

# oneonone

INFORMATION TECHNOLOGY SERVICES

Welcome to *oneonone with Information Technology Services* at the University of Colorado at Boulder! Once each semester, the *oneonone* is delivered to all faculty and staff mailboxes on the CU-Boulder campus. In between editions of the *oneonone*, ITS publishes *oneonone updates*, an online version of the *oneonone* that provides updates to topics which may be timely and relevant.

We hope you find this issue useful. Please e-mail [oneonone@colorado.edu](mailto:oneonone@colorado.edu) if you have any questions or comments. Additionally, if there is anything you'd like to see covered in this publication, please let us know.

## CU-Boulder Provides Antivirus Software at no Cost to the Campus

University of Colorado at Boulder faculty, staff, and students now have access to one more tool in their fight against a daily deluge of computer viruses and worms. The campus has purchased and is making available antivirus software at no cost to all faculty, staff, and students.

Antivirus software is one of the most important security tools for warding off computer viruses and worms and the campus now has access to a leading software product for work and home use, said Dennis Maloney, Information Technology Services (ITS) executive director.



"IT security and related initiatives have become increasingly vital for the campus," Maloney said. "Providing this software is one important step toward increasing the level of overall campus security while helping departments reallocate the resources they were previously using to purchase this type of software."

Branded by the campus as CUantivirus, the software is a Computer Associates product called eTrust. The antivirus selection process took close to six months and the Computer Associates product was ultimately chosen because it met all of the necessary security criteria for the campus at a more affordable price per license. In addition, Computer

*Continued on page 3.*

## 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.

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## ITS Recommended Postponement of Windows XP Service Pack 2 at Start of Semester

*Aiming at Mid to Late Fall for Implementation*

Microsoft is in the process of releasing Windows XP Service Pack 2 via Automatic Update and Windows Update. This service pack makes significant changes to the Windows XP operating system that could render some individual computers unusable. Due to beginning of semester activities, ITS recommended that the campus postpone the update until it was in a better position to assist users with the upgrade or any consequences from upgrade problems.

ITS is now reevaluating this upgrade and will begin to help campus computer users complete the migration throughout the fall semester. This change only affects users of Windows XP and not older versions of Windows, including Windows 2000.

If you have any questions or need help with this process, please contact the IT Service Center at (303)735-HELP or your departmental Tier 2 CSR (Computer Support Representative). If you do not know who your CSR is, you can find that information on the Tier 2 CSR look up web site tool at [www.colorado.edu/its/tier2/lookup.html](http://www.colorado.edu/its/tier2/lookup.html).

## Finding the Most Up-To-Date ITS News

Please visit [www.colorado.edu/its/news](http://www.colorado.edu/its/news) for the most current news about ITS issues, including security announcements, project updates, and ITS notices.

# oneonone

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# A Word from Dennis Maloney

ITS Executive Director



The campus Information Technology Strategic Plan developed in 2002 ([www.colorado.edu/ITplan](http://www.colorado.edu/ITplan)) outlines the campus plans and priorities for the use of IT resources in support of the campus mission. This plan provides an excellent framework to discuss IT priorities for the academic year 2004-2005. In August 2004, the Information Technology Council met

to discuss IT funding priorities for the current year. The discussed funding priorities fall into the following major categories:

- Classroom technology - includes Internet access, cable television access, AV projector, CD/DVD player, and VHS player. Today, approximately one-half of centrally scheduled campus classrooms have this level of technology. There are two challenges here: having technology in more classrooms and replacing the equipment within a reasonable life cycle to ensure adequate quality.
- Faculty/staff portal - this ambitious project began earlier this year to support unified, web-based information and application services. Two important areas of development are faculty tools to support course-related administrative tasks and front-end PeopleSoft tools to ease the use of PeopleSoft transactions. Some of the faculty tools include electronic course rosters, course roster e-mail lists, photo rosters, and integration of course web sites within the student portal (CUConnect).
- Learning management systems - support of course management software that encourages widespread use, provides critical functionality, and is effectively integrated into the student portal.
- Centralized services - the IT Efficiencies Feasibility Study completed in the fall semester of 2003 pointed out that CU-Boulder should consider centralizing certain services to promote a more secure campus computing environment, reduce overall campus costs, and integrate with other campus services.
- Information and Information Technology literacy and fluency - intended to increase the digital literacy of first-year students by helping them maximize their learning experiences. Digital literacy includes the resources that are accessible online and underscores the importance of looking at each of these resources with a critical eye.
- Network - ubiquitous access to campus network and computing resources is essential to support an environment that encourages teaching, learning, and academic research. The campus is fully wired at this time with basic levels of service, but is challenged with completely covering the campus for wireless connectivity and high-end networking needs, primarily in research computing.

