offered three times a year. All course and registration information for the sessions may be found at:

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

The ITS PC Lab is also available for group rentals: <http://www.uwo.ca/its/courses/labs.html#rentlab>. If you would like to find out about the current bookings in the ITS PC lab, link to the schedule information from our main page at <http://www.uwo.ca/its/courses/>

To make a reservation or to check future availability, contact the ITS Main Office at 519-661-2151, ext.82151.



Instructional Support Team News

Merran Neville <mneville@uwo.ca>

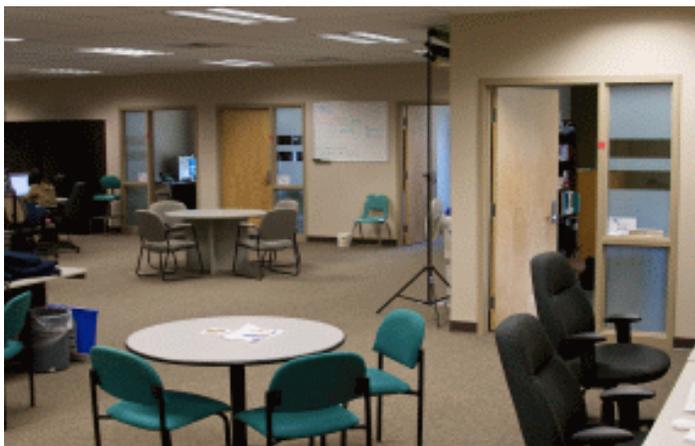
The Instructional Support team and the ITRC moved to the Support Services Building on September 8 & 9, just at the start of term. This meant additional challenges to the usual ones at the start of term. However, we were able to continue to support instructors throughout the two days and the remainder of the week as we unpacked, setup computers and other equipment, and settled in. Our thanks to the staff of the Teaching Support Centre (TSC) who allowed additional ITRC staff to work from the TSC office in Weldon during the move. The accompanying photos give you a glimpse of our spacious new quarters. Better still, do drop in for a visit, even if you just want to see where we are and don't need any help.

The start of term for WebCT OWL went very smoothly and most people seeking assistance received it speedily. At this stage in the fall term, thoughts are already turning to setups for second term.

Training Videos

Over the summer, the ITRC student consultants created a new set of WebCT OWL training videos, under the direction of Paul Lukasewych and Shawn Foster. Many hours and a great deal of effort went into this project. The ten videos cover "Building a Course in WebCT OWL". There is a link to the videos on the OWL home page at <http://owl.uwo.ca/> and the direct link is <http://webct.uwo.ca/videos/instructionalVideos.html> The two ITRC students who act as hosts in the videos are Aiden Amri and Calantha Elsby.

A new logo was created for the ITRC during the summer. This logo was designed by Paul Sham in collaboration with the ITRC student team.



In the News

Wimba Live Classroom

This fall, Physics tutorials have been offered from the ITRC using Wimba Live Classroom. Professor Martin Zinke-Allmang teaches Physics 1028a - Physics for the Life Sciences - to more than 1,000 students. Managing the tutorials for this many students had become a nightmare. Then along came Wimba Live Classroom. With the assistance of Jane Winkler, Prof. Zinke-Allmang, has been able to get more students involved and his teaching assistants have really taken to the technology and the freedom it gives them.

Details about the sessions are given in *Western News* online at http://communications.uwo.ca/com/western_news/stories/physics_takes_tutorials_to_web_20080925442801/

Wikis in WebCT OWL

A new tool has been added to WebCT OWL. Due to popular demand, Paul Lukasewych developed the integration between WebCT OWL and Kiwi Western. Kiwi Western is Western's wiki service and was launched this past summer. (<http://www.uwo.ca/its/kiwi/>) A wiki is a collaborative tool and, via the browser, many people can together build content. The tool was introduced this term and is already in use in several courses. This wiki tool is free to instructors when used in OWL.

Details on using the wiki tool are given in the manualette "Using the Wiki in OWL" online at http://www.uwo.ca/its/itrc/resources/manualettes/using_the_wiki.pdf

ITRC Projects

In addition to drop in and phone support, the ITRC student consultants work directly with faculty to develop unique and innovative online learning materials. The Pharmacokinetics flash object, which demonstrates the absorption of a drug in the body, has been developed over a couple of years with effort coming from more than one student. The latest iteration of this model was completed over the summer by Dan Nanasi.

