

oneonone

INFORMATION TECHNOLOGY SERVICES

Everyone Plays an Important Role in Keeping Campus Computers Secure

By Dan Jones, Campus IT Security Coordinator, ITS

"If criminals would always schedule their movements like railway trains, it would certainly be more convenient for all of us." I read this quote in an old copy of *The Valley of Fear* by Sir Authur Conan Doyle. At the time I was enjoying a vacation of kayaking, seafood, and relaxation. The Monday of my return, the W32.Blaster worm hit campus. Clearly the timing was awful, especially since the start of the fall semester was two short weeks away.

Today, the criminals are on the Internet and they are always looking for ways to exploit campus systems, regardless of the time of day. An attack may be due to another worm, or perhaps the attacker just wants to store movies and music on your computer. An equally likely reason is just because they can.

The worm served as a reminder that computer security is everyone's responsibility. The place to start securing campus computers is by making sure each computer's operating system is updated, and updated often. Systems must have current anti-virus software that receives updates daily. Consider also running a firewall on your system (Windows XP makes this easy). Practice safe computing by not opening attachments you are not expecting. Be thoughtful about which web sites you connect to. And, think carefully about both the risks and benefits of the software you install; that software also needs to be kept up-to-date, which means more work for you.

ITS is continuing to work on improving campus security. The ITS Security Working Group has completed an incident response plan for the campus. We are working on

Continued on page 3.

Welcome to *oneonone* with Information Technology Services (ITS) at CU-Boulder! Once each semester, the *oneonone* will be delivered to all faculty and staff mailboxes on the CU-Boulder campus. In between editions of the *oneonone*, ITS will publish *oneonone updates*, an online version of the *oneonone* that gives updates on stories found in that semester's *oneonone*, as well as any news that may be timely and relevant. Please e-mail oneonone@colorado.edu if you have any questions or comments.

ITS Mission

Information Technology Services (ITS) is the primary information-technology provider on the CU-Boulder campus, with services for telephony, media, computing, and networking. Our mission is to provide and promote information-technology services that support the mission of the Campus and provide leadership for the changing information-technology environment.

in this issue

COVER STORY—Everyone Plays an Important Role in Keeping Campus Computers Secure	Cover
From the Executive Director	2
Copycats Unplugged	2
CIO Guest Column	3

Faculty Focus: Educational Technology	4
News Briefs	5
Training Time	6
Tech News	6
Projects in Process & on the Horizon	7
Tips From Techies	8

newsbriefs

2003-04 Getting Started with Campus Technology Now Available!

The 2003-2004 edition of *Getting Started with Campus Technology*, in both faculty/staff and student versions, is now available in print and online. Pick up a copy at the IT Service Center (located two buildings east of the UMC), or order copies for a course, an entire department, or for any distribution point. This guide helps novice computer users get connected to campus technology services such as e-mail, Internet, telephones, and much more. Orders can be e-mailed to itsdocs@colorado.edu. Please include your name and campus box number. Visit www.colorado.edu/its/gettingstarted for more information.

Foreign Language Initiative

The ITS Foreign Language Initiative (FLI) will be rolling out this fall. Since the FLI began in fall 2002, ITS has enabled foreign text support in an increasing number of facilities. Some of these include the ITS/Libraries Team Technology Rooms, the new UMC 138 mixed platform lab, the Engineering Lab cluster, and the Norlin labs. This foreign text support allows users to type in various languages taught at CU-Boulder, including Chinese, Japanese, the accent characters of French and Spanish, and more. Another component of the FLI will be a web site, to be unveiled later this term. ITS looks forward to offering this service to the campus's diverse population of computer users, and hopes it will be useful to people on all sides of the globe.

oneonone

Editor

Holly Wiemers, Public Relations & Communications, Tier 1 Support

Feedback

Send feedback to oneonone@colorado.edu

Web Site

www.colorado.edu/its/oneonone/

From the Executive Director

Dennis Maloney



Brick by Brick

Welcome to the Fall 2003 edition of *oneonone*, ITS' newsletter for CU-Boulder faculty and staff. I hope this edition provides you with a wealth of useful information to help you stay abreast of information technology services and initiatives occurring on campus.

