Centralized Hardware Procurement Program

More Than 500 Dell Computers Purchased Since Mid-April

In mid-April, ITS launched its centralized hardware procurement program. This is a voluntary program. Dell was the first vendor to offer computers through the program, which allows campus departments to benefit from savings based on ITS-negotiated contracts with preferred vendors. From mid-April through June 10, 383 Dell desktops and 135 laptops were purchased through the program. Another vendor (Lenovo) was added to the program in late May. The standard bundles offer the highest level of discounts, although departments may configure a custom model.

Visit https://its.uncg.edu/Technology_Purchases/CHP/ for more details about the program, including computer specifications and prices, frequently-asked questions, and to place an order. To order, log in using your University Novell credentials. If you have questions, contact 6-TECH at 256-TECH (8324).

Wireless and Wired Network Upgrades

UNCG faculty, staff, and students can now log on to a nearly campus-wide wireless network with no bandwidth restrictions in place. The existing wireless network infrastructure in all campus buildings except the residence halls has now been replaced with new Aruba equipment. The new wireless network utilizes a single SSID, which means that UNCG clients will only need to log in to the network once, and will no longer need to log in to the specific wireless network of a given building.

Through this newly refreshed wireless network, the UNCG client community can securely access the same services that are available through the wired network. To wirelessly access these services, the UNCG client community must log in to the encrypted UNCG-FacultyStaffStudent network. Visitors to the UNCG campus will be able to access the Internet through the unencrypted, bandwidth-restricted UNCG-Visitor network. For security reasons, the full set of UNCG networked resources (for example, the Novell N: and R: drives and networked printers) are not available through the UNCG-Visitor network.

For information on connecting to the UNCG-FacultyStaffStudent wireless network, visit http://its.uncg.edu/Projects/Wireless_Refresh/. Help from ITS staff is available in the EUC main corridor between the bookstore and the food court Monday through Friday from 9 a.m.—6 p.m. into the beginning of the fall semester. The Laptop Support Center and SuperLab (in Jackson Library) also offer assistance configuring laptops for the new wireless network during their normal business hours. Assistance is also available via 6-TECH Online at http://6-tech.uncg.edu.

The third year of the wired network refresh begins in July. The wired network components of the Walker Avenue parking deck, 127 and 119 McIver Street, the Dining Hall, Campus Ministries, the Baseball Stadium, the Taylor Theatre, and the Chemical Storage, Campus Supply, Sink, Carmichael, Foux, and Graham buildings are scheduled to be refreshed during this third year of the refresh cycle. For more information about the wired network refresh, visit http://its.uncg.edu/Network_Refresh/.

UNCG Prepares to Launch Banner Human Resources

Implementation Set for July 1

UNCG will implement the Banner Human Resources (HR) module on July 1, 2008. Banner HR facilitates ease of access to human resources data for individual employees as well as departmental personnel who are responsible for maintaining and reporting on HR data.

Banner HR is the fifth of five available Banner modules to be implemented at UNCG and allows for HR data to be integrated with data from other Banner modules, such as Banner Finance. The integration of formerly separate sources of data gains efficiency and accuracy for UNCG employees by reducing the number of places that data is recorded and updated. Banner HR also gains efficiency for employees working with HR data by enabling the electronic approval of many personnel actions.

UNCG is one of five UNC campuses that will use Banner HR to run its own payroll. The July payroll will be the first run from the new system.

After the July 1 go-live date, development on Banner HR will continue. The Banner HR project team will be adding enhancements and functionality for the next six to twelve months.

