Information security continues to be a concern in our University environment. Each day, IT staff is faced with new challenges on how to protect the University’s assets, and, most importantly, our users. The University of Scranton has provided users with a robust environment consisting of over 2,000 PC’s. Management of these machines is challenging and increasingly difficult. As we look to improve the technology on our campus, ITS will implement new ways to update the systems, secure our information and continue to provide the computing access and resources that users require as part of their day to day teaching, learning, and working activities. In the coming months our desktops will be changing in the way they look and how they operate. Users will notice enhanced security, better reliability, and improved resources. Upcoming changes include Internet Explorer 8.0, additional third party updates (Adobe, Java, Quicktime, etc.) deployed through KBOX, a strong push to use the Firefox web browser, a change in the Anti-virus protection, and the deployment of Windows 7.

Over the past several months, IT Services has experienced a large increase in the number of desktops becoming infected through casual web browsing and internet use. In order to limit exposure, computers that are infected must be immediately removed from the campus network. These recent malware infections require extensive work in cleaning and restoring the systems and have left many users without their computers for an extended period of time. IT Services has been working on improving the remediation process, however patching individual PC’s is necessary to limit the infection rate. In an effort to enhance desktop security and performance, IT Services began deploying third party patches to all office systems on August 10, 2010. Initial updates included Adobe Reader, Adobe Flash, Adobe Shockwave and Java. These applications went out to office systems using the KACE KBOX service. Users observed the installation prompt (light blue box with "University of Scranton" in the title bar). It is critical that all users follow the prompts and install the third party updates.

Our next phase of improved security is the implementation of network authentication. This effort is a huge step in providing enhanced protection to all faculty/staff PC’s. Cisco Network Access Control (CNAC) will be deployed to all computers connecting to the network. This is similar to the process that all users are currently using to connect to the wireless network (ROYALAIR). The CNAC implementation will require all users to authenticate using the CNAC client in order to gain access to the network. As a result, we will provide a more robust environment and provide all of our users a more secure setting to learn, to work, and to live. The implementation of CNAC began on September 1 and is expected to take 30 days for campus wide implementation. The implementation will occur in small network segments that are grouped by building and by floor. Network changes will be made overnight and users of the segment will notice the change the following morning. To assist users with any complications, ITS Staff will be on hand in that area.

IT Services will also provide the distribution of Internet Explorer 8.0 through the my.scranton portal. Campus offices are encouraged to visit the portal site and follow the instructions to install Internet Explorer 8.0. IE 8.0 is also finding its way into the computer labs. Remote deployment to lab workstations is being accomplished through KBOX.

Information Resources will continue to implement additional security enhancements to protect and improve our environment. The next set of changes that will affect desktops will be the implementation of checks to notify users when their systems are out of date. This process will be similar to RoyalAir in that CNAC will provide users with the appropriate tools to maintain their systems. These requirements include Windows, antivirus, Adobe, Java, and various other updates. If your computer does not meet the requirements, you will be prompted to install the necessary updates. An October / November timeline is currently being planned for this security enhancement implementation.

Watch for additional announcements in my.scranton and on bboard.
Royal Drive — “The” Place to Store Your Files
By: Connie Wisdo, Director
IT Development and Applications

In the last edition of IT Matters, ITDA reported that Royal Drive would be encrypted and upgraded over Spring Break. The good news is that some of this happened!

More Secure
The file encryption security module was installed and, as a result, all files stored within the Royal Drive repository are now encrypted. When a file is requested by a Royal Drive user (or via a ticket), this module retrieves the file, decrypts the file and transports the file to the given Royal Drive user/ticket in a secure manner. You probably haven’t noticed anything different. No special functions or steps are required on the user’s end in order to benefit from this added security.

You probably noticed the upgrade to the Xythos drive client on your desktop, that took place in late Spring / early Summer to version 4.5.10839. Along with this upgrade certain settings were changed on the client to improve performance and security.

What happened to the upgrade to Xythos EDMS 7.2 on the Royal Drive server planned for Spring Break? Attempts to upgrade the server were made in our test environment in April, but were unsuccessful. The test Royal Drive server was “down” for several weeks due to complications involving the Xythos add-ons but the IT Infrastructure Systems group diligently worked to recover the 7.0 environment. The current goal is to complete the server upgrade before the end of the fall semester. Xythos Professional Services has offered to assist with the next upgrade and is committed to providing documentation and on-call support throughout the upgrade process.

Higher Education Opportunity Act Requirements
By: Connie Wisdo, Director
IT Development and Applications

The University of Scranton has been working diligently over the past several months to respond to new requirements in the Higher Education Opportunity Act (HEOA). ITDA has assisted in both a consulting mode and by designing and/or implementing new software applications.