Each of these important strategic initiatives directly supports the campus's teaching, learning, and academic research missions. The challenge is finding funding at a time when funding is tight.

Best wishes for a successful semester,



## CU Students KnowIT! New Program Helps Freshman Achieve Digital Literacy for Academic Success

Digital Literacy plays a very big role in a student's learning experience and academic success, and is particularly important for incoming students.

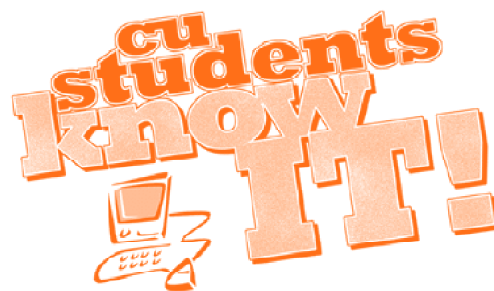
Beginning fall 2004, first-year students will have access to a special kind of training devised by a committee of campus faculty and staff and sponsored by the Office of Academic & Campus Technology that will aim to increase the digital literacy of first-year students during the beginning weeks of the fall semester.

Digital literacy is a term that merges the concept of print literacy (commonly considered library skills) with information technology skills. The curriculum focuses on helping new students be properly equipped to achieve success in their academic careers. To this end, a series of three training sessions in three locations will be held by peer trainers at the semester's start. In addition, elements of knowIT will be incorporated into classes taught by professors in the Program of Writing and Rhetoric.

The university has always recognized the importance of knowledge-knowing where to find it, evaluating critically the information found, and using this information effectively and creatively. Those skills, in addition to utilizing new technology applications as they become available for learning, create a solid foundation for CU students to build their academic experiences upon. Understanding how best to utilize technology may make the difference between getting a B+ or an A- in a class. It is the firm belief of the project team that CU students should know information technology (or IT) to enhance their academic potential.

For more information about this initiative, curriculum, or other training opportunities, please visit the project web site at [www.colorado.edu/knowit/](http://www.colorado.edu/knowit/).

You can also contact Marin Stanek at [stanek@colorado.edu](mailto:stanek@colorado.edu) or the IT Service Center at (303) 735-HELP Monday to Friday 8 a.m. to 5 p.m.



achieving digital literacy for academic success

## CU-Boulder Provides Antivirus Software at no Cost to the Campus, continued from cover

Associates provided a licensing agreement customized to CU-Boulder's needs.

"CUantivirus will benefit CU-Boulder because it's a campus wide solution to the ever-increasing virus problem," said David Normann, ITS project manager and lead on the CUantivirus deployment. "Protecting against viruses helps make academic computing a safer and more effective experience for the entire campus."

ITS purchased the software by using existing funds earmarked for antivirus software in labs and in computers purchased through the Faculty Computer Purchase Program. A total of 32,000 licenses were purchased at a cost of 47 cents per license per year, and the contract will run for three years.

The software comes preconfigured so campus computer users don't have to worry about it again once it has been installed. It works with Windows (2000 and newer), Mac OS X, and Linux operating systems, and is set up to scan against the most recent viruses and worms and alert users if it detects any on their computers or in their e-mail.

More information about CUantivirus can be found at [www.colorado.edu/its/security/antivirus](http://www.colorado.edu/its/security/antivirus).

is your computer  
feeling a little...



VULNERABLE?

## ITS Unveils New IT Security Web Site; Will Launch a Security Awareness Campaign Soon

Want to find out more about viruses, worms, and other IT threats? Need to know how to report an incident or go about getting viruses removed from your computer? Interested in security policies that relate to you or just have an IT security question?

If so, visit the reworked and greatly improved IT security web site just unveiled this month at [www.colorado.edu/its/security](http://www.colorado.edu/its/security) to find information about these and other IT security topics. This site has something for every level of expertise, from very basic to advanced tools for IT professionals across campus. This site can help you make sure that your computer's operating system is up-to-date, that you're running current anti-virus software, and alert you to tools to keep your computer safe. These tools can go a long way toward protecting your computer from malicious attacks.

In conjunction with the availability of this security web site, ITS will also undertake a security awareness campaign beginning late fall with the purpose of informing the campus community about how to keep its computers and important information safe from malicious attacks.

### More About ITS' IT Security Office

Because the campus provides network services to a large number and variety of users - faculty, staff, students, and external constituencies, a security compromise for any campus-networked system can have a detrimental impact on other networked systems and represent a liability to CU-Boulder.