Brick by Brick... Given the events of 2003, those bricks for us are security, security, security, in no particular order. From the Slammer Worm to the Blaster Worm, the message is clear. It's time for all of us to come to terms with the power of computing and the inherent risk this power brings. Anyone who uses a computer, from researchers using the latest supercomputers to the rest of us using personal computers as academic and office productivity tools, we all share the responsibility of managing these computing resources. And, as a networked community, any computer that connects to the campus network is a potential vulnerability for the rest of the network. This includes wired on-campus, wireless, dial-in through campus modem pools, and any departmental specific network connections.

Recently it was announced that Ken Klingenstein, CU-Boulder's Chief Technologist, is being awarded the Educause Award for Leadership in Information Technologies. I believe Ken is very deserving of this award because of his lifetime of significant achievements and leadership in promoting the use of technology in higher education. Since 1999, Ken has been spearheading the Internet2 Middleware Initiative, an initiative focused on providing critical identification, authentication, authorization, and directories. These middleware elements are all part of our security strategy to support and manage access. Ken's leadership has provided the essential foundation for our "bricking."

The rest of the bricks include ITS security initiatives that you'll hear more about during the fall, as well as your help. Your help is a vital element and it includes:

Keeping your computer's operating systems up to date. Maintaining a current version of virus software and virus definition files and scanning all incoming e-mails and files. If your anti-virus package includes firewall protections, consider installing it.

Only open e-mail attachments from someone you know and if you know what the attachments contain.

If running Windows XP operating system, set the firewall option.

Before installing software, carefully consider the business need and potential risk. All software has inherent risks, especially freely downloadable "fun" applications.

For more information about these suggestions and other security issues, please refer to www.colorado.edu/its/security.

Brick by brick we can build a campus network and computing environment that is secure. Thank you in advance for your participation.

Copycats Unplugged

By Deborah Keyek-Franssen & Marin Stanek

Like most campuses nationwide, the University of Colorado at Boulder is under increasing pressure to address illegal file sharing of music and movies. CU-Boulder is taking a two-pronged approach to addressing these and other copyright issues. In addition to implementing guidelines and procedures to respond to notifications of copyright violations, the campus is developing materials to assist faculty, students, and staff who wish to use copyrighted materials in their teaching, research, and work.

During the summer months, a campus-wide committee of representatives from the UCSU (University of Colorado Student Union), the Residence Hall Association, Student Affairs, Judicial Affairs, Housing, ITS, the Libraries, and the CU System met to develop guidelines and procedures for addressing illegal file-sharing. The project was commissioned and led by the Office of Academic and Campus Technology and resulted in changes in the way the campus responds to notifications of copyright violations. Beginning this fall, CU-Boulder will implement a "three strikes" procedure for those violations.

1. The first time notification is received that a computer has downloaded or distributed copyrighted materials, an e-mail will be sent to the computer user informing him or her of the notification. The user has two business days to respond and either demonstrate that the notification was unwarranted. If the user does not respond within two days and/or if unauthorized use of copyrighted materials continues, network access is suspended (the user's network connection is disabled) until the situation is resolved. E-mail and other accounts will not be disabled. The appointing or sponsoring authority of faculty, staff, or sponsored affiliate is informed of this and all other notifications.
2. Network access is suspended immediately when the university receives a second notification about a user. For network access to be restored, the user is required to submit a signed, hard copy certification page that states that the user understands copyright issues and the ramifications of a subsequent offense.
3. Network access is suspended immediately when the university receives a third notification for a user. Network access is not restored, if at all, until the case is adjudicated by Judicial Affairs (for students), or reviewed and decided by the appointing authority (for all other users).

