

In Touch

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Dave Loveless Staff Award

Merran Neville <mneville@uwo.ca>

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Jeff Grieve and Dave O'Halloran

Dave O'Halloran is the 2010 recipient of the "Dave Loveless Staff Award".

Dave's nomination states:
" ... Dave [is] very conscientious about his work. He follows through and follows up until the problem is resolved."

"He is responsive and helpful and treats clients with consideration and respect. ... Dave should be honored as a valuable member of the ITS team."

This award is particularly special because it is based on peer recognition and respect. The estate of the late Dave Loveless (former ITS employee, colleague and friend) bestowed an endowment for the establishment of an ITS staff "Award of Merit" to recognize an ITS employee who has made a significant contribution in their position over the last twelve months.

Congratulations, Dave!



Scheduled System Maintenance

Sundays
3:00am - 12:00 noon
Thursdays
12:00am - 7:00am

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 Document

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

Convergence - New Web Mail Client

Email Working Group
<email-wg@uwo.ca>

ITS will be releasing a replacement for Western's existing web mail client, Communications Express, starting on August 1, 2010.

Convergence is Oracle's (Sun) Web 2.0-based communication client. Its rich features and interactive functions enable this thin browser application to compete with fat email clients such as **Outlook** and **Thunderbird**.

Convergence provides users with integrated access to mail, calendar, and address book. Additionally, the highly customizable nature of **Convergence** will allow us to improve user experience by adding features in the future.

In Touch Online

Merran Neville <mneville@uwo.ca>

In support of the University's green initiative, ITS is considering moving to an online- only *In Touch* publication.

In Touch has been available online for many years and issues are published at <http://www.uwo.ca/its/doc/newsletters/InTouch/>

A mailing list has been used for the last two issues and people who have requested to receive an email reminder of the publication of the latest issue



instead of a printed copy are already familiar with the process. Please let us know if you would like to be added to the mailing list and notified when an issue has been published. The email will include a link to the online location. *To request to be added to the mailing list, please send an email to*

in.touch@uwo.ca. *In Touch* is a quarterly publication so the mailing list will be used four times a year for this purpose.

Logo by Tanja Coso

Trend Micro Mac Antivirus Software

Nancy Wellard <nwellard@uwo.ca>

Western has recently completed a review of antivirus protection products for campus desktops and servers. This review confirmed that the product used at Western since 2001, **Trend Micro's Officescan**, is still the best choice for the Western computing environment. The latest version of the product includes a client for Macintosh systems.

Our current contract with Sophos for Macintosh systems expires on August 31, 2010.

Users who are currently using the **Sophos** client under our current campus agreement will be contacted by ITS over the summer with information concerning migration to Officescan. **Any** copies of Sophos obtained from ITS or the Campus Computer Store will expire on August 31, 2010.

The use of Trend Micro software on Western faculty/departmental computer systems is purchased and maintained by Western's central administration. For information regarding costing for use on Affiliate or Ancillary unit computers, please refer to the ITS Services document <http://www.uwo.ca/its/services.pdf>

For home machines, you can purchase a copy of the Trend Micro software for your windows or Macintosh systems from the Campus Computer store for a nominal charge.

We will post any new details concerning the use of Trend Micro's software at Western as they become available on both the ITS home page - <http://www.uwo.ca/its/> - and on <http://security.uwo.ca/antivirus/>

VoIP Telephony

Mona Brennan-Coles <mona@uwo.ca>



VoIP deployment is a multiyear project (2008-2011) with two components:

1. The **Power Strategy Closet Upgrades** which 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. ITS is managing the UPS and network switch deployments.

