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in.touch@uwo.ca

Phishing Attempts on Campus

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

To assist our customers in distinguishing spam and phishing email scams from official email communications, widely distributed ITS emails as well as targeted phishing emails are posted to the "Official Email Activity" site at <http://www.uwo.ca/its/accounting/official-email/>

ITS email users can use this site to verify whether or not email received is legitimate before responding to it. Click on the link **Phishing Emails Seen on Campus** to see the list.

ITS never asks you for your password. It is the key to your electronic identity at Western and you should be the only one with that key.

Phishing email showed up on campus in December and the phisher was indicating that there was an error in a person's Western webmail account, and that the person's address, password, and telephone number were needed to avoid the loss of the account. Unfortunately, several Western employees were fooled by these phishing emails. There is no doubt that they are becoming more sophisticated.

Hints to recognize phishing email include:

- a request for a password
- it claims to come from the "ITS Helpdesk" but in the 'sent from' address line it is not an @uwo.ca address
- poor wording and grammatical errors

Central Information Security Officer (CISO)

James McCloskey, CISO, was farewelled by ITS staff on January 21. James has taken a position with Info-Tech Research Group in London. He will be greatly missed but we wish him well in his new job.

ITS is advertising the CISO position and hopes to fill it as soon as possible. Rich Whitcroft and Chris Poblocki, who were assisting James, will continue in these support roles.

Golden Rules:

- **never share your password with anyone**
- **never respond to an email asking you for your password, even if it looks legitimate**

About In Touch

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

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We welcome your comments, suggestions, and articles.

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

Notices/Information

- Scheduled System Maintenance takes place during Sundays, 3am - 12noon; Thursdays, 12am - 7am
- ITS Services Document available at:
<http://www.uwo.ca/its/services.pdf>

Need help, have a question?

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

Long Service Recognition

Merran Neville <mneville@uwo.ca>



Eric Cartman, Mona Brennan-Coles, Rick Price

Congratulations to Eric Cartman - Server Support & Computer Accounts team, Mona Brennan-Coles - Telecom Solutions Business Manager, and Rick Price - Facilities & Cable Infrastructure team, who received their twenty year pins at a recent ITS reception. These three staff members have worked in ITS for the past twenty years and joined the department as full time staff in 1990.



Western's Public Wireless Upgrade

In December, more upgrades were made to the authentication services associated with Western's Public wireless infrastructure. This was the second of several upgrade windows that will see the implementation and deployment of new hardware to address performance issues and prepare for the future deployment of 802.11n on campus.

This latest upgrade resulted in a slightly new look to the login page, which now has the standard Western 'look and feel', so that it looks like other ITS web pages. See the image below.



Oracle/SUN Java Outlook Connector

Andrew Filippi <afilippi@uwo.ca>

If you use Microsoft Outlook and the Western Calendar server, this article will be of interest to you.

There was a new release of the Oracle (formerly SUN) Java Outlook Connector in December. This new release, version 7.3.114.10, is a significant change in the configuration for both an individual's personal address book as well as the global address list.

If you are using the Outlook Connector you will want to upgrade to this latest release so as not to lose access to information through the connector once Communications Express (CE) is removed from service. There are no immediate plans to remove CE from service but this will eventually occur.

The Oracle Java Outlook Connector software synchronizes your local Outlook calendar, contacts and tasks with the Western calendar server, Convergence, while continuing to use limited Outlook functionality when making a person's calendar accessible to the University community. This software is only supported in Outlook 2003 and 2007.

For full details about how to install the Outlook Connector, please see the document "How do I ... Install the Outlook Connector" online at <http://www.uwo.ca/its/doc/hdi/calendar/outlook.html>

Information Technology Services

The University of Western Ontario

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System Information

System Health Status

Known Phishing Attempts

Of Interest

ITS Help Desk

ITS Newsletter

Password Help

Western Directory

Welcome to Western's Wireless Network

You must Log In with your *Western Identity and password* to gain full access to the network.

Special visitors and guests on campus may be eligible to receive temporary Western Identity by contacting their on campus sponsor or conference host.

Current Troubleshooting Tips -

This is the first place to go for information about making your Wireless connection work well on campus.

To Log In:

1. Type **your Western Identity** in the **User Name box**.



VoIP Deployment Update

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.

Year Two (2009-2010)

Completed:

Boiler House
 Cronyn Observatory
 Elborn College
 Faculty of Education
 (except for portable)
 Law Building
 Social Sciences Building
 Spencer Engineering
 Thompson Engineering
 University Community
 Centre
 Weldon Library
 Western Sciences Centre

Year Three (2010-2011)

Completed:

3M Center
 B&G (South)
 Middlesex College
 Music Building
 North Campus Building
 Somerville House
 Staging Building
 Talbot College
 Thames Hall
 University College
 Visual Arts Centre

Year Three (2010-2011)

In Progress/Planning:

Boundary Layer Wind
 Tunnel
 McIntosh Gallery
 Westminster Property

In Renovation Project:

Lawson Hall
 Physics & Astronomy
 Stevenson Hall

Year Four (2011-2012)