The summer committee also developed a "Copycats Unplugged" awareness campaign (designed by David Underwood of ITS) that is targeted at students. This print campaign is designed to raise awareness about copyright issues and especially the illegality of most file-sharing by students. It is augmented by online educational materials (www.colorado.edu/copyright) and communications with RAs (Resident Advisors) and administrative and governance groups.



During fall 2003, Academic and Campus Technology will convene a faculty-centric committee to develop tools for faculty, students, and staff to facilitate the use of copyrighted materials in support of the campus's academic and research mission. If you are interested in participating in this project or if you have any questions about the campus's response to copyright issues, please contact Deborah Keyek-Franssen at deblkf@colorado.edu.

CIO Guest Column

By Bobby Schnabel, Associate Vice Chancellor for Academic and Campus Technology



I appreciate the opportunity to write a short column discussing the campus's information technology (IT) activities and issues. The role of information technology at universities has changed significantly in recent years. Not too many years ago, the main roles of IT at universities were data processing and research (scientific) computing. The former is supportive of, rather than central to, the academic mission of teaching, learning, research, and creative work, while the latter was specialized to a rather small subset of the campus.

In recent years, IT has evolved to occupy a central role in what we do in higher education. First, communication is at the core of human existence, and IT is now at the core of human communication. Many of us would more readily go without our phones than our e-mail! Second, IT is playing an increasing role in teaching and learning in all disciplines. This ranges from use of course web sites or learning management systems for course documents and interaction, to use of educational technology ranging from PowerPoint lectures to sophisticated computer simulations. Third, IT now plays a broad role in research and creative work in fields ranging from physics to art, and almost everything in between. And finally, our IT-based support systems have grown far more sophisticated, and now include services like student portals that offer unified and customizable access to a wide range of services.

Due to the far more central role of IT, the campus is devoting considerably more attention to planning for and prioritizing the uses of IT. Several groups consisting of faculty, students, and staff play key roles in IT decisions at CU-Boulder. The campus IT Council is composed of high level campus leaders, at the level of deans and executive directors, as well as student representation. It provides overall strategic direction for campus IT priorities and policies. The Faculty Advisory Committee for IT (FACE-IT), composed of faculty from each school and college, provides advice about the academic uses of IT. The IT Infrastructure Advisory Group (ITIAG), composed of IT professionals from all parts of the campus, advises on operational and infrastructural IT issues. And the student government plays a crucial role in IT direction-setting through their co-management of student computing fee revenues, which in recent years have supported initiatives ranging from student WebMail, to the student portal, to a new student file system.

Each year, the campus IT Council establishes a set of programmatic priorities for campus IT, based on the campus's IT Strategic Plan. In doing so, it must balance what we would like with what we can afford. While IT has sometimes been touted as a means to replace services and lower costs, we have seen over the years that far more often, it provides a way to enhance services, often at an enhanced cost. Rightfully, campus IT has been subject to the same budget cuts as all parts of the campus, and so cost containment and saving where possible are particularly important this year.

The high-level IT priorities that have been established for this academic year include:

- Academic technology: examining campus directions in learning management systems (e.g. WebCT); providing resources that students can use to attain basic levels of IT literacy; examining the use of educational technology in large introductory classes; and providing guidance regarding use of copyrighted digital materials for academic purposes.
- Portals: introduction of the student portal in January 2004, and exploration of the feasibility of developing a faculty-staff portal.
- Security: improving campus techniques and awareness for approaches to keeping computing environments secure; reducing the number of campus computers accessible externally without reducing convenience for campus users
- Efficiency: developing ways to reduce overall costs through consolidation of services in cases where this is mutually desirable, such as selected e-mail systems.

Your suggestions, comments and questions are most welcome!