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

Power Strategy Closet Upgrades	
Year Two (2009-2010)	Year Three (2010-2011)
<p>Completed: Western Sciences Centre Elborn College Thompson Engineering University Community Centre Social Sciences Building Faculty of Education (except for Portable) Cronyn Observatory Law Building Spencer Engineering Weldon Library</p> <p>In Progress / Planning: Boundary Layer Wind Tunnel Boiler House</p>	<p>3M Center McIntosh Gallery Middlesex College North Campus Building Somerville House Staging Building Thames Hall University College Visual Arts Center Westminster Property Physics & Astronomy (as part of Renovation) Stevenson-Lawson (as part of Renovation)</p>

IP Telephone Installations Completed	
<p>Advanced Facility for Avian Research Biological & Geological Science Biotron Research Building Chemistry Building Claudette MacKay-Lassonde Pavilion Clinical Skills Learning Building Cronyn Observatory Dental Sciences Elborn College Faculty of Education Building Graphics Building Health Sciences Addition ICFAR Kresge Building</p>	<p>Medical Sciences Addition Medical Sciences Building Molecular Biology Building Molecular Biology Laboratory Robarts Research Institute Siebens Drake Research Institute Social Science Centre Support Services Building Taylor Library Thompson Engineering Building TRAC West Valley Building Western Student Support Building Western Science Centre</p>

**IP Telephone Installations
scheduled for completion within the next 3 months**

Spencer Engineering
Faculty of Education

Law Building
Weldon Library

New Contact Centre Services at Western

ITS provides contact centre services to the Registrar's Office and the ITS Help Desk using Nortel's **Symposium** to direct callers to the best person to answer their question. International and long distance callers to the Registrar's office are giving priority in the queues to minimize their expense.

An ITS project team was formed in October 2009 to investigate and select a replacement for **Symposium** so that existing services can be moved to VoIP and new services can be offered. Team members were Helga Alcorn (Purchasing), Paul Bottone, Mona Brennan-Coles (Project Team Leader), Ed Gibson, Sandi Patterson, Jean Savage, Doug Vandevrie, Nancy Wellard and Brad Wells.

A Request for Proposal (RFP) for a Contact Centre Solution was issued on November 24, 2009 and closed on January 15, 2010. Cisco's **Unified Contact Centre Express (UCCx)** proposed by Dimension Data Canada has been selected to provide contact centre services to the Western Community. **UCCx** offers new features and functionality including call recording and the ability to integrate with Western's PeopleSoft systems.

A new ITS project team has been formed to implement **UCCx**, move existing applications (ITS Help Desk in mid-August, Registrar in December) and retire **Symposium**. Team members are Paul Bottone, Sandi Patterson, Doug Vandevrie (Project Team Leader) and Brad Wells.

Please contact Mona Brennan-Coles at ext.82510 or mona@uwo.ca if you have any questions.

Microsoft Support Ending for Windows 2000 and Windows XP/SP2

James McCloskey <jamesm@uwo.ca>



Further to announcements earlier this year, Microsoft has officially ended support for its Windows 2000 and Windows XP/SP2 operating systems as of July 13, 2010. (See <http://support.microsoft.com/gp/lifean46/>) This means that as of now (including the next standard MS patch release date of August 10, 2010), Microsoft will no longer be releasing patches and security updates for systems running Windows 2000 (server and workstation) or pre-SP3 Windows XP.

How Might this Affect You?

Vulnerabilities discovered in Windows 7, Windows Vista, and Windows XP/SP3 will continue to be patched by Microsoft. However, many such vulnerabilities are also expected to impact Windows 2000 and pre-SP3 XP installations, which will not be able to be patched. An example is given in the following article “Microsoft confirms ‘nasty’ Windows zero-day bug” at <http://www.itworldcanada.com/news/microsoft-confirms-nasty-windows-zero-day-bug/141118>

As such, starting in August 2010 (or earlier if a special out-of-cycle patch is released by Microsoft), Windows 2000 and pre-SP3 XP systems will be exposed to a greater, and growing, risk of remote attacks and related system and/or data compromises. Over time, these greater risks will become substantial.

What Can You Do to Protect Your Computer?

ITS recommends using fully-supported operating systems:

Windows 2000

- While there is no Western-wide MS licensing program, Windows 2000 systems may qualify for OS upgrades under local Faculty/Unit licensing agreements with Microsoft. Check with your local IT support group to determine if this is available.
- System administrators with Windows 2000 server installations may want to consider migrating to VM slices hosted by ITS, as a means to reduce ongoing costs associated with operating system updates.

