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**Debbie Jones Retires**

*Merran Neville mneville@uwo.ca*

After twenty six years working at Western, the last ten as the ITS Director, Debbie Jones is retiring.

ITS held a Retirement Party in the Great Hall for Debbie on Thursday, October 4, 2012. Many staff who had worked with Debbie in the past, current ITS staff, and other members of the University attended this event to show their appreciation for Debbie's major contributions to Western.

During her tenure as ITS Director, Debbie led the implementation of major IT initiatives at Western. These included upgrades and improvements to the wireless infrastructure, network security infrastructure, and the general use student computer labs, and the implementation of the new learning management system (LMS).

When Debbie joined the staff of Computing and Communications Services (CCS) in 1986, she first provided Desktop Publishing and WordPerfect support and soon after added Mac support. She worked closely with Eva Placko to prepare for the installation of the ITS Mac Lab in 1990, which was housed in the Kresge Building.

Debbie was involved in a number of projects during the early 90's including support for the Internet (gopher at



*Debbie Jones, retiring ITS Director, and Janice Deakin, Provost & Vice-President (Academic)*

that time) and support for modems. Together with desktop publishing support, she assisted in preparing the digital printing of diplomas. In mid 1993, CCS merged with the Department of Administrative Systems (DAS) to form the Division of Information Technology Services (ITS).

In 1998, Debbie joined the ITS management team as Manager of Client Support. Client Support encompassed the ITS Help Desk, support for instruction and research (including the newly created Instructional Technology Resource Centre - ITRC), and support for departmental networks and desktops. In this role, she would oversee the implementation of the ITS dedicated support and service agreements. This model continues today.

***(Continued on page 3)***

## About In Touch

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We welcome your comments, suggestions, and articles.

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### 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>

Welcome to the New

# OWL

(Powered by Sakai)



Find your courses here:  
**[HTTPS://OWL.UWO.CA](https://owl.uwo.ca)**



**Western**  
UNIVERSITY • CANADA

***(Debbie Jones Retires - continued from page 1.)***

Debbie was appointed Director of ITS in February 2002, following a six-month period as Acting Director. She brought to this position knowledge and expertise and a firm commitment to the academic pursuits of the Western community. With the Director position, she inherited the position of Executive Director of LARG\*net. She was a founding member of the Canadian University Council of Chief Information Offices (CUCCIO) in 2006.

In 2008, ITS moved to our new space in the Support Services Building and a new Data Centre. With Debbie at the helm, ITS has continued to evolve and take on more and more complex projects in the support of computing , communications,

data storage, and infrastructure for the University.

Here is a list of many of the technology changes during Debbie's time at Western.

- Macs and PCs
- Personal printers
- Internet and Modems
- Web Email and Calendars
- Computer Virus attacks
- Analog vs ethernet
- Campus Backbone Network
- Intranets
- E-commerce
- Virtual Classrooms
- On-line Banking
- GPS
- Flat Panel Monitors
- Cell Phones
- On-line Learning Management

Systems

- Wireless
- Mobile Devices
- Cyber Crime/Security
- VoIP
- Video Conferencing
- Social Media (Blogs, Wikis, Twitter, Facebook, etc.)

Thank you Debbie, for your commitment, outstanding contribution, and leadership both to ITS and to Western. We wish you the very best in your well-earned retirement!

(Photos taken by Samantha Munro.)



*ITS Management Team at Debbie's retirement party: (left to right) Jeff Grieve, Jean Savage, Debbie Jones, Barb Sadler*



*Debbie cutting her cake*

## ITS Major Projects - Summer 2012

Jeff Grieve <jeffg@uwo.ca>

Summer is usually a busy time for us in ITS, but this past summer was also extraordinary in many ways. Traditionally, the summer months of June, July, and August have offered a 'quieter' period of time on campus for us to complete various system upgrades in preparation for the resumption of classes in the Fall. This past summer was different for a couple of key reasons. Firstly, as you have read in this issue of In Touch, Debbie Jones retired from Western. Debbie led and worked closely with many people in ITS for many years and she will be missed. Secondly, due to timing and circumstances, the ITS team was also heavily engaged in three very large and complex technology infrastructure upgrades that had to be completed over the summer. I would like to briefly highlight these initiatives in this short article.