Keeping Campus Computers Secure, continued.

putting in place some of the systems to support this plan, including an incident response database. The incident response database will also allow the tracking of policy violations, such as copyright infringement. Understanding the number and type of security incidents on campus will help us build a better campus security infrastructure.

The ITS Security Working group has also completed preliminary work on a risk assessment, which focuses on systems that utilize student or financial information from University Management Systems (UMS) or ITS. Upon approval from IT Council, the working group will start contacting system owners and administrators.

Over the next year, ITS will be reevaluating network security on campus. It is increasingly clear that before a computer is allowed to connect to the campus network, it will need to meet minimum security requirements. During the Blaster Worm attack, ITS quickly implemented a measure to ensure that each student's computer was scanned to check for the needed security patches. The application then helped the student install the correct patches if needed. A similar patch management solution, including anti-virus and desktop firewall software, would go a long way in improving security.

When the vulnerability exploited by the worm was announced July 31, there were roughly 3,600 un-patched and vulnerable systems on campus. When the worm hit campus (through a dial-up modem user) approximately 1,000 systems were still vulnerable. Some universities had more than 1,000 systems that had to be rebuilt right before the fall semester began. At CU-Boulder, only 265 were ultimately infected. We were lucky! Worms, viruses, and other computer attackers will not wait for a time that is convenient for us. So we need to be ready.

ITS Makes Significant Changes to Educational Technology Support

By Ken Schuetz, Educational Technology and IT Support Manager

ITS has done it again. We've made internal adjustments in order to position ourselves to better meet the external needs of our customers. This time the adjustment is in areas supporting computing labs and technology-equipped classrooms. For some time now, the use of computing labs and technology-equipped classrooms has been converging. A room used as a computing lab one hour is often used as a classroom the next. This trend is not unique to CU-Boulder and, as you can imagine, comes with inherent challenges for ITS. We have evaluated these challenges in light of the campus IT Support Model and have established a new support approach.

The term "educational technology facilities" is meant to define the entire breadth of facilities where faculty teach and students learn, including computing labs, classrooms, lecture halls, and team technology rooms.

The new approach establishes a support entity in ITS called Educational Technology Facilities Support, or ETFS. The term "educational technology facilities" is meant to define the entire breadth of facilities where faculty teach and students learn, including computing labs, classrooms, lecture halls, and team technology rooms.

ETFs staff previously supported the campus as part of ITS through the Classroom Support and Lab-Site Support organizations. They are directly managed by Bruce Wood, a former Lab-Site Support manager; and are positioned in the third tier of the IT Support Model. On May 12, 2003, ETFs was fully deployed on campus and is currently maturing. The staff is now trained to address technology issues in all ET facilities and is deployed in seven zones across campus. One ETFs staff person is assigned primary responsibility for each zone and is actually stationed in an office space somewhere within that zone.

The zoned deployment is reflective of ITS' Educational Technology Support Model. The model identifies the IT support elements that every school, college, or department needs for the faculty in their area and then provides the ITS service offerings to support those departments and their faculty. The four areas include desktop support, ET facility support, support for incorporating technology in teaching and research, and server support. The ITS service offerings all follow the same pattern: central ITS management, local positioning, and joint commissioning.

Although ETFs staff is deployed in seven zones across campus, ETFs services will still be requested centrally. The only phone number you need to know is 5-HELP (the IT Service Center). The IT Service Center will receive requests for support, remotely resolve as many as they can be, and then dispatch all other cases to appropriate ETFs staff by two-way radio or pager.

ETFs is funded and commissioned to support centrally scheduled, centrally funded facilities. This includes approximately 105 technology-equipped classrooms, 60 computing labs, and 10 team technology rooms. By some counts, there are nearly that many such facilities on campus that are "owned," operated, and funded by individual schools, colleges, or departments. ITS is preparing to offer an extension of these support services with corresponding Tier 4- ET Facilities Engineering and Design services to the owners of these facilities on an auxiliary basis. Final details are being worked out as this article is being written. If your department is interested in exploring this option, please contact me at ken.schuetz@colorado.edu.

