In Touch

In this issue:

Dave Loveless Staff Award

Debbie Jones <debbie@uwo.ca>

Gary Miller, Ed Gibson and Debbie Jones

The David Loveless Staff Award was created to recognize the significant contributions of an ITS employee.

Congratulations go to Gary Miller who is the 2009 recipient of the Award.

Staff have recognized Gary's efforts working quietly behind the scenes in preparation for the move of the NSC237 machine room, and the move itself to the new location in the Support Services Building. Gary worked many weekends during the machine room relocation as well as during each week preparing for the next part of the move.

Throughout, Gary maintained a positive attitude and inspired his colleagues. The citation for his nomination states: "Gary was one of the major reasons for the overall success of the machine room move."

Gary's award was presented at the ITS Summer Staff meeting on June 26, 2009.

Western

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**

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*

About *In Touch*:

Published quarterly by
Information Technology Services,
The University of Western Ontario.

Editor: Merran Neville

Printed by Graphic Services,
The University of Western Ontario.

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

Copyright ©2009 The University of Western Ontario. Permission is granted to copy in whole or in part provided that due credit is given to the author(s), the Division of Information Technology Services, and The University of Western Ontario.

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/

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 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 2008-2009

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

New Web Content Management System

Judy Steward <judy@uwo.ca>

A new web content management system (CMS) is now available for any units interested in using the standard Western Web templates designed and maintained by the Department of Communications and Public Affairs. There is no charge to use this new system and ITS will provide training and assistance for any unit wishing to move their web sites into the system.

The web content management system is called **Cascade Server**. For more information please see their company web site at ***http://www.hannonhill.com/products/***.

For more information about how your department can start using **Cascade Server**, please email ***its-cascade@uwo.ca***. The ITS web site home page is designed using the new CMS.

http://www.uwo.ca/its/

Data Inventories and Information Security

James McCloskey <jamesm@uwo.ca>

Information security is, at its foundation, an exercise in risk management:

1. What is it that we are trying to protect?
2. Against what threats?
3. At what cost?

Understanding each of these elements of risk is crucial in establishing an effective set of information security controls and practices. Insufficient attention to any of the three elements of risk can result in an information security program that either fails to address critical risks adequately, or costs more to operate than the assets being protected warrant.

In this first of a three-part series dealing with these topics, we will focus on the first of these elements of risk: understanding what it is that is to be protected.

What are we trying to protect?

A common information security mantra is to ensure "CIA", that is, *Confidentiality, Integrity, and Availability*. With that broad perspective on the scope of information security, one can safely state that we are trying to protect data - the confidentiality of the data, the integrity of the data, and the availability of the data.

In addition, while some components of our complex networked information systems (e.g., network devices) may not themselves store any data of value, the security of such components is integral to ensuring the CIA of any data that passes through them. Because of this, the security requirements for such components can again be viewed as dependent on the data.

As such, the sensitivity (or classification) of data, and the locations of such data at rest and in transit, are fundamental to the design of an effective information security program.

> **A common information security mantra is to ensure "CIA", that is, *Confidentiality, Integrity, and Availability*.**

Keeping a Data Asset Inventory

What data do you possess, and whose is it? How *sensitive* is it? And *where* is that data, not only at rest but also in transit?

Answering these basic questions provides a data inventory that can form the basis of a targeted information security program. However, the questions don't always have simple answers.

In particular, when considering what data you possess, it is important to think about ownership and custodianship: is the data in question truly "yours", or are you acting as the custodian of the data on behalf of someone else. In truth, most of what we do with data in our day to day professional lives is done on behalf of others - whether that is for our Departments/Faculties/Units, or directly on behalf of individuals who receive services from us. This issue is important, since the true owners of any dataset may have expectations for security of the information beyond what you yourself might consider sufficient.

Classifying Data Assets

How sensitive is your data? Many data classification schemes are promoted throughout various industry and information security-specific groups, but a simple system that still provides value consists of a three-tier classification model:

1. Restricted data - data that is regulated (e.g., personally identifiable information, health data) or otherwise subject to mandatory restrictions based on University policies.
2. Other sensitive data - data that is considered operationally sensitive within a Faculty/Unit (e.g., financial projections).
3. Public data - data that is intended for public consumption.