HEOA requires the University to provide students with the option to confidentially designate a person, separate from their emergency contact(s), to be contacted in the event they are missing for more than 24 hours. Thanks to ITDA, as of August 16, 2010, students will be able to specify this missing persons contact—in the ENS/Local Address system. Public Safety as well as Student Affairs will be able to access this information in Banner should it be necessary. In addition, HEOA requires the University to publish cost information on required textbooks and supplemental materials in all course schedules, and cannot restrict this information exclusively to registered students. ITDA has implemented Follett’s BookLook, a textbook lookup application, in both the public course schedule search and student self-service look-up.

KeePass Password Safe Portable
By: Diane M. Jachimowicz, Senior Technology Services Analyst

Do you have sticky notes with user names and passwords stuck to your monitor, jumbled in your desk drawer or shoved in your planner? Try KeePass Password Safe Portable! KeePass Password Safe Portable is an easy to install application designed for the sole purpose of securely storing your user names and passwords in an encrypted file or database. IT Services has documented the installation process so that you can easily install KeePass Portable to Royal Drive. Installing KeePass Portable to Royal Drive instead of a removable USB flash device allows you to access KeePass Portable from any computer on which the Royal Drive client is installed. Using KeePass Portable from Royal Drive eliminates the risks of losing a USB flash device or leaving personal information on the local computer(s) that you use.

The documentation for installing KeePass Portable can be found in the Desktop Notices Channel on the Public Safety/IT Security tab in the my.scranton portal. Adobe Reader is required for accessing the documentation. Please be aware that KeePass Portable will not be made available as a standard software package on University computers and support will be limited.
In early June, members of ITDA, IT Infrastructure and the CTLE completed a major version upgrade of ANGEL from version 7.3 to 7.4. Although testing of version 7.4 revealed some minor issues that we solved prior to the upgrade, we uncovered a significant problem with the enhanced grade book after the upgrade was complete. Luckily we were able to revert all grade books back to version 7.3 for the summer terms. Working with ANGEL technical support, our team was able to develop a solution to the problem and unveiled the new grade book to the University community on August 16th. The grade book interface has been redesigned to allow for faculty members to setup the grade book and grade student’s work more easily.

In version 7.4, the Institutional Directory in ANGEL was expanded to include more than the Campus, School and Department setup that we were initially using. ITDA adjusted, as was necessary, the interface between ANGEL and Banner that handles all course creation and enrollments.

The last major change in version 7.4 is the merge roster feature that allows multiple course sections to be merged into one. Previously, a new course would need to be created, to house all the students and content, and the other sections were disabled. With version 7.4, rather than a new course being created; one of the courses becomes the lead course and combines both of the rosters. The ANGEL administrators will continue to perform this process as-requested.

Angelo Learning

This past month, the Office of Instructional Technology completed the first phase of the classroom technology “Seven Year Plan”. This plan lays out a process to continuously refresh all OIT technology over seven year cycles.

(Year 1) Five classroom rebuilds
(Year 2) 11 classroom rebuilds
(Year 3) 22 classroom rebuilds
(Year 4, 5, 6, and 7) 30+ classroom rebuilds

The five classrooms chosen for rebuild this past summer were Hyland 305, Leahy 1011, McGurin 302, St. Thomas 209, and St. Thomas 563A. Although these updates were not redesigned, we were able to add a few enhancements that previously did not exist.

The most noticeable change is the control panel. Although it looks similar to its predecessor, the new MCL 226 provides important status feedback to the user. It also allows us to program more features into the device such as image freezing and muting. Most importantly, this device connects to the network and allows us to control and monitor the status of classroom equipment remotely.

Another new piece of equipment is the Kramer VP-730 scaler/switcher. This unit automatically scales any video format to the native resolution of the projector. This means that the user never has to change the resolution to get the image from their laptop, smartphone or iPad to display on the screen. “Yes” we can now display images from our Smart Phones onto the projector. Additionally, because the Kramer both receives and transmits digital and analogue sources, we have been able to add HDMI and DVI support without sacrificing the analogue inputs required for VCRs. For the first time, Faculty can transmit digital content to the projector without degrading the image by converting it to analogue.

Each new classroom instructor station offers a computer, DVD recorder, VCR and a Hi Definition Document Camera. There are also supplied input cables for PC Laptops (VGA), Macs (miniDV), BlueRay and other digital devices (HDMI).
And the Winners are ….
By: James J. Franceschelli, Director IT Services

The Planning & Information Resources division seeks to recognize the accomplishments of its staff at all levels in the organization, in both individual and team endeavors. Exemplary achievements and contributions to the University of Scranton community are recognized via the PIR Employee Recognition Program with three awards that are given each year. The University community provides nominations of PIR employees who best exