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***In Touch* Online**

Merran Neville <mneville@uwo.ca>

In support of Western's green initiative, from this issue, ***In Touch*** will be available online only. ***In Touch*** has been available online for many years but until the Winter 2012 issue it was also distributed as a printed document. The online issues are available at <http://www.uwo.ca/its/doc/newsletters/InTouch/>

In Touch is a quarterly publication and four times a year an email will be sent to all faculty and staff with a link to the latest issue.



About *In Touch*

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Editor: Merran Neville

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

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We welcome your comments, suggestions, and articles.

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Western
UNIVERSITY • CANADA

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>

Call for Project Proposals

The ITRC is accepting project proposals. We are heading into the summer with a full complement of ITRC student consultants ready to work with you!

This is your opportunity to submit a project proposal to develop academic computer-based instructional material. **There is no charge for these projects.**

See <http://www.itrc.uwo.ca/projects.html> for more information and descriptions of previous projects completed by the ITRC. You can also see ITRC Projects on Western's YouTube channel at <http://www.youtube.com/playlist?list=PL9CFD1DB13C03AAEE>

If you are interested in submitting a project proposal, please contact the ITRC Admin team at itrc@uwo.ca or phone 519-661-2111, ext. 85513 to arrange a meeting.

ITS Retirements

Merran Neville <mneville@uwo.ca>



Reina Tebby - Retirement Party February 8, 2013



Terri Moeller - Retirement Party March 27, 2013

Two long term staff members have retired in the last couple of months. Reina Tebby and Terri Moeller will both be well known to members of Western because of their many years of service.

They have both made excellent contributions to ITS and have been recognized for this by ITS staff. Terri was awarded the first Dave Loveless Staff Award in 2007 and Reina was the second recipient in 2008. The annual Dave Loveless Staff Award recognizes the significant contributions of an ITS employee.

Details in *In Touch*, Summer 2007 issue <http://www.uwo.ca/its/doc/newsletters/InTouch/vol13-0607/sum2007.pdf> and Summer 2008 issue <http://www.uwo.ca/its/doc/newsletters/InTouch/vol14-0708/sum2008.pdf>

In Reina's words:

Woot! I'm outta here! And no, I can't wipe that smile off my face! Don't misunderstand me - I've had one of the best jobs I can imagine. And I've enjoyed every minute (well, mostly) of it! What other job could you have, where no two days play out the same? No boredom there. Thank you ITS!

The people - I've met SO many people at this small city we call "Western" and each with his or her own agenda. I still remember

- *sitting through a mini lecture from a Mathematics professor when all we needed to do was to install his software and make it work!*
- *writing scripts to customize the Genlab environment for the Engineering professor who wanted it locked down tight; I learned so much from that experience!*
- *supporting clients with reputations for being irascible - getting to know them and finding out that they are actually reasonable people and quite likable!*
- *listening to people in Facilities Management talk about their jobs, and realizing what a huge, complex place this is, to run.*

People are so different, and so interesting!

I'd like to say a very special thank you to my colleagues. I benefitted so much from your willingness to share your knowledge. Thank you for your patience and help. I could not have done my job without you!

It's been a blast! But it's time for me to leave. I have places to go, and things to do. See you around!

In Terri's words:

Making the decision to retire is not an easy one. There is a comfort level in maintaining your "normal" routine. You know that you will be leaving some friends behind and you want to take them with you. Once the decision is made however, Reina is right, it's hard to keep the smile off your face.

I have worked for Western for 35 plus years, all of those in ITS. Most of those years were in the Operations area, some in the

Computer Accounts Office and times where I split my time between both areas. My first job was reading in punched cards, waiting for the job to process then returning the punched cards and the output back to the customer. Maybe this doesn't sound too exciting but I had the opportunity to meet many faculty, staff, and students.

I then took the job of Computer Operator which meant working rotating shifts 24 by 7 plus on call responsibilities. Power failures were the worst as in the earlier days there was no uninterrupted power supply to keep the computers from crashing. Long hours were spent trying to recover from those.

Moving to the Computer Accounts Office was a very different set of challenges. Email accounts for every student! Password management, data integrity and daily creation of accounts for new faculty, staff, and students.

I have worked with really great people over the years both within ITS and other departments such as Human Resources, Office of the Registrar, Finance and Alumni. There are so many folks that I remember and some I have forgotten until something brings that moment back.

I would like to thank ITS for the many good years and for the many opportunities offered to me. I like to think that I contributed to some of the many projects that ITS manages.

As to the friends left behind, no worries I will be back to visit and your time will come too.

Photos from Reina's Retirement Party
Photos from Terri's Retirement Party



Cellular Tips & Tricks

Mona Brennan-Coles <mona@uwo.ca>

b. From Your Email

Bell: cellnumber@txt.bell.ca

Fido: cellnumber@fido.ca

Koodo: cellnumber@msg.koodomobile.com

Rogers: cellnumber@pcs.rogers.com

Solo: cellnumber@txt.bell.ca

Telus: cellnumber@msg.telus.com

(cellnumber is the ten digit cell number without spaces or dashes)

2. Send a Text Message from Your Cell Phone to a Landline

You can send a text message to a landline anywhere in Canada or the United States. Your message is converted into a voice message for the recipient – delivered directly or left in a voicemail message. Standard text messaging rates apply. There is no charge for the recipient. You can receive a reply.