In practice, *Restricted* and *Public* data are usually easy to identify, leaving *Sensitive* data as anything that is neither *Restricted* nor *Public*. Again, the concepts of ownership and custodianship are important, since the owner's perspective on the sensitivity of the data is paramount.

Locating Data Assets

Where is the data? Is it only stored centrally, or does some or all of the data also exist on or in local PC hard drives, mobile/handheld devices, home PCs, email text or attachments, etc.? Can it be accessed remotely, and if so, by whom and through what mechanisms (public internet-connected devices, private VPN-based

connections)? Is it generally available for access across campus, or is access to the data restricted to certain systems and network ports?

Often, the answers to these initial questions will show that the data is protected in one location (e.g., on a central server), but that some portion of the data may be at risk due to its presence on less-managed (or unmanaged) devices. Regardless, by asking and answering these questions, system and network administrators can begin designing a comprehensive data protection strategy that combines both technical and procedural controls to assure information security.

Incorporating threat and cost/benefit analyses into the data protection strategy begun through developing such a data inventory will be the focus of future *InTouch* articles.

For more in-depth information, visit the ***http://security.uwo.ca*** or ***http://wellness.uwo.ca*** sites. 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!

VoIP Telephony

Mona Brennan-Coles <mona@uwo.ca>

VoIP Deployment

All buildings will be converted to VoIP by 2011. Please contact Mona Brennan-Coles (mona@uwo.ca or ext.82510) if you have questions.

VoIP deployment is a multiyear project that has two components.

The ***Power Strategy Closet Upgrade*** includes providing UPS and generator power, upgrading closet electrical and heating, ventilation and air conditioning (HVAC) as needed, and replacing existing network switches with ones able to provide power to the IP telephones. Physical Plant is managing the power, electrical and HVAC upgrades and ITS is managing the UPS and network switch deployments.

Table 1. Power Strategy Closet Upgrades

Completed	In Progress/Planning
Avian Research (AFAR)	Boundary Layer Wind Tunnel
Biological & Geological (Phase 2)	Cronyn Observatory
Biotron Research	Faculty of Education
Chemistry	Law
Clinical Skills	Social Sciences
Graphic Services Building	Spencer Engineering
Health Sciences Addition	Student Services Addition
Kresge Building	Thompson Engineering
Material Sciences Addition	University Community Centre
Medical Sciences / Dental Sciences	Weldon Library
Molecular Biology	
Natural Sciences Centre (Taylor Library)	
Siebens Drake Research	
Support Services Building	
TRAC Facility	
West Valley	
Western Sciences Centre	

When a building is ready for VoIP, ITS installs grey IP telephones and removes the black digital telephones.

Table 2. VoIP Phone Deployment

Completed	In Progress/Planning
Avian Research (AFAR)	Biological & Geological (Phase 2)
Biotron Research	Graphic Services Building
Chemistry	West Valley Building
Clinical Skills	
Health Sciences Addition	
ICFAR	
Kresge Building	
Material Sciences Addition	
Medical Sciences / Dental Sciences	
Molecular Biology Lab	
Natural Sciences Centre (Taylor Library)	
Robarts Research Institute	
Siebens Drake Research	
Support Services Building	
Taylor Library	
TRAC Facility	

VoIP 911 Location Lookup

It is critical that the Campus Police know where a 911 caller is located on campus. today, name display is used to provide that information for both the black digital telephones (first name, last name, building, room) and the grey VoIP telephones (first name, building, room). ITS is developing an application that will provide location information to the Campus Police whenever a 911 call is made from a VoIP telephone regardless of where that VoIP telephone is located. The prototype was completed and reviewed by the Campus Police. ITS is conducting extensive testing on the completed application and will deploy this application when testing is completed.