Incident response is key to limiting the impact a security compromise can have to other campus-networked systems. Understanding the past history of security compromises is important for improving the security of future IT projects. On average, ITS responds to more than 100 security incidents per month, with reports ranging from copyright infringement to computer infections because of viruses and worms.

The campus has in place an IT Security Office which works within ITS and that is tasked with developing strategic and tactical planning for IT security initiatives, providing leadership for the development of appropriate security policies, and coordinating campus IT security activities. This group is also tasked with recommending and/or establishing standards for the campus network and implementing technologies to improve the security for network hosts.

However, no matter how many preventative measures and attention to security is taken by campus IT professionals, it still comes down to you. Remember, network security is everyone's responsibility. If you use campus Internet services, what you do (or don't do) to protect your computer and its information can have consequences for everyone on campus. By keeping your computer safe, you're also helping keep the entire campus network safe from attack.

## Grrrrr, SPAM...and what ITS is Doing About it

"I hate spam!" seems to be the general consensus among campus e-mail users. No one agrees more with this sentiment than the IT professionals who spend a great deal of their time and energy in a daily fight against the unwanted and often offensive messages that plague inboxes.

As you wade through and delete unwanted e-mail in search of legitimate messages, it might surprise you to know that you're not even seeing the vast majority of unwanted messages that get delivered to the campus each day. Because of the filtering and aggressive blocking of known spammers and messages containing viruses and worms, more than 80 percent of messages sent to campus e-mail users each day are never even delivered to campus inboxes. (This is why buffmail and WebMail may sometimes seem to be a little more sluggish during peak times - they are working overtime to filter these messages and keep them from your inbox.) In fact, ITS currently blocks more than 30 million hosts and rejects more than one million messages per day.

Spam is a growing problem. Not only is it a relatively inexpensive marketing technique for both legitimate and not-so-legitimate businesses, enough people respond to these messages that it makes it worthwhile for the spammers to send. On top of that, a majority of the unwanted e-mail comes from other countries, making it hard to track and apply existing laws to. And, just as technology gains ground in the fight against spam, spammers figure out other ways to get their e-mail messages through - and the battle begins anew.

To make matters worse for e-mail users, more of the unwanted e-mail clogging inboxes contains viruses, worms, spyware, or other malware (i.e. "bad" software). This can cause serious damage to your computer and put your personal information at risk if you aren't careful.

Without knowing it, you could also be adding to the spam problem. For instance, replying to these messages asking to be "unsubscribed" only validates the use of the address, making your address extremely valuable. Lists are constantly sold, and e-mail addresses on those lists only get more spam.

### A technical look at what's being done:

One of the most frequently asked questions posed to ITS is "What are you doing about all that spam?" Here are some of the nitty gritty technical details about how ITS fights unwanted e-mail:

- ITS uses a program called SpamAssassin to identify and block spam.
- ITS runs numerous checks at the border mail exchanger to ensure that mail with improper headers doesn't get through (almost all mail with improper headers is spam).
- Also at the mail exchanger, a DNS (domain name service - which is like an e-mail phonebook) refused host list is compared against incoming messages to ensure that addresses matching known offenders are not delivered.
- Virus recipes are then compared to incoming messages to quarantine all currently identified viruses.
- ITS occasionally enables spam quarantining based on a subject via these recipes. (This is fairly rare and is turned on only in the event that it sees

- an influx of identical spam messages.)
- Finally SpamAssassin runs and, based on multiple tests of headers and message body, flags (POTENTIAL SPAM subject) messages it deems to be spam.

### So what can you do?

- Delete any unwanted messages that end up in your inbox.
- The latest versions of e-mail software have improved how they deal with spam. Use the most current versions of popular e-mail programs (Outlook, etc). WebMail (where you access buffmail) is less susceptible to the attacks used by spammers, viruses, spyware, and other malware.
- Do not try to respond, for instance by "unsubscribing." All you're doing is verifying that your e-mail address is a good one and then you end up with even more spam.
- Don't open, respond to, or buy things from spammers. You could just perpetuate the problem. If you are really interested in the product and trust the company, it's usually best to visit the web site directly (smart spammers can make their messages look like they're from those businesses and then steal the information you provide).
- Be careful about where you supply your e-mail address. Less than scrupulous web sites and companies routinely use and sell these lists.
- Don't open attachments in e-mails you aren't expecting. If you think it looks legitimate, it's always a good idea to double check with who sent it.

If you have any questions about spam or how to fight spam, you can visit [www.colorado.edu/its/email/spam.html](http://www.colorado.edu/its/email/spam.html).

## Wireless Internet Access on Campus

Most CU-Boulder locations with heavy student traffic have wireless access, and more are being frequently added. For instance, the UMC, Norlin Library, Engineering Center, Leeds School of Business, and most of the large lecture halls on campus offer wireless access. (An important exception is the residence halls, where student installed access points are prohibited.)