Pre-SP3 Windows XP

- Systems with valid licenses of pre-SP3 Windows XP should be upgraded to SP3 as soon as possible.
- Again, pre-SP3 Windows XP systems may also qualify for OS upgrades under local Faculty/Unit agreements, and any XP devices acting as “servers” should be considered as potential candidates for migration to VM slices.

General

- Systems that cannot be upgraded to a fully-supported operating system (e.g., specialized instrumentation/data collection systems) should be isolated in order to avoid being unnecessarily exposed and/or unnecessarily exposing other Western-connected systems to increased risks.
- Vendors of software running on such specialized systems should be contacted to determine if an updated

version of the software is available to run on a supported operating system.

- If no such update is available, isolation can best be accomplished through use of private IP addressing and tight (“explicit allow, default deny”) network policies. Local (“personal”) firewall software may also play a part in any isolation plans, however specialized systems often cannot operate properly in the presence of such firewall software.

Where Can I Get More Information?

Questions about:

- the scope of local Faculty/Unit licensing agreements should be directed to local Faculty/Unit IT teams
- migrating a server to the ITS-managed VM environment can be directed to its-vmrequest@uwo.ca
 - More information about VM pricing can be found in Section 8(c) of the ITS Services Document (page 14) <http://www.uwo.ca/its/services.pdf>.
- isolating systems that cannot be upgraded can be directed to the ITS Network Operations Centre noc@uwo.ca.
- the potential impact of not upgrading these end-of-life operating systems can be directed to the ITS Central Information Security Office its-ciso@uwo.ca.

For more information about this “end of support” announcement directly from Microsoft, visit <http://support.microsoft.com/gp/lifean46>

Instructional Support Team News

Merran Neville <mneville@uwo.ca>

Changes to WebCT OWL

The current online learning system at The University of Western Ontario is WebCT OWL. Since WebCT was first implemented at Western, it has been acquired by Blackboard Learning System, in 2005. So that they can provide a better product to their customers, Blackboard needs to consolidate their offerings. As such, they have informed us that our current version of WebCT will be discontinued as of January 2013. Given that we have been using WebCT since 1998, this presents an opportunity to review teaching and learning needs. Do we proceed with Blackboard's next generation product or consider alternative systems?

Your feedback is vital to the selection of a system that will meet your needs and encourage innovation. Surveys for faculty, staff, and students are available at <http://webct.uwo.ca/owlflightplan/getinvolved.html> The results of the surveys will help to define users' needs. We also welcome all individuals or groups who would like to discuss this project. An open forum via the **UserVoice** tool is available for this purpose on the web site.

For more information and project updates, please visit <http://webct.uwo.ca/owlflightplan/>

Changes in the Instructional Support Team

We are very sorry to announce the departure of Jeff Longland, who has taken up a new position as Technical Projects lead in the learning applications team at UBC IT at the University of British Columbia, Vancouver. We wish Jeff the very best in BC!

It's not all bad news. Shawn Foster, who has been an ITRC student consultant since 2006, has accepted a position in the Instructional Support Team. We are very pleased to welcome Shawn to the team.

We are excited to announce that Jeff is one of the winners of the 2010 Blackboard Catalyst Awards. These awards recognize outstanding work by Blackboard clients. Jeff won his award in the "Community Collaboration" category. Congratulations, Jeff!

Changes in the ITRC

The annual exit of graduating ITRC student consultants is occurring over the summer. Students who have left or will be leaving are Emily Du, Calantha Elsby, Shawn Foster, Corey Meingarten, Paul Sham, Nate Smith, Stuart Thompson, and Adam Tuck.