Basic Clinical Pharmacokinetics

Dan Nanasi

The ITRC was asked to develop a flash object for Dr. David Freeman's lecture series on basic clinical Pharmacokinetics. The object illustrates the changes in concentration of pharmaceuticals within the human body as a function of time after dosing.

The first phase of development of the flash object was done by ITRC student consultant Zlat Djuric and the recent modifications have been made by Dan Nanasi.

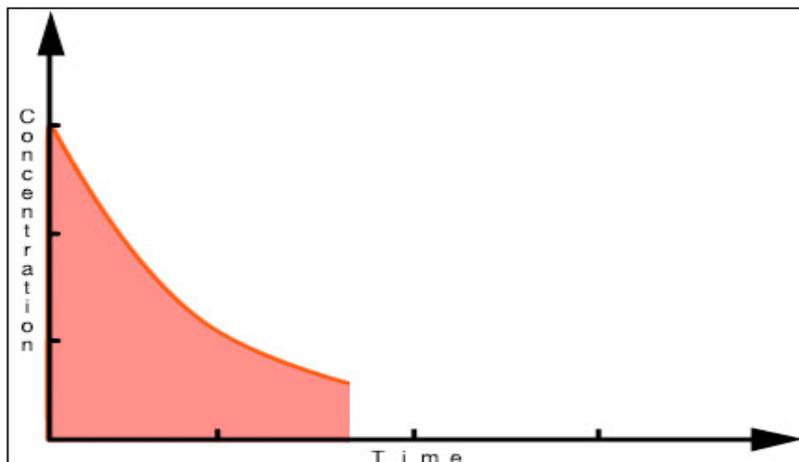
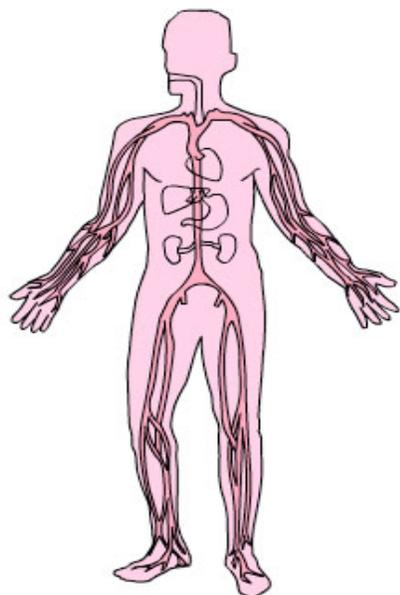
The object shows five different methods (oral, multiple oral, infusion, loading, and intravenous bolus) of drug administration into the human body. Each method has a corresponding button that, when clicked, begins an animation of the drug entering the body, which changes colour depending

on the concentration of the drug. The plot lines on the accompanying graph are timed to appear based on the intensity of the colour of the body graphic. The final result is a visual presentation which perfectly complements and enhances Dr. Freeman's lecture materials. (See illustrations of the model on page 9.) The animation can be viewed online at <http://www.uwo.ca/its/itrc/galleryitems/Flash/pharmacokinetics.swf>

Dan Nanasi has been an ITRC student consultant for the past eighteen months and is continuing his studies at Western in the MA in Popular Music & Culture program.

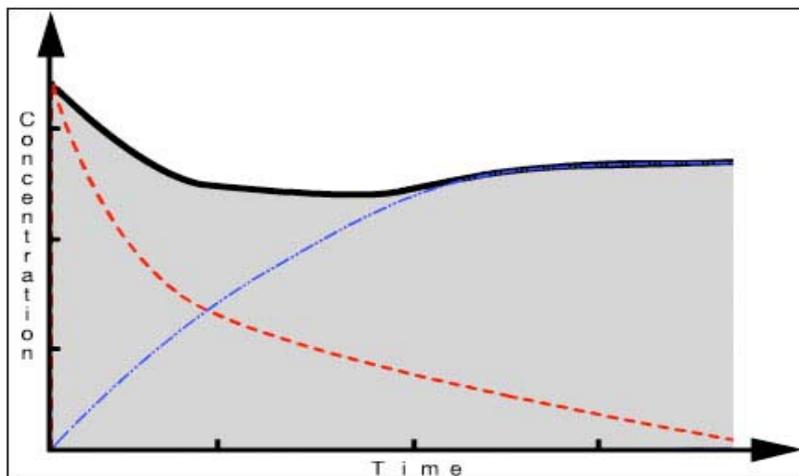
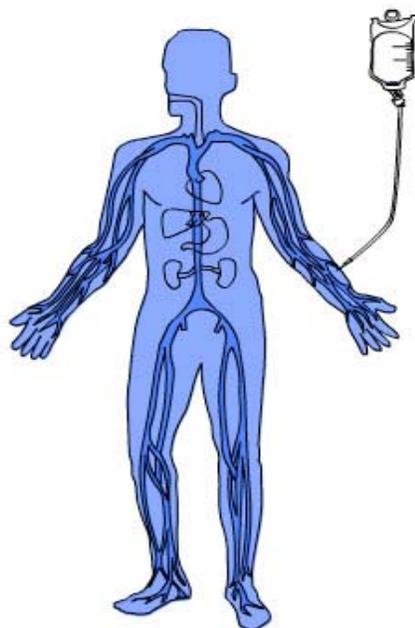
Dr. David Freeman is a faculty member in the Department of Physiology & Pharmacology in the Schulich School of Medicine & Dentistry. He also holds appointments in Medicine, Paediatrics, and at the Robarts Research Institute.

