

In Touch

Vol. 16 No. 1

Fall 2009

ISSN 1198-8673

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Changes to Panther Access

Panther Access Team <its-panther-access@uwo.ca>

Access to *panther.uwo.ca* changed on November 1, 2009. Plans for this change were approved in June and have been discussed with the TUMS group in June and September. From November 1, the only access that is available is file transfer using the sftp protocol.

How Does This Affect Me?

If you are using the SSH client, you will no longer be able to log into *panther.uwo.ca* and access the command line. The SSH client can still be used to perform secure file transfers and all files currently on panther are accessible via sftp. Services such as reading your mail through **pine**, **publish**, **maple** and **basic file management** have either been re-developed as web services or alternative access has been made available.

sftp.uwo.ca

For secure file transfers, the name *sftp.uwo.ca* should be used instead of the name *panther.uwo.ca*. The name *panther.uwo.ca* will eventually be phased out.

If you are not currently using an sftp client, please consult our SSH Site License page (<http://www.uwo.ca/its/sitelicense/ssh.html>) to download a copy of SSH. If you are using Dreamweaver and have not yet updated it to use sftp, please consult

our *How do I...Update to SFTP in Dreamweaver* (<http://www.uwo.ca/its/doc/hdi/web/sftp-dreamweaver.html>).

Publish Activation

The publish command, used for activation and setting file permissions, is now available as a web self service at <http://www.uwo.ca/its/accounting/ActivatePublish.html>.

Pine Users

As of November 1, Pine is no longer available. ITS will continue to support Outlook and Thunderbird. Please see the various *How Do I's...* available for those email clients (<http://www.uwo.ca/its/doc/hdi/email/>). In addition, webmail can still be accessed at <http://mail.uwo.ca>.

Applications

Maple and Matlab are available for workstation usage via site licenses. Please see <http://www.uwo.ca/its/sitelicense/> for more information. Workstation versions of compilers and applications such as TeX are available both commercially and for free on the Internet.

Need Help?

If you have any questions about these changes, please email its-panther-access@uwo.ca.



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*:

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.

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suggestions, and articles.

The Editor, *In Touch*,
Information Technology Services,
Natural Sciences Centre,
The University of Western Ontario,
London, Ontario, N6A 3K7

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.

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 Document

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

Threat Assessment Techniques

James McCloskey <jamesm@uwo.ca>



Continuing the theme introduced in the Summer 2009 issue of *In Touch*, information security is at its foundation all about risk management:

- What is it that we are trying to protect?
- Against what threats?
- At what cost?

In this second of a three-part discussion dealing with these topics, I will focus on the second of these elements of risk: understanding potential threats to the confidentiality, integrity, or availability (CIA) of important data, and the approaches to reducing the likelihood and/or impact of such threats.

Surveying the Threat Landscape

Individuals with responsibilities for the secure design, development, deployment, operation, and maintenance of information systems, as well as those charged with the responsibility for data stored or processed on those systems, or transmitted through them, need to consider potential threats to the ongoing confidentiality, integrity, and availability of those systems.

Confidentiality-related threats usually focus on the disclosure of sensitive information to unauthorized individuals. Such a disclosure could occur as a result of the inadvertent or malicious actions of an authorized user, or as a result of a system compromise (i.e., a “hack”) or

physical intrusion – and depending on the data that is disclosed, various regulatory and/or policy-based responses may be required. For example, if the confidentiality of a set of personally identifiable information (PII) is compromised, the University may have an obligation, through its Privacy Office, to notify affected parties and/or government agencies.

Integrity-related threats usually focus on the unauthorized or improper modification of data and system configurations. Common threats against data integrity include once again accidental or intentional changes by authorized users (including configuration or functionality errors introduced by IT personnel), and changes made as a result of a system compromise.

Availability-related threats usually focus on the loss of access to important data or systems for authorized users. Common threats against availability include system failures (e.g., hard drive crashes), environmental threats (e.g., fire, flooding), and denial of service attacks.

Analyzing the Threat Landscape

Life in general is fraught with risk – and in both life and computing, there is no way to eliminate all risks. As such, a method to prioritize the relative risks to information security is needed, considering both the likelihood of the event (often referred to as an “Annualized Rate of Occurrence” or ARO) and the expected costs associated with a single occurrence of the event (often referred to as the “Single Loss Expectancy” or SLE). By estimating AROs and SLEs, either using quantitative estimates (e.g., one event per year expected, at a

cost of \$100K per event) or a more qualitative relative ranking (e.g., low likelihood of occurrence, with a high per occurrence cost), threats can be prioritized for further analysis – or in some cases, discounted.