The campus was just upgraded to 802.11g wireless protocols over the summer months, increasing connection speeds. You need an 802.11g compatible card to connect (older 802.11b cards will also work, but won't be as fast). Many of the newer models of computers have wireless cards already built in. If your laptop doesn't, you can purchase a wireless card at the CU Book Store, or from any retailer that sells computer equipment. To connect, you will need to register your wireless device using your IdentiKey (combination of your CU login name and IdentiKey password).

Please remember, campus policy states that all wireless access points must be coordinated with ITS (this helps make sure they don't overlap, and that network quality and security remains consistent across campus).

For a map of wireless locations across campus, recommended wireless cards, wireless policies, instructions for connecting, and tips for optimal use, please visit [www.colorado.edu/its/wireless/](http://www.colorado.edu/its/wireless/) or contact the IT Service Center at (303) 735-HELP.

## Tier 1 Support; Getting Help Via Web Pages and Documentation

Tier 1 is the first layer of the Four-Tiered Support Model and its basic function is to enable campus customers to help support themselves. This group is responsible for ensuring that important information about ITS, and the services it provides and supports, are available online in an easy-to-use and understand format. This group is responsible for maintaining and publishing both the ITS external and internal web sites. Recently, Tier 1 received first place recognition from SIGUCCS (Special Interest Group for University and College Computing Services) in the Computing Services Website competition for [www.colorado.edu/its/](http://www.colorado.edu/its/).

In addition, user-friendly documentation for faculty, staff, and students is compiled and published from within this group. Perhaps the most visible and widely used document is *Getting Started with Campus Technology*. While the focus over the past few years has been to print less and rely on web resources more, tools like *Getting Started with Campus Technology* are still an important way that campus customers navigate technology on campus.

This group is also responsible for providing the web support and publishing for ITS' internal (*Digital Cookie Jar*) and external (oneonone, and oneonone updates) newsletters.

## Tier 2 Computing Support Representatives; Your Departmental Source for Help

Need computing or networking support? Look no further than the Tier 2 Computing Support Representatives (CSRs) in your own department. Every academic and administrative department has at least one representative (most departments have more than one).

Your CSR serves as an important technical resource in your area as well as your department's point of contact with ITS. Many have undergone extra training on technical issues to better support your needs. There are now a number of CSRs who are certified Associates or Partners with ITS.

These professionals receive frequent notifications from ITS about current issues or projects and proactively work within their departments to support computing and networking support needs. Partners also have access to special tools from ITS for campus computing support.

To find your department's designated CSR, please see the Tier 2 CSR look up web site tool at [www.colorado.edu/its/tier2/lookup.html](http://www.colorado.edu/its/tier2/lookup.html). For more information about the Tier 2 CSR program, please visit [www.colorado.edu/its/tier2](http://www.colorado.edu/its/tier2) or e-mail [tier2@colorado.edu](mailto:tier2@colorado.edu).

## IT Support Choices; a Closer Look at Tier 3 IT Support's Role

By Herb Wilson

IT Support can be found in Tier 3 of the IT Support Model ([www.colorado.edu/its/about/tiermodel.html](http://www.colorado.edu/its/about/tiermodel.html)), an ITS customer support model that is designed to best help campus customers with computing and networking. The groups that comprise IT Support are the IT Service Center, Desktop Support (BugBusters), Educational Technology Facility Support, PC Maintenance, the Chancellor's and Vice Chancellors' Network, and ITS internal support. Each of these groups is charged with responding to IT related problems, questions, and service requests with the highest levels of customer service.

- The IT Service Center encompasses the FrontLine call center and walk-in and Operator Services (campus operators and directory services).
- The FrontLine is the group you speak with when you dial 5-HELP. FrontLine staff is available from 8 a.m. to 7 p.m. Monday through Friday. This is often the group you contact first when you have a question, problem, or service request for ITS. The FrontLine also has a walk-in service in the Telecommunications Center (two buildings east of the UMC).
- Operator Services provides directory information to the campus and is the group you speak with when you dial 0 or 2-1411.
- Desktop Support (BugBusters) provide dedicated, dispatched, and walk-in support for computers. Campus faculty and staff can arrange for a BugBuster to visit their on-campus location. Call 5-HELP to arrange for on-campus BugBuster support. BugBusters also have a walk-in service in the Telecommunications Center that is available to faculty, staff, and students from 10 a.m. to 3 p.m. Monday through Friday. This is a first-come, first-served service in which you bring your computer and stay with the technician while they resolve your problem or fulfill the service request. This walk-in service does not reinstall operating systems or perform hardware maintenance.
- Education Technology Facility Support (ETFS) provides support for the technology installed in classrooms, lecture halls, and computer labs. Many of these facilities have telephones for dialing 5-HELP to request support.
- Personal Computer Maintenance (PC Maintenance) is located next to Folsom Stadium Gate 6 and is the computing hardware repair facility. This facility is an Apple and Dell certified warrantee repair facility and can perform non-warrantee work on all makes and models of computers. It is a for-fee service where you take your computer in and leave it until the requested repairs are complete. PC Maintenance can be contacted directly by calling 2-8001.
- The Chancellor's and Vice Chancellors' Network (CVCN) and ITS internal support are dedicated support groups managed by ITS for specific customers. Support requests from this group are facilitated by the FrontLine.

