ITS Launches Service Catalog

Centralized listing of service offerings available online

Having a well-defined Service Catalog will improve ITS’s ability to provide timely and quality service to clients.

To view the service offerings included in the Catalog, visit http://its.uncg.edu/services/. At the Web site, you will see a navigation menu along the left side of the page. Services are presented by category, by an A-Z index, and by audience type (faculty, staff, students). You may also do a keyword search of the Catalog.

The major components of each service listed in the Catalog include service descriptions, audience type, related services, and where to go for additional information. A service definition glossary is available at http://its.uncg.edu/services/glossary/.

Contact 6-TECH at 256-TECH (8324) for more details about the ITS Service Catalog.

Free UNCG mobile application

The UNCGmobile app is now available for your mobile device — in both the iOS App Store and Google Play Store. The free mobile app allows you to have quick access to campus news, sports, the library catalog, your Blackboard course content, and more.

To obtain the UNCGmobile app, go to the app store on your iPhone, iPad, or iTouch or to the Google Play Store on your Android device. Next, search for UNCGmobile. Then install and start the app.

Features of the UNCGmobile app include: Campus Maps, Events (events from the UNCG Public Events Calendar), Library (a mobile version of the University Libraries Web site), Mobile Learn (Blackboard Mobile Learn app specific to UNCG), News (various University RSS news feeds), Spartan Alert (emergency information provided by the UNCG Police), Spartan Athletics, and UNCG Connect (a UNCG social media aggregator for your mobile device).

For more information about the UNCGmobile app, go to http://its.uncg.edu/uncgmobile/.

Information Security Office: Spring Cleaning

While the traditional ritual of spring cleaning may have faded in recent decades, the concept of an annual top-to-bottom scrubbing is easy and beneficial to adopt for information security purposes.

What would an information security spring cleaning entail? The purpose of information security at UNCG is to assist you in protecting the University’s information assets. The fewer data assets that are maintained and the less broadly those assets are spread, the easier the assets are to protect.

So, the first step in an information security spring cleaning is to look for data in your computer workspace that can be safely removed. Copies of data, temporary documents — any version of University data that is not the canonical copy subject to document retention or other data preservation guidelines can be removed. Most importantly, data that has aged past the legal and policy retention requirements should be purged if there is no operational or other need to retain it.

Next, review software and systems used in your area. Identify systems or software that are no longer used or underused, and decommission them. Software and systems that are no longer being maintained should be decommissioned or resources should be assigned to maintain them.

Then, review your documentation and procedures and make any required updates. While it is certainly possible, and recommended, that these activities happen year round, it is highly likely that things will be missed from time to time. By scheduling an annual information security spring cleaning, you give yourself and your area an opportunity to catch things missed and prevent a backlog of remediation that will pose a daunting challenge in the future.
**UNCG TeleLearning Center Upgrades**

This month, technicians from NCREN (North Carolina Research and Education Network) have been installing new infrastructure in UNCG’s TeleLearning Center, located in the rear wing of the Stone Building. These upgrades provide high-definition video quality to classes and videoconferences sent from or received by the Center.

A new high-definition videoconference device was installed in the TeleLearning classroom. This device sends and receives high quality and low latency audio and video over the Internet at speeds approaching 2 megabits per second, allowing UNCG to make high-quality connections to sites throughout the UNC System, the region, and the world at large. A new 55” LED monitor was mounted in the rear of the TeleLearning classroom, replacing 35” glass tube monitors that had been installed when the facility moved to the Stone Building in 2005. Over the last several years, ITS has upgraded cameras and monitors in the TeleLearning classroom in anticipation of this upgrade to high-definition.

The TeleLearning Center’s Videoconference room was configured for high definition in 2007. Work completed this month included installing two new 55” LED monitors (to provide a larger and clearer video image for users) and new high-definition cameras.

The TeleLearning Center provides support to faculty, staff, and students for teleclasses, administrative videoconferences, and research. When not in use for classes, the TeleLearning classroom is available for webinars, interviews, thesis defenses and group presentations.

For more information about the UNCG TeleLearning Center, visit the Center’s Web site at [http://its.uncg.edu/TeleLearning/](http://its.uncg.edu/TeleLearning/) or contact 6-TECH.

**Campus Technology Updates**

**Mac OS Mountain Lion Now Supported in GCN**

ITS has completed testing of the Mac OS 10.8 (Mountain Lion) in the General Computing Network (GCN) and has determined that there are no compatibility problems. Previously, ITS recommended and supported OS 10.6 and 10.7 for use on the GCN. Users who would like to upgrade to 10.8 can do so without loss of functionality on the network.

Due to the configuration changes required to upgrade to 10.8, it is necessary that the upgrade be performed by technical staff (either department/unit technical staff or ITS technical staff). Contact 6-TECH or 6tech@uncg.edu to submit a request for an OS upgrade.

**New Computer Lab to Open in Graham Building**

This fall, ITS will open a new computer lab in 313 Graham Building. This will be the largest teaching lab on campus with 60 client workstations. The lab will be equipped with a SMART Podium (interactive pen display), a Mondopad (large touch tablet with videoconferencing capabilities), two SMART Boards (interactive whiteboards), a Prometheus ActivBoard (an interactive whiteboard) and a Prometheus ActivExpression response system (a student response system that produces real-time results). An assisted listening device for the hearing impaired will also be available on the teacher workstation.

**ITS Support for Microsoft Products**

In March, ITS published information for users of Microsoft Windows based computers regarding support for Microsoft products (Internet Explorer 9, Office 2013, and Windows 8).

Internet Explorer (IE) 9 is the current recommended version of IE for users of Microsoft Windows based computers. ITS has tested version 9 with the University’s main Web applications including Google/iSpartan and Banner. (Note: Firefox remains the recommended Web browser for UNCG’s current version of Blackboard). All Windows computers on the General Computing Network received an automatic update to IE 9 as part of the March monthly software patches. IE 9 is installed in ITS-managed instructional computing labs.

Office 2013 is available for installation on GCN computers through Run Advertised Programs (RAP). Upgrading is optional. When first installing/using Office 2013, you may see a prompt asking you to connect to or create a Microsoft “SkyDrive” account. ITS does not currently support or recommend SkyDrive and the University does not have an approved contract for use of SkyDrive.

Office 2010 will remain in ITS-managed computing labs through the remainder of the spring semester.

ITS is not currently supporting Windows 8. Many applications used on campus do not yet have versions confirmed as compatible with the Windows 8 operating system. The redesigned Windows 8 user interface will require broad testing with UNCG technology resources. ITS will launch a Windows 8 testing project in late 2013.

The UNCG virtual computing environment (virtual.uncg.edu) will continue to operate in a Windows 7 environment through Fall 2013.

If you have questions or need more information about support for Microsoft products, contact 6-TECH.