Completed:

Alumni Hall
 Alumni Western Centre
 BooksPlus (1153 Richmond)
 Collip Building
 Continuing Studies (Citi Plaza)
 South Valley Building
 Stiller Centre

In Progress/Planning:

Brescia University College
 IVEY Business School
 N.C.M.R.D. (L.N.C.P.M.)
 Residence Admin Phones
 Westminster Hall
 Windermere Manor

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

IP Telephone Installations Completed

3M Centre
 Advanced Facility for Avian Research
 Biological & Geological Sciences
 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
 Law Building

Material Sciences Addition
 Medical Sciences Building
 Molecular Biology Building
 Molecular Biology Laboratory
 Robarts Research Institute
 Siebens Drake Research Institute
 Social Science Centre
 Somerville House
 Spencer Engineering Building
 Staging Building
 Support Services Building
 Taylor Library
 Thames Hall
 Thompson Engineering Building
 TRAC

UCC
 Visual Arts Centre
 Weldon Library
 West Valley Building
 Western Sciences Centre
 Western Student Support Building

Scheduled for deployment

Middlesex College
 Music Building
 North Campus Building

New Contact Centre Services at Western

ITS selected Cisco's Unified Contact Centre Express (UCCx) to provide contact centre services to the Western community. The project team consisting of Paul Bottone, Sandi Patterson and Doug Vandevrie (Project Team Leader) worked with Dimension Data to migrate the Registrar's Contact Centre application to UCCx in mid-December – in spite of the snow!

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

The Open Experience

Paul Lukasewych <plukasew@uwo.ca>

In this new column for In Touch, I aim to highlight various open source software packages that I have found useful in my work. There are many advantages of open source software but one of the most obvious advantages for the average user is that they are free of charge, including the open source programs and upgrades.

VirtualBox

VirtualBox is virtualization software, similar to VMWare or Parallels, that allows you to run another operating system on your computer in a virtual machine. VirtualBox runs on many different operating systems, including Windows, Mac OS X, and GNU/Linux. The most obvious use for this type of software is to run programs that aren't available for your operating system.

My workstation is a Mac and with it I received a copy of Parallels so I could run Windows applications. While I had no major problems with Parallels, it wasn't long before there was a new version of the software. Rather than purchase a new license, I decided to try out VirtualBox, which had recently been released as open source and was available free to download.

I found that VirtualBox worked well for my purposes, and have used it exclusively ever since. I use it most often to test how OWL, and web applications that I have developed, work in Internet Explorer without having to go to another computer. In addition, VirtualBox has the ability to route network requests back to the host operating system. This allows me to point Internet Explorer in VirtualBox at a web server running locally in OS X, which is quite useful during development.

VirtualBox has been installed on the Macs in the Instructional Technology Resource Centre (ITRC) to enable access to the CallTracker application under OS X. Although CallTracker is a Java application and therefore runs on the Mac, some parts of the application are inaccessible. As a result, staff that would generally use a Mac had to use a second computer with Windows for the sole purpose of running CallTracker. Using VirtualBox to run CallTracker under GNU/Linux solved this problem.

If you have a need for virtualization, particularly if you have recently switched to the Mac but still need to run some Windows applications, I encourage you to give VirtualBox a try. You can download it and find more information at <http://www.virtualbox.org>



http://www.virtualbox.org/about_1024px.png

ITRC Project: Instructional Videos for Surgical Education

Colby Gauld <itrc@uwo.ca>

Over the past few years, the ITRC has worked on three video projects for the Office of Surgical Education, Schulich School of Medicine and Dentistry, preparing instructional videos for surgical education. These projects have been submitted by Ms. Terri MacDougall, Education Coordinator for the Department of Surgery.

In 2008, Ms. MacDougall submitted a project proposal to film and produce a video that would demonstrate different types of suturing techniques to assist third year medical students to learn how to suture. Techniques included:

1. Simple Interrupted Suture
2. Simple Running Suture
3. Vertical Mattress Suture
4. Horizontal Mattress Suture
5. Intracuticular Suture
6. Knot tying

At the time, students had limited access to instructors and often had to learn these techniques using textbooks and YouTube videos.

The video was filmed and edited by David Malcolm and Colby Gauld with the help of Dr. André Nimigan, a recent graduate of the Plastic and Reconstructive Surgery Program at Western. We spent two hours filming the techniques in an operating room at St. Joseph's Hospital and then recorded the audio narration a week later.

The video was used in a study to determine its effectiveness. Two groups of students were selected. The first group watched the video and the second group studied using their own methods. They were then assessed on their suturing techniques and it was found that the group which had seen

the videos outperformed the group of students who had studied on their own.

In summer 2010, we began a second project to film an instructional video to demonstrate different scrubbing, gowning, and gloving techniques expected of students prior to entering the Operating Rooms at LHSC and SJHC hospitals. This video was filmed in the CSTAR lab in University Hospital by Matt Devlin, Adam Pypstra, and Colby Gauld. Similar to the suturing videos, the narration was added in post-production after the rough edits had been completed.