Once a threat has been identified and prioritized as requiring attention, the next step is to identify methods and approaches to either eliminate the associated risk, or mitigate that risk to an acceptable level. This can be accomplished by focusing on reducing the likelihood of an event occurring and/or reducing the impact of such an event if it occurs. The most effective approaches will be ones that effect the most reduction of risk (to an acceptable level) for a given investment of labour and money.

Summing Up

With a data inventory in hand, and based on the priorities and available risk reduction strategies identified through the threat assessment process, a cost/benefit analysis can be performed based on an initial data protection strategy. This will be the focus of the next *In Touch* article on information security.

For more in-depth information, visit the security.uwo.ca or 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!

Password Management

*Identity Management Project Team
<uwo-idm@uwo.ca>*

ITS is implementing a new Password Management process that will replace our existing infrastructure. This is the first piece of our Identity Management system and part of the larger Western Identity Project.

Password Management will provide a common, secure self-service application for the Western community to change a password or retrieve a forgotten password for your Western Identity. The application we are implementing is similar to that used by commercial applications, such as banks using challenge response questions to confirm your identity.

Password management has recently been deployed as a pilot within ITS. Once the pilot is complete, the application will be rolled out across campus in a subscription model. More details will follow on the ITS website and the Western Identity project page <http://westernid.uwo.ca/> and in future editions of *In Touch*.

For further information please contact the Western Identity project team via email to uwo-idm@uwo.ca.

VoIP Telephony

Mona Brennan-Coles <mona@uwo.ca>



VoIP 911 Location Lookup Deployed September 27, 2009

After extensive testing, ITS deployed the VoIP911 location application on Sunday, September 27, 2009. Details about this deployment were announced in Western News online at http://communications.uwo.ca/com/western_news/stories/voip911_application_to_be_launched__20090924444868/

It is critical that the Campus Police know where a 911 caller is located on campus. The VoIP911 location application is designed to provide Campus Community Police (CCPS) with location information (building, room) for 911 calls originating from a VoIP telephone. For end users, the biggest change will be to VoIP name display which will be - First Name, Last Name.

Name Display for Nortel phones connected to the SL-100 will continue to be First Name, Last Name, Building Room to provide CCPS with location information for 911 calls made from these phones.

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 multi-year 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

Year One (2008-2009)	Year Two (2009-2010)
<p>Completed</p> <ul style="list-style-type: none"> Avian Research (AFAR) Biological & Geological (Phase 2) Biotron Research Building Chemistry Building Clinical Skills Learning Building Graphic Services Building Health Sciences Addition Kresge Building Material Sciences Addition Medical Sciences / Dental Sciences Molecular Biology Natural Sciences Centre (Taylor Library) Siebens Drake Research Support Services Building TRAC Facility West Valley 	<p>Completed</p> <ul style="list-style-type: none"> Elborn College Western Sciences Centre <p>In Progress/Planning</p> <ul style="list-style-type: none"> Boundary Layer Wind Tunnel Cronyn Observatory Faculty of Education Law Mogenson Building Social Sciences Spencer Engineering Student Services Addition Thompson Engineering University Community Centre Weldon Library

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
<ul style="list-style-type: none"> Avian Research (AFAR) Biotron Research Building Chemistry Building Claudette MacKay-Lassonde Pavilion 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 West Valley Building 	<ul style="list-style-type: none"> Biological & Geological Elborn College Graphic Services Building Western Sciences Centre

Instructional Support Team News

Merran Neville <mneville@uwo.ca>

Managing Grades in OWL

The WebCT OWL (OWL) Grade Book tool provides an easy and convenient way for instructors to manage grades and distribute them to students. Grades can also be exported for manipulation in MS Excel or an OpenOffice Spreadsheet.

Spreadsheet applications provide a number of ways to work with grades. The ITRC has documented common approaches and has created extensions for Excel and OpenOffice to facilitate grades management.

Some new pages have been added to the Resources page on the ITRC web site at <http://www.itrc.uwo.ca/resources.html> which cover the following:

- Tutorial: Formulas for Managing Grades
- OpenOffice Spreadsheet Grades Extension (Windows, Mac, Linux)
- MS Excel Grades Extension (Windows)

A recent communication sent to faculties by Dr. John Doeksen, Vice-Provost and Registrar, announced that OWL will become the preferred means of submitting final grades to the Office of the Registrar. To allow time for the adjustment to this change in process, the school year 2009-2010 will be a transition year and it is hoped that by the summer of 2010 all Departments will be submitting their final grades to the Office of the Registrar using OWL.

