ITS Welcomes New Director

Merran Neville <mneville@uwo.ca>

ITS staff were very pleased to hear the news that Jeff Grieve has been appointed to the permanent role of ITS Director, effective June 1, 2013. Jeff has been the Acting Director of ITS since August 2012, following the retirement of Debbie Jones, the previous Director.

Jeff joined ITS as an Associate Director in June 2007. He is a Western alumnus (BSc. Computer Science and Mathematics). During his time as Associate Director, Jeff has met and worked with many people on campus on a number of technology infrastructure initiatives.

We congratulate Jeff on his appointment and look forward to working with him to help Western achieve its academic goals.
About In Touch

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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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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://itshelp.uwo.ca/
From the ITS Director

Jeff Grieve <jeffg@uwo.ca>

I am truly honored to be appointed the Director of ITS and am looking forward to working together with everyone on campus to provide excellent IT support for Western as it continues to evolve into a global institution. This is a very important time for us to be engaged and focused on Information Technology (IT) issues, opportunities, and challenges.

Western is in the process of revising its strategic plan for the University. Continuing to leverage our “Best Student Experience” advantage, seizing the right “eLearning” opportunities, maintaining a sustainable campus, and raising our research profile internationally are all anticipated outcomes of that updated strategic plan. All of these things in some way or another depend on Information Technology. Our challenge over the coming months will be to collaborate with all IT stakeholders on campus to translate and refine these objectives into IT strategies that can help to guide future decision making for Western.

In the meantime and with “summer” now officially here on the calendar (but not so much in the weather), we have been very busy operationally in ITS. We have recently completed a major re-architecture and upgrade of the core backbone network to better position the campus for future capacity and resiliency. We are just now finishing a roll out of new Virtual Desktop (VDI) technology into the General Purpose Student and Teaching labs. We have also worked closely with the Research Park to upgrade and streamline our IT support for some of customers in the Park.

In addition to these major initiatives, we are also working through a number of “business as usual” tweaks and reviews of various systems, services, and support processes in preparation for the fall. There is no shortage of work to be done before September, that is for sure! Fortunately, we have a dedicated and highly skilled team of people in ITS who have been through this before and will no doubt have Western ready to go for the new academic term!

Quarter Century of Service

Three ITS staff members, Katherine Phul, Ricky Price, and WeiMei Shyr, have recently joined the Quarter Century Club. They were recognized with other Western faculty and staff at Long Service Award ceremonies held at Gibbons Lodge, hosted by Janice Deakin, Western provost and vice-president (Academic). Photos of Katherine, Ricky, and WeiMei are shown in the article in Western News at http://communications.uwo.ca/westernnews/downloads/wnews-pdf/2013/WN_May23_FA.pdf pages 8-9

Congratulations, Katherine, Ricky, and WeiMei!
CRTC Wireless Code of Conduct
The Canadian Radio-television and Telecommunications Commission (CRTC) has created the Wireless Code of Conduct (the Code) so that consumers of retail mobile wireless voice and data services (wireless services) will be better informed of their rights and obligations contained in their contracts with wireless service providers (service providers).

The Wireless Code will:
1. make it easier for individual and small business customers to obtain and understand the information in their wireless service contracts;
2. establish consumer-friendly business practices for the wireless service industry where necessary; and
3. contribute to a more dynamic wireless market.

The Code applies to all wireless services, whether purchased on a stand-alone basis or as part of a bundle, and whether purchased in person, online, or over the phone. All service providers must comply with the Code.

These rules will apply to new contracts for cell phones and other personal mobile devices starting December 2, 2013. It is not clear yet how this will affect enterprise contracts.

Highlights include:
- cancelling wireless contracts without fees after two years, even if they have signed on for a longer term
- data charges are capped unless the customer expressly consents to pay additional charges for:
  - extra data at $50 per month and
  - international data roaming at $100
- unlocking cell phones after 90 days, or immediately if the device was paid for in full
- return their cell phones within 15 days and specific usage limits if unhappy with service
- accept or decline changes to the key terms of a fixed-term contract and receive a contract that is easy to read and understand.

Travelling to the USA with your Cell or Smart Phone
Canadians travelling outside of Canada pay among the highest roaming rates. While the Wireless Code (effective December 2, 2013) will prevent users from unknowingly using large amounts of data, regular travellers outside Canada should consider buying an unlocked device and getting SIM cards in their destination countries.

What if my current cell/smart phone is locked to my carrier?
Contact your carrier to get your phone unlocked. There will be a fee.

ROAM Mobility
ROAM Mobility (http://www.roammobility.com) is a Canadian company that provides three options for travellers to the USA:
1. a voice, text, and data plan from $4 per day that includes unlimited calls to Canada and the USA, unlimited text and 100 MB of data
2. a voice and text plan that includes unlimited calls to Canada and the USA, and unlimited text
3. a data-only plan for tablets.

With ROAM Mobility, there are no contracts, coverage fees, hidden charges or surprises.