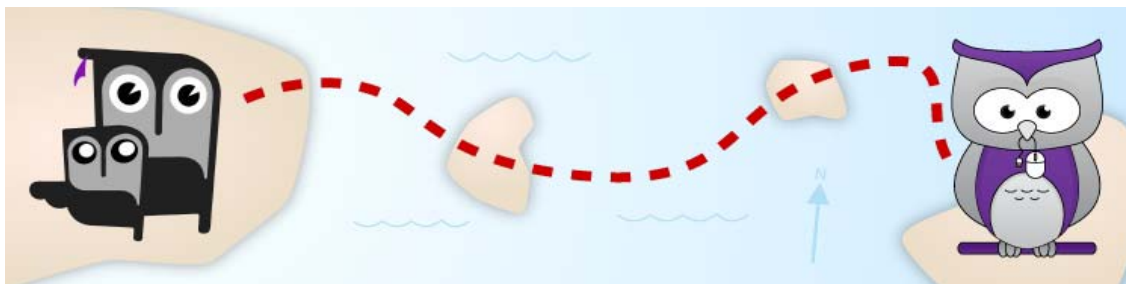
Jeff Longland

These students are either continuing their studies at the graduate level, taking up fulltime employment, or travelling abroad. They have contributed their talents and commitment to many excellent projects, some of which have been highlighted in *In Touch* "ITRC Project" articles. While we regret losing so much talent, we wish each and everyone all the very best.

We welcome the new students joining the ITRC - David Arromba, Tanja Coso, Amin El-Naggar, Hadrian Mertins-Kirkwood, Samantha Munro, and Adam Pypstra.

Aiden Amri and Colby Gauld will be returning to the ITRC in September from Internship programs.

New OWL logo created by Paul Sham



ITRC Project: Strategy Bytes Series

Calantha Elsby <itrc@uwo.ca>

The Student Development Centre (SDC) provides students with academic support and counselling to assist them in achieving their personal, academic and professional goals during their time at university. While the SDC offers individual one-on-one support, they also run numerous Learning Skills Presentations free to students throughout the school year on topics such as successful time management and preparing for multiple-choice tests.

Of course, starting your first year at university can be overwhelming, and even as an upper year or graduate student it can be difficult to be aware of all of the support services available. This was one of the reasons the SDC approached the ITRC with the proposal to make some of the helpful

information offered by SDC's Learning Skills Services available to students via WebCT OWL.

In collaboration with the SDC's Learning Skills Counsellors, ITRC student consultants Sam Allen and Calantha Elsby developed the Strategy Bytes Series—a comprehensive WebCT OWL course site that offers bite-sized information on services and on how to improve or maintain academic performance.

Registration in the course is completed manually via the Learning Skills website, <http://www.sdc.uwo.ca/learning/>. (See Figure 1.) After filling in a simple registration form, users are able to access the content by clicking on the **Learning Skills Services – Online Resources** course in their WebCT OWL “Course List”.

Currently, two Bytes are available: one focuses on what the Learning Help Centre has to offer, and the other provides an overview of services. Four additional Bytes which focus more specifically on learning strategies are currently in production and set to be released for the September 2010 school year.

(See Figures 2 and 3 on page 9.)

Each Byte is designed to appeal to a variety of different learning styles—the content can be accessed in either text, audio or video format.

The text version presents the material in a simple, yet colourful HTML format, which includes embedded videos that feature illustrative explanations of the services provided and key learning strategies, as well as student interviews and testimonials. While the Learning Skills Counsellors provided the scripts and film talent, the filming, editing and production of the videos was organized and completed by ITRC student consultant Sam Allen using technology available at the ITRC.

The video version covers the same material that is presented in the text version but offers it in a narrated self-advancing PowerPoint presentation, while the audio version is simply the audio extracted from the video version, available for download for on-the-go listening. The narration for the video and audio versions were recorded by Sam Allen and Calantha Elsby using industry standard ProTools LE recording software in the ITRC recording room.

The release of the four Bytes-in-production in September 2010 will not be the end of the Strategy Bytes project. At the end of each Byte users are encouraged to fill out a survey using the OWL assessments tool

Figure 1

The screenshot shows a registration form titled "Registration Info" with the following fields and options:

- * First Name: Text input field
- * Last Name: Text input field
- * UWO E-mail username (before the '@uwo.ca'): Text input field
- * Role: Dropdown menu with "Student" selected
- * Department: Text input field
- * Faculty: Dropdown menu with "Faculty" selected
- * Year In Program: Dropdown menu with "Year In Program" selected
- * Are you an International Student?: Radio buttons for "Yes" and "No"
- How did you hear about the Strategy Bytes Series?: Dropdown menu with "Choose one of ..." selected
- If OTHER please specify: Text input field