3. Telemarketing Scams

Telemarketing scam phone calls can be an attempt to steal your identity and/

or get money. Don't provide personal information. Do your homework. Remember that calling 900 members costs money. Learn more about Telemarketing Scams at

http://www.sse.gov.on.ca/mcs/en/Pages/Scams_Telephone.aspx

Stop telemarketers by adding all your telephone numbers, including cell phone, to the **National Do Not Call List**. Learn more about the **National Do Not Call List** at

<https://www.lnnte-dncl.gc.ca/index-eng>

More cell phone tips and tricks to enhance the use of your mobile phone.

1. Send a Text Message from Your Computer to a Cell Phone

a. From the Carrier's web site

Bell: <http://www.txt.bell.ca/bell/en/>

Fido: <http://websms.fido.page.ca/2way/?lang=en>

Koodo: <http://koodomobile.com/en/on/sendmessage.shtml>

Rogers: <http://websms.rogers.page.ca/2way/>

Telus: http://www.telusmobility.com/en/ON/send_message/



Security Team News

Jeffrey Gardiner <gardiner@uwo.ca>

Here it is, Spring, beginning of April, and we're still seeing snow fly ... how very 'wintery'. Time moves forward, yet sometimes it still seems like time stands still, or worse goes backwards. Within Information Security, this is also true. I have noticed some trends for which this is true which seem to break down on generational lines. Reader alert: what follows are some generalizations, stereotypes not always true, but nevertheless indicative of broad patterns.

Consider password management – anecdotally, many first year students are more apt to automatically have good, strong passwords in line with Western's password policy which enforces the use of non-dictionary words. Non first-year students, such as staff or faculty, are naturally apt to avoid such passwords and favour dictionary words, or easily guessable words. The intrusion of these non-guessable passwords into daily living is (sometimes) seen as problematic. Why must Western impose such difficult passwords? Passwords are one way we ensure that only certain people who require access to certain types of information obtain access to this information. On the face of it, this suggests that the younger generation is more apt to have fewer problems with compromised password, yet this is not the case.

This same younger generation is more apt to share their passwords, whereas the more experienced generation is shocked at the idea. Recently, we've seen instances where room-mates have posted their username/passwords in a common area within their residence, or

house so they can check each other's mail for emails from profs, etc. We've seen instances where students set up or use another student's mobile device with their own credentials for using Western's 'uwosecure-v2' wireless network. Ask a first year student for their password, many will happily render it. Ask an experienced staff member for their password and they're apt to look at you and say 'What do you need that for?'

These are stereotypes, never-the-less, trends like this show how we think about Information Security as generational, meaning affected by our age and experience. Other things that define us as humans, such as our gender, our ethnicity, or even our education level can also influence how we view information security. This is neither good nor bad – merely an observation. However, people are at the heart of information security. We can patch systems and put into place practices which help safeguard our sensitive research and data, but we cannot patch people. What we can do, however, is inform, educate, discuss, assist, and help.

Accordingly, Western has a number of resources dedicated to this. Western's Working Group on Information Security (WGIS) has an eWellness committee whose purpose is to increase awareness about Information Security issues. Initiatives, such last year's 'Caption Contest', Security Awareness Posters, or the Information Security materials included in orientation packages are examples of such efforts. Another resource is our website

<http://security.uwo.ca>

This website has recently been renewed, revamped, and re-launched (in a soft-launch). It is still being worked upon and hopefully improved. Never-the-less, it is there for you. Back to the idea that at the heart of information security is people, if you have questions about information security, please do check out our site. If it is not useful, doesn't contain the information you are looking for, or doesn't link to another site that does, please feel

free to contact me with suggestions for improvement.

With that said, even if our perspective is very human and diverse, much of the information we protect is also human, and humans protect information, not systems.

We can patch systems and put into place practices which help safeguard our sensitive research and data, but we cannot patch people. What we can do, however, is inform, educate, discuss, assist, and help.

The Open Experience: Python

Paul Lukasewych <plukasew@uwo.ca>

In my day-to-day work, I sometimes need to transform a CSV file into XML, run a series of command-line programs, or match up data across several different files to generate a new document. While one-off tasks could be done manually, for anything repetitive I turn to a scripting language to automate them and save time in the long run. My language of choice for the past few years has been Python.

Python is an open-source, interpreted programming language that is useful for a wide variety of tasks and supports a number of programming styles. What I like best about Python is its focus on readability of code. While some other scripting languages can be notoriously cryptic, I find Python to be concise without sacrificing clarity. It has a robust standard library that makes it easy to write a useful program very quickly. To run a Python program, all you need is the program code (in plain text) and a Python interpreter, which you can get from the Python website (it may even be pre-installed depending on your operating system).

