ITS Director's Update
Jeff Grieve <jeffg@uwo.ca>

As I begin to write this article, we are now well into the new 2013-2014 Academic Year at Western. Our students have returned and campus is a very (very) busy and vibrant place.   The fall term start up is always an exciting (and sometimes somewhat nerve racking) time of year for us in ITS. Over the course of this past summer, we completed a number of major infrastructure and time sensitive changes including upgrades to the core campus backbone and to the general purpose (Virtual Desktop Infrastructure - VDI) labs.   We also worked closely with our partners in Facilities Management and Housing to complete major renovations and construction of the new residence buildings (at Ontario Hall and Brescia College), and to provision wireless network service to all of the campus residences.   Completing all of this work within the limited "summer" window of opportunity is certainly an accomplishment that I would like to recognize. Thanks to all in ITS who were involved in making these changes and to our IT partners in the "TUMS" community, Housing, and Facilities Management for supporting, advising, and assisting us with these changes.

There is however, another downside to this rhythm of change that I would like to briefly address in this column.   In some cases, the first time some of these new systems and services are exercised on Campus is under near "peak" load in

the first few days of September.   This is a predictable challenge and one that we do attempt to mitigate through use of stress, load, and volume testing tools, and approaches.   Despite best efforts to model the new "norm" each September, we do sometimes experience challenges in the first few weeks and this year is no different.   Two such areas that have surfaced this September include intermittent reports of performance degradation (response time) in the new VDI labs and reports of poor student experience with wireless in high density areas on campus like large classrooms and the libraries.   In both cases, we have focused teams of ITS experts engaged directly with our vendor partners to find and implement solutions to these high priority problems.   As soon as solutions are found, we will be notifying the community as required and appropriate.

On the ITS staffing front, I am very pleased to announce that we have completed a successful search for a new Associate Director of Technical Services. Dave Ghantous has officially joined the ITS team, effective October 15.   Dave comes to us from the TD Bank, where he had previously worked for some 28+ years in a variety of technical and leadership roles.   Dave has a strong background in IT Architecture and Application Solutions Delivery and has more recently been focussing on Technology Strategy development and planning.   He has

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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://itshelp.uwo.ca/*

New Email Message Size Limit

What is being changed?
The maximum message size limit of Western's Email service has been lowered from 50 megabytes to 25 megabytes, effective August 29, 2013.

Why is it changing?
This will align Western's message size limits with other major Email Service Providers (ESPs). Using the same size limits as Google, Yahoo, and Hotmail, will help reduce delivery failures when sending messages which are too large for these external domains to accept.

Additionally, the new size will minimize the impact on email services when large attachments are inadvertently emailed to a wide list of recipients. This will help maintain email service quality and avoid disruptions to email delivery.

The lower message size limit will also reduce quota consumption and help prevent both the recipients and senders from going over their email quotas.

Who will be affected?
This change has the potential to affect anyone using Western's email system, however most users should remain unaffected. We estimate that less than 0.04% of messages sent through Western's email system will be impacted.

Related information
Western Mass Email Guidelines:
http://www.uwo.ca/its/Mass_Email_Guidelines.pdf

worked in multiple lines of business across the TD Bank including assignments in Toronto and New York.   Dave lives in London (a very short drive away from Western), has family ties to the city, and has active ties to the London Community. I will be taking every opportunity over the coming weeks to introduce and engage Dave with key contacts and groups at Western.   We are pleased to have Dave join our team and are looking forward to working with him to help Western continue to be the world class institution that it is.

Please join me in welcoming Dave to Western !

ITS Management Team - October 2013
Standing: Dave Ghantous, Barb Sadler; Sitting: Jeff Grieve, Jean Savage

Move of VoIP Phones
Barb Sadler <bsadler@uwo.ca>

As a result of the move of the Western telephone system to VoIP technology, it is now possible in many cases for Western department users to move a phone between physical locations on campus without cost or ITS assistance.

To move a phone to a new location, try the following steps prior to calling ITS:

• Check for a wall jack (network connection) in the new location
• Disconnect the phone cable at the wall of the existing location
• Plug in the phone cable in the new location

NOTE: If the phone is connected to the network port through a computer, **the order of connection is important.** Please see ***http://www.uwo.ca/its/telecom/ work_requests/MovingaVOIPPhone.pdf*** for additional information

If the change is successful, after a short delay, the phone will reset, display the correct extension information and present a dial tone.

