Changes in 6-TECH Support Services

The ITS Service Desk (6-TECH) will soon complete a transition process that will enable us to better meet the needs of the University by improving existing support services and re-directing resources to provide new targeted services that directly support strategic University objectives.

At completion, two important changes will have occurred:

- 6-TECH hours will be expanded to provide extended hours of faculty and student classroom and distance learning support, as well as extended hours of resident student wireless support.

- Technology-related support for distance learning students (with the exception of iSchool students) will be provided by the ITS Service Desk. The Division of Continual Learning will continue to provide support for iSchool students.

These changes are the result of extensive analysis focused on how we can most effectively optimize our resources to provide better technology support services to UNCG faculty, staff and students, and best support the University in achieving its strategic objectives.

In addition to the full technology support provided during current 6-TECH hours (M – F, 7 am – 5 pm), full-time Service Desk Analysts will be available to provide support for faculty, staff and students for the extended hours of 5 pm – 10 pm, M – F, and 1 pm – 10 pm Sunday. During these same extended hours of operation, student workers will also be available to assist resident students with wireless support, and provide general student technology support.

Effective September 30, 2010, the Service Desk hours of support will be expanded to Monday – Friday, 7am – 10pm, and Sunday, 1pm – 10pm.

II. Support for distance learning students (with the exception of iSchool students) will be provided by the ITS Service Desk

DCL and Service Desk staff will work closely together during the Fall semester to ensure that a high level of client service is maintained throughout the transition process. DCL will continue to handle support calls from iSchool students. Effective September 30, 2010, all support calls from Distance Learning and Continual Learning students will be directed to the Service Desk, via 6-TECH.

iSpartan Email Migration

The migration of faculty, staff, and students from Lotus Notes to iSpartan continues (iSpartan is UNCG’s implementation of Google Apps for Education.). As of October 2010, there are 2977 accounts in iSpartan (vs. 1044 remaining in eSpartan). This number of migrated accounts includes primary and secondary accounts. For specific details about the faculty/staff migration process, visit http://its.uncg.edu/iSpartan/Migration/. For those already migrated, a new support page is available at http://its.uncg.edu/iSpartan. This page includes documentation and training videos on many topics including “How to turn off Conversation View in Gmail”, “How to setup Microsoft Outlook with iSpartan”, and many others. ITS is also offering weekly training sessions on iSpartan Mail and Calendaring. To sign up for training, please visit: https://freyr.uncg.edu/workshops/.

AD/GCN Fall Migration Schedule Posted

ITS has posted a Fall 2010 Migration Schedule to transition campus workstations to the Microsoft Active Directory (AD)/General Computing Network (GCN) environment at http://its.uncg.edu/Projects/AD/Migration_Schedule/. UNCG is replacing the Novell infrastructure (continued on page 2)
with Active Directory in a newly-designed computing environment. Enterprise services provided in the Novell environment, such as network file space, printing, and application delivery, will be moved to the AD environment on the GCN. Windows computers will be upgraded to Windows 7 concurrent with their migration to AD/GCN.

Current plans are to complete the campus-wide transition to AD/GCN by mid-2011. For more information about the Active Directory project, go to http://its.uncg.edu/Projects/AD/.

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**Announcement: New Service, the Instructional Linux Environment**

Information Technology Services (ITS) is pleased to announce a new service for instructional use, the “Instructional Linux Environment” or ILE, now accessible via “linux.uncg.edu”. In response to requests from faculty, staff, and students, UNCG has adopted Red Hat Enterprise Linux as the supported “UNIX-like” operating system to eventually replace the “unix.uncg.edu” UNIX (Solaris) service.

**Now ready – ILE Phase 1**

With ILE Phase 1, ITS is now supporting a Linux-based general-purpose instructional environment that is using AFS (the “Andrew File System”), which is the same infrastructure that supports the current UNIX (Solaris) environment: unix.uncg.edu. All UNCG faculty, staff, and students automatically receive an AFS account when activating their default, University computing accounts.

User directories for ILE are the same as they are for the current UNIX (Solaris) service. So for users already familiar with the current service, no migration of user accounts or files is required – just log in and use it.

While Linux is very similar to UNIX, there are important differences that could lead to issues with use of existing UNIX data in the ILE. Some of which are:

- Software binaries created in the legacy UNIX (Solaris) environment are incompatible with Linux. Any user-developed compiled software will need to be recompiled for Linux.

- For ITS-supported software, Linux versions of popular software will be provided, if available. A list of ITS-supported software in the new ILE environment can be found at: http://its.uncg.edu/Software/Available/ILE

- ITS is in the process of finding and correcting any errors in ITS-supported scripts which are being migrated from the current UNIX environment. User-developed scripts will need to be tested and modified by their owners if problems are found.

- ITS is in the process of implementing new versions of ITS-supported software currently available in the UNIX environment for the ILE. Requests for new software can be made via the Software Installation Request Form: http://its.uncg.edu/Software/Campus_Access/Form/

**Coming Soon - ILE Phase 2**

ILE Phase 2 will be a response to requests by faculty, staff and students to provide fully functional integration of authentication, file, and print services with the Windows Active Directory environment. This work is anticipated to be complete for Spring 2011. When this service is ready, the linux.uncg.edu service will be migrated from AFS to Windows Active Directory. ITS also plans to implement an additional new high performance computing option and new Linux-based web services. ITS will update the campus on these new offerings as they progress.