### OWL Flight Plan

The OWL Flight Plan migration project introduced a significant technology change for our instructional and learning environment at Western. Sakai is our new Learning Management System (LMS), replacing WebCT. Jean Savage and her instructional team and the ITRC worked tirelessly through the spring and summer to help our faculty partners with migration and setup of approximately 4000 course sites in the new OWL (powered by Sakai). This required a significant amount of coordination, collaboration, communication, and training of not only a myriad of technical changes, but also in the creation of important processes and procedures that faculty and instructors need to continue to meet Western's "Best Student Experience" objectives.

### Campus Backbone Upgrade

We also undertook a significant technical redesign of our Core "Backbone" network. Ed Gibson and the Network Operations team, in close collaboration with our technology partner CISCO, worked through a comprehensive review

and redesign of our network architecture to ensure that it can sufficiently scale to meet the increasing demands of technology in the classroom and learning environment, as well as, our aspirations to increase support of research based computing. The project involved the purchase and phased implementation of a series of new core "Catalyst" network routing engines. The first phase of the project was completed in July and August, without any disruption to core campus network services. The team is now actively working on Phases 2 and 3 of the project and plans to complete this work prior to January 2013.

### Improving the WIFI Experience

Last, but certainly not least, ITS was involved in updates to two related components of our "WIFI" experience here at Western. These efforts were geared specifically towards improving faculty, staff, and student access to various services through mobile technologies such as laptops, tablets, and smartphones. You can read about the "Cellular Service Upgrade" initiative in Mona Brennan-Coles's column, which follows on page 5.

Another component of this work, relates specifically to the "Western Wireless Network" on campus (eg. UWO-Securev2). We have been working for the last 12-18 months on completing a major upgrade to the latest standard (802.11n) using Aruba technology for all main buildings on campus. Over the summer and into the fall, we have been completing the last of these upgrades to the TD Waterhouse Stadium and other outdoor coverage areas such as the UCC Patio and University Hill. We are also now working in partnership with the Residences and Affiliated Colleges to introduce similar upgrades to these operations.

Given the size, complexity, and scale of these technology changes, we were very pleased (and somewhat relieved) to have the Fall term start up as smoothly as it has. The process of improving core IT services on campus is an ongoing challenge and pursuit for us. Clearly we have more work to do, but these projects are evidence of the positive impact and progress that we are making.

**Debbie led and worked closely with many people in ITS for many years and she will be missed.**

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**Editor's Note: With the retirement of Debbie Jones, Jeff Grieve has been appointed Acting Director of Information Technology Services.**



## Cellular Service Upgrade

Mona Brennan-Coles <mona@uwo.ca>

### When Should I Upgrade my Cellular Phone/Smartphone & Why?

With the release of the iPhone 5, there has been a lot of discussion about when to upgrade your cell phone. Until recently, new Smartphones (regardless of OS) provided lots of new features and improved hardware. Then, hardware and associated software upgrades gave users more productive tools to work with. In recent years, the change in functionality and quality is less and less.

If you are still using a cell phone, then upgrading to a Smartphone would allow you to take advantage of web services e.g. email, browsing, QR codes and get information e.g. transit schedules on simple apps.

However, if you have a Smartphone purchased in the last year or two, you likely won't notice a significant change in functionality or form unless you change from one OS to another. If you don't upgrade, you won't have the latest and greatest. Remember that when you upgrade your cellular device, your contract with your cellular service provider is extended – usually for three years to take advantage of the best prices.

For personal Smartphones, your decision will depend on how important the latest technology is to you. Increasingly, businesses are choosing to upgrade devices less frequently for many reasons:

- **Sustainability** - what happens to the "old" Smartphones?
- **Productivity** - setting up a new Smartphone and moving your existing data takes time – no matter how easy this has become

- **Cost** - even with reduced Smartphone costs, the new device still costs Bell from another vendor. The breakdown is given in the table below (**Fig. 1**).

### Preferred Vendor at Western 1. Who is our preferred vendor for cellular services? How was the preferred vendor chosen? How long does the contract last?

Bell was selected as Western's preferred vendor for cellular services through an RFP process that included Procurement Services, Facilities Management, and ITS. Western's initial agreement with Bell began on August 1, 2012 and ends on July 31, 2017. Western has an option to extend the contract twice for successive one year extensions.

### 2. Is Bell the only vendor where I can purchase cellular services?

No. Bell is our preferred supplier but we do understand that, in some instances, another supplier may offer service levels that better meet your individual needs. We believe the pricing and packages that have been negotiated with Bell are very attractive and most Western employees will want to take advantage of these negotiated offerings versus regular retail deals with other providers.