Activating Your Personal Web Space

Rich Jones <rich@uwo.ca>

For a number of years, ITS has provided a service to users to publish web pages via their personal web space at *http://publish.uwo.ca/.* Previously, if you wanted to activate this service, you had to use SSH Secure Shell to login to the host panther.uwo.ca and run the "publish" command. Now you can activate your personal web space using the web page **Activate My Personal Web Space** located at *http://www.uwo.ca/its/accounting/ ActivatePublish.html* . After the web page is successfully processed, the activation can take up to one hour to be completed.

The activation done from the web page is more secure than that done using the old "publish" command and, because of this, the old "publish" command will be de-activated. As with the "publish" command, if the online activation is done for an already active user, only the permissions on the files and directories will be modified.

For more information about your personal web space and how to activate it, see *http://www.uwo.ca/its/ accounting/ActivatePublish.html*

Instructional Support Team News

Merran Neville <mneville@uwo.ca>

The summer is generally the best time for working on projects in the ITRC and other special events that the whole team -- the members of the Instructional Support Team and the ITRC student consultants -- can participate in.

The ITRC students have completed a number of film projects this summer for instructors and filmed all presentations at the annual **Summer Teaching with Technology Institute** in May. This Institute was co-hosted by the Teaching Support Centre and the ITRC.

Future events to be shared by the TSC and the ITRC include the **Teaching with Technology for New Faculty** on Monday, 24 August and the **Fall Perspectives on Teaching Conference** on Wednesday, 2 September. For details about future events, see **Upcoming Events** at *http://www.uwo.ca/tsc/*.

ITRC Project Proposals

If you are reading this column for the first time, you might be interested to know that the Instructional Technology Resource Centre (ITRC) is a multi-media support facility for faculty who wish to integrate technology into their courses.

The ITRC accepts project proposals year-round for the development of computer-based instructional material and there is **no charge** for these academic instructional projects. Once a project is accepted, an ITRC student consultant is assigned to the project and they provide the technical expertise required for the creation of the learning materials. On page 8, Corey Meingarten, an ITRC student consultant, describes the **Introduction to the Mohawk Language** project that he and Adam Tuck worked on a year ago for faculty

member David Kanatawakhon-Maracle.

If you have a project proposal, please contact the ITRC either by email to itrc@uwo.ca or phone 519-661-5513, ext.85513. We welcome the opportunity to meet with you to discuss your project. Further details about the ITRC are online at *http://www.itrc.uwo.ca/*.

WebCT OWL News

Fall-Winter 2009 sections were created in March and instructors have had access since then to get an early start on preparing their course areas. If one of your courses isn't available in OWL, please check with your department administrative staff because this is handled at the department level.

The first time you log into each of your OWL courses you will be presented with several options regarding your course content. For details about how to respond, please see the information provided at *http://webct.uwo.ca/instructions.html*

Requests to crosslist courses can be sent to webct@uwo.ca. Crosslisting of sections should be done before there is any student activity, such as, discussion postings, assignment and assessment submissions, because these are not transferred to the new crosslisted area.

Student data will be uploaded in late August into the Grade Book of OWL courses starting in Fall 2009.

OWL Training & Documentation

OWL training and documentation is available online. The Instructor Video Series "Building a Course in OWL" is a ten-part series that guides you through creating a new OWL course. You can view these videos at

http://webct.uwo.ca/videos/instructionalVideos.html

Print and video manualettes are available at *http://www.itrc.uwo.ca/resources.html* and cover most of the tools in OWL.

Contact Us

Please contact us by emailing webct@uwo.ca if you have any requests or questions as you prepare to set up you OWL areas for 2009. You can also receive help by phoning the ITRC at 519-661-2111 ext.85513.

The ITRC accepts project proposals year-round for the development of computer-based instructional material and there is no charge for these academic instructional projects.

Introduction to the Mohawk Language

Corey Meingarten <itrc@uwo.ca>

In the summer of 2008, David Kanatawakhon-Maracle approached the ITRC for assistance developing a WebCT OWL site for **First Nations 2104, Introduction to the Mohawk Language**. He was faced with the challenge of teaching students the Mohawk language in a Distance Studies environment, which means that students would not meet face-to-face with an instructor until their exam.

