Cloud Computing Pilot in Superlab

UNCG has embraced cloud computing technologies as a means of providing more effective and efficient services to faculty, staff and students. Using cloud technology, the University is better able to deploy, maintain and refresh computing resources with less overhead. The University is also able to achieve better economies of scale.

In the past, some changes or updates to ITS-managed workstations would require an ITS staff member to physically visit each computer to make the change. However, with the advent of cloud computing and virtualization technologies, this entire process can be automated via centralized deployment methodologies. Software can also be provided “on-demand” similar to an app store that you may find on your smartphone. Cloud computing also allows older and less modern computer equipment to run the latest software packages and operating systems.

To date, much of the University’s use of cloud computing technology has been limited to specific uses and highly specialized programs. However, ITS is now seeking to deploy this technology on a broader scale. As part of this effort, this semester ITS is deploying a cloud computing pilot program in the SuperLab. Initial test results have yielded positive benefits to the overall user experience; systems tend to operate more efficiently, and upgrading and maintaining software is significantly more streamlined. Once the pilot program is successfully completed, ITS plans to deploy this technology in other academic and administrative environments that may benefit. ITS encourages the UNCG client community to visit the SuperLab and provide feedback about this pilot program.

For more information about the cloud computing pilot program, contact 6-TECH at 256-TECH (8324).

New Computer Lab has SMART Podium

Last fall, ITS opened a new computer lab in 304 Curry Building. The computer lab is equipped with one teaching station and 30 client workstations. The teaching station is outfitted with a SMART Podium monitor. The SMART Podium interactive pen display allows users to write notes directly on the screen.

Currently, the lab in 304 Curry Building is the only computing lab at UNCG with the SMART Podium technology. However, ITS is looking to expand this technology to other locations. ITS is interested in feedback from instructors about their use of, and interest in, this and similar technologies, in order to meet their computing needs. Send feedback regarding your experiences using the Curry 304 lab to 6-TECH@uncg.edu.

Faculty and staff can reserve the Curry 304 computer lab by completing the Lab Reservation Request Form located at http://its.uncg.edu/Labs/Reservations/. For more information about the Curry 304 computer lab, visit http://its.uncg.edu/Labs/Description/ or contact 6-TECH.

Information Security Office: New Year’s Resolution

A large part of improving the security of an organization is developing new habits and behavior in the people who make up the organization. In these ongoing security awareness articles, we have offered the UNCG community opportunities to establish new habits and to make the University’s resources and data a little safer.

Here at the start of the new year we propose that you make a New Year’s resolution to pick one of these suggestions and try and integrate it into your computing habits in the New Year. Think of it as your contribution to making UNCG’s computing resources a little safer.

**Password Manager** - Having different passwords for different resources is a great way to prevent a compromise at one location from spreading to others. Using a password manager program (such as KeePass) makes having multiple passwords much easier. (See newsletter article at http://itsnews.uncg.edu/wp-content/uploads/2012/10/ITS_Newsletter_2012_October.pdf).

**Set Web site scripts to be off by default** - While most sites use scripts to some degree, running all active content on the Web is a recipe for getting compromised. Try using a script blocker like NoScript to permit scripts from the Web sites you intend to visit while blocking the third-party scripts run by advertisers and third parties. Doing this will take active management, as turning off scripts breaks the functionality of many Web sites. NoScript allows you to selectively enable specific sites. (See newsletter article at http://itsnews.uncg.edu/wp-content/uploads/2011/02/2009-08.pdf).

**Learn more** - Work with your manager to schedule some technology training for 2013.
The better you understand the technology you work with, the better decision-making tools you will have. See “Spring ITS Workshops; Online Training” article on this page for training opportunities.

**Try not to run as Administrator** - Talk with your local technology resource to see if you can perform your job duties without running as Administrator on your system. For most people working in an office environment this should be possible and is a great way to reduce the risk to your system.

While none of these on their own is a complete solution to the security threat facing the University, they allow members of the University community to make small changes that add up to a reduction of risk for us all.

If you would like more information, contact the Information Security Office via 6-TECH.

## Campus Technology Updates and Training

### Cindex Indexing Software

Cindex indexing software is available to academic departments via the University network. Cindex software supports index creation for books, journal articles, and other periodicals in a number of formats. The software is being provided by The Office of Research and Economic Development. For more details about Cindex software, go to [http://itsnews.uncg.edu/2012/12/20/cindex-indexing-software-available-for-academic-departments/](http://itsnews.uncg.edu/2012/12/20/cindex-indexing-software-available-for-academic-departments/).

### WebFOCUS Training

The next training opportunity for WebFOCUS Developer Studio is February 12. WebFOCUS is a reporting and analysis software tool which allows users to access University data via dashboards and reports. The training is intended for new developers who have some knowledge of Banner/Operational Data Store systems. Topics covered in the workshop include displaying data, aggregation and summation, creating calculations, joining and merging data sources, data extracts, and creating variables. To register for this workshop, go to [http://workshops.uncg.edu](http://workshops.uncg.edu) and select the WebFOCUS Training link.

### Blackboard Learn Maintenance Calendar

The Blackboard Steering Committee has approved the following maintenance calendar. Blackboard Learn and Blackboard Mobile Learn may not be available on the following dates and times:
- February 9, 6pm until February 10, 6am
- March 9, 6pm until March 10, 6am
- April 13, 6pm until April 14, 6am

Depending on the release of software updates and patches, all maintenance windows may not be necessary. Announcements will be sent prior to each maintenance window to confirm whether Blackboard downtime will be necessary.

### Discounted Software

ITS offers a variety of discounted software titles to students, faculty, and staff. This includes software from the following vendors: Adobe, Apple, Maple, Mathematica, Microsoft, Parallels Desktop for Macs, SAS (includes JMP), IBM SPSS Statistics (includes AMOS), Systantec Antivirus (Mac) and Endpoint Protection (PC). For more information, go to [http://its.uncg.edu/Software/Purchase/](http://its.uncg.edu/Software/Purchase/).

# Spring ITS Workshops; Online Training

ITS offers free training to students, faculty, and staff through a combination of in-person workshops and online training.

Topics for in-person training for Spring 2013 include:
- Adobe Document Collaboration (new Workshop; available to faculty/staff only)
- Intro to AD/GCN Network/Windows 7
- Intro to Mac OSX
- Intro to Photoshop
- Advanced Photoshop
- iPad Training
- MaxBulk Mailer
- Google+ Essentials
- Google Drive/Docs
- Blackboard Collaborate for Participants
- Blackboard Collaborate for Moderators
- Intro to Blackboard for Students
- Intro to Web Development with Dreamweaver
- Intro to WordPress
- Intro to Online Surveys with Qualtrics
- Intermediate Qualtrics
- Intro to SAS
- Intermediate SAS
- Basic Statistics using SPSS
- Intro to SPSS
- WebFOCUS Developer Studio Reporting

To register for the aforementioned workshops, as well as Banner training provided by Business Affairs, go to [http://workshops.uncg.edu](http://workshops.uncg.edu).

Online training accounts are available through both Microsoft E-Learning and OnLine Education (OLEU). Microsoft E-Learning accounts are available to everyone at UNCG and may be kept indefinitely. OLEU accounts are limited in number and may be kept for a minimum of two months at a time. An OLEU account is valid for one area of training at a time. The OLEU course catalog covers specific areas of training: End User Desktop, Technical General, Technical Microsoft, and Web Development. To request an OLEU account, view the course catalog, or set up a Microsoft E-Learning account, go to [http://its.uncg.edu/training/](http://its.uncg.edu/training/).