### 3. When should I change to Bell for cellular services?

It depends. Bell is offering a \$100 voice credit and a \$100 data credit for anyone who moves their cellular service to

- If you are happy with your current device, check with your current vendor to see when your contract expires.

- If your contract has ended, there will be no penalty for ending the contract and moving to Bell. You can wait until a new device (e.g. iPhone 5, BlackBerry 10) is available OR you can move whenever you are ready to move to a new cellular device.

- If your contract has not ended, ask your current vendor how much it would cost to end your contract. You can then decide to wait until your current contract ends OR until the penalty is less than OR equal to the moving bonus OR until you need a new device. You have the option to pay the penalty and move now.

- If you are not happy with your current device (e.g. it doesn't work well; you need/want to upgrade from a telephone to a Smart Phone), you can move to Bell as you get a new cellular device. Remember that when you upgrade your cellular device with your current vendor, you extend your contract for another three years.

**Fig. 1 EARLY CONTRACT TERMINATION PENALTIES (non-BELL)**

Vendor	Voice	Data
Rogers	\$20 for each month remaining in the contract	\$5 for each month remaining in the contract to a maximum of \$100
TELUS	\$200 at anytime in the third year of the contract \$350 at anytime in the second year of the contract \$400 at anytime in the first year of the contract	

**4. If I change to Bell for cellular services, can I keep my current cell number?** Yes.

**5. How do I order new and/or replacement devices?**

Worldlynx, an independent Bell Dealer located in London, will process orders for new devices and device upgrades or replacements. You can only get these rates through mobility.uwo.ca. If you are already a Bell subscriber, you can get move to these rates. Go to [mobility.uwo.ca](http://mobility.uwo.ca) for more information.

**6. How do I make changes to my cellular service once my account has been established?**

Contact Worldlynx via their Western portal at [mobility.uwo.ca](http://mobility.uwo.ca) for device upgrades or replacements. Contact Bell corporate service at [enterprisecc1@bell.ca](mailto:enterprisecc1@bell.ca) for changes in plans or features.

**7. How do I pay for corporate cellular services from Bell or devices from Worldlynx?**

Use the Western Pcard to pay for corporate cellular services.

**8. How do I find out about available devices, plans and associated costs?**

Go to [mobility.uwo.ca](http://mobility.uwo.ca).

**9. Is voice pooling available?**

Yes. Voice minutes can be shared among devices billed to the same account. Go to [mobility.uwo.ca](http://mobility.uwo.ca) for more information.

**10. Is data pooling available?**

Yes. Data can be shared among devices billed to the same account. Go to [mobility.uwo.ca](http://mobility.uwo.ca) for more information.

**11. Can I buy a cell phone from Bell for my personal use?**

Yes. If you are a Western Faculty or Staff member, you can sign up for up to two cellular devices (telephones, Smart phones) plus one "data only" device (e.g. SIM card for an iPad, Turbo Stick). This service will be available by the end of November 2012.

## Increased Cellular Capacity & Coverage at Western

**1. Does this agreement with Bell have any impact on campus cellular capacity and coverage on campus?**

Yes. Bell is making a significant investment at Western over three years to improve cellular capacity and coverage on campus.

Cellular capacity will be increased by bringing the cellular signal into Western on fibre optic cabling and then distributing it inside buildings with signal issues and heavy trafficked outside spaces.

Cellular coverage will be increased by distributing the cellular signal through a Distributed Antenna System.

**2. When will we see a difference in capacity and coverage?**

Phase I was completed in September 2012. In-building systems have been installed in the University Community Centre and the Western Student Services Building. A macro site is being installed on the roof of Weldon Library to provide increased capacity and coverage to the Concrete Beach and surrounding areas.

**3. Will this increased capacity and coverage be just for Bell cellular devices?**

No. Bell is leading a project to design and build the systems using a solution that will work with other major Canadian Operators (TELUS and Rogers). Western has worked with Bell to ensure that our infrastructure and facilities support the Bell and TELUS customers who will enjoy increased capacity and coverage. Rogers has declined to participate at this time.

**4. What about other campus areas where cellular capacity and coverage are poor?**

During this fall term, Bell and Western will evaluate the increased capacity and coverage and decide on the next areas to be serviced. In each of the next two years,

two more in-building systems and one Macro site will be completed. Locations will be determined according to need after a post-implementation site survey.