In addition, ITS provides faculty with instructional support through core expertise and services in the areas of digital media development, course management systems, desktop support, technology in teaching and research support, statistical and mathematical software support. Information about some of these and other important areas can be found on pages 4 & 5.

Technology in Teaching and Research Support

These services are provided by Distributed Academic Technology Coordinators (DATCs). DATCs work directly with faculty and instructors to help them employ technologies in their teaching, research, and creative works. DATCs provide personalized application training, design assistance in teaching and research projects, counseling on appropriate technologies for classroom and project purposes, and often act as liaisons between faculty and ITS' technology support services.

DATCs are distributed throughout schools and colleges on the Boulder campus so they can work closely with faculty where they are located. This close-by technological support enables a wide array of ITS-supported technologies to be integrated into the teaching, research, and creative works processes. The DACTS help faculty leverage their ongoing endeavors with appropriate technologies, keeping a tight focus on solutions.

Desktop Support

Desktop support is the result of focusing, strengthening, and streamlining the BugBuster program. This group provides operating system and software support for faculty and staff desktops. ITS has entered into formal agreements with the School of Education, the School of Law, and the College of Music to provide a dedicated desktop support staff technician. This person will provide on-site support with an increased level of knowledge about the supported computers while still operating under the management and guidance of ITS in cooperation with the departmental Tier 2 Computing Support Representatives (CSRs). Requests for support are received at the IT Service Center (5-HELP from a campus phone) and then delivered to the technician in the field to promote efficiency and ensure resolution.

Desktop support continues to provide support to other schools and colleges from a pool of dispatched technicians. Support is also provided through the walk-in facility at the Telecommunications Center, where customers can bring in their home machines for support on a first-come first-served basis.

Course Management Systems

The course management system currently supported by ITS is WebCT Campus Edition 3.8. The Courseware Support Coordinator within ITS' Faculty Services unit works directly with instructors (WebCT Designers) to help them to effectively make use of WebCT's tools. The coordinator provides personalized training and WebCT course design consultation for faculty and TAs using WebCT. When appropriate, the coordinator also works with Digital Media Development and the DATCs to integrate ITS-supported technologies into courses using WebCT. More information about WebCT can be found at www.colorado.edu/its/webct.

TEC

The Technology Experimentation Center (TEC) is a centrally located (Humanities 1B60) experimentation, learning, and help source on the CU-Boulder campus that provides a comfortable, hands-on forum for experimenting with and receiving advice on instructional technology. It is open to all campus faculty and instructional staff free of charge. Faculty who are interested in exploring how technology might help them in their work are especially encouraged to visit the TEC. Contact the TEC staff at 303-735-3295 for more information or to set up an appointment.

Computing Support Representatives, your departmental source for help

A Computing Support Representative, or CSR, is a representative from each department on campus who acts as a local point of contact for computing and networking support for his or her department. These representatives provide an integral link between ITS and each department on campus.

The Tier 2 CSR program is an initiative on campus that involves at least one person per department who acts as the liaison between ITS and his or her respective department. While each department on campus has at least one Tier 2 Representative, the level and commitment of that CSR is up to each individual department.

CSRs are identified by their department (usually through the Telecommunications Liaison) as the person who should play the role of point of contact with ITS for their department. Every level of technical skill is represented within the CSR community, from those with a very basic understanding of campus technology, to CSRs who have been IT professionals for 30 or more years. CSRs can be classified or exempt professional staff, faculty, or students.

