Technology Support Services at UNCG

ITS offers telephone/on-campus support, training

Information Technology Services offers a range of technology support services to students, faculty, and staff at UNCG. These services include telephone support, on-campus support, training classes, and a video teleconferencing facility.

The Service Desk provides technical assistance to the UNCG client community. For support, contact 6-TECH at 336-256-TECH (8324). Clients can also log on to 6-TECH Online, a searchable web-based portal of technology solutions, by going to https://6-tech.uncg.edu/.

In addition, ITS operates the Technology Support Center (TSC) located in Room 101 of the Forney Building which provides support for students, faculty, and staff. Faculty and staff may bring University-owned laptops in for hands-on software and wireless support and for drop-off repairs. Students who have purchased laptops through the Student Laptop Program may come to the TSC for hardware and software repairs. The TSC provides wireless support for all student, faculty, and staff laptops that meet UNCG’s minimum requirements (http://its.uncg.edu/Laptop/Minimum_Requirements/).

ITS offers both classroom and online training opportunities. To register for workshops, go online at https://freyr.uncg.edu/workshops/ and select the appropriate class listed under ITS Training. To access online courses via Microsoft E-Learning, log on to 6-TECH Online and search for “Microsoft E-Learning.”

UNCG’s TeleLearning facility, located in the lower level of the Stone Building, provides students, faculty, and staff, with the technology to communicate via two-way interactive video. To learn more about the facility and its uses and features, go to http://its.uncg.edu/TeleLearning/.

ITS Explores Windows 7

In the coming weeks, ITS will be launching a project to investigate implementing the recently-released Windows 7 operating system at UNCG.

ITS is expecting to have a Windows 7 preliminary software load (“image”) ready to test by this summer. Testing includes making sure that Windows 7 will operate successfully with University enterprise applications. After the testing and approval process is finalized, the image will be ready to implement on campus. ITS will work with departments that desire to implement both Windows 7 and Active Directory (see article on this page) concurrently.

Windows 7 is currently available for home use to eligible faculty and staff. For more information, go to http://its.uncg.edu/Software/Available/Microsoft/. Students, faculty, and staff can access Windows 7 training online through Microsoft E-Learning.

Active Directory Migration Continues

The new Active Directory/General Computing Network (AD/GCN) environment will replace the Novell platform for delivery of enterprise computing services, including network file space, network printing and application delivery, and will offer improved security protection to users computing in this new environment.

Through the end of the calendar year 2009, all of the offices with University call centers were migrated to the AD/GCN using the ITS-supported Windows XP software load “image.” These offices were migrated first because of a dependency the new call center environment has on the AD/GCN environment (see the Voice over Internet Protocol article on the next page).

The first strategic change is driven by the desire of many offices to migrate to Windows 7 concurrent with their migration to the AD/GCN environment. As a result, ITS has refocused project resources to work with non-ITS technical staff across the campus to build and test a production Windows 7 image for accelerated release to campus. Expected availability of the ITS-supported Windows 7 software load is summer 2010.

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Offices that wish to migrate into the AD/GCN environment prior to the availability of Windows 7 (using Windows XP) can initiate this process by contacting 6-TECH.

A second important development is the collaborative effort currently underway to develop both MAC and Linux workstation services and support for the AD/GCN environment. Collaborative ITS and non-ITS technical teams will be formed in early 2010 that will be focused on developing MAC and Linux enterprise services that are equivalent to those currently offered for the Windows OS’s.

For more details about the Active Directory project, including how to prepare for migration, go to [http://its.uncg.edu/Projects/AD/](http://its.uncg.edu/Projects/AD/).

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**VolP Voice Mail Tips**

To access the new VolP voicemail system dial 71100 and enter the default password 336919. Follow a series of prompts to set up your voice mail. While listening to a message, push the 6 button on your telephone to speed up a message and the 4 button to slow the message down.

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**Campus Technology Updates and Training**

**Voice-over-Internet-Protocol Conversion**

The University’s conversion to a Voice-over-Internet-Protocol (VoIP) phone system is expected to continue through February 2010. The VoIP project began with a pilot roll-out in September. Before Winter break, the University’s call centers were migrated to the VoIP system. The various call centers across campus were previously on one of two older systems that relied on service contracts for support. Now the call centers are all in a single VoIP system that will be supported in-house. Visit [http://its.uncg.edu/projects/VOIP/](http://its.uncg.edu/projects/VOIP/) for more details about the VoIP project.

**Adobe Software Applications Available for Personal Use**

UNCG students, faculty, and staff can now purchase certain Adobe software applications for personal use at discounted prices. Purchases are made directly from the vendor, after they receive proof of affiliation with UNCG. To qualify for the discounted pricing, faculty and staff will need to fax a copy of their University ID to the vendor. Students must also provide proof of enrollment. To access the selection of software titles available and prices, go to the UNCG Adobe software Web page ([http://its.uncg.edu/Software/Available/Adobe/](http://its.uncg.edu/Software/Available/Adobe/)) and click on the “PC Mall Gov” link. Then click on the link for “Student and Faculty Pricing.”

**Parallels Desktop for Mac Software**

ITS is now offering Parallels Desktop for Mac software for purchase by students, faculty, and staff. This software enables Intel-based Macintosh computers to “virtually” run Windows applications side by side with Mac OS X applications. For more details about Parallels Desktop for Mac, including how to purchase the software, go to the Parallels Desktop for Mac Web site at [http://its.uncg.edu/Software/Available/Parallels/](http://its.uncg.edu/Software/Available/Parallels/).

**Online Web Survey Tool**

At the request of the Research Advisory Council, a project is underway to review and recommend an enterprise-wide solution for an online Web survey tool. The project team, consisting of members from Institutional Research, the Bryan School, the School of Education, and ITS have reviewed more than 30 applications. Over the next several weeks, interested individuals can review demonstrations of the top 5 applications. The team plans to make their final recommendation to the Research Advisory Council by March.

**iSpartan Migration**

The migration of faculty and staff email accounts to iSpartan continues as departments “opt-in” to the new system. ITS is working on a migration schedule to move all the remaining email accounts from Lotus Notes to iSpartan by the end of 2010. For the latest information as it becomes available, visit [http://its.uncg.edu/iSpartan/](http://its.uncg.edu/iSpartan/).

**Computer Hardware Savings**

ITS encourages departments interested in purchasing computers to investigate the offerings available through the Campus-wide Hardware Procurement program. Offerings include business class or above Dell and Lenovo desktop and laptop computers in a variety of models. Go to [http://its.uncg.edu/Technology_Purchases/CHP/](http://its.uncg.edu/Technology_Purchases/CHP/) for more information.

**Security Awareness Training on 2/18**

The next security training class is on Thursday, February 18. This training is designed to help educate UNCG faculty and staff about information security best practices. To register for this class or upcoming classes, go to [https://freyr.uncg.edu/workshops/](https://freyr.uncg.edu/workshops/). The Information Security Office also provides more in-depth consulting services for University departments. Contact Chuck Curry at 334-4477 to set up an appointment.