## SMS Phishing aka Smishing

Mona Brennan-Coles <mona@uwo.ca>

Phishing scams are not limited to email. Smishing is a phishing variant that uses SMS text messages. The first reports of smishing occurred in 2006 – (<http://www.consumeraffairs.com/news04/2006/11/smishing.html>, <http://www.pcworld.com/article/126932/article.html>). In September 2012, there was an almost 10-fold increase in the amount of smishing.

As with email phishing attempts, the best advice is “DON’T TAKE THE BAIT.” If it sounds too good to be true, it probably is. Never provide personal information in response to a text message.

### Some Recent Examples



## Instructional Support Team News

ITS Instructional Support Team <its-owl@uwo.ca>

The new grade export process was implemented in August and training for instructors and grade admins, who will be using this process, is running throughout the term. Training dates/times/location/registration are provided online at <http://webct.uwo.ca/owlflightplan/training.html>

All fall credit courses are now running in OWL and migrations continue for a few credit courses starting in January, and for non-credit courses.

Please see ITS Major Projects - Summer 2012; OWL Flight Plan on page 4 for more information about the migration to the new OWL.

ITRC student consultants and members of the instructional support team have been kept very busy providing support for instructors since the start of term. The ITRC is the place to phone or visit if you need help with your course(s). As we near the end of term, please visit us in the Support Services Building, room 4320 or phone 519 661-2111 ext. 85513 for any assistance you need, especially as you use the Gradebook or prepare to export your grades to the Registrar. Contact information and hours are provided at: <http://itrc.uwo.ca/contact.html>

The ITRC student consultants once again assisted at Fall Convocation with the live streaming of the four graduation ceremonies. They also gave a highly entertaining afternoon of activities to twenty Grade 9 students who came to Western for the “Take Your Kid to Work” day.

## ITRC Project: 360 Degree Neuroanatomy

*David Arromba and Adam Pypstra <itrc@uwo.ca>*

In early 2012, the Department of Anatomy and Cell Biology brought a proposal for a neuroanatomy project to the ITRC. To improve and measure the efficacy of online learning, Dr. Kem Rogers (Chair) and Stefanie Attardi (PhD student) requested 360 degree displays of brain specimens. These 360 displays are to complement other anatomical e-learning software and help ease demand for cadavers in the classroom.

The ITRC was tasked to

- 1 photograph brain specimens in full 360 degree rotation and
- 2 create an interactive website to display the photographed specimens
- 3 install AJAX ZOOM software to display the photographs in 3D

ITRC student consultant David Arromba oversaw the photography stage, working closely with Stefanie to photograph nine brain specimens. The ITRC lighting rig was used to illuminate the specimens which were placed on a Lazy Bob 3D turntable and each specimen was photographed at five degree intervals. Some were photographed in two orientations. Fourteen sets of photos were taken in all, totalling over 1000 photos. Fig. 1 shows the set up to photograph a specimen on the 3D turntable in the ITRC Studio.

The public-facing website was a collaborative effort between David and fellow consultant Adam Pypstra, with technical support from ITS staff members Shawn Foster and Chris Poblocki. David designed and co-developed the look of the site, emphasizing the goal of simple navigation and then passed off the site to Adam on his departure from the ITRC to take up his new position at Ryerson University.

Adam proceeded to create and structure the backend of the website as well as to integrate the software that was purchased to display the images

in a 360 rotational fashion. This process was fairly long as integrating the AJAX ZOOM software proved to be challenging; but, with perseverance and the support of Shawn and Chris, the integration was completed and the site was fully functional for student to use at the beginning of this fall term.

**Fig. 2** displays an image as it appears on the website.

Dr. Kem Rogers and Stefanie Attardi are presenters at EDUCAUSE 2012 running in Denver, Colorado, November 6-9. The title of their presentation is **Development of an Online Human Anatomy Course: Use of a Virtual Classroom to Deliver Live Face-toFace Lectures and a 3D Laboratory**. The presentation describes, amongst other initiatives to effectively produce the Online Human Anatomy course, the development of the 3D laboratory created by the ITRC.

The ITRC is delighted to have been a part of this highly successful initiative.