Figure 1: Graphic Syllabus - Tree with branches, leaves and fruit

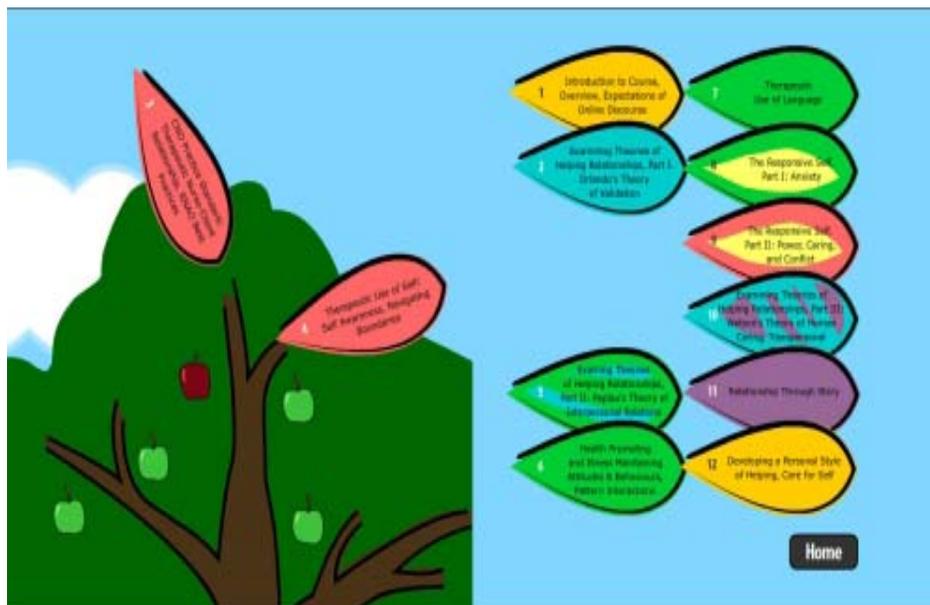
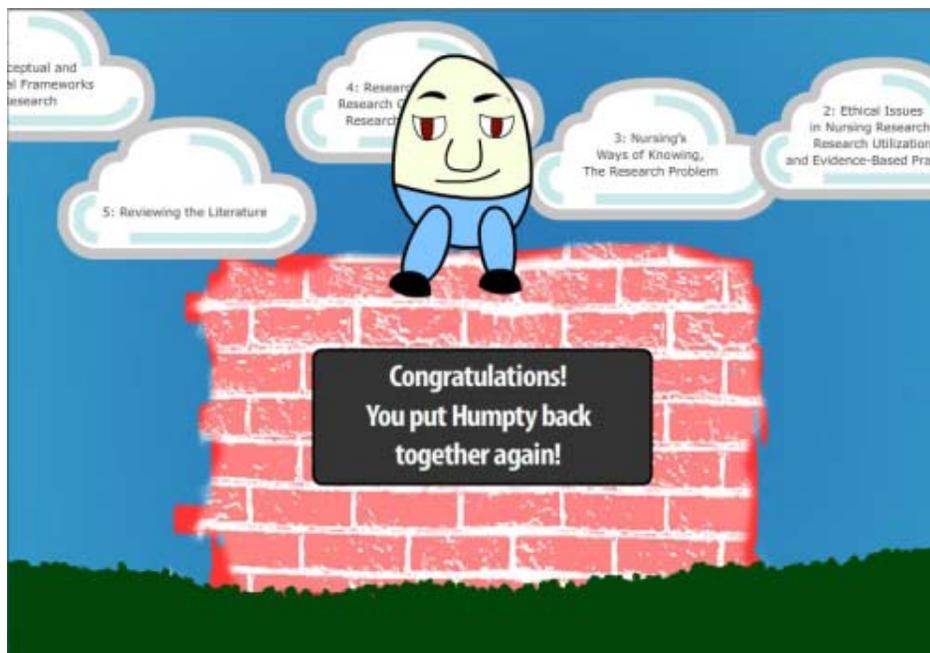


Figure 2: Graphic Syllabus - Humpty Dumpty



ITRC Project: Using a Graphic Syllabus in OWL

Justin Cipparone and Marc Caille

There is an interesting trend in online education called the **Graphic Syllabus**. The concept of a graphic syllabus was introduced at the “Course Design and Renovation Workshop” given by Dr. Debra Dawson and Prof. Mike Atkinson of the Teaching Support Centre. Taught over two days in May, this course used concepts from the book by Linda Nilson **The Graphic Syllabus and the Outcomes Map: Communicating Your Course** (1st ed. San Francisco: Jossey-Bass, c2007). This book can be borrowed from the TSC upon request.