As a programmer working on OWL, I have used Python to write a set of scripts that prepare course and enrollment data from the Registrar for loading in OWL. By using Python, this processing is very flexible and we are able to make changes to the scripts in place, if needed, without recompiling or redeploying anything; and the logic is there for anyone to see, not hidden away in an executable.

You don't necessarily need to be a programmer to take advantage of Python. In the past, I have provided team members with various Python scripts that can be run to automate tasks. Team members are able to run the scripts in a Python interpreter to get the desired outcome, and make minor modifications as needed. We keep these Python scripts as plain text in our wiki, so that it is easy to update the master script, if a bug is found or functionality is improved.

I should mention that while Python is a great language, there is a caveat. In recent years, the release of Python version 3 has caused a bit of a schism in the Python community. Programs written in Python 3 will not run under Python 2, and vice versa. The move to Python 3 has been slow, and many popular projects and examples on the web remain Python 2, so you'll need to be careful. That being said, there is some good material available out there for Python 3, and I recommend that new users start with it.

If you have a repetitive task that is just too much or too specialized for your standard programs to handle, take a look at Python. If you have any kind of programming experience, it will be quick to pick up, and if you don't, Python is widely considered to be an excellent language to learn in.

<http://www.python.org>

<http://swaroopch.com/notes/python/>

Instructional Support Team News

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

Making TIES @ Western

Western University's first Technology in Education Symposium **Making TIES @ Western** was met with great success. Sponsored by the Registrar's Office, the Teaching Support Centre, ITS, Western Libraries, and the Faculty of Education, the one-day symposium included over 360 participants, 70 presenters, 32 presentations and 12 poster sessions.

The keynote speech, ***The End of Wonder in the Age of Whatever***, by Michael Wesch from Kansas State University helped draw interest from across Ontario and resulted in an interview on **CBC Ontario Morning** radio. The event ended with a standing room only student panel discussion, ***Engaging the "Digital Native"*** that included two ITRC students, Amanda Mckee and Anita Lee, discussing their student experiences as students using technology.

Participant feedback was over-whelming positive with over 95% of responding participants indicating that they found the keynote and/or concurrent sessions useful. The symposium was planned to be an annual event and plans are already underway for future symposiums. More information about the symposium can be found at:

<http://www.ties-at-western.com/>

and

http://www.uwo.ca/tsc/resources/publications/newsletter/current_issue/ties_at_western.html

Deanna Grogan
<deanna@uwo.ca>

ITRC News

The ITRC will be filming at the annual **Spring Perspectives on Teaching Conference - May 14, 2013** run by the Teaching Support Centre (TSC). As well, we will partner once more with the TSC in the **Summer Teaching with Technology Institute** on May 22 & 23, 2013. Details about these two events are online at http://www.uwo.ca/tsc/about/features/spring_perspectives_2013/ and http://www.uwo.ca/tsc/faculty_programs/technology_workshops.html respectively.

The ITRC project, **Choral Conducting Techniques**, follows on page 8.



ITRC Project: Choral Conducting Techniques

Alex Keerma <itrc@uwo.ca>

In the fall of 2012, DW Faculty of Music instructor Sonja Dennis approached the ITRC with a project proposal to create a series of short instructional videos that would depict both basic and advanced choral conducting techniques. These tutorials would provide an accurate depiction of conducting techniques for music students seeking to become conductors by offering a mirrored visual aid for precise technique comparison. The tutorials cover hand positioning, time signatures, breathing patterns, rests, and a number of additional points.

The production workflow was not complex. The ITRC received an outline for the segments to be recorded and the techniques to be covered in each segment. A time was chosen for Sonja Dennis to be filmed in the ITRC studio. On the date, proper three point lighting and audio procedures were used to capture the techniques with her narration. The filming was done so that Sonja appeared in mirror image, in order to facilitate the student's practicing with the video. The main objective of the project was to aid a student's ability to practice outside of class while still using proper technique. Over the following days, the footage was edited into each outlined segment using Final Cut Pro and touched up in Colour. Finally, the segments were separately titled and placed in the course site in OWL for the students to access.

Each tutorial begins with a title (Fig. 1) and continues to depict the techniques (Fig. 2).

Below is some sample feedback provided anonymously by students on their experience working with the videos.

- *"I found the videos very helpful. Even though you explain everything clearly in class, once I get home I find I come up with questions and watching the videos helps clarify and makes me feel more prepared for the test."*
- *"I have never done choral conducting before and I watched the videos to make sure my hands are sitting correctly. It is like having a mini-lesson again which is so helpful."*

Alex Keerma joined the ITRC in May 2012 and is completing his second year in the MIT/MTP program.

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

For more information on other projects that the ITRC has helped to create, visit <http://www.itrc.uwo.ca/projects.html>.

Fig. 1 - Title Screen



Fig. 2 - Techniques



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