To achieve this, the ITRC developed an audio player which combines Flash and JavaScript with MP3 recordings of David reading through the workbooks he had designed. The audio player was used to teach students how to pronounce and understand elements of the Mohawk language.

After converting the existing workbooks into HTML, we added links to each syllable, word or sentence so that when students click on an element of the workbook, they will hear the instructor pronounce it.

The result of this project is a series of Learning Modules available to students through WebCT OWL. With the technology we have developed, Distance Studies students enrolled in the course will receive an experience comparable to in-class instruction. As they work through the course materials, they will be able to click nearly any word on the page and immediately hear it pronounced, without the need for third-party audio players or external programs.

The example below, **1.1 Ok Nahoten Onhka OK Nankati**, is taken from the course area. Students click on the bolded text and hear a word pronounced. Over 4,000 audio clips are used in the course ranging from short one-word sound clips to full sentences.

*Corey Meingarten and Adam Tuck joined the ITRC in May 2008 and worked on this project throughout the summer of 2008. Information about the ITRC student consultants is available at **http://www.itrc.uwo.ca/studentConsultants.html***

1.1 Ok Nahòten Onhka OK Nonkati

Something to Someone

SINGULAR	DUAL	PLURAL
wak- / wake- it/IT/she → me	**yonkeni- / yonken- / yonky-** it/IT/she → you & me it/IT/she → him / her & me	**yonkwa- / yonkw- / yonky-** it/IT/she → you all & me it/IT/she → them & me
sa- it/IT/she → you	**seni- / sen- / tsy-** it/IT/she → you two	**sewa- / sew- / tsy-** it/IT/she → you all
ro- / ra- / raw- it/IT/she → him	**roti- / rot- / ron-** it/IT/she → them (2 Ms)	**roti- / rot- / ron-** it/IT/she → them (Ms)
yo- / ya- / yaw- it/IT/she → it / her	**yoti- / yot- / yon-** it/IT/she → them (2 Fs)	**yoti- / yot- / yon-** it/IT/she → them (Fs)
yako- / yaka- / yakaw- it/IT → HER / someone / them		

John McFadden Retirement

Merran Neville <mneville@uwo.ca>

John McFadden has retired after thirty-one years working at Western. John was given a send-off at the recent ITS Summer Staff meeting on Friday, 26 June, 2009. His long-time colleague, Chuck Reid, shared with ITS staff memories of the "early years" and what it was like working in computing at that time with card punches and printouts.

John came to Western in October 1978. He joined the staff of DIAS (as the department was known, and later was renamed DAS) as a systems administrator. It wasn't long before he became the leader of Technical Support for the department.

After DAS and CCS merged in 1993 to form the new division of ITS, John became head of the Network Group. John's most recent role has been team leader of Strategic Applications. A number of key applications were developed by John and his team which included Timetracker, the original RAMP application and several other java applications.

John remembers many good years at Western; the challenges and the great diversity of tasks. The workplace was never boring, offering opportunites to grow and learn. He reminded staff in his comments, the time passes so quickly, make the most of it.

John and his wife Anne, who also retired from Western at the same time, are looking forward to enjoying more time for leisure activities. John particularly looks forward to more time for fishing, golfing and stargazing - in a serious way.

We wish John all the very best in his retirement.

Cutting the cake ...

Commonly Used Numbers

ITS Support Centre	SSB4100	519 661-3800 ext.83800	*helpdesk@uwo.ca*
Voice & Data	SSB4100	519 661-3800 ext.83800	*helpdesk@uwo.ca*
General Office	SSB4300	519 661-2151 ext.82151	FAX 519 661-3486 ext.83486
Computer Accounts Office	SSB4100	519 661-3800 ext.83800	*accting@uwo.ca*
Computer & Network Operators		519 661-3525 ext.83525	*operator@uwo.ca*
ITRC	SSB4320	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	SSB4100	General Purpose Labs	UC2, NSC110, SH1310
Training Lab	SSB4230		NCB105, SVB13, SVB14,
ITRC	SSB4320		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, Support Services Building 4300, The University of Western Ontario, London, Ontario, Canada, N6A 3K7