Though this will work in a large percentage of moves, there are different circumstances in which a moved phone will not function successfully in a new location even though a wall connection is apparently available. In these cases or

if you would prefer to have ITS complete a phone move for you, please contact the ITS Helpdesk (ext.83800, ***http://itshelp. uwo.ca***) to have a technician come on-site to assist. A minimum one hour Time and Materials charge will apply.

Upon successful self-move of a phone, please complete the form at ***http://www. uwo.ca/its/telecom/work_requests/tele- move.html*** to report the new location so that the correct information will appear on the monthly bill.

Cellular Tips & Tricks
Mona Brennan-Coles <mona@uwo.ca>

Preferred vendor for corporate cellular services

Bell is Western's preferred vendor for cellular services in a five year contract effective August 1, 2012. Bell is also offering Western employees the opportunity to purchase two phones at Western's preferred rates. Visit ***http://mobility.uwo.ca*** for details about both corporate and personal options.

Increased cellular capacity and coverage at Western

Bell is making a significant investment at Western over three years to improve cellular capacity and coverage on campus. In **Phase I**, completed on September 2012, in-building systems were installed in the University Community Centre (UCC) and Western Student Services Buildings. A macro site was installed on the roof of Weldon Library to provide increased coverage and capacity to the Concrete Beach and surrounding areas and buildings. Rogers has expressed interest in providing their signal into the Bell in-building systems in UCC and Western Student Services. Bell is working with Rogers and Western to make this happen.

Phase II will be completed by the end of 2013. A macro site on Essex Hall Residence, serving the south end of campus and Ivey Business School was put into service in mid-September 2013. An in-building system in the Engineering buildings will be in service in October 2013. An in-building system in the Support Services Building will be in service by the end of 2013.

Phase III, with two in-building systems and one Macro site, will be completed in the fall of 2014. Locations will be determined according to need after a post-Phase II implementation site survey.

IOS 7 and charging changes/issues

After upgrading to iOS 7, some *iThing* users have discovered that they are not able to charge their iOS devices with non-apple chargers. Many more will see the message "This cable or accessory is not certified and may not work reliably with this iPhone" as their iOS device charges. After a few charging cycles, I am no longer seeing this message and my iOS devices continue to charge.

The lightning bolt charging symbol does not change to a plug symbol with iOS 7 when charging is complete. Rather, when you press the home button, the charging status appears briefly under the time – quickly replaced by the weekday and date.

When I talked with the folks at the Masonville Apple store, they told me not to be concerned if your iOS device was charging successfully.

You can learn more about batteries in Apple devices at
http://www.apple.com/batteries/

Smartphones and Cell phones are not waterproof - you already know that!

We all know that if we drop our cell phones in a pool or a puddle or a bathtub, they will be wet and may never function again. If we can get the phone out of the water and turned off quickly, there is a chance that your cell phone will work again when it dries out.

Did you know that if you get caught in the rain with your cell phone in a pocket, it may get wet enough to stop working – permanently? By the time you realize your cell phone is wet, the damage is done because it was on when it got wet.

211

Need information about and/or referral to community and social services in Ontario?

Information is available for more than 56,000 agencies in more than 150 languages 24 hours a day every day of the year. Dial 211 (9-211 from a Western telephone) to speak to someone. Or you can visit the website ***http://www.211ontario.ca/***

Security Team News: Musings of a CISO
Jeffrey Gardiner <gardiner@uwo.ca>

I was being interviewed recently and was asked "What do Information Security Officer's think about?" It was a good question which I hadn't considered in this way before. Although I gave an answer to the question during the interview, I have since reflected upon it further. Here are some reflections.

Information Security Officers (ISO) think (frequently) about the inevitable compromises that will occur because our information assets are increasingly being exposed to the world by being made available on the Internet. If you consider a traditional enterprise (such as making widgets) even 50 years ago, what would be done to secure those widgets? The factory would be locked at the end of the day, the doors bolted and windows secured. A security guard would be hired to stand guard on the only entrance still accessible, and to conduct rounds to verify the integrity of the security system. When people returned in the morning to start the next day's work, those proceeding to the most secure areas with the most valuable widget components would have to sign in. These are all examples of security controls. In thinking about potential compromises, the issue that arises is "have we identified the risk to our information assets, and mitigated it with correct controls?"