Several workshops are offered which have been designed for members of the UNCG client community who need to become familiar with the new system. Descriptions of the workshops are available at http://banner.uncg.edu/hr/training.
Virtual Computing Lab Pilot Program

Last year, UNCG began building a Virtual Computing Lab (VCL) environment—a system developed by North Carolina State (NC State) University. The key benefit of the VCL environment is that it will offer students and instructional faculty remote access to software used for classes that was previously available only from campus labs and offices. Therefore, students and instructional faculty will not have to purchase the software to install on their computers or go to campus labs to access the software. Also, through the VCL environment, Macintosh and Linux users will have access to Windows-based software without having the Windows operating system. UNCG pilot-tested NC State’s VCL environment during the Spring 2008 semester with several classes. There are plans to expand the pilot to additional classes in Fall 2008.

Campus Technology Updates and Training

Student Laptop Initiative

The 2008-2009 Apple MacBook models offered through the Student Laptop Initiative (SLI) are available for purchase. The newly configured Lenovo ThinkPad models will be available in early July (older Lenovo models are still available for purchase). The new Lenovo models will have 15-inch monitors and additional hard drive space. For more information, visit http://its.uncg.edu/Laptop/.

Updated AntiVirus Software Available

Mac Symantec AntiVirus 10.2.1 software, which is compatible with Leopard (Mac OS X 10.5) is now available to faculty, staff, and students from the Mac Applications Volume of Mac Public. Also, Symantec Endpoint Protection II for Windows is now available from the UNCG Applications folder. This product replaces Symantec Antivirus and includes additional functionality such as anti-spyware and firewall protection. Clients may purchase copies of these packages for home use for $5 in 337A McIver building.

Windows Vista

Campus-wide plans to deploy Windows Vista remain delayed due to compatibility and hardware issues. Windows Vista was implemented on Student Laptop Initiative models (Lenovo ThinkPads) in 2007.

Security-Awareness Training

This spring, the University offered security-awareness training for faculty and staff who work with restricted data. FishNet Security, a security consulting group, conducted 26 classroom training sessions with over 700 individuals in attendance. The training covered topics such as protecting your computer, protecting confidential information, and social engineering and phishing (see article on this page). For those who were not able to attend the classroom training or would like a refresher course, an online training option will be offered via Blackboard (for more information as it becomes available, visit http://its.uncg.edu/news/). The content of the online training will be equivalent to the classroom instruction with the exception of fewer UNCG-specific examples.

Blackboard 8.0 Upgrade Planned for August

ITS and the University Teaching and Learning Center are planning an August upgrade to Blackboard 8.0, which provides significant enhancements to Blackboard’s Gradebook. Blackboard users should plan for downtime from 6 p.m. on Friday, August 8 through 6 p.m. on Sunday, August 10. Faculty and staff may register for July Blackboard 8.0 training at https://utlc.uncg.edu/workshops/.

Information Security: Phishing

“All campus email to be deleted.

“ITS will be deleting all campus email tomorrow. If you do not want your email deleted, please log into the Web site below and update your information.”

If you received an email with the above subject line and body, it would probably get your attention. (No, ITS is not deleting all the email on campus. We are just making a point.) As it becomes more difficult for attackers to access computers directly, they have given more time and attention to compromising the users instead.

Campus computer users need to be aware of emails and other communications that attempt to trick you into revealing sensitive data, such as your username and password. So-called social engineering attacks, or “phishing” emails, generally have a set of common indicators.

The first is urgency—the email will exhort you to take immediate action or face negative consequences, e.g., “update your account information or your account will be deleted.” Most phishing emails will not be personalized, e.g., “Dear customer.” Phishing emails may include spelling or grammar mistakes. The one guaranteed common element is that the sender of the email wants to trick you into revealing data you normally would not, either by replying to the email or by getting you to visit a Web page controlled by the phisher.

Unfortunately, phishing attacks are becoming more sophisticated all the time. As a public university, there is plenty of information available to enable people to pose as a member of the University community or execute a targeted phishing attack. A visit to a phisher-controlled Web site can provide a potential attacker a good idea of who has access to information, and who those people work with or report to. With this information, an attacker can email you pretending to be another campus user or manager. The safest bet is to never provide your username and password in response to an email. — ITS Security Office