*David Arromba joined the ITRC in May 2010. He graduated from the Media, Information & Technoculture program (BA Honours) in June 2012 and took up a position at Ryerson University in September where he is working in Faculty Community Services as a learning technology liaison.*

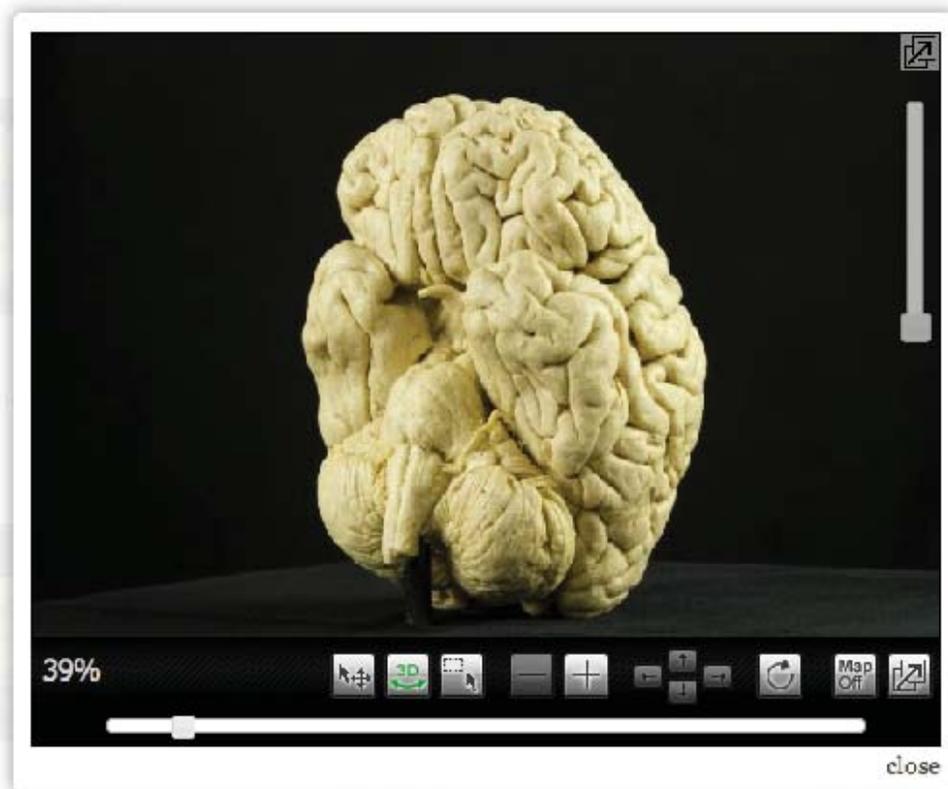
*Adam Pypstra joined the ITRC in July 2010. He is a student in the Media, Information & Technology program.*

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

Fig. 1 - Set up to photograph a brain specimen on the 3D turntable in the ITRC Studio



Fig. 2 - Brain specimen viewed in 3D on the web-



## Photos from Debbie Jones's Retirement Party





## ITS *In Touch* Index to Volume 18 (2011-2012)

The titles of all articles appearing in Volume 18 of *In Touch* (2011-2012) are listed in five categories: Instructional Technology, Network News & Networking, Systems News, Telecommunications, and General.

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## ITS Information

### Network Backup Service

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

**Email:** [legato@uwo.ca](mailto: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	<a href="http://www.uwo.ca/its/helpdesk/question.html">http://www.uwo.ca/its/helpdesk/question.html</a>
Voice & Data	519 - 661 - 3800	ext. 83800	<a href="http://www.uwo.ca/its/telecom/tele-install.html">http://www.uwo.ca/its/telecom/tele-install.html</a>
Administration Office	519 - 661 - 2151	ext. 82151	FAX 519 - 661-3486 ext.83486
Computer Accounts Office	519 - 661 - 3800	ext. 83800	<a href="mailto:accting@uwo.ca">accting@uwo.ca</a>
Computer & Network Operators	519 - 661 - 3525	ext. 83525	<a href="mailto:operator@uwo.ca">operator@uwo.ca</a>
ITRC	519 - 661 - 2111	ext. 85513	<a href="mailto:itrc@uwo.ca">itrc@uwo.ca</a>
ITS Non-Credit Courses	519 - 661 - 2151	ext. 82151	<a href="mailto:its-courses@uwo.ca">its-courses@uwo.ca</a>
Dial-in Line (all modem speeds)	519 - 640 - 5305		
E-mail Postmaster	519 - 661 - 3800	ext. 83800	<a href="mailto:postmaster@uwo.ca">postmaster@uwo.ca</a>

## Facilities

ITS Support Centre	SSB 4100	General Purpose Labs:	
ITS Training Lab	SSB 4230	NSC - 110	NCB - 105,
ITRC	SSB 4320	SH - 1310	HSB - 13, 14, 16
			SSC - 1000, 1012, 1032