A graphic syllabus is a visual metaphor that professors can use to help engage students with the course material. It allows professors to visually display the logic behind the organization of the course content and provides a comprehensible structure of how the course will evolve, in relation to the concepts they will learn throughout the term. Compared to a text syllabus, the interactive graphic syllabus allows students to feel more comfortable with the course throughout the term. A Text syllabus is not always successful because it relies on students’ familiarity with the course content, which they have yet to learn. A graphic syllabus provides a “big picture” of key concepts and their interrelationships, as well as a ready-made structure for knowledge processing and storage. This can lead to greater student understanding of course content, increased participation in class, and a clear tool for students to navigate and not be lost in the sea of information as the course progresses. As the saying goes, “a picture is worth a thousand words.”

After attending the TSC’s “Course Design and Renovation Workshop” and learning about graphic syllabi, some participants came to the ITRC for assistance in bringing their

ideas to life in OWL. Lecturers Karen George Michel and Benoit Trudel have worked with ITRC consultants Justin Cipparone and Marc Caillé respectively to create interactive graphic syllabi for their courses.

Justin Cipparone has developed a graphic syllabus for two of Karen George Michel’s nursing courses. For Nursing 2253 “Self and Others: Developing a Personal Style of Helping,” the idea behind the syllabus includes the branches, leaves, and fruit of a tree. (See **Figure 1, page 6**.) Students can see how the various parts of the course are connected by clicking on leaves representing the different concepts of the course. Each concept leaf also reflects a particular week’s worth of study. In addition to this, students are encouraged to collect apples for their basket along the way. Each apple represents either an easy concept (low-hanging fruit) or a more difficult concept (fruit that might be harder to pick).

Instead of using nature as a metaphor, Nursing 3319 “Research Methodology in Nursing” borrows its concept from the “Humpty Dumpty” nursery rhyme. (See **Figure 2, page 6**.) Students first encounter Humpty Dumpty sitting on a wall, enjoying his day and completely intact. After a student clicks on him, Humpty Dumpty is sent tumbling from the wall and is broken into a number of pieces that are laid out on the ground. This represents the “breaking down” of existing prejudices students may have had about the topic prior to taking the course. Students must then click on all of the pieces of Humpty Dumpty to start piecing him back together. Each piece stands for a particular concept in the course. After putting all the pieces of Humpty Dumpty back together, he looks as good as new. All of the king’s horses and all of the king’s men (and

women) celebrate putting Humpty Dumpty back together again.

During the annual summer “Teaching with Technology Institute” co-hosted by the TSC and ITRC in late May, Benoit Trudel approached the ITRC with the possibility of creating an electronic interactive version of his graphic syllabus which he had created at the earlier workshop. Benoit Trudel’s graphic syllabus for his French 3301 course is a jigsaw. (See **Figure 3, page 8**.) Each puzzle piece individually represents a major unit of the course itself. The larger the piece, the greater it is worth for the final grade. With the help of the graphic syllabus, students realize that not only must they complete each puzzle piece individually, put piece them together to attain a greater understanding of the course.

However, not only has Benoit Trudel decided to use his jigsaw metaphor as a graphic syllabus, but also as the course content gateway on the course’s OWL homepage. When students arrive in the course area, they click the specific puzzle piece that they are currently working on and all the current information they need (e.g. lecture notes, assignment information, quiz dates) are listed. With this use, the puzzle pieces act as Modules for the enrolled students, becoming a direct gateway for concurrent information with the day to day class itself. Meanwhile, Benoit Trudel can use OWL’s dynamic tools including the Grade Book, Mail, Discussion and Announcement posting in order to maintain contact with his students in an electronic form.

Further information about the Graphic Syllabus is available from the following resources:

continued on page 8

Books:

Nilson, L.B. **Teaching at its Best: A Research-Based Resource for College Instructors**, 2nd edition. Bolton, MA: Anker Pub. Co., 2003.

Nilson, L.B. **The Graphic Syllabus and the Outcomes Map: Communicating Your Course**, 1st ed. San Francisco: Jossey-Bass, c2007

Nilson, L.B. **To Improve the Academy: Resources for Faculty, Instructional, and Organizational Development, Vol. 25**. Jossey-Bass Pub. Co.