Inevitably, an information leak will occur. It is happening to other universities, and indeed to businesses. Financial information, personal information, high value intellectual property is all being targeted, obtained and compromised. Are we doing sufficient "due diligence" to prevent this? It isn't the risks we know that worry me, but the ones we aren't aware of.

When the University Student's Council hack occurred, the party responsible claimed he was doing ITS a favour by exposing problems with our information security. This was no favour. It would have been a favour if he had first contacted ITS to get the problems he discovered fixed. There are students who do this very thing, including one student who has contacted me a number of times with very insightful discoveries of an information security nature. On these occasions, he points out the problem, then a recommended solution.   Although we don't always accept his recommended solution, that he provides one is appreciated. Also, Western is a complex environment so when he shares his finds with me as CISO I often have to reach out to other business units to apprise them of the problem. Without exception, they appreciate knowing about the problem, as I do. But let's reconsider the USC election hacker's claim that he was doing Western a favour by exploiting what he found.

When you are tasked with protecting widgets in a factory you may have a building with some rooms, a finite number of doors and windows. A potential thief needs to find only one open window/door to have success, while the security guard needs to check them all. Now scale that up to the information age where your assets are accessible through not a single door or window, or even 100 doors, but millions upon millions. The thief still needs to find only a single open channel to have success whereas the role of the security guard has not changed, he or she still needs to verify all of the controls. Furthermore, if you happened to discover someone had actually entered into your building through one of your million windows would you thank them for helping to "improve your security"?

There was a time when "hackers" were exceptional, gifted, rare individuals using tools of their own creation (and mostly harmless).   Now, however, hackers (actually crackers) are commonplace and mediocre, using the tools of others, and nearly always malicious. Unfortunately, a culture of admiring hackers remains.   So what do Information Security Officers think about besides inevitable data leaks, due diligence, vulnerability, potential risk, and the protection of intellectual property?

We think about a day when there is a culture of admiring those who engage in sound information security practices; those who take steps to safeguard their own information, or expect others to do the same for information about them. In such an age, folks who rightfully understand information age risks will not lionize malicious hackers for unethical conduct but instead appreciate when a lack of skill on the part of a hacker, or skill on the part of an IT administrator leads to the detection of information leaks, and the apprehension of the malefactor responsible.

ITS Help Desk News
Matt Haarsma <helpdesk@uwo.ca>

Did you know that you can visit the Help Desk in person to get assistance with your IT problems? If you're having trouble connecting to wireless, logging in to your email, or have forgotten your password, etc. and prefer to work with someone in person to solve your problem, then the Help Desk counter is the place for you! Staffed by many experienced full and part time staff members, we're here to help you with any of your computer, phone, tablet, or account issues.

The ITS Help Desk offers services such as virus scans, malware and rootkit removals, PC optimizations, and even common software recommendations, all at no cost to students, staff, or faculty. Our Help Desk consultants will analyze your computer using the latest software to get your device running like new again.

In person support is available Mondays to Fridays between the hours of 8:30 a.m. and 4:30 p.m., right inside the front doors of the Support Services Building. Extended telephone support is also available Sunday to Thursday from 4:30-10:30pm.

If you're experiencing computer problems, don't delay, come to the ITS Help Desk and we'll be happy to answer any of your IT questions.

How to contact the ITS Help Desk:

Web page: ***http://www.uwo.ca/its/helpdesk/***
Phone Number: 519-661-3800 ext.83800
Webform: ***http://itshelp.uwo.ca***
In Person: Support Services Building, main floor room 4100
Hours: 8:30am - 4:30pm weekdays
Support by Phone: Mondays - Thursdays: 8:30am - 10:30pm;
Fridays: 8:30am-4:30pm; Sundays: 4:30-10:30pm

Other Help:
How do I ... documentation: ***http://www.uwo.ca/its/doc/hdi/***
Twitter: ***http://twitter.com/westernhelpdesk***
Ask ITS: ***http://askits.uwo.ca/***

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

Upgrade to OWL

There was an upgrade to OWL on August 29, 2013 and, as is usual 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 were made in this upgrade, and includes features or tools requested by faculty:

- On the "Approve" final course grades to the Registrar from the OWL **Gradebook**, the instructor now receives email notification as well as the grade admin
- **Gradebook** enhancements: including "Enable Drop Highest", "Enable Drop Lowest", or "Enable Keep Highest" added to "Categories & Weighting"

- **Mathjax** support to display LaTeX math equations can now be enabled on a per-site basis
- **Assignments**: released to a group with grading for all members of the group
- **Turnitin**: all assignment types (except non-electronic) supported
- Additional options for **Joinable sites.**

This upgrade 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, if you haven't already done so. This is not an automated process.

