Active Directory Migration Almost Complete

Campus-wide project set to end on June 30

The campus-wide migration of University computers to the Microsoft Active Directory (AD)/General Computing Network (GCN) environment is on track to be complete by June 30.

UNCG is replacing the Novell system with Active Directory in a newly-designed campus computing environment. This means that enterprise services, such as network file space, application delivery, and print services currently offered in the public Novell environment will only be available in the new private AD/GCN environment.

Following successful migrations of several “early adopter” departments in FY 09-10, ITS began migrating campus computers to the AD/GCN last September. As of mid-April, approximately 75% of faculty and staff have been migrated. The migration of Mac computers began in early April; ITS computing labs and TLC-managed classrooms will be migrated in May and June, respectively.

The University will not renew the campus Novell license for 2011-2012 and ITS will stop supporting the Novell system in summer 2011.

For a list of links with more information about the AD/GCN, including the departmental migration schedule, go to http://its.uncg.edu/Projects/AD/. Recently migrated faculty and staff can learn more about how to work in the AD/GCN environment by registering for training at https://freyr.uncg.edu/workshops/. Select the ITS Training-Active Directory link.

New Service, Reduced Costs

In February, ITS announced a new service and major reductions in several charges for existing services.

ITS has launched new teleworking service bundles (annual costs range from $210/year to $500/year) for faculty and staff in the AD/GCN environment. Depending on the package, the teleworking bundles provide users with the ability to work from a remote location as if you were on campus, direct access to the GCN and enterprise services (e.g., email, Banner, and network file space), built-in wireless access to the GCN, and an optional software-based telephone.

At no additional cost to the department, ITS has increased the baseline network file space allocations for individuals and departments who have migrated to the AD/GCN environment. The individual allocation has increased from 1 Gb to 5 Gb and departmental allocations have increased to 200 Gb. There has also been a reduction in the charge for network file space that exceeds the departmental or individual allocations. The current charge of $16.39/Gb/year has been reduced to no more than $3.15/Gb/year. In addition, ITS now offers different tiers and costs for network storage backup services.

ITS has reduced the charge for activating additional network data ports in campus offices from $250 to $175 per port.

For more details about these services, go to http://its.uncg.edu/News/2011/February/File_Space_Announcement/ or contact 6-TECH at 256-TECH (8324).
the supported mobile operating systems, which include Apple iOS, Google’s Android platform, and BlackBerry OS (through January 1, 2012). If the TSC cannot resolve University-supported mobile application issues, they will make referrals as necessary. For issues involving hardware and carrier-specific applications, the device owners will need to contact their mobile carriers.

For departments that decide to continue providing MCDs for their employees, ITS will assist the departments in setting up their own accounts with the mobile carriers.

Go to the MCD Web site at http://its.uncg.edu/Telephone/MCD/About/ or contact 6-TECH at 256-TECH (8324) for more information about MCD support services.

Campus Technology Updates

iTunes U at UNCG

In February, UNCG launched its implementation of iTunes U. iTunes at UNCG provides UNCG with storage space and a University presence for delivering media content in the Apple iTunes Store. The iTunes at UNCG site contains publicly available content created by the University community.

To access iTunes U content, you need to install iTunes (see http://www.apple.com/itunes/). There is no charge to create or access content on the iTunes at UNCG public site. All content must adhere to University Policies and iTunes at UNCG content guidelines. If you would like to upload content to UNCG’s iTunes U site, contact 6-TECH.

ITS plans to increase the amount of content in the public site as well as expand the service by launching a private UNCG iTunes U site. For more information about iTunes U at UNCG, visit http://its.uncg.edu/iTunesU/.

New Tool to Get Your PIN

In collaboration with campus admitting and HR offices, ITS has created a new tool (getmypin.uncg.edu) to allow students, faculty, and staff to retrieve their initial PINS or reset/unlock PINS themselves. The system uses email addresses and/or mailing addresses stored in Banner by the admitting or HR office. Contact 6-TECH for more information about this new tool.

Fix for Multiple Identity Finder Scans

If you are experiencing a problem with Identity Finder running on your computer multiple times a day or week, ITS has posted instructions at http://its.uncg.edu/Identity_Finder/FAQ/ on how to resolve this issue. The problem occurs when your computer is not synchronizing properly with the Identity Finder server.

For more information about Identity Finder, go to http://its.uncg.edu/Identity_Finder/.

Transition to Blackboard Learn

In early August, the University will transition to Blackboard Learn (version 9.1). This version has major changes, including inline editing of grades in the Grade Center, deploying assignments to groups of students, a new blog and wiki tool, and mobile communications. Go to http://www.uncg.edu/tlc/blackboard/learn/ to sign up for upcoming preview sessions.

Qualtrics Web Survey Software Available

Qualtrics, a Web survey software, is available for use by students, faculty, and staff. Since going online with Qualtrics last summer, nearly 400 students, faculty, and staff have received accounts. Combined, they have created over 1,000 surveys and recorded over 30,000 responses. This winter, ITS completed a system integration that allows faculty and staff to create their own unlimited account by going to UNCG.Qualtrics.com and logging in with their UNCG credentials. Students can create accounts through this portal, but it will be limited in the number of surveys that can be created and responses recorded. For support with Qualtrics software, contact 6-TECH or go to the Qualtrics Web site at http://www.qualtrics.com/get-help/.

Instructional Linux Environment Software

The Instructional Linux Environment (ILE) is a service available for instructional use. To view a list of the ITS-supported applications available in the ILE, go to http://its.uncg.edu/Software/Available/ILE/. For more details about the ILE, read the September 2010 issue of the ITS newsletter (http://its.uncg.edu/News/Newsletter/).

iSpartan Migration, Email Archives

As of January 2011, all faculty and staff users have been successfully migrated to iSpartan. ITS is working with its developer to test the migration of Lotus Notes archives into Postini (Google’s archiving service). ITS expects the email archive migrations to occur this summer.

Security Awareness Training

ITS conducts information security awareness training sessions on a regular basis. The goal of the training is to help faculty and staff understand and adopt security best practices. The next training opportunity is on June 7. To register for this training, go to https://fre yr.uncg.edu/workshops/ and click on the Security Awareness Training link. The ITS Information Security Office also provides security consultations to University departments. Contact Chuck Curry at 334-4477 to set up an appointment.