New Dual Partition Image Set for Release

ITS is completing work on a new dual partition image that greatly reduces the time that clients wait for their computer to be reimaged and restored to functionality. The “image” is the standard set of software and configuration files that is installed on faculty and staff computers at UNCG. The dual partition image configures computers so that program files are stored in one partition on the computer’s hard drive, and data files are stored in a separate partition. The partitions are represented in Windows as two different volumes (often called drives), (C:) System and (D:) Data, yet they are actually two different sections of the same hard drive.

When a client needs to have their computer reimaged, only the program partition ((C:) System) will need to be reloaded during the reimaging process, and files stored in the data partition ((D:) Data) will not be affected. Software included by ITS in the dual partition image is configured to save files to the data partition ((D:) Data) automatically. Some older programs may continue to store data in C:\, which the dual partition image considers to be the partition for system files. If clients have questions about where a given program stores their data, 6-TECH is able to help them locate it. It is very important that any data located on C:\ is backed up before the dual partition image is applied.

For more information about the dual partition image, go to [http://its.uncg.edu/News/2008/November/Dual_Partition_Update/](http://its.uncg.edu/News/2008/November/Dual_Partition_Update/) or contact 6-TECH at 256-TECH (8324).

Client Services Moves to Renovated Forney

In early January, ITS Client Services and the Information Security Office moved to the newly-renovated Forney Building.

Many client-facing ITS functions are now located in the Forney Building. This includes the Laptop Support Center (LSC) and Campus-wide Hardware Procurement (CHP) services, a technology training lab, technology training stations, and the Client Services main office which handles client software sales.

The LSC is operating out of 101 Forney. The center provides services, such as warranty repair, for University-supported laptops. ITS is working to expand laptop support services provided to faculty and staff. This includes providing loaner laptops during repairs to those who have purchased laptops through the CHP program.

The renovation of the Forney Building was part of UNCG’s 2000 Higher Education Bond program and included a complete reconstruction of the building’s interior.

A view of the front entrance to the newly-renovated Forney Building. Campus-wide Hardware Procurement services and the Laptop Center are located on the first floor.

ITS Takes Steps to Expand iSpartan Email to Faculty and Staff

Building on last year’s implementation of iSpartan (UNCG’s branding of the Google Apps for Education (GAFE) service) for students, ITS is currently studying the feasibility of expanding the same service to faculty and staff.

In February 2009, ITS plans to begin a small, internal pilot of iSpartan email and calendaring. Later this year, ITS will broaden the option to participate to faculty and staff beyond ITS.

UNCG is among several UNC system campuses to consider outsourcing email. In fact, this was the subject of four presentations (including two UNCG presentations) at the 2008 University of North Carolina College and University System Exchange (UNC CAUSE) conference.

Todd Sutton, Assistant Vice Chancellor of Application Services in ITS, cites several benefits of outsourcing email, including better flexibility and increased user satisfaction. Sutton states that both the student and the faculty and staff email projects represent “a shift to a new way of looking at the way we do computing.”

“‘We’re taking email and putting it into a more flexible framework, where it comes packaged with other applications, such as Google Docs, Sites, and Talk.’”

ITS is also working to address the challenges of outsourcing faculty and staff email, such as changes in business processes, records retention, and security and privacy considerations. A decision may be made in early 2010 on outsourcing faculty and staff email.

For more details about iSpartan, visit [http://its.uncg.edu/Projects/Apps_for_Education/](http://its.uncg.edu/Projects/Apps_for_Education/) or contact 6-TECH.
Data Backup Solution for Faculty Computers

Acting upon a recommendation from the Faculty Senate’s Academic Computing Committee, ITS is currently working to implement Iron Mountain Connected Backup, an automated, web-based data backup solution. The Office of the Provost has committed funding to cover the cost of this service for full-time faculty. ITS analyzed several options and chose Iron Mountain as the most user-friendly and cost-effective solution.

Iron Mountain Connected Backup will run on desktop and laptop computers to securely send backups to a remote location where the data can later be retrieved if needed. The computer user may specify the backup schedule. Iron Mountain Connected Backup should be available to faculty within the first quarter of 2009, and more information about the service will be released via email and the news section of the ITS web site (http://its.uncg.edu/).

Campus Technology Updates

University Discontinues Laptop Requirement

In an effort to deal with expected State budget cuts, Academic Affairs has discontinued the University’s student laptop requirement. Some academic departments will continue to require laptop ownership.

Students may continue to purchase laptops through the Laptop Support Center. ITS will provide technical support for these laptops for four years from the purchase date. Details, including the new ThinkPad and MacBook laptop models, are available at http://its.uncg.edu/Laptop/.

New Versions of SPSS Software Available

New versions of the SPSS statistical software package are now available. Mac users (faculty and staff) can install SPSS 16 and SPSS Statistics 17 to University computers from the Mac Applications volume of Mac Public. SPSS 16 will run on both the PowerPC and Intel-based Macintosh computers, but SPSS Statistics 17 will only run on Intel-based computers.

Windows users can access SPSS 16 from the UNCG Applications folder on their desktop. SPSS Statistics 17 will be available from the network in early 2009.

Faculty, staff, and students may lease a copy of SPSS 16 and SPSS Statistics 17 (for Windows and Mac) to install on home computers used for University work. The annual lease fee is $10 per module. For more information about obtaining SPSS software, go to 6-TECH Online (https://6-techn.uncg.edu/) and search for “SPSS Lease.”

MS Campus Agreement, MS Select Program

ITS is able to provide members of the UNCG community with a variety of software titles as the result of our participation in the Microsoft Campus Agreement and the Microsoft Select Program. Campus Agreement software, which includes MS Office, Visual Studio, and the Windows XP operating system, is available at no or little cost (media charge only).

Software available through the Microsoft Select Program, a discounted purchasing program available to UNCG faculty and staff, requires a licensing fee, but is greatly discounted compared to retail pricing. Eligibility for software varies.

For more information, visit https://its.uncg.edu/Technology_Purchases/Faculty_Staff/ or contact 6-TECH at 256-TECH (8324).

Information Security: Security Training Now Available in Blackboard

In 2008, ITS contracted a noted security consulting firm to provide classes on information security to campus users. Interest in these security classes was high, and hundreds of staff members were able to attend the classroom training.

Staff members who were unable to attend the classroom security training will now be able to access the same curriculum in a series of Web videos available through Blackboard.

The training is designed to assess your current understanding of security issues, increase your awareness of security issues using six instructional modules that cover everything from protecting confidential information to managing risk, and finally test your understanding of the material covered.

The UNCG Executive Staff agreed that all employees who work with restricted University data must receive security awareness training—this online training meets this requirement. All faculty are presumed to work with restricted data (FERPA), but staff members who work with student, financial, health or other data classified as restricted by University policy, and who did not attend the classroom training last year, should also take the online course. Restricted data is defined in UNCG’s Data Classification Policy (http://its.uncg.edu/Policy_Manual/Data/).

To enroll in the online version of the security awareness training, go to https://blackboard.uncg.edu and log on using your University username and password. Click on the Organizations tab at the top of the window. Next, click on the Faculty/Staff Organizations folder. Scroll to find ORG-Security Awareness Training Organization and click on the enroll button. Go to the left-hand column and click on the Instructions link.

— ITS Security Office