ITRC New Hours

The ITRC is now open for both drop in and telephone support from 9:00am-4:30pm weekdays.

ITRC Summer Projects
Alex Keerma <itrc@uwo.ca>

Over the summer, the ITRC worked in close collaboration with the Allan & Betty Taylor Library staff to create a series of comprehensive tutorial videos for online access and use across the Western Libraries websites at *http://www.lib.uwo.ca/tutorials/*.

These videos continue the creation of earlier tutorial videos (see "Western Libraries Tutorials" *In Touch* Vol. 18 No. 2 *http://www.uwo.ca/its/doc/newsletters/InTouch/vol18-1112/win2011.pdf* page 4) and introduced new concepts that would aid students in navigating Western's library resources and teach them a number of commonly overlooked strategies to improve their academic research experience at Western.

The completed tutorials take advantage of current animation and live video production techniques. The following is a list of the tutorials created this summer:

- Benefits of Using Citation Management Tools
- Developing a Research Question
- Finding a Thesis or Dissertation
- Finding Reserved Materials
- Revising your Search Strategy
- Two Main Search Methods
- Using Call Numbers
- Using RACER

The ITRC also completed a couple of interactive graphic syllabi for faculty, including one for Kim Luton's first-year **Introductory Sociology** course. The graphic syllabus project took content from the course syllabus and streamlined it using **Articulate Storyline** to create a brief visual roadmap that prepares students for what content to expect over the duration of the course. ITRC student

consultants Alex Keerma and Tanja Coso worked on this project.

Using an umbrella as a visual metaphor for expanding the "Sociological Imagination", the graphic syllabus combined 3D modeling (figure 1), 2D animation (figure 2), and audio voiceovers (figure 3) to create a cohesive and simple presentation that is easy for students to understand and follow during the semester. Figures follow on page 8.

Alex Keerma is a fourth year student in MIT/MTP.

Information about the ITRC student consultants is available online at http://itrc.uwo.ca/about_us/student_consultants.html
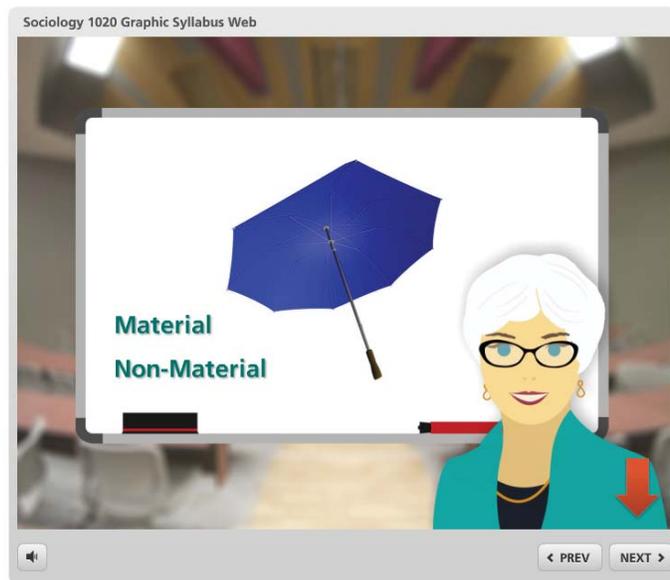
Figure 1. 3D modelling

Figure 2. 2D animation

Figure 3. Audio voiceovers

ITS *In Touch* Index to Volume 19 (2012-2013)

The titles of all articles appearing in Volume 19 of *In Touch* (2012-2013) are listed in five categories: Instructional Technology, Network News & Networking, Systems News, Telecommunications, and General.

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://itshelp.uwo.ca/*
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
ITS Training Lab	SSB 4230
ITRC	SSB 4320

General Purpose Labs:

NSC - Taylor Library	NCB - 105
SH - 1310	HSB - 13, 14, 16
	SSC - 1000, 1012, 1032

Western University
Information Technology Services
Support Services Building
London, Ontario N6A 3K7