Basic Clinical Pharmacokinetics



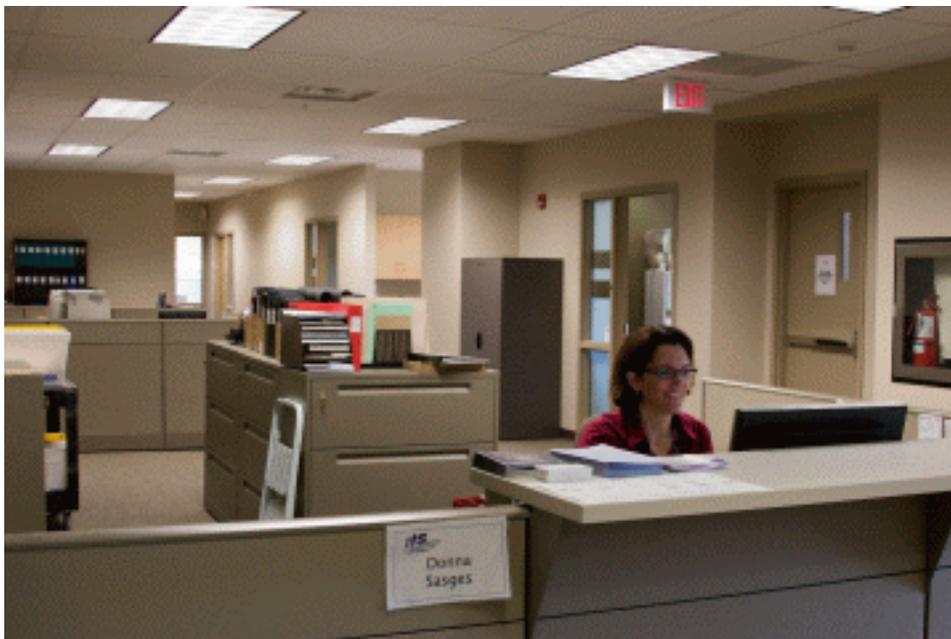
- IV Bolus
- Oral
- Loading
- Infusion
- Multiple Oral

Basic Clinical Pharmacokinetics



- IV Bolus
- Oral
- Loading
- Infusion
- Multiple Oral

ITS Main Office, SSB, room 4300



Located in the lower building, the ITS Main Office can be reached by entering at the main entrance of the front building and proceeding across the bridge to the back of the lower building.

Office Hours:
Monday - Friday
8:30am - 4:30pm

Donna Sasges at the ITS Reception Desk

ITS Support Centre/Front Counter, SSB, room 4100

The ITS Support Centre is located just inside and to the right of the SSB main entrance.

Counter Hours:
Monday - Friday
8:30am - 4:30pm

Phone Hours for all support questions:
Monday - Friday
8:30am - 4:30pm

Extended Phone Hours for WebCT OWL support:
Monday - Friday
4:30 - 10:00pm
Saturday and Sunday
2:30 - 10:00pm



Some members of the Support Centre staff: Martin Grabarczyk, Matt Simmons, Anna Dorobek, Aron Downes, Clement Yung

All photos in this issue of *In Touch* taken by Paul Sham, unless otherwise indicated.

ITS *In Touch* Index to Volume 14 (2007-2008)

The titles of all articles appearing in Volume 14 of *In Touch* (2007-2008) are listed in five categories: Instructional Technology, Network News & Networking, Systems News, Telecommunications, and General.

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