As I write this opening article for the “Spring” In Touch edition, I have to keep reminding myself that it is actually Spring. It is right?

This past academic term has been a very busy and challenging one for us here in ITS. Student usage and demand for critical services such as OWL and wireless continues to increase. Delivering robust wireless service has been a particular challenge given the size of our campus and the proliferation of different mobile devices we are seeing in the environment. We have successfully launched a new “Virtual Desktop Infrastructure” into the General Purpose Computing Labs and are now working with other areas on campus, including the Libraries, to similarly deploy this technology.

As the winter term winds down, we are now starting to focus on our summer upgrade plans in preparation for next year. I would like to briefly introduce a few of the higher profile initiatives in this article that are outcomes of the recently approved budget:

- Western has approved a capital project to build a new Secondary Data Center facility at the new Advanced Manufacturing Park location (Veteran’s Park Memorial Highway & Bradley Ave). This new state of the art facility will not only replace our aging secondary computer room in Stevenson Hall, but will also provide Western with greater geographic resiliency for Disaster Recovery purposes.
- Western is actively pursing the implementation of a Campus License Agreement for selected Microsoft Desktop technologies including MS Office and other Windows Operating System upgrades and services. The main drivers behind this initiative are to streamline purchasing of Microsoft technology, to simplify license administration, and to minimize institutional risk of license compliance audits. The essence of the campus agreement will be to enable all faculty and staff at Western to have access to the MS Products covered under the agreement based on an institutional “FTE” count (rather than individual license purchases).
- Western will be investing heavily in a new Security Incident & Event Management (SIEM) system to enable ITS to improve both our proactive and reactive response to the ever increasing number of cyber security threats that our campus is facing each year.
- Western ITS will be investing in a significant redesign and re-architecture of the iWestern mobile application platform in order to position us to be able to deliver a broader and more accessible set of mobile friendly services and applications for faculty, staff, and students who are increasingly reliant on mobile devices for work and study.
- Western ITS will continue to invest in the “Virtual Desktop Infrastructure” to further enable this platform to a broader base of specialized needs, such as support for highly graphical and computationally intense applications.

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About In Touch

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Information Technology Services
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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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FAX:  519 - 661 - 3486
Email:  in.touch@uwo.ca
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/

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/hdi/
Twitter: http://twitter.com/westernhelpdesk
ASK ITS: http://askits.uwo.ca/
In addition to these new initiatives, we will also be implementing a series of other infrastructure improvements to wireless, OWL, VDI, and storage over the coming months. ITS will be working closely with our partners in Communications & Public Affairs to develop and ensure that specific and appropriate communications plans are in place to support the implementation of each of these initiatives.

There is certainly no shortage of work to be done and we are looking forward to working with everyone on campus to implement these improvements effectively and efficiently.

And now on with the rest of the “Spring” edition. It is Spring right?

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**VoiceMail to Email Service**

Anna Dorobek <adorobek@uwo.ca>

Over the last few years ITS has significantly upgraded Western’s Telecommunication infrastructure. This has enabled Western to take advantage of many VoIP applications and services. After a successful ITS pilot, we are now in a position to offer one of these services to our community this summer.

**Voicemail to Email Service**

The voicemail to email service delivers your voice messages to your Western email account as an audio file attachment. Listening to your voice messages is managed on your device (desktop computer, laptop, or smart phone) using an audio player such as Windows Media Player or iTunes. Once received, it can be deleted, forwarded, and replied to, the same way you would any email message.

There are two ways to have your messages delivered to your email:

**Forward messages to your Western Email**

This method does not require any setup by you. Once the ITS Help Desk receives your request to sign up for this new service, we will change your voicemail profile and send you a test message as confirmation. Messages are delivered to your existing email account and can be accessed anytime and anywhere you access Western’s email. This option ONLY allows message management from your email account. When a voice message is delivered to your email account in this manner, the message waiting light is not activated on your phone.

**Create an IMAP account using your email client with your credentials**

This method does require some setup by you. An IMAP account using the email client of your choice e.g. MS Outlook, Thunderbird, IPhone etc. needs to be created. This delivery method is not compatible with either Convergence or BlackBerry. This option allows voice message management from either your email account or your phone, by turning the message waiting light on or off.

For more information, visit the new Voicemail page at [http://uwo.ca/its/telecom/voicemail/](http://uwo.ca/its/telecom/voicemail/).
Several ITS staff members have made their mark in different ways recently and are recognized here. In January, Brian Borowski celebrated his 20 year anniversary working at Western.

Richard Towle successfully raised $975 for neck and cancer research and treatment in the Fourth Annual Manuary Facial Hair Face-Off, held at Moxie’s Grill and Bar on January 30.