For more information about the CSR program, or to find out who your CSR is, please see www.colorado.edu/its/tier2 or contact ITS Tier 2 Manager LeCarla Gilmore 5-2036 or gilmere@colorado.edu.

newsbriefs

Videotaping Services for Faculty Who Need to Miss Class

ITS Media Services has a classroom studio available to videotape lectures for faculty. Instructors who are unable to teach one or more of their classes can use this service by taping the classes ahead of time. With a prerecorded lecture, students don't miss a class and teachers don't have to find someone else to cover for them. The classroom studio allows the instructor to use a computer, overheads, show-and-tell objects, and video playback. The instructor needs to do nothing except prepare for lecturing as usual. The lecture is recorded on a VHS videotape for playback in any media equipped classroom. If the class is not normally held in a media equipped room, one can be requested for one-time use by calling classroom scheduling, 303-492-6619. There is no charge for videotaping classroom instruction. There is a charge for the videotape, which is less than \$3.

Changes to Site Licensing

There have been a number of changes the past few months at ITS in the area of site licensing of software products. Jo Waite retired at the end of June and Karin Berglund retired July 31. As of August 18, Alex Pearson assumed management of this area. If you have requests for software, you may send e-mail to sitelic@colorado.edu. For information about site license programs currently available through ITS, please refer to www.colorado.edu/its/sitelic.html.

Faculty Computer Purchase Program Has Returned

ITS is pleased to announce that the Faculty Computer Purchase Program, which was on a one-year hiatus, resumed July 1. The program will now be run on a four-year cycle with all full time faculty eligible for a computer once every four years. If you have any questions, please contact Alex Pearson at 5-0159 or alex.pearson@colorado.edu.

Long Distance Rate Reduction

ITS is offering lower long distance rates. Domestic long distance rates have been reduced to \$0.06 per minute anytime, day or night. Most international calls have been reduced as well. For more information, please visit www.colorado.edu/telecom/ratesapp/.

training time

Brown Bag Seminars

- Lecture and demonstrations on computing topics
- Topics include WebCT, SkillSoft, Writing for the Web
- Wednesdays from noon to 1 p.m., UMC 247
- Drop by and bring your lunch!
- No registration necessary

For Brown Bag seminar topics and calendar go to www.colorado.edu/its/brown.html.

Hands-on Workshops

- Hands-on computing workshops in a lab
- Topics include web page creation, effective Internet searching
- Various times and locations
- No food please!
- Register online at www.colorado.edu/its/workshops

For hands-on workshop topics, dates, times and locations go to www.colorado.edu/its/workshops.

Statistical Computing Support Available from ITS

Advice on statistical computing and data analysis is available through ITS to CU-Boulder students, faculty, and staff. We are located in the Muenzinger Psychology Building, Room E312 (303-492-3879). Additional information is available at <http://spot.colorado.edu/~oliver>.

The ITS Statistical Computing Office will continue to hold several workshops on SAS, SPSS, and S (S-PLUS/R) this semester. The workshops are free for CU-Boulder students, faculty, and staff. Each workshop is three hours long. No previous experience with the software is assumed.

Topics include how to import and export data, how to visually explore data, how to transform and recode data, and how to carry out statistical analyses to obtain descriptive and inferential statistics.

For more information about the workshops, including locations, dates, times, and how to sign up, visit www.colorado.edu/its/workshops.

SkillSoft Computer Based Training (CBT) reduction

As of July 1, 2003, a lot fewer online courses became available through SkillSoft. Due to recent budget cuts, there are now 75 (versus the former 300) titles available to take. These titles include MS Windows operating system (2000 & XP), MS Office XP (Word, Excel, PowerPoint, Outlook and FrontPage), Browser (I.E. and Netscape Navigator), and some Macromedia and Adobe classes.

Tech News

Establishing a Wireless Partnership

By Marcia Walker

Wireless Internet access is becoming increasingly available on the CU-Boulder campus, as ITS establishes wireless access in the buildings most frequented by students and as other departments set up their own wireless access points. While this increased access offers tremendous benefits to students, faculty, and staff, there have also been a number of problems arising from the independent installation of wireless devices. Uncoordinated wireless access points and installations often result in security vulnerabilities, conflicts with other wireless networks, and network outages on wired subnets.