Web Sites:

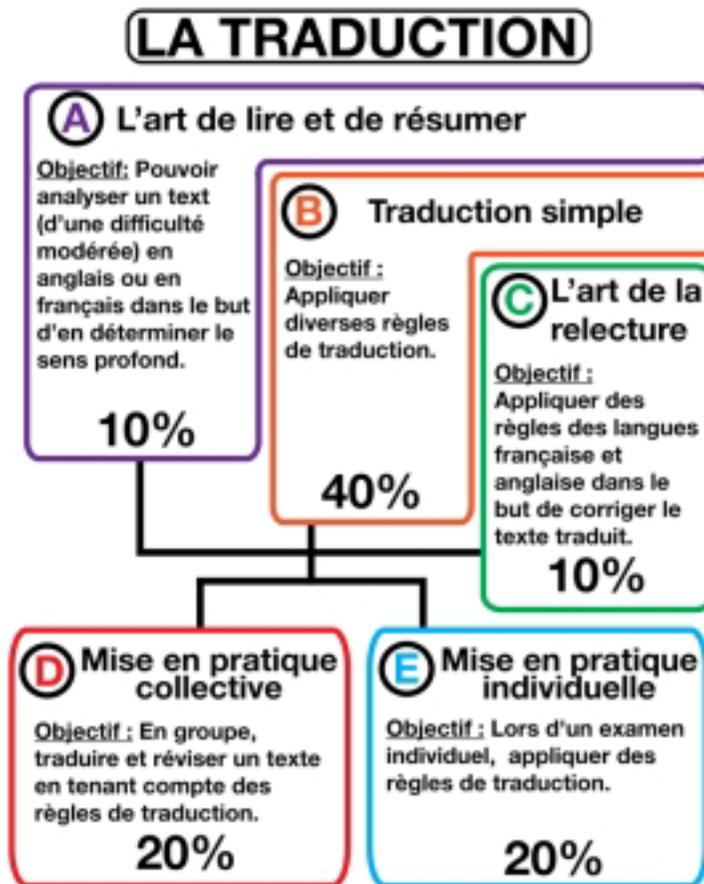
“Course Design and Renovation Workshop”: <http://www.uwo.ca/tsc/coursedesign.html>

“Summer Teaching With Technology Institute”:
http://www.uwo.ca/tsc/teaching_technology.html

“Teach Philosophy 101”:
<http://www.teachphilosophy101.org/Default.aspx?tabid=150>

“Academy of Art University”:
http://faculty.academyart.edu/resources/view_tips.asp?UCID=953

Figure 3: Graphic Syllabus - Jigsaw



Justin Cipparone joined the ITRC as a student consultant in May 2006 and Marc Caille in May 2009. Justin plans to graduate this coming spring with a BSc. degree in Computer Science, which is his second degree following a BA. in MIT/MTP. Marc is a second year student in MIT and Computer Science. They both enjoyed working on these challenging, yet fun projects this past summer.

Information about the ITRC student consultants is available at <http://www.itrc.uwo.ca/studentConsultants.html>

In Memoriam - Audrey Gauthier

Merran Neville <mneville@uwo.ca>

It was with great sadness that ITS staff received the news that Audrey Gauthier had passed away on September 25, 2009. A Memorial Service was held on Saturday, 3 October at St. Stephen's Memorial Anglican Church.

Audrey retired from ITS in August 2007 after 22 years working at Western. She was well known to the many faculty for whom she prepared ScanExam/Markex data and was always so helpful and welcoming to visitors to the ITS Main Office.

Our sincere condolences are extended to Audrey's family.



ITS *In Touch* Index to Volume 15 (2008-2009)

The titles of all articles appearing in Volume 15 of *In Touch* (2008-2009) are listed in five categories: Instructional Technology, Network News & Networking, Systems News, Telecommunications, and General.

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Commonly Used Numbers

ITS Customer Support Centre	SSB4100	519 661-3800 ext.83800	<i>helpdesk@uwo.ca</i>
Voice & Data	SSB4100	519 661-3800 ext.83800	<i>helpdesk@uwo.ca</i>
Administration Office	SSB4300	519 661-2151 ext.82151	FAX No.519 661-3486 ext.83486
Computer Accounts Office	SSB4100	519 661-3800 ext.83800	<i>accting@uwo.ca</i>
Computer & Network Operators		519 661-3525 ext.83525	<i>operator@uwo.ca</i>
ITRC	SSB4320	519 661-2111 ext.85513	<i>itrc-admin@uwo.ca</i>
ITS Non-Credit Courses	SSB4300	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	SSB4100	General Purpose Labs	UC2, NSC110, SH1310, NCB105,
PC Lab	SSB4230		HSB13, HSB14, HSB16,
ITRC	SSB4320		SSC1000, SSC1012, SSC1032



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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