For more about these groups, as well as information on the minimum supported hardware and software standards, please visit [www.colorado.edu/its/tier3/](http://www.colorado.edu/its/tier3/).

# staff and faculty support

## Where to Find ITS People and Services

During the 2004 spring and summer semesters, ITS completed a reorganization. As a result, people or services you may have contacted in the past might have changed. Here's a basic breakdown of where to find ITS services and people.

Main number for support or questions: IT Service Center at (303) 735-HELP or help@colorado.edu, weekdays 8 a.m. to 7 p.m. They can help you locate or get support from any group within ITS.

ITS has three main locations, as well as support personnel in various schools and colleges across campus. Here's a general idea of what services can be found in each area:

### Telecommunications Center (a.k.a. Telecom)

Located on main campus, two buildings east of the UMC, Telecom houses most of the administration and many of the people within Tiers 1, 2, and 3. This includes the IT Service Center; walk-in support; BugBusters; ITS web site support and documentation; Service Delivery; Tier 2 CSR (Computing Support Representatives) and TSR (Telecommunications Support Representatives) management;

Instructional Technology Support Services management (manages DATCs - Distributed Academic Technology Coordinators, instructional use of WebCT, and graphics); telephony and ITS plant operations; training; communications; human resources; and the ITS executive director.

### Computing Center

Located on East Campus, this location houses most of the Tier 4 personnel within ITS, including networking; security; IT architecture; project management; software development; 24/7 operations (such as e-mail, servers, and course management tools); labs group; ITS budget and finance personnel; and campus operators.

### Stadium

Here you can find ITS graphics; cable TV; members of Instructional Technology Support Services; ETFS (Educational Technology Facilities Support); PC Maintenance; and Managed Services and Consulting (formerly known as Unix Ops).

## Scientific Computing Support

*By Bruce Fast*

Faculty and staff who use specialized software often have trouble getting computing support. There is a resource on the Boulder campus that provides support for the following mathematical software:

- Mathematica
- Matlab
- Maple
- IDL
- Fortran
- LaTeX

For lack of a better term, "scientific/numeric computing" is used to describe these types of software. Such computing typically involves numerically intensive computation or symbolic computation, rendering results into visual images (graphs, diagrams, pictures, animations) and incorporating the work into documents for printing or online viewing.

To get scientific computing help, please see the "scico" web page at [www.colorado.edu/its/scico/](http://www.colorado.edu/its/scico/). This web site provides a variety of information resources for the six software items listed above. (The last item listed, LaTeX, is public-domain software for publication-quality documentation involving many mathematical formulae. It is also used for non-technical papers and for dissertations.)

For immediate help, you can submit a question to the SciCo consultants on that site by clicking on the link "Submit Your Question." A support consultant will respond within 24 hours on weekdays. This service is provided to all students, faculty, and staff at CU Boulder.

Once your question has been submitted and a consultant has responded, further communication tends to be more direct. It saves time when initially submitting a question to provide relevant and sufficient details. In some cases, that may mean describing exactly what you typed and what error message appeared. In the case of Fortran, it may be useful to mention the computer's operating system and the name of the compiler being used. For Mathematica and Matlab, the operating system is usually irrelevant, but often it is vital to know exactly which commands were typed, and in what order.

Consultants will avoid simply giving homework answers to students. The aim is to help students learn to use the software rather than simply solve a particular problem in that week's assignment.

More in-depth help is also available at the SciCo website with online tutorials, sample source code, and a growing database of common questions and answers. For students using Matlab and Mathematica in class, for example, the consultants try to provide a "Frequently Asked Questions" section for recurring issues, so students are able to find the answer on their own.

The consulting services are provided by graduate students experienced in using the software, primarily from the Department of Applied Mathematics, and by Bruce Fast of ITS.

## DATCs - Faculty Technology Support Right Next Door

Distributed Academic Technology Coordinators (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, consulting on appropriate technologies for classroom and project purposes, and often act as liaisons between faculty and ITS' technology support services. In addition, DATCs are often the best point of contact for WebCT (CU-Boulder's online course tool) information and support.

DATCs are distributed throughout schools and colleges on the Boulder campus so they can work closely with faculty where they are located. Most schools and colleges have a DATC (with the exception of National Sciences, Social Sciences, and Architecture & Planning). The DATC program is part of the Instructional Technology Support Services department within Tier 3 of ITS' Four-Tiered Support Model.

For a list of the current DATCs, where they are located, and how to contact them go to [www.colorado.edu/its/facultysupport/dacts.html](http://www.colorado.edu/its/facultysupport/dacts.html). (For departments who do not have a DATC, faculty should contact the IT Service Center at 303-735-HELP).

## WebCT Support Resources

ITS has several different ways that faculty and instructors teaching with WebCT can find support. Not only are the traditional call-in, walk-in, and online methods of support available, there are roles specially for face-to-face support in most campus schools and colleges, someone dedicated full-time to supporting faculty using WebCT, and a number of operational people in place to take care of maintaining the services and inputting the courses. To get help with or find out more about WebCT, the following options are available to you:

- **DATCs (Distributed Academic Technology Coordinators)** - Most schools and colleges on campus have a DATC who works full time to support faculty in that department (with the exception of National Sciences, Social Sciences, and Architecture & Planning). These professionals have a number of years of experience utilizing technology in the classroom and are often your best source of information about tips and tricks for maximizing your use of WebCT in the classroom. They can also help guide you in the right direction on support issues. If you don't have a DATC in your school/college (or if you have a DATC but need additional information), the following resources are also available to you:
- **IT Service Center** - Call (303) 735-HELP or e-mail [help@colorado.edu](mailto:help@colorado.edu) weekdays from 8 a.m. to 7 p.m. for phone help with WebCT. The IT Service Center also has walk-in service weekdays from 8 a.m. to 5 p.m. in the Telecommunication Center (two buildings east of the UMC).
- **Online Documentation** - Please visit [www.colorado.edu/its/docs/webct/facultysup.html](http://www.colorado.edu/its/docs/webct/facultysup.html) for ITS online documentation about WebCT. When you are working within the tool itself, the internal help text can also be a great resource. You can find this help by clicking on "Help" in the upper right corner after you login to WebCT.
- **Training** - ITS conducts periodic training on common issues faculty and instructors face with course management system instruction. You can find out more and sign up for a training session by visiting [www.colorado.edu/its/workshops/](http://www.colorado.edu/its/workshops/).
- **Tier 2 CSRs (Computing Support Representatives)** - Your departmental Tier 2 CSR might be able to answer some of your more basic WebCT questions. See the related story in this section titled "Tier 2 Computing Support Representatives; Your Departmental Source for Help" for more information.

## Lambda Rail is Coming; Will Give CU-Boulder Researchers Higher Speed Internet Options

CU-Boulder, in partnership with NCAR, NOAA, CSU, and CU-Denver, has joined the national Lambda Rail, which defines itself as a major initiative of U.S. research universities and private sector technology companies to provide a national scale infrastructure for research and experimentation in networking technologies and applications. Source: [www.nlr.net](http://www.nlr.net)

What this means for CU-Boulder researchers is that national gigabyte-per-second networking is coming to CU and will provide connectivity that is up to 100 times faster than what many campus Internet users currently have. Lambda Rail connectivity will be available only to selected researchers, and will allow them to transfer large amounts of data quickly without the clutter of the "commodity" Internet currently in use by most of the world.

ITS will be working with campus researchers who need this capability to fund connections straight to their labs or research locations. It is expected that this service will become available on campus during mid to late 2005. Please contact [David.Wood@colorado.edu](mailto:David.Wood@colorado.edu) if you are interested in finding out more or wish to be considered in this endeavor. You can also find information on the Lambda Rail web site at [www.nlr.net](http://www.nlr.net).

## WebCT Upgraded to a New Version Over the Summer

WebCT, CU-Boulder's course management tool, was upgraded from version 3.8 to 4.1 this summer.

This upgrade gives both course designers and students access to many features and capabilities they have requested, ultimately enhancing their experiences using WebCT. For example, there is improved user interface that cuts the number of "clicks," or steps it takes to complete a task; better language support; more accessible information resources; the presence of WebDAV support; and wizards to guide designers through key processes.

# training time

## Brown Bag Seminars

- Lecture and demonstrations on computing topics
- Usually held at noon
- Drop by and bring your lunch!
- No registration necessary

For Brown Bag seminar topics and calendar go to [www.colorado.edu/its/brown.html](http://www.colorado.edu/its/brown.html).

## Hands-on Workshops

- Hands-on computing workshops in a lab
- Various tech topics
- Various times and locations
- No food please!
- Register online at [www.colorado.edu/its/workshops](http://www.colorado.edu/its/workshops)

For hands-on workshop topics, dates, times and locations go to [www.colorado.edu/its/workshops](http://www.colorado.edu/its/workshops).

## SkillsSoft Computer Based Training (CBT)

Log on to [www.colorado.edu/its/cbt/](http://www.colorado.edu/its/cbt/) for access to more than 75 online courses available to current CU-Boulder faculty, staff, and students. 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. To access CBT, you'll need your IdentiKey (combination of your CU login name and IdentiKey password).

# faculty focus

## ITS Offers Bulk Slide Scanning

*By Dave Underwood, Graphics, Instructional Technology Support Services*

Now that you're teaching in the digital age, what on earth do you do with all those 35 mm lecture slides you've collected throughout the years? The hugely successful use of laptop computers, PowerPoint, and data projectors in the classroom has forever changed the way instructors at CU present images. Unfortunately for many instructors, carefully acquired and sorted carousels full of slides now collect dust as course presentation materials migrate onto the laptop. And finding the time to scan and convert the slides into a digital format is daunting; slide scanning is a slow and tedious process.



In response, ITS Graphics offers bulk slide scanning in support of classroom instruction on the Boulder campus. For decades, we've produced lecture slides for campus instructors, and would like to help continue to keep your image collections viable. The process is simple:

- Give Graphics staff a call directly at (303) 492-2672 or call the IT Service Center, (303) 735-HELP (weekdays from 8 a.m. to 7 p.m.)
- You may also drop by the Graphics office, Stadium Gate 7, Room 315 anytime between 8 a.m. and 5 p.m. weekdays.

Slide scanning in support of regularly scheduled courses on the Boulder campus is free. We will scan your slides, burn them to CD, and print image/file keys as a standard part of the service. Due to demand and resource, there is a limit of 100 bulk-scanned slides per course per semester. Custom scans (images requiring clean up, cropping, or scaling) are free as well, though a lower limit will apply. Please be aware that we are unable to scan copyrighted slides without a written release from the rights holder.

We hope to help you make the changeover to digitally presented materials as simple and convenient as possible.

## Media Keys and Classroom Equipment

Faculty and instructors can pick up media keys for the classrooms they teach in from the IT Service Center, located in the Telecommunications Center (two buildings east of the UMC). For your convenience, you may order these keys ahead of time (always a good idea if you want to beat the rush!) To pre-order, go to [www.colorado.edu/its/classrooms/support/keys/csform.html](http://www.colorado.edu/its/classrooms/support/keys/csform.html).

If you need equipment that is not currently in the rooms, please contact the IT Service Center at (303) 735-HELP or [help@colorado.edu](mailto:help@colorado.edu) to arrange for equipment you'll need.

## ITS Student Computing Labs Get Upgraded Hardware and Software During the Summer

By Michelle Clifford

The Mac, UNIX, and PC lab group (Educational Technology Engineering and Design, or ETED) was busy this summer with software and hardware upgrades in the ITS student computing labs across campus. A number of things have changed over the course of the summer, ranging from server updates and imaging practices at the CC, to hardware and OS updates in the labs. All ITS Mac labs are now running Panther 10.3.4, along with new departmental software requests. All PC labs are XP, and using Windows update server and CA Etrust antivirus update servers. For a list of labs and their specific updates go to [www.colorado.edu/its/labs/04upgrade.html](http://www.colorado.edu/its/labs/04upgrade.html).

### Software Access:

ITS ETED purchased a 10-user license of Adobe CS Suite and a 10-user license of Macromedia Studio MX 2004 for checkout via Keyserver in both LIBR m350 and UMC 138. The applications are keyed to prevent theft and to limit the checkout to 10 concurrent users. This is available from Macs and PCs in UMC, and Macs only in LIBR M350.

Many users express a need to save documents as pdfs to turn in for various reasons. Please note, this purchase of Adobe CS includes Adobe Acrobat, which allows a pdf save as well as the ability to fill in pdf forms online. If a user needs to save any type of document (Word, Excel, Photoshop, etc), they can easily do that from ANY Macintosh computer in any of the labs across campus. OS X has a built in "save as pdf" feature. To open the document (even if you created it on a PC), click print, and in the print dialog pick the "save as pdf" option. It will save to desktop and you can then e-mail it, save it to your disk (even a PC formatted disk), or save it to your server account. There is a step-by-step guide with pictures showing how to do this on every Mac in the ITS labs. Look for this feature in the HELP item on the bottom of the screen.

### Smart Classrooms:

Installation of the data/video projector, controller and interface in Music N1B46 was completed before the start of the semester. The new installation permits the display of computer images and sound from the instructor station and from the built-in DVD/VCR unit. The new installation also provides convenient inputs for a guest computer and user provided A/V equipment.

The renovation of Ramaley C250 was also completed before the semester's start. New features in this room include a 2600 ANSI lumen data/video projector, three new electrically operated projection screens, improved lighting control and sound systems, integration of the system into the remote control, maintenance and monitoring system, and new seating and carpet. Additionally, the area just outside the room was remodeled. The entrances and exits were improved, seating and a recycling area were added, stations were built for SCARPIES, lighting was improved, and the carpet was replaced. Other ITS computer lab and smart classroom upgrades in progress this year include ECME 107 and EDUC 334.

## CUConnect Going Strong; Faculty/Staff Access Coming Soon

By Paula Vaughan

CUConnect, CU-Boulder's portal, is up, running, and being visited by thousands of students each day. Many features have been added to CUConnect for students and more are on the drawing board. In addition to the Student Schedule, WebCT (campus's online course tool), announcements, news, GPA Calculator, PLUS, resource links, Academic Calendar, Advising Channel, and other features that were available at the time of CUConnect's spring 2004 debut, students can now also turn to CUConnect for:

- Libraries channel with utility for a quick search of Chinook and links to various library resources
- Software selections available specifically for students (such as CUantivirus and eAcademy's Microsoft suite)
- Course page URL access for courses within those departments that have provided their course page URLs to the Centralized URL repository. (Students access the URLs within their student schedule in CUConnect)
- A myriad of news channels, including BookStore News, Career and Internship News, Diversity News, Housing News, International Student News, ITS News, Libraries News, and news from a variety of colleges/schools (Engineering, Journalism, Law, Leeds, Music, and Theater and Dance)

Bursar-related features are planned for implementation within CUConnect this fall (real-time balance display, bill detail display, printed bill display, and online bill pay). Financial Aid features will be implemented within CUConnect during Spring 2005.

CUConnect is also being expanded to provide features for faculty and staff. This project has been in the planning stages for several months and is now in the design and development phase of the project effort. Areas that are receiving early attention include:

- Access to computers and, specifically, the secure portal site, for all employees
- Profile (to reflect all aspects of a person's association with CU-Boulder - faculty, staff, and student)
- Relatively 'quick win' employee features, including, but not limited to, pay advice display (in partnership with UMS), benefits display, address update, and faculty/staff view of student records
- Faculty tools, including, but not limited to, electronic course rosters, photo course rosters, course roster e-mail lists, course URL registry, and faculty reports of professional activities
- Access to PeopleSoft transactions
- Announcement topics and audiences
- Resource links most frequently referenced or needed by faculty and staff
- Campus calendars most frequently referenced or needed by faculty and staff
- News channels

The faculty/staff portal effort is already reaping the benefits of wide campus representation on its steering and core project teams. If you would like to find out more about the project, please check out the web site: TK

If you have comments or suggestions, or would like more information about the CU-Boulder portal projects, feel free to contact the project manager, Paula Vaughan, at [paula.vaughan@colorado.edu](mailto:paula.vaughan@colorado.edu).

# tips from techies

## Phone Tips

- Do you have old telephone or headset equipment that you would like to get rid of? Have your telephone liaison submit a work order and ITS will come and pick it up for you.
- Would you like to change the user name on your phone? If so, have your telephone liaison request this change.
- Please remember, voicemail passwords are reset to 1# when the user name on a phone is changed.
- Need to find your telephone liaison? Go to [www.colorado.edu/its/voiceservices](http://www.colorado.edu/its/voiceservices) and click on "Liaison Lookup."

## Keeping Your Own WebCal Backups is Important

While ITS routinely maintains a backup of WebCal, the university's web-based calendar system, it's important that you also back-up your calendar on a regular basis to help ensure that you can easily access the most recent version in the unlikely event of a system outage. Information on how to complete this quick and easy process can be found at [www.colorado.edu/its/calendar/protecting](http://www.colorado.edu/its/calendar/protecting) and <https://webcal.colorado.edu/en/1047067>. Additionally, you can contact the IT Service Center at (303) 735-HELP (Monday-Friday, 8 a.m. to 7 p.m.) or [help@colorado.edu](mailto:help@colorado.edu) if you have any questions or need any help with calendar back-ups.

## the small print

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## 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](mailto:help@colorado.edu).

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