ITS has recently made several updates to software and services utilized by the UNCG client community. For more updates as they become available, please go to the ITS Web site at http://its.uncg.edu.

Self-Service Network Registration
As of January 6, 2006, UNCG faculty and staff are able to add their University-owned computers to the UNCG network via the Internet. For more information and detailed instructions, please see http://www.uncg.edu/irc/docs/register/.

JMP Software Available Through UNC SAS Partnership
JMP software is now included in the list of SAS software available for home use by UNCG employees and students. JMP is statistical analysis software that presents data graphically. To purchase a copy of JMP, please contact 6-TECH at 6-8324. The cost of JMP is only a $5 media charge.

AutoCAD Licenses for Faculty and Students
In response to faculty requests, ITS is purchasing a thirty concurrent-user network lease for AutoDesk applications. This package includes AutoCAD, a two and three dimensional design and drafting application. This spring, the AutoDesk products will be deployed through the UNCG Applications folder for faculty testing and will be available for lab use in Fall 2006.

Revised Browser Options for e-Spartan on the Mac
e-Spartan now functions properly in the newest versions of the Firefox, Mozilla, and Netscape browsers on the Macintosh OS X operating system. Clients who access e-Spartan from Macintosh computers should no longer do so via the Safari browser. Safari may leave clients improperly logged in to their e-Spartan account even after log-off procedures have been followed.

EndNote Bibliographic Reference Software Available Fall ‘06
EndNote, a bibliographic reference tool, will be added to the network and computing labs in Fall 2006. EndNote allows users to search online bibliographic databases, organize references and images, and create bibliographies and figure lists instantly.

ITS Provides “Secure Erasing of Data” Service for University Computers
Before a University-owned computer is sent to the UNCG Surplus Warehouse or transferred between users, it is important that data, especially “restricted” data such as that protected under FERPA and HIPAA, be completely erased from the hard drive. ITS Technical Services provides this service either on-site or at the Warehouse. The secure erasure process includes wiping the hard drive to Department of Defense standards, which makes the data unrecoverable. At the Warehouse, the computer is labeled indicating that it is cleaned of all data and may either be brought back to campus by faculty or staff (if it is an ITS-supported machine) or remain at the Warehouse for resale. According to James Eagle, Technical Services Manager, several departments on campus are asking for this service and he expects the demand to continue. Clients may request this service by calling 6-TECH at 6-8324.
UNCG Technology Project News

Below are updates on major technology projects and initiatives:

Banner 7 Conversion Complete
Earlier this month, Banner services were briefly interrupted in order to complete the conversion from Banner 6 to Banner 7. Banner 7 training was provided; however, additional training may be added based on demand. As reported in the January issue of this newsletter, a key feature of Banner 7 is the new browser-based interface. Over 20 ITS staff and 14 UNCG clients who use Banner were directly involved with this project. For more information on Banner 7, go to http://banner.uncg.edu.

Student Laptop Initiative
Select Lenovo ThinkPads have been chosen as the Windows-based laptop option for the student laptop initiative. ITS has negotiated an agreement with Microsoft that will allow students who purchase laptops through this program to receive Microsoft Office pre-installed plus four years of free upgrades. Pricing for both Windows and Macintosh laptops is being finalized. An online purchasing store to order Windows and Macintosh laptops will be launched in mid-May 2006. For the latest information about this initiative, go to http://its.uncg.edu/Laptop/

Based on interest from faculty and staff, ITS and the Academic Technology Coordinating Committee have worked in conjunction with Lenovo to configure ThinkPads for institutional purchase. Details regarding models and ordering information will be forthcoming.

Remedy Help Desk Implementation
The implementation of Remedy Help Desk, the first in a series of BMC products to be deployed over the next several months, is planned for April 3, 2006. This help desk solution is part of an overall plan for centralized management of technology support services and networked computer equipment. Remedy Help Desk, a more robust solution than the existing ticket tracking system, will enable ITS staff to better track and manage requests for assistance by UNCG students, faculty, and staff.

New Electronic Records Retention Policy at UNCG
In the course of transacting University business, UNCG employees are increasingly creating and maintaining a larger number of electronic records. An “electronic record” is any record created, received, maintained, or stored on University workstations or central servers and may include e-mails, word processing documents and spreadsheets, and databases. In November 2005, UNCG adopted the Electronic Records Retention Policy. The policy identifies general requirements for the management and disposal of electronic records, including e-mail. For example, University employees are considered “legal custodians” of electronic records they create as well as records they receive from outside entities. Therefore, it becomes the employee’s responsibility to manage these records in accordance with University record retention and disposition schedules. Barbara Tookey, UNCG Records Management Officer, notes that employees may not realize that University business conducted on home computers or through personal e-mail accounts is considered “public record” and subject to the same maintenance requirements and Open Public Records laws. For more information, please contact Barbara Tookey at 334-3111 or visit http://its.uncg.edu/Policy_Manual/Electronic_Records.

We spend most of our time focusing on what happens. When Sherlock Holmes speculated about “the dog who didn’t bark,” he was looking for the significance of what did not happen. Some important technology services ITS provides result in undesirable things not happening.

For example, in the last month, 8.7 million spam messages were identified and blocked by our Anti-Spam/Anti-Virus gateway. That means we’re blocking about three spam messages per second.

Over 428,000 e-mail-borne viruses and more than 81,000 fraudulent e-mails were identified and blocked.

(What the gateway let in were 2.9 million clean messages – less than a quarter of the total incoming email traffic.)

The intrusion attempts to UNCG’s network that were blocked included over 21 million that were counted and many others that were blocked but not counted. That means we logged about nine attacks per second.

No anti-spam/anti-virus or intrusion protection system is perfect, and undesirable things sometimes get through. But, the working life of the UNCG community would have been a lot worse in January if these 8.7 million spam messages, 21 million intrusions, etc. had gotten through.

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ITS is making software available to faculty, staff, and students who need it for academic and administrative purposes. The Microsoft Work at Home program makes Office software available for faculty and staff home use for only a $5 CD charge. See the story elsewhere in this newsletter on EndNote and AutoCAD.