According to university policy (www.colorado.edu/its/wireless/policy.html), ITS is responsible for coordinating Wireless Local Area Network (WLAN) hardware across the CU-Boulder campus to ensure optimal network coverage, secure access, and general network stability. Wireless technology is easy to deploy, but is highly sensitive to overlapping frequencies. In addition, access points can act as routers or DHCP servers if configured incorrectly, which can disrupt service to other network users. For these reasons, ITS has been charged with managing wireless technology on campus with a centralized approach to ensure functionality, maximum bandwidth, and security.

ITS has installed wireless access points at CU-Boulder which have been paid for by student technology fee funding; and the list of wireless locations is continually expanding. In other locations, departments have provided funding for ITS to install permanent wireless networks in their areas. If your department is interested in getting wireless networking in your area, ITS can provide site surveys and cost estimates for a professional wireless installation that includes ongoing support and maintenance. Please contact the Wireless Access Team at its-wireless@colorado.edu for more information.

If you have already set up a wireless access point, it is important to contact the ITS Wireless Team to make sure the configuration of your access point doesn't disrupt network services for other campus network users. ITS will work with the access point owner to be sure it is set up correctly and does not interfere with other wired and wireless networks. Information about the wireless project including coverage maps, partnerships with ITS, and computer configuration instructions can be found at www.colorado.edu/its/wireless.

projects in process and on the horizon

Student Portal Update

By Paula Vaughan

The student portal, CUConnect, wrapped up its summer prototype testing on a high note. The last week of the test (the last week of summer session), we announced the prototype test in a student Buff Bulletin that generated a great deal of interest and resulted in a total of 1,188 people who tested the portal.

Throughout the summer, we ran surveys within the portal asking students about a variety of topics, including information access within the portal, portal look and feel, PLUS within the portal, and effectiveness of announcements displayed in the portal. The final survey asked the students to rank the value of each portal feature. Results from these surveys, including summary results for the summer's worth of surveys and comments, can be found on the portal project page: www.colorado.edu/StudentAffairs/portalproject.

The bottom line appears to be that the portal was very well received by the students. The most highly praised portal feature was the availability of pertinent information and services all in one place. The portal is now in hibernation while we enhance the features based upon the test results. Features that we will be adding or enhancing include (in part) access to WebCT through the portal, more detailed schedule information, a process for departments/groups to submit department/group-specific news for publication within the portal, and adding CU colors for portal look and feel.

If you would like to find out more about the portal – so you know what the students will be using in the spring, or to evaluate how your department can take advantage of the student's new web gateway to CU-Boulder – please contact Paula Vaughan, Project Manager, paula.vaughan@colorado.edu. If you would like a sneak preview of the portal, check out our demo site at <https://portaldemo.colorado.edu>. (Instructions for logging in are on the web site. Also, please note, this is just a demo site, so it might behave a little oddly from time to time.)

Campus Printing Initiative Could Save CU-Boulder 7.5 Million Prints Per Year

Source: News Services Press Release

The CU-Boulder campus began a new system of printing from campus laser printers on Aug. 20, implementing a new "Campus Printing Initiative" that is expected to reduce usage by as much as 7.5 million prints per year, based on reductions at other major universities. The program will require anyone using printing sites in ITS labs, housing and the libraries to pay 10 cents for the first page of each black-and-white print, 9 cents for the second side, and \$1 for each color print.

Students can print from computers using their Buff OneCard student IDs. Credit for printing can be added to Buff OneCards either online or at locations around campus. Non-student users will be able to purchase vending cards for printing, and departmental vending cards also will be available. Students will receive an initial free quota of 100 black-and-white prints, which will be credited to Buff OneCards upon their return this fall.