Randy Bedford from the MAC team and Rob Dykeman from Onsite both received the Helping Hands Award for Spring 2014. Raul Echeverria presented Randy with his award and had this to say about him:

“I have worked with Randy on many telecom/data related tasks (troubleshooting, projects). Randy is always helpful, knowledgeable, and provides professional service to our customers. I look forward to continuing to work with Randy.”

Brad Garrod presented Rob with his award with these words:

“I am passing my award on to someone who puts a ton of effort and energy into anything I’ve seen him do. When I started in ITS just over three years ago, he was the person that took extra initiative to help me get introduced, acclimatized, and comfortable in the new job. Over the last few years, he has proved a valuable resource for information and assistance, as well as an eager and invaluable contributor to project collaborations between our teams. I look forward to continued work with him and am happy to be passing the Helping Hands Award on to Rob Dykeman.”

Congratulations Brian, Richard, Randy, and Rob!
Keep Your Smartphone Safe

It is just as important to protect your smartphone from “cyber threats” as it is to protect your computer. Here are easy ways to protect your phone.

1. Use a password. A complex password is best. A 4-digit pin is okay. While swipe patterns make a cool password, fingerprints on the screen could give it away.

2. Set your phone to lock automatically after a period of inactivity. Choose a short time period – 1 to 5 minutes.

3. Don’t skip operating system updates. System vulnerability patches are often included in these updates. Early adopters of major operating system updates may experience issues so you may prefer to be notified of the updates rather than have them installed automatically.

4. Be wary of any email or text messages from people you don’t know. Don’t click on links, open attachments, or reply.

5. Set up a “find my phone” service. Android, Apple, BlackBerry, and Windows smartphone all have tools that allow you to track, lock and wipe your smartphone if you lose it.

One-Ring/Missed Call Scam

The phone rings and hangs up when or before the recipient answers. If you call the number back, you will hear music and/or advertising – connected to a caller-paid toll service or chat line – and be billed, at premium rates, according to how long you stay on the line. If you don’t know who is calling, don’t pick up and don’t call back.

Travelling Outside Canada with your Cellphone

Travelling outside Canada with your cellphone can be very expensive. There are lots of ways to reduce your roaming costs.

1. Turn off cellular data and use WiFi. It is increasingly easy to find free WiFi – coffee shops, restaurants, bookstores, hotels and public areas such as town centres and rest stops.

2. Purchase a roaming package from your carrier.

3. Purchase an unlocked phone or get your phone unlocked by carrier. This will allow you to use SIM cards from the countries you visit – at a significant cost savings.

4. Buy an inexpensive phone with a prepaid plan when you arrive.

Extending Battery Live on Mobile Devices: Part 1 - iOS devices

As our mobile devices (tablets, smartphones) do more and more, they require more power which shortens battery life. If you never or rarely use a feature, turn it off and save your battery for those features you can’t do without. For me, that means leaving Bluetooth on because I use it in my car and turning off Air Drop because I never use it.

Here are some tips to extend your iOS device battery life. In the Summer 2014 In Touch, I’ll provide similar information for Android devices.

When you make a change, you can see the effect on your battery life by tapping Settings > General > Usage and watching what happens as you make changes. Time since last full charge provides Usage and Standby information since the last full charge. Usage is how long it has been awake and in use, for example, making a call, using email, listening to music, or doing background tasks such as auto-checking email.

Standby is how long your iThing has been powered on – even if it is asleep. If they get longer, then your changes are working. If they get shorter, then your changes didn’t work – change it back.

Here are some things to consider.

• Limit apps using data, power in the background by tapping Settings > General > Background App Refresh and deselect apps you don’t need to update in the background when they are not in use.

• Turn off Location Services by tapping Settings > Privacy > Location Services either completely or for selected apps. For example, you might leave Location Services on for Maps or Compass.

• Turn Auto-Brightness on by tapping Settings > Brightness & Wallpaper and toggling Auto-Brightness ON. Your iThing will now adjust the display to match the ambient light.

• Update to the latest software by tapping Settings > General > Software Update to ensure you are able to take advantage of the latest power savings and security features.

• When no coverage exists, switch to airplane mode by tapping Settings and toggling Airplane Mode ON.

• Close apps properly by double pressing the Home button and closing them manually.

• Lock your phone (or put it on a short auto-lock) by tapping Settings > General > Auto-Lock and set it to one minute or less. This not only saves power, it protects the information on your iThing.

• Let your iThing complete at least one charge cycle each month. This means charging your iThing to 100% and then letting the battery power drain completely before you charge it again.