How do I get service from ROAM Mobility?
You need a SIM card. In London, you can get a ROAM Mobility SIM card at London Wireless in Westmount Mall. Be sure you get the right size SIM card for your device. Once you have your SIM card, go to http://www.roammobility.com, set up an account and register your SIM card. Once your SIM card is registered, you can purchase whatever plan suits your needs.

What is the service like?
My personal experience has been very positive. Others at Western have also had positive experiences. You can read about one experience at http://www.iphoneincanada.ca/reviews/roam-mobility-review/.

How much are you saving?
When I travel to the USA for Western, we add a Bell Roaming plan for $50, which provides
- 50 voice minutes, unlimited texting
- 200 outbound and unlimited inbound texts
- 50 MB of data

This lasts for 30 days from when the roaming plan starts. For that same $50 with Roam Mobility, you can get 12.5 days of unlimited calling to Canada and the USA, unlimited texting, and 100 MB of data per day. In other words, if you are only gone for 7 days, the ROAM Mobility would only cost approximately $30 instead of $50.
Each year, a number of ITS staff are nominated for the Dave Loveless Staff Award and each one is well deserving to receive it. This year, the following staff were nominated: Brian Borowski, Network Operations; Raul Echeverria, Help Desk; Deanna Grogan, Instructional Support; Donna Sasges, Admin team; Heather Woods, Admin team. It is indeed very special to be nominated by fellow staff who recognize the contribution each person has made to the department.

Deanna Grogan is the 2013 recipient of the award. The following was said about Deanna in her nomination:

“Deanna is a pleasure to work with. Her attitude, willingness to listen, ability to build consensus, sense of humour and ready laugh contribute to a positive workplace environment.

Over the past year, the Instructional Support team, together with other ITS staff, have migrated the campus to a new learning management system. Throughout this challenging process, Deanna has always been supportive of her colleagues and the ITRC student staff and quickly became the “go-to” person. She was the first trainer for the team, training the twelve instructors participating in the pilot. As principle trainer, her training became the model for training throughout 2012.

Deanna has been committed to the success of the move to a new LMS from the beginning and her leadership and knowledge of the new product have benefitted the whole team.”

Congratulations, Deanna!

Security Team News: Data Classification

Jeffrey Gardiner <gardiner@uwo.ca>

If we were to brainstorm physical security and consider what it takes to protect a building from intrusion, or other security threats, we might start with a fence. Someone else might suggest a security guard, and video cameras. None of these measures would be of much use if we didn’t know what we were protecting. Do rooms in the building contain money or other valuables; are there empty spaces with nothing in need of protection?

We can see that protective measures must be geared towards the areas of greatest risk. We don’t typically hire security guards to guard four walls and a roof, but we do hire security guards to protect things of value. An empty room might not need locks and a video camera, but a room containing a vault full of money might. This example exposes our presupposition that we have a sense of what is valuable and what is not, which is where information governance comes in - which brings me to the topic I really want to discuss, Data Classification (which sits at the heart of effective information governance).

For more than a year, the University has been engaged in a process of trying to provide common guidance on Data Classification, which would be broad guidelines or outlines of what types of information is considered high, medium, and low risk. I have personally invested much of my time on this effort as Central Information Security Officer. I find it rewarding and informative. However, I have also discovered that to speak of Data Classification causes angst. I’m not entirely sure why this is. If we ask people, that is researchers, faculty, and staff alike, if they want personal information about them protected (in a responsible manner), I’ve not yet met anyone who says ‘No’. Yet, such an expectation cannot reasonably be met without some type of guidance on Data Classification. Something has to say “Personally Identifiable” information is sensitive and requires protection. Furthermore, if we ask people whether or not personally identifiable information collected for the purposes of research is somehow different than personally identifiable information collected for other business purposes, we see that it isn’t. Personally identifiable information needs to be protected, whatever its purpose. For example, the ethics review board for research involving people, already recognizes this and researchers are already two steps ahead, but the rest of the University needs to catch up.

If we informally ask folks within Western’s business units what type of information they act as custodians for, and how they protect this information, we see that people already have a sense that some types of information have risks associated with it and other types not so much. We also see that there are efforts in place to protect information, albeit inconsistent efforts. Data Classification is already being done informally within the environment. Western is trying then to standardize these efforts across its domain as is its obligation to do so. It can achieve this by recognizing certain data types as belonging to common Western Data Classifications.

The Canadian government has recognized Data Classifications, such as Top Secret and Confidential. We see these classifications used in movies, yet all they are – are labels that tell us how information in that ‘bucket’ needs to be protected, and a label that conveys some sense of the risk to that data should it be lost.

Given this, hopefully I’ve demonstrated that Data Classification really isn’t all that scary after all.
The ITS Help Desk is the first place to contact when you are having problems your Western Identity username and password, the telephone in your office, or even your home computer. The Help Desk is staffed with five full time employees; Anna Dorobek, Alan Douglas, Raul Echeverria, Jared Grywacheski, and Adam Hampson; as well as a number part-time staff who can assist you with any of your IT needs.