Clinical nurse instructor Lori Sashegyi-Orr demonstrated the techniques and also added the narration to the video. This instructional video will be implemented as part of the Surgery Clerkship Curriculum and Year Two Surgery Clinical Methods.

In fall 2010, the ITRC filmed a surgical procedure, known as a bowel

anastomosis, in the CSTAR lab at University Hospital. Currently, the surgical residents read an article about intestinal anastomosis in preparation for the "Introduction to Surgery" course lab where they learn and practice the intestinal anastomosis operative procedure.

As with the other videos, this instructional video will be made available through WebCT OWL for the surgical residents to review prior to the lab and to use as a resource following the lab.

In this procedure, two parts of the intestine are sutured together which results in a bypass of an area of the bowel. The procedure was performed and demonstrated by surgeons Drs. Bill Wall and Michael Ott. The procedure lasted 45 minutes and was captured using three of the ITRC's HD cameras along with an overhead camera built into the light in the operating room. Filming and editing was done by Matt Devlin, Sam Allen, and Colby Gauld.

Suturing Video - Intracuticular demonstration



Scrubbing, Gowning, and Gloving Video - Clinical Nurse Instructor Lori Sashegyi-Orr being assisted by Nurse Dorace Ramage**Bowel Anastomosis Video**

Colby Gauld is a 4th year student in Honours BMOS and will be graduating in April 2011. During his third year, Colby did a 15 month internship at Canada Revenue Agency (CRA). He joined the ITRC in May 2008.

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

Instructional Support Team News

Merran Neville <mneville@uwo.ca>

OWL Flight Plan Update

The OWL Flight Plan project team has gathered suggestions and feedback from the Western community to guide the choice of the next OWL learning management system (LMS). The project team visited faculties during the fall and has reviewed the great amount of input received from the community via surveys for faculty, staff, and students, User Voice, email and the information sessions.

The OWL Flight Plan is currently in the "Request for Proposal" (RFP) process. The writing of the RFP for a new LMS was completed in December and a copy is available on the OWL Flight Plan Media page at <http://webct.uwo.ca/owlflightplan/media.html>

Previous articles about the OWL Flight Plan have appeared in the Summer Vol. 16, No. 4 and the Fall Vol. 17, No. 1 issues of In Touch.

For updates and information about the project, please visit our website at <http://webct.uwo.ca/owlflightplan/> or follow us (@owlflightplan) on Twitter at <http://twitter.com/owlflightplan/>.

Grade Export Tool

It is now a full year since the Grade Export tool was introduced. We have received a number of suggestions for changes and some of these will be introduced in the next update of the tool in a couple of months.

ITRC News

The twelve student consultants in the ITRC continue to work on projects submitted by faculty. Three such projects are discussed in the previous article written by Colby Gauld (see



pages 6-7). In each issue of In Touch a different project is presented. As well, the student consultants are available to provide support for WebCT OWL to faculty who either drop in for assistance or phone. Phone support continues into the evening from 4:30-10:00pm and on weekends from 2:30-10:00pm using the ITS Help Desk number 519-661-3800, ext.83800.

Many faculties bring projects to the ITRC and they are accepted all year round. For details about eligible projects and other details about the ITRC, please visit the web site at <http://itrc.uwo.ca/>.

Teaching Support Centre Applications for the "Fellowship in Teaching Innovation" are being accepted until March 1, 2011. For more details, please see the TSC web site at <http://www.uwo.ca/tsc/>.

This is an early announcement that Spring Perspectives will be held on May 16, 2011. Mark your calendar!

Convergence 2 - Upgrade to Web Mail Client

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

In March, ITS will be upgrading our web mail client Convergence to release 2. This new version of Convergence will address many functional differences between Communications Express and Convergence, as well as introduce a number of improved features. Some examples of improvements that have been made with this upgrade include:

- improved message preview options
- improved calendar print options
- increased browser support

A preview of Convergence 2 will be available in February. Instructions for accessing this preview will become available on the Convergence login screen at <http://mail.uwo.ca/>.



ITS Information

Network Backup Service

For network backup and recovery service, please contact the ITS Legato Group:

Email: legato@uwo.ca

Web: <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 the following location.

Web: <http://www.uwo.ca/its/about-its/hours.html>

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.

Commonly Used Numbers

ITS Customer Support Centre	519 - 661 - 3800	ext. 83800	http://www.uwo.ca/its/helpdesk/question.html
Voice & Data	519 - 661 - 3800	ext. 83800	http://www.uwo.ca/its/telecom/tele-install.html
Administration Office	519 - 661 - 2151	ext. 82151	FAX 519 - 661-3486 ext.83486
Computer Accounts Office	519 - 661 - 3800	ext. 83800	accting@uwo.ca
Computer & Network Operators	519 - 661 - 3525	ext. 83525	operator@uwo.ca
ITRC	519 - 661 - 2111	ext. 85513	itrc@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	SSB 4100	General Purpose Labs:	
PC Lab	SSB 4230	UC - 2	NCB - 105,
ITRC	SSB 4320	NSC - 110	HSB - 13, 14, 16
		SC - 1310	SSC - 1000, 1012, 1032