(Continued on page 8)
Advanced Manufacturing Park: Node Room Improvement  
Dan Blumas <dblumas@uwo.ca>

On Saturday, March 15, ITS energized the new node room for the Advanced Manufacturing Park (AMP). Rick Price, Larry Mercer, Sarah Hodgson, Glen Marrier, Paul Hill, and Dan Blumas took time out of their weekend to minimize the disruption to the occupants.

The team rerouted the backbone cables and transferred Network hardware from Fraunhofer Project Center, WindEEE Dome, and Main Campus to the new node room in the Accelerator Center. This will give ITS the ability to expand the network to meet the growing needs of the Advanced Manufacturing Park.


![Rick Price working at the manhole on March 15.](image)

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eLearning Support Team News  
Merran Neville <mneville@uwo.ca>

Upgrade to OWL

We are approaching the next upgrade to OWL on Thursday, May 1. This will be done during the usual Thursday maintenance window 12:00am-7:00am. The timing of this upgrade follows the end of the Winter term exam period and before the start of Summer Intersession courses, so as to minimize the impact on students and instructors.

Following the upgrade, the OWL Release Notes on the Gateway page at [https://owl.uwo.ca/](https://owl.uwo.ca/) will provide the latest information.

Excel Functions and Macros

Did you know that OWL Documentation provides information about how to use Excel to edit, compile, and manage student marks that are exported from OWL? Detailed instructions about Excel Formulas and Excel Macros are linked in the documentation from Instructor > OWL Tools > Gradebook. These links are in the opening information at the beginning of the Gradebook documentation.

The link to OWL Documentation is on the login page at [https://owl.uwo.ca/](https://owl.uwo.ca/) or directly to [https://owl.uwo.ca/portal/site/owldocs/](https://owl.uwo.ca/portal/site/owldocs/).

Western Active Learning Space (WALS)

ITS Associate Director Jean Savage, and Deanna Grogan and Jane Winkler, who are members of the eLearning Support team, have worked closely with the Teaching Support Centre, the Classroom Management Group, and Facilities Management to design and implement a new Western Active Learning Space (WALS).

The new space is partially funded by a Productivity and Innovation Fund grant from the Ministry of Colleges. Last fall, Western submitted a number of funding proposals and was successful in receiving full or partial funding for some of these proposals. The WALS initiative was one of them.

The WALS room will be located in UCC 66 and will use new eLearning technologies in a specifically designed and configured learning space. An Open House was held on Monday, April 14, in a model WALS classroom in the Teaching Support Centre where a couple of courses will be taught this summer. For information about the WALS project, see the web site at [http://www.uwo.ca/wals/](http://www.uwo.ca/wals/)

(Continued on page 8)
How to Make the Most of University: Life Lessons from Four Years in the ITRC

Anita Lee <itec@uwo.ca>

I joined the ITRC team in May 2011 and over the past three years I have learned some valuable life lessons which I would like to share. These lessons may be applicable to the student experience but I hope others will find them of interest as well.

- **Know what you want.** They say university is the time to try different things and discover what you like. I was able to take a more directed path because I went into university already knowing what I wanted to do. I always wanted to work in media. This allowed me to explore different facets of media until I found one field I liked.

- **If you don’t know what you want, then tap into your values.** At the heart of my passion for media was my desire to do something that would make a positive impact in other people’s lives. I deliberately explored social enterprise, international development, and sustainable tourism in my course selections and summer internships, while avoiding industries and jobs that did not resonate with my values.

- **Find people who are doing things that sound amazing to you and try it out for yourself.** In my experience, we all do better when we take inspiration from others. The summer after second year, I went to Italy to teach at an English camp. Since then, I’ve had four friends, two from the ITRC, go to Europe to work with similar organizations.

- **Make the most of where you are.** Throughout my university career I worked, interned, and volunteered in over 17 countries. I know now that the grass is never greener on the other side of the fence because it’s all a matter of opinion. Happiness is being able to appreciate where you are and who you’re with, no matter what.

- **Travel to expand your possibilities.** I spent two summers working in East Africa. The first time, I did research for a professor and the second time went to Rwanda on behalf of Western Heads East. Neither of these experiences turned out exactly as planned but I had the rare opportunity to get a glimpse into the lives of international aid workers, expatriates working in tourism, and local East Africans. Each of these experiences gave me a little more clarity about the kind of lifestyle I wanted to have and work I wanted to do.

- **Study things that sound interesting to you, not just what’s “practical.”** I completed a combined degree in Media, Information, and Technoculture (MIT) and an Honours Business Administration (HBA) at Ivey. MIT is not the most practical of programs but I do not regret doing it because it is an area that I am deeply interested in.