Usage at other major universities has declined from 30 percent to 70 percent when similar programs have been established. CU-Boulder's cost estimates for the program are based on a planned print reduction of 50 percent, and an increase in double-sided printing. Faculty are encouraged to accept duplex prints for course assignments.

Plan your day...the WebCal way

With the semester just starting, now may be the perfect time to incorporate new technology into your teaching, research, or work. WebCal, an Information Technology Services (ITS) web-based calendar powered by SUN Microsystems, is available to all CU-Boulder faculty, staff, and student employees.

WebCal is full-featured, reliable, and has security features (IdentiKey login). It will work from any computer running any operating system (cross-platform capabilities) and it is directory-enabled, which means that you can look up and interact with other CU-Boulder faculty, staff, and student employees – even if they aren't using WebCal. Its capabilities include inviting others (whether they're on WebCal or not) to meetings and scheduling conference rooms across campus. Because it is part of a campus technology package already in place at the university, one of WebCal's best features is that there is no additional cost to you if you wish to use it.

Many departments have already adopted this useful calendaring application. The list of uses, and satisfied users, grows daily. Currently, close to 1,500 faculty, staff, and student employees are using WebCal.

Try WebCal today and see what all the excitement is about. Just enter your user name and IdentiKey and see what WebCal can offer you. To find out more, please visit www.colorado.edu/its/calendar or contact the IT Service Center at (303) 735-HELP.

tips from techies

WebMail, buffmail, mail... What does it all mean?

By Susan Dorsey

mail - electronically speaking, "mail" can be short for one of two things on the CU-Boulder campus. It can refer to "e-mail" (the abbreviated name for electronic mail), or it can refer to the main student e-mail server, whose full name is mail.colorado.edu.

WebMail - an e-mail client provided by ITS to campus employees on the buffmail server. Also available to students on the student server, mail.colorado.edu. WebMail is a web-based program, making it easy to access from any Internet-capable computer using an updated browser.

e-mail client - a software program used to access and manipulate e-mail sitting on a server. WebMail, Outlook, Outlook Express, Eudora, Pine, and OS X mail are all examples of e-mail clients. Each of these behaves and displays e-mail messages and folders differently, but they all allow you to read, save, delete, reply to, and manage your e-mail using a graphical interface.

buffmail - a new e-mail server for CU-Boulder faculty and staff only. With buffmail, faculty and staff get increased storage space, the ability to access e-mail using the WebMail option, and improved e-mail reliability. Using cluster software, buffmail is actually two servers working together as one. Its fully qualified name is buffmail.colorado.edu

server - a computer that serves multiple people simultaneously. Servers are generally larger and much faster machines than individual desktop computers, which serve only one person at a time. ITS currently maintains 60 servers in the East Campus Computing Center, six of which are e-mail servers used by people campus-wide.

the small print

oneonone is published twice a year in hardcopy and is also available online at www.colorado.edu/its/oneonone.

Articles may be reproduced or republished for noncommercial purposes, provided ITS receives acknowledgment and a copy of the publication in which the material appears. The use of trade, firm, or corporation names in this publication does not constitute official endorsement or approval by the University of Colorado.

The University of Colorado at Boulder is an equal opportunity /affirmative action institution that does not discriminate on the basis of race, color, national origin, sex, age, disability, creed, religion or veteran status.

Information Technology Services (ITS) is the primary information-technology provider on the CU-Boulder campus, with services for telephony, media, computing, and networking. Our mission is to provide and promote information-technology services that support the mission of the Campus and provide leadership for the changing information-technology environment.

get help

IT Service Center

- Phone: 303-735-HELP (5-4357 from an on campus phone), Monday -Friday, 8 a.m. - 7 p.m.
- Walk-in: First floor, Telecommunication Center (located two buildings east of the UMC), Monday-Friday, 8 a.m.-5 p.m.
- E-mail: help@colorado.edu

oneonone

Colorado

University of Colorado at Boulder
Information Technology Services
313 UCB
Boulder, CO 80309-0455