University Network Services to Be Impacted

Data Center Equipment Move Planned for Summer 2007

In July and August, ITS plans to move University data center equipment from the Fornay building to the renovated McNutt Building. Data center equipment is comprised of equipment that runs multiple critical services for the campus. While this equipment is being moved, some of these services will be impacted. A list of these services and any outages will be published in advance of the move.

ITS is taking steps to minimize the impact to campus during this time. Several services already have systems in place to enable continued functionality throughout the move. Other steps are being taken to move services to alternate locations before the equipment move to the McNutt Building. After preparing the space for the move by installing a network infrastructure to support the data center, additional time will be required to make the equipment operational.

Following the data equipment move, ITS Systems and Networks, that manages the operations of the data center, will move to the renovated McNutt Building.

Campus Network Refresh Underway

The campus network is the foundation of many University academic and business functions. The network infrastructure supports over 300 enterprise application servers and 7,000 computing devices and transports between 600-900 gigabytes of data daily. Driven by the need to replace “end of life” network equipment, ITS has developed a five year phased plan to “refresh” the campus network. Refreshing the network infrastructure allows UNCG to improve network services and provide a much higher level of security and performance to the University.

Over the last several months, ITS has consulted with various client communities about their networking needs and will be integrating their feedback into the design of the network infrastructure and its associated services. Furthermore, in the initial phase of the plan, ITS is working with IT professionals across campus to set up a test environment that will allow ITS to “virtually” create the new network infrastructure and validate some of its functionality and security features. For the latest information regarding the network refresh schedule, go to http://its.uncg.edu/Network_Refresh/.

Dates to Remember

- April 11: IT Professionals Roundtable. Go to http://its.uncg.edu/Round_Table/ for more information.
- April 15: Faculty, staff, and students must start using their University assigned identification number, which begins with 88 or 89 prefixes. The Social Security Number (SSN) or 97 number can no longer be used as the University identification number. To look up your identification number, go to the University ID Lookup Web page located at https://its.uncg.edu/Accounts/University_ID/Lookup/ and login with your Novell username and password.

Jim Clotfelter
Vice Chancellor,
Information Technology Services (ITS)

In recent months, ITS has been talking with academic and administrative groups about development of technology resources of interest to various faculty, staff, and students, and how each might be a foundation for expanded technology services to the campus as a whole. We’re planning what technology services ITS should provide in 2007-10 and beyond, with the expectation that we’ll provide only those services where we’re the most cost-effective provider.

The areas we’ve discussed include:
- expanded data management and data warehousing
- enterprise-level document imaging
- high performance computing, and other research technology enhancements
- improvements in identity management
- next-generation video services
- web portal

In addition, two areas definitely will see increased attention in 2007-10:
- IT disaster recovery
- collaborative initiatives with other UNC campuses, to drive down the costs for each campus

Once we finish getting input from the campus groups, and review the resources needed in each area, ITS will develop a sequencing document to show which areas can get attention soonest, and which ones will need to wait a while. An ITS planning document will be put on our Web page early in the fall.
Quantitative Training Available Through ICPSR

2007 Summer Training Schedule Available Online

Through UNCG’s membership, faculty, staff, and students have access to resources of the Inter-university Consortium for Political and Social Research (ICPSR), the nation’s largest social science data repository. UNCG’s membership allows campus network users unlimited web downloads of ICPSR data and documentation from http://www.icpsr.umich.edu. Popular topics include crime statistics, data on health, aging, and human development, census data, election studies, and economic data.

ICPSR also offers training in quantitative methods of social research. UNCG training participants are eligible for reduced member fees. A stipend is also available on a first-come first-served basis. Most courses are at the University of Michigan, but some are held at UNC Chapel Hill. For more information about the 2007 ICPSR Summer Program, including how to apply, course schedules and offerings, and fees, go to http://www.icpsr.umich.edu/sumprog/. If you have questions about the Summer Program, applying for the stipend, or using ICPSR data, contact 6-TECH at 256-TECH (8324).

UNCG Technology Project News

ITS to Launch “6-TECH Online”
In the next several months, ITS will launch a Web-based self-service and knowledge base application for all UNCG clients. The application, branded "6-TECH online,” will be a "one-stop shop” for all clients’ technical support needs. Clients will have a customizable portal that will provide the ability to search or browse IT solutions and the ability to open new service requests to 6-TECH.

Windows Vista Project Initiated
In January 2007, Microsoft released Windows Vista, the next version of the Microsoft Operating System. ITS has initiated a project to evaluate how Windows Vista will function with UNCG computing applications, hardware, and the networking environment. Currently, Windows Vista is not on the University Supported Products List. ITS expects to begin supporting Windows Vista for the Student Laptop Initiative in late Spring 2007. Windows Vista support for campus office and lab computers which require Novell network access will be implemented in 2008.

Student Email Outsourcing Project: Phase One Complete
The first phase of the project to evaluate outsourcing student email is complete. This phase involved determining the technical feasibility of outsourcing student email and the recommendation of a vendor. It was determined that Gmail (Google’s webmail service) would be a better alternative for e-Spartan (Lotus Notes) than other competing services. The next phase, ending in mid-April, will evaluate the acceptability to UNCG clients of outsourcing student email and determine how to implement outsourcing. Beginning Summer 2007, students will be able to choose between Gmail or Lotus Notes. In early 2008, the decision will be made as to which email program to continue providing for students.

ITS Implements PlanView
On February 15th, ITS staff began using PlanView to track project work. PlanView is project management software that tracks the progress of projects, and the availability of ITS staff to work on those projects.

How Email is Archived at UNCG

Do you wonder what happens to email when it disappears from your e-Spartan Mailbox? No, it has not been deleted. Each week, email messages (for faculty and staff) that have not been replied to or otherwise modified in six months are automatically archived to a dedicated server.

To view archived messages from the e-Spartan Desktop client, open the Mail view. While in the navigation window on the left, click on the Tools folder and then the Archive folder. Once you click on the Archived Mail folder, your view will change to the Mail Archive view. The Mail Archive has all the same views and folders as your primary Mailbox. You can delete or restore messages that have been archived.

Furthermore, this archiving feature allows for email to be maintained in accordance with the NC Public Records Law.

For more information about email archiving, go to http://its.uncg.edu/Email/Archives/ or contact 6-TECH at 256-TECH (8324).