- **Stop looking for a job, start looking for impact.** Over the years, I’ve tried to tell my peers that what you need is not a job, but an income and the ways you generate income are limited only by your imagination. Know what you want to accomplish in life and make work your life’s work.

- **If you must get a job while at school, find a workplace like the ITRC.** The ITRC was my home away from home. Whenever I changed programs or travelled, the people at the ITRC welcomed me back with open arms. The collaborative and supportive culture at the ITRC is what I plan to create in my future businesses. This was a place where people were challenged, encouraged, and where they could flourish.

I officially finish university this month and I am truly grateful for all of the support I received from my supervisors and colleagues over my four years at the ITRC. Thank you for being an invaluable resource and a launch pad.

Anita W. Y. Lee is currently working on building an online media platform that will help young women find inspiration and mentors. She is also writing a book that is a memoir of her travels in East Africa and a guide to finding one’s passion in life. She might get a job to tide her over until the other two generate some income. Learn more about Anita’s work at: [http://anitalee.tv](http://anitalee.tv)

Anita will graduate in June 2014.
(Continued from page 6)

Upcoming Events

- Spring Perspectives on Teaching Conference - Wednesday, May 14, 2014. This year the event is being held in the Arthur & Sonia Labatt Health Sciences Building. See the web site http://www.uwo.ca/tsc/about/features/spring_perspectives_2014/ for details.

- Summer Institute on Teaching with Technology - May 21 & 22, 2014. The Teaching with Technology Institute is hosted jointly by the Teaching Support Centre and the Instructional Technology Resource Centre.

(Continued from page 5)

And some useful sites for more information:

- 26 ways to improve your iPhone's battery life retrieved from http://www.zdnet.com/how-to-improve-your-iphones-battery-life-updated-for-ios7-7000014902/#photo on 20140422
- The Average Battery Life of an iPhone retrieved from http://science.opposingviews.com/average-battery-life-iphone-12848.html on 20140422

WebCT Reminder

WebCT will be shutdown finally on August 1, 2014.

WesternU ITS Co-Hosting OUCC 2014 with WindsorU ITS

From April 27 to 29, Western and Windsor's ITS departments are co-hosting OUCC 2014. OUCC is a conference for higher education IT professionals across Ontario. A number of Western ITS staff are speaking at sessions or hosting Birds of a Feather discussions. To view the program, please go to http://oucc.ca/.

Information about this conference and OUCC 2013 is provided at http://www.uwo.ca/its/news/2014/westernu_its_cohosting_oucc_2014_with_windsoru_its.html
Jointly hosted by:
the Teaching Support Centre and
the Instructional Technology
Resource Centre

Registration:
http://www.uwo.ca/tsc

May 21st & 22nd 2014
9:00 am - 4:00 pm
The Summer Teaching
with Technology Institute's goal
is to provide instructors with
information, tools, and support in
eLearning. Participants do not
need to have any experience
with eLearning to attend.
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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<th>Phone Number</th>
<th>Extension</th>
<th>Website</th>
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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>
<td></td>
</tr>
<tr>
<td>Voice &amp; Data</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="http://www.uwo.ca/its/telecom/">http://www.uwo.ca/its/telecom/</a></td>
<td></td>
</tr>
<tr>
<td>Administration Office</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
<td>FAX 519 - 661-3486 ext.83486</td>
<td><a href="mailto:accting@uwo.ca">accting@uwo.ca</a></td>
</tr>
<tr>
<td>Computer Accounts Office</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td></td>
<td><a href="mailto:operator@uwo.ca">operator@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></td>
<td><a href="mailto:itrc@uwo.ca">itrc@uwo.ca</a></td>
</tr>
<tr>
<td>ITRC</td>
<td>519 - 661 - 2111</td>
<td>ext. 85513</td>
<td></td>
<td><a href="mailto:its-courses@uwo.ca">its-courses@uwo.ca</a></td>
</tr>
<tr>
<td>ITS Non-Credit Courses</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
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<tr>
<td>Dial-in Line (all modem speeds)</td>
<td>519 - 640 - 5305</td>
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<tr>
<td>E-mail Postmaster</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
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<td><a href="mailto:postmaster@uwo.ca">postmaster@uwo.ca</a></td>
</tr>
</tbody>
</table>

Facilities

General Student Computing Labs:
- NSC - Taylor Library
- NCB - 105
- SH - 1310
- HSB - 13, 14, 16
- SSC - 1000, 1012, 1032

ITS Support Centre SSB 4100
ITS Training Lab SSB 4230
ITRC SSB 4320