Buttons: Register, Clear, Cancel

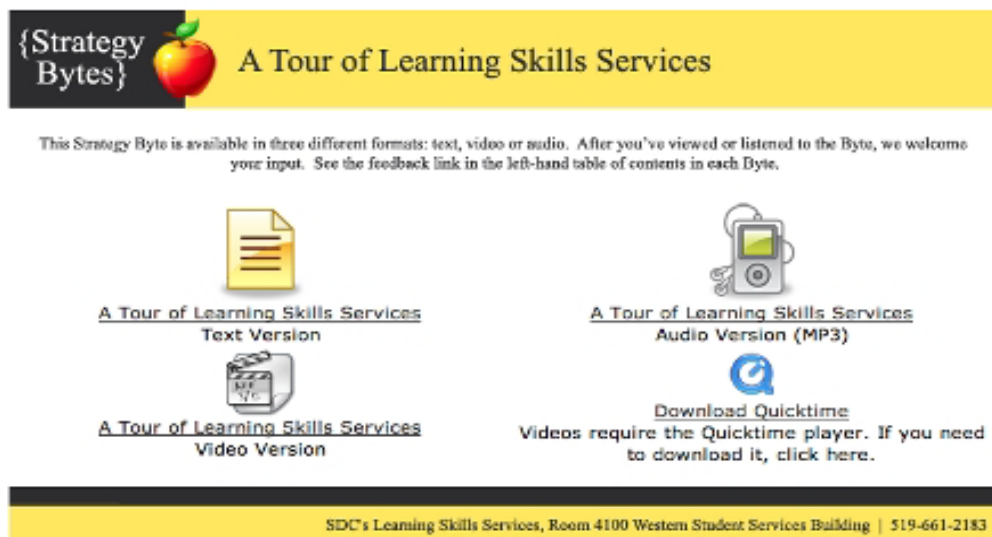
Note: The **Cancel** button will cancel your registration without submitting any information.
DO NOT use the browser's BACK Function during the registration process.

SDC - Learning Skills Services; E-mail: learning@uwo.ca; v1.1, April 26, 2010

Figure 2



Figure 3



regarding the usefulness of each Byte and to provide suggestions for improvements and recommendations. The user reviews will help provide SDC's Learning Skills Services with direction for the development of future Bytes and in discerning what information is most useful to students in this format.

Calantha Elsby joined the ITRC in May 2007 and Sam Allen joined in May 2009. Calantha graduated in June from Political Science and is pursuing her studies at Queen's University in September. Sam graduated in June from the Faculty of Information and Media Studies' program Media, Theory, & Production and is continuing in September in honours MIT at Western.

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

Commonly Used Numbers

ITS Customer Support Centre	SSB4100	519 661-3800 ext.83800	https://servlet.uwo.ca:8081/helpdesk/index.jsp
Voice & Data	SSB4100	519 661-3800 ext.83800	http://www.uwo.ca/its/telecom/tele-install.html
Administration Office	SSB4300	519 661-2151 ext.82151	FAX No.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@uwo.ca
ITS Non-Credit Courses	SSB4300	519 661-2151 ext.82151	its-courses@uwo.ca
Dial-in Line (all modem speeds)		519 640-5305	
E-mail Postmast		519 661-3800 ext.83800	postmaster@uwo.ca

Facilities

ITS Support Centre	SSB4100	General Purpose Labs	UC2, NSC110, SH1310, NCB105,
PC Lab	SSB4230		HSB13, HSB14, HSB16,
ITRC	SSB4320		SSC1000, SSC1012, SSC1032

Mailing List



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- To change or delete your name and/or email address from the mailing list, please email these changes to in.touch@uwo.ca and provide the previous information.
- You will be notified when an issue has been published and the email will include a link to the online publication.
- *In Touch* is a quarterly publication and the mailing list is used four times a year for this purpose. Issues are available at <http://www.uwo.ca/its/doc/newsletters/InTouch/>
- The mailing list is also used for the ITS Course Brochure which is distributed three times a year.