

oneonone

INFORMATION TECHNOLOGY SERVICES

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 publishes *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. We hope you find this issue useful. Please e-mail 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. Happy New Year and best wishes for a successful 2004!

CUConnect Student Web Portal is Here!

By Paula J. Vaughan

CUConnect, the much anticipated student web portal, makes its debut this month. CUConnect will begin rolling out to individual Residence Halls (one hall or complex at a time) over the last two weeks of January. After this period, CUConnect will begin its campus-wide roll out to the rest of the student population (estimated for early February).

CUConnect (<https://cuconnect.colorado.edu>) offers a blend of convenience and security, answering to the oft repeated comment by summer prototype users, "Putting everything together like this is a great idea. Why didn't someone think of it before?"



Students are required to log on with their IdentiKey, a combination of their CU login name and IdentiKey password, thus providing secure access to their personal information.

For more information about IdentiKey, see the back cover.

When a student has successfully logged onto CUConnect, a wealth of services and information relevant to that student's involvement with CU-Boulder is displayed.

Continued on page 5.

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 undergoing a reorganization

Same people, different structure, improved ways of doing things

From January 1 through approximately June 30, ITS will be implementing a change in its structure based on a reorganization plan that was developed last fall.

The reorganization will provide better and more streamlined customer service to faculty, staff, and students.

According to ITS Executive Director Dennis Maloney, the reorganization will capitalize on the past successes of ITS by evolving the organization to be more customer and service focused. The reorganization will utilize ITS' greatest asset, its employees, in a way that better meets customers' needs.

Some new and exciting areas that have come about from the reorganization process include a 24-hour/seven-day-a-week system availability, an integrated service delivery point of contact and implementation, a dedicated group that can more efficiently and effectively research and develop new technology and security advances, and an updated focus on portfolio management (which includes a focus on efficient management of ITS' pool of resources in a manner consistent with the campus's strategic objectives).

Look for updates and new information about specific departments and functions in upcoming editions of the online updates version of the *oneonone*. You can find these monthly updates at www.colorado.edu/its/oneonone/updates.

oneonone

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A Word from Dennis Maloney

ITS Executive Director



I would like to take this opportunity to welcome you to the January 2004 edition of *oneone*, ITS' newsletter for CU-Boulder faculty and staff. I hope that this edition provides you with a wealth of useful updates to help you stay abreast of information technology services and initiatives occurring on campus.

Every year, the IT prognosticators venture their professional guesses at the upcoming year's hot IT trends. Interestingly, these yearly predictions have a similar ring year to year. The 2004 top 10 from CEOnetworking includes predications like:

- Viruses and Spam will get worse, not better
- Wireless networking will continue to grow
- Web-based services should be woven together to seamlessly provide enhanced customer experiences
- IT spending will increase, but at the scrutiny of return on value
- Security is still the number one concern
- Social networking takes off

The fun part of these predictions is to grade them at the end of the year. Of course, you never see those in print! But the most important part of these predictions is why they were selected, and even more importantly, how millions of computer owners will capitalize upon them.

One great example of "cool" technology developed years ago was peer-to-peer (P2P) networking. As IT professionals, we imagined the delivery of services utilizing the distributed power of the millions of computers around the world. We certainly did not predict the explosion of P2P usage experienced over the past few years as file sharing took off. Setting aside the copyright laws, the use of P2P expanded into areas not predicted by the prognosticators. The power and resourcefulness of P2P is now in the hands of all those on the Internet. Relatively simple P2P programs, such as Napster, were developed, giving enormous power and access to the whole Internet community to file share with the rest of the Internet community. My, who predicted that?

The lesson for us is to look beyond the technology to understand the potential uses of that technology. Two of the predictions shown above combine this theme. The first is that wireless technology offers a convenient means of connecting to network resources. It makes it possible for someone to be mobile within the network while staying connected to the network. The second is social networking that supports online virtual communities allowing us to build new kinds of social infrastructures. It could be argued that weblogs are the first steps in that direction. As wireless technology expands into all types of handheld devices, the explosion of virtual (and mobile) communities will exceed even the expectations of the professional prognosticators.

Here's looking forward to what IT can bring us in 2004.

Copycats and Trees: Obscure references that will compel you to visit the campus's copyright web site

By Deborah Keyek-Franssen

The University of Colorado at Boulder encourages the fair use of copyrighted materials in support of its academic and research mission.

At the same time, the university is legally required to respond to notifications of copyright violations on its network.

The campus's copyright web site (www.colorado.edu/copyright) provides information about both aspects of copyright-what's allowed, and what's not.

Copyright is legal protection for creative intellectual works. Just about any expression of an idea is covered by copyright, including text (such as books, articles, e-mails, and web-based information), photographs, art, graphics, music, and software. As soon as a work is put in material form (written or typed, printed on a home printer, drawn, coded, posted on a web site, filmed, etc.), it is copyrighted.



Once copyrighted, the right to reproduce and distribute the work belongs to the copyright holder, although certain uses may qualify for legal exceptions.

Two committees of faculty, staff, and students examined and discussed copyright issues over the past two semesters to determine what copyright law means for the CU-Boulder campus. Collectively, these committees established guidelines for the campus to follow when notified of copyright violations, and developed resources that facilitate the use of copyrighted materials for instruction and raise awareness about the repercussions of unauthorized file sharing.

Using copyrighted materials for instruction

The concept of fair use-which has long provided parameters for the use of copyrighted materials in the classroom and coursepacks-has changed dramatically during the past decade. Contrary to common belief, not all educational uses of copyrighted materials qualify for a fair use exception. In addition, a use often must adhere to the TEACH Act, which regulates the use of copyrighted materials online (more about this can be found under the resources link on the copyright web site).

The "Using Copyrighted Materials" section of the campus's copyright website (www.colorado.edu/copyright/fairuse) provides faculty with a decision tree to help them understand when a use of copyrighted materials qualifies for an exception under either the TEACH Act or fair use. The decision tree also provides guidance about when and how to seek permission to use copyrighted materials for instructional purposes.

Continued on page 7.

techterms

Peer-to-peer (P2P):

A type of network in which each workstation has equivalent capabilities and responsibilities.

Weblogs (a.k.a. Blogs):

Online journals that give instant alerts on news, trends, and opinion states. (source - CC-Tnewsblog)

Identity and Access Management Services to be Provided

By Jon Giltner

ITS will be providing identity and access management (IdM) services to CU-Boulder with a recently purchased license for SelectAccess, a software product from Hewlett Packard. IdM services will provide the campus with tools for controlling access to departmental applications, based on the people and business rules pertinent to that department. The implementation of this service builds upon the UCB campus directory, which stores identity information about students, faculty, and staff and uses a standard protocol known as LDAP (Lightweight Directory Access Protocol) to efficiently look up that information.

Many key services and applications on campus now use the LDAP directory to retrieve information about people. The type of information stored in the directory includes typical directory-type data, such as name and phone number, but also some specific information about each person's affiliation with the university, such as job class and title, department, or, for students, class level and major. Managing this data and creating new data from it, such as user groups and roles, is what is called identity management.

Most of the people data in the campus directory comes from an authoritative source system, PeopleSoft HR or SIS, and therefore can't be changed in the directory. However, using the people data to create and manage groups of users and assign users to roles based on their directory information is a powerful capability. The ITS identity management service, using SelectAccess, will make it possible to delegate these identity management functions so that administrators within campus schools and departments can create and manage groups of users and create and assign those users to roles that are relevant to their department.

User groups and roles can be used directly by any LDAP-enabled application to make decisions about who is permitted to access what functions. A problem is that even for applications that are LDAP-aware, managing these access rules within each application can be cumbersome and inconsistent. An access management system provides both a rule creation interface with a repository, and a rule enforcement "engine" that resides within the application and only allows access to the application (or specific application components) in accordance to the rules. As with identity management, creation and management of the access rules is delegated out to the administrator of the applications to which they apply.

In order for the access management systems to make enforcement decisions, users have to be appropriately authenticated. The access management system provides a central web-based authentication service so that a user must authenticate only once using this service in order to be identified by any application using the access management services.

Access management applies primarily to web applications and is a key component enabling discrete applications to be integrated into a single online environment such as a portal.

The current plan is to have a set of services based on SelectAccess deployed on campus by summer. Departments who are developing and deploying their own online applications will be able to start using SelectAccess for development early in the spring semester. Watch the *oneone* for updates on this service as it is deployed over the next several months.

Campus Coordination of Wireless Access Points Important

Wireless Internet access is becoming more 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.

University policy details the process of coordinating wireless installation efforts with ITS. The policy is in place to help ensure that all wireless networks on campus, whether in a classroom or specific department, are secure and work in conjunction with each other. In addition, each network needs to be on a special wireless subnet that will require users to provide proof of university affiliation.

For more information about the wireless policy for the CU-Boulder campus, please visit www.colorado.edu/its/wireless/policy.html (a longer version of the policy, with in-depth information about the importance of coordination, can be found at www.colorado.edu/its/docs/policies/wireless.html).

Information about wireless, including coverage maps, partnerships with ITS, and computer configuration instructions, please visit www.colorado.edu/its/wireless. To contact the ITS wireless team directly, please e-mail its-wireless@colorado.edu.

faculty focus

ITS Graphics Now Offers Bulk Slide Scanning

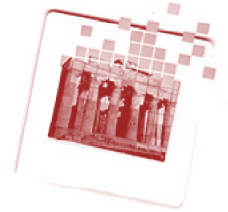
By Dave Underwood

Now that you're teaching in the digital age, what on earth do you 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 digital format is daunting; slide scanning is a slow and tedious process.

The ITS Graphics Department has seen the demand for slide scanning increase exponentially over the past year or so, and in response is now offering bulk slide scanning in support of classroom instruction on the Boulder campus. For decades, we've produced lecture slides for campus instructors, and would now like to help keep their image collections viable. The process is simple:

- Give us 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 our office in the 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, i.e., images requiring clean up, cropping, or scaling are free as well, though a lower limit will apply. Please be aware as well that we are unable to scan copyrighted slides without a written release from the rights holder. We hope to see you during the coming semester, and to make the changeover to digitally presented materials as simple and convenient as possible.



Faculty Technology Support at Your Door

The 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, 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 DATCs help faculty leverage their ongoing endeavors with appropriate technologies, keeping a tight focus on solutions.

The DATC program is part of the Four-Tiered Support Model, which includes educational technology facilities support (ETFS) specialists who help faculty use ITS-equipped classrooms; desktop support specialists who help faculty ensure that their desktop computers run smoothly; and in some cases, server support specialists who help departments administer a central server.

Media Keys and Classroom Equipment

Faculty and instructors can pick up their media keys from the IT Service Center, located in the Telecommunication Center (two buildings east of the UMC). For your convenience, you may order these keys before each semester (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.

If you need equipment that is not currently in the rooms, please contact the IT Service Center at 303-735-HELP (5-HELP from a campus phone) to arrange for equipment you'll need. The IT Service Center can also be reached at help@colorado.edu.

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 303-735-2036 or gilmere@colorado.edu.

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.

CUConnect Student Web Portal, cont.

Continued from Front Cover

Within CUConnect, information is organized into categories, or tabs. Here's a breakdown of what each of these tabs contains.

Welcome Tab:

The student's academic profile, vital announcements pertinent to that student (vital, chancellor's, academic, financial, and health & safety announcement topics are displayed campus-wide; school/college, class level, and on- and off-campus housing announcement topics are targeted by student), an informal survey tool (student poll), the current academic calendar, and the CU search tool are all available on this first page displayed to the student.

Courses & Grades:

This is the tab that takes students to their current course schedule (and related course information), as well as to their WebCT courses (with automatic sign-on based upon their CUConnect sign-on), course lookup and schedule planner tools, and a GPA calculator.

Academic Resources:

If a student is looking for academic-related information, this tab will have it. It contains academic links, advising information (based upon the student's school or college), and the online CU Catalog.

PLUS:

PLUS, which has shown usage rates of approximately 99 percent of CU students, has been put inside CUConnect. Students will be automatically logged into PLUS for the first 10 minutes of their CUConnect session. For security purposes, after that 10-minute window has expired, students will need to enter their PLUS login (CUID and PIN) to get back into PLUS within CUConnect. As individual features are incorporated into CUConnect, they are being migrated out of PLUS. This migration process will take several months. (Please note: Recognizing that many populations other than currently enrolled students use PLUS, PLUS also remains available outside of CUConnect.)

Financial:

This tab is starting lean and is anticipated to grow substantially over the next few months. It currently contains the most necessary financial links (Banking, Buff OneCard, Bursar, Financial Aid, etc.) Additionally, it provides detailed student employment listings. In the not too distant future, personalized billing information and financial aid information will also become available.

Student Life:

Student Life is the campus community oriented page of CUConnect. This page offers Health & Wellness news and Student news features. Student Services A-to-Z links and Ralphie's Guide can also be found here.

My Page:

Although each student can customize his or her CUConnect (adding, moving, and removing channels as they wish), "My Page" is available especially for this purpose. Starting only with personalized bookmarks, the Campus WebCam, and Boulder weather, this page is particularly well suited for students to add features that may not be part of the standard CUConnect default profile.

WebCal:

With the debut of CUConnect, WebCal, CU's online web calendar, also makes its debut to students. WebCal is a personal calendaring tool, now available to all current faculty, staff, and students. CUConnect offers single sign-on to WebCal for students, based on their CUConnect login.

newsbriefs

WebCT Login Page Has a New Look

Students and faculty who access WebCT, CU-Boulder's online course management system, will find a new look when they login this spring. The new page uses the same CU login name and IdentiKey password as before, but now gives faculty and students using WebCT better access to information about WebCT and its governing policy, as well as links to support and course listing information. Information Technology Services (ITS) implemented the new login page to help provide better customer service to WebCT users and better affiliation to CU-Boulder.

For more information about WebCT at CU-Boulder, please visit www.colorado.edu/its/webct or contact the IT Service Center at 303- 735-HELP or help@colorado.edu.

WebCal Officially Launches to Students this Month; Protect Your Calendar's Privacy

WebCal, CU-Boulder's web-based calendar that has previously been available only to CU-Boulder faculty, staff, and student employees, will become available to all CU-Boulder students this month.

WebCal will be part of CUConnect, the new student portal. Student access offers the campus a tremendous opportunity because students will have access to faculty and staff already on WebCal, and vice versa, increasing the strength of the calendar's interactive functionality.

However, with this increased student access comes the potential for mischief. One way to help keep your calendar secure is to make sure that your permissions for "read," "delete," and "modify" aren't available to everybody in the WebCal community. If these options are available to the WebCal community, others can read, add to, and change your calendar entries. A conservative option would be to check only the boxes for "availability" and "invite" in your permissions.

For more information about WebCal functionality, please see www.colorado.edu/its/calendar.

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.

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

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

SkillsSoft Computer Based Training (CBT)

Log on to 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).

tech news

Beat Spam with the ITS Spam Diverter

By Susan Dorsey

At CU-Boulder, as much as 50 percent of all incoming e-mail is spam. Even with the recent "Can Spam" legislation signed by President Bush, the amount of spam that gets sent is not likely to decrease any time soon. Since preventing spam is impossible, the best method for dealing with this potentially overwhelming problem is to detect spam as it comes in and divert it into a special folder where you can easily delete it.

The latest tool available to campus e-mail users is the ITS Spam Diverter. When enabled, the Spam Diverter diverts any messages marked as "POTENTIAL SPAM" into a folder called "potential-spam" where those messages are less of a nuisance and easy to delete.

Whereas filters in Outlook, OS X mail, Eudora, and even WebMail only function while you have your e-mail open with that program, the ITS Spam Diverter is constantly working, sending spam where it belongs as messages hit your account. This speeds up the process of opening your inbox and allows you to use multiple programs to access your e-mail without filter conflicts.

This useful tool is available on two ITS central e-mail servers. Students on the server mail and employees on buffmail can enable Spam Diverter by logging into their accounts using WebMail. Even if you don't normally use WebMail, just enable the Spam Diverter in WebMail once, and it will work any time you receive messages marked as potential spam. For new employee and student accounts, this feature is automatically enabled.

Step-by-step instructions for enabling this useful spam-fighting tool developed by ITS can be found at www.colorado.edu/its/email/spamdiverter.html.

You can also call the IT Service Center at 303-735-HELP (5-HELP from a campus phone) for more information.

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.

Campus Information Needs More Information

By Mary Ann Myer

Campus operators respond to callers dialing "0" from campus phones or 303-492-1411 from off-campus phones. Operators give general information about the university campuses and specific information about the Boulder campus. This information includes phone numbers, general mailing addresses, position, location, and e-mail addresses for faculty, staff, and students. In addition, departmental information about schools, colleges, departments, centers, offices, institutes, affiliates, divisions, and units is given over the phone.

All of this information is computerized. However Operator Services is separate from both the campus's online directory (see story about identity management for more information about the directory) and the printed copy of the campus directory published each year.

Operator Services must adjust to the differing forms of voice and data communication to accommodate customers' demands. There is now a growing challenge to operators because many times the data available to them allows no other response to a customer than, "Yes, that individual or area is on campus, but they do not list a phone number," or, "The number for that individual is a general office number."

To correct this deficiency, faculty and staff should make sure that their department payroll liaison has listed the information completely on the personal data screen in PeopleSoft. Departmental communication liaisons also need to respond to the survey mailed out each semester for updates on department or unit phones. This information is loaded into the computer so campus operators can make prompt and accurate referrals to customers.

To find out the status of your listing, dial "0" and ask the operator for your number. If it is not listed and you want to be, call your payroll liaison and ask them to update your personal data in PeopleSoft.

EDUCAUSE Award Winner to Speak on Campus Feb. 24

Dr. Ken Klingenstein, CU-Boulder's chief technologist and recent winner of the prestigious EDUCAUSE Award for Leadership in Information Technologies, will give an encore to his Nov. 6 conference presentation at Old Main on Tuesday Feb. 24, from 2:30-3:30 p.m. This presentation is open to the public.

His award recognized his achievements in identifying and advancing technology directions for the various needs of higher education. Klingenstein currently serves as CU-Boulder's chief technologist and heads up the Internet2 Middleware Initiative.

Copycats and Trees, cont.

Continued from page 2

Copyright violations

As an online service provider, the University of Colorado at Boulder is legally required to respond to notifications of copyright violations that occur on its network. The majority of those notifications concern unauthorized file sharing, most frequently of music files and films.

The campus has adopted a three strikes procedure for addressing these copyright violations, which includes a mandatory educational component for repeat offenders. If a notification is found to be unwarranted, it does not count toward the three strikes.

Three aspects of the campus's procedures for addressing copyright violations are of particular interest to faculty and staff:

1. The campus does not scan its networks searching for copyright violations.
2. Both on- and off-campus connections to the campus network (including dial-up and DSL) are subject to the procedures, even if those connections are in private residences. (This includes UCB campus affiliates, even if they are not faculty, staff, or students)
3. In addition to contacting the user directly about alleged copyright violations, the campus also alerts the appointing authority of a faculty or staff member that a notification has been received.

The file sharing section of the campus's copyright web site also includes an advice column for students interested in file sharing issues, and an information page for the press (www.colorado.edu/copyright/filessharing/index.html).

For questions about copyright issues on the CU-Boulder campus, please contact either Deborah Keyek-Franssen (deblkf@colorado.edu; 303-492-2403) or Marin Stanek (stanek@colorado.edu; 303-735-5225).

tips from techies

IdentiKey Gives You Access to Many Computing Services. Do you Know Your IdentiKey?

IdentiKey is the combination of your CU login name and IdentiKey password. Your CU login name is usually most or all of your last name or a combination of your last and first names (for example ralphie or ralphieb). Your IdentiKey password is different from your e-mail password on WebMail or buffmail. The term IdentiKey represents access, or a key, to many online campus services based on your identity and affiliation with the university.

Services that require your IdentiKey include WebCal (CU-Boulder's web-based calendar), WebCT (campus online course system), SkillSoft computer based training (see training on page 6), VPN (Virtual Private Network), dial-up modems, DSL, wireless and DHCP registrations, access to campus computer labs, and CUConnect (the new student portal, or personalized CU web site offering a variety of online services, available to students at the end of January).

If you are having problems with your IdentiKey, or do not know what yours is, there are a number of ways to get help:

- Call the IT Service Center at 303-735-HELP, Monday to Friday 8 a.m. to 7 p.m.
- Walk-in to the Telecommunication Center (two buildings east of the UMC), Monday to Friday 8 a.m. to 5 p.m.
- E-mail help@colorado.edu.

the small print

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

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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.

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Colorado

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