Support is available by phone, by submitting a webform or by stopping by our counter right by the main doors of the Support Services Building. This fall, we will be extending our support by phone and by webform into the evening on weekdays and in the afternoons and evenings on weekends to make contacting us even more convenient.

After hours there are a number of self-support options available to you. Our How Do I … documentation provides step by step instructions, usually with screen shots, for our most common support questions. Our Ask ITS service is also available 24 hours a day and lets you ask an IT-based question online and be immediately provided with either a specific answer to your question or a link to a How Do I or a web page with the information that you need to help solve your problem.

Don’t hesitate to call or drop by for help. We have the expertise to assist you and to answer your IT questions.
Upgrades and Enhancements to OWL

The new learning management system OWL (powered by Sakai), was installed in November 2011. In the fall 2012, all courses were offered in OWL. Since the implementation of OWL, there have been six major upgrades, the latest on May 2, 2013 to Sakai 2.9.1. Many enhancements have been made to OWL in these upgrades, including further integration with the Office of the Registrar. As well as these important integrations, user requests for new and improved features have also been included. We welcome feature and change requests from faculty. A list of these requests is maintained and reviewed as each upgrade is prepared.

Each time there is an upgrade, the OWL Release Notes on the Gateway page at https://owl.uwo.ca/ are updated with the latest information. The following is a list of some of the enhancements that have been made over the past year:

- “Submit” and “Approve” final course grades to the Registrar from the OWL Gradebook
- Gradebook options for importing grades from ScanExam
- Lessons tool added
- Turnitin, plagiarism prevention application, added to the Assignments tool
- New EZProxy tool
- New Certificates tool
- New system of Online Course Evaluations
- Additional options for Joinable sites.
- New Joinable Sets, equivalent to signup sheets in WebCT, added. (This was a feature request from several faculty.)
- New tool for requesting an OWL account

The latest release introduced a new rich text editor, improved support for non-English language characters, and support for SCORM packages. These last two were in response to feature requests from faculty. As well, there was a major change to the interface.

Each upgrade has also included bug fixes and security updates.

OWL Training

If you are interested in training in OWL, please email owl-support@uwo.ca to request a training session. We can arrange for one-on-one training, group training, or training using Blackboard Collaborate (bbc) if you are interested in training remotely.

Grade Admin Enrollments

If you are a grade admin and responsible for exporting grades to the Registrar, please email owl-support@uwo.ca with your request for enrollment in undergraduate and/or graduate courses commencing in September 2013. Fall courses became available in OWL for instructors in May.

ITRC News

There was an excellent response to the request for project proposals in the last In Touch. Projects are now ongoing for the following areas: Western Libraries, Ivey Business School, Faculty of Education, Occupational Therapy, Surgery - Surgical Education, MOS, and Sociology.

ITRC student consultants have recently participated in a number of campus events. They assisted in filming at Western’s Convocation to provide live-streaming of all ceremonies. Together with Jane Winkler, ITRC students assisted in the use of Blackboard Collaborate (bbc) at the Canada-Israel Symposium on Brain Plasticity, Learning, and Education in June. They assisted at the Western Conference on Science Education, in July.

For information about the ITRC, please see http://itrc.uwo.ca/.

1 Sakai is open-source software (OSS), which “is computer software with its source code made available and licensed with a license in which the copyright holder provides the rights to study, change, and distribute the software at no cost to anyone and for any purpose.” (As defined on Wikipedia http://en.wikipedia.org/wiki/Open-source_software.)
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

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<tr>
<td>ITS Customer Support Centre</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="http://itshelp.uwo.ca/">http://itshelp.uwo.ca/</a></td>
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<tr>
<td>Voice &amp; Data</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="http://www.uwo.ca/its/telecom/tele-install.html">http://www.uwo.ca/its/telecom/tele-install.html</a></td>
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<tr>
<td>Administration Office</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
<td>FAX 519 - 661-3486 ext.83486</td>
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<tr>
<td>Computer Accounts Office</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="mailto:accting@uwo.ca">accting@uwo.ca</a></td>
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<tr>
<td>Computer &amp; Network Operators</td>
<td>519 - 661 - 3525</td>
<td>ext. 83525</td>
<td><a href="mailto:operator@uwo.ca">operator@uwo.ca</a></td>
</tr>
<tr>
<td>ITRC</td>
<td>519 - 661 - 2111</td>
<td>ext. 85513</td>
<td><a href="mailto:itrc@uwo.ca">itrc@uwo.ca</a></td>
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<tr>
<td>ITS Non-Credit Courses</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
<td><a href="mailto:its-courses@uwo.ca">its-courses@uwo.ca</a></td>
</tr>
<tr>
<td>Dial-in Line (all modem speeds)</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="mailto:postmaster@uwo.ca">postmaster@uwo.ca</a></td>
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Facilities

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<td>ITS Training Lab</td>
<td>SSB 4230</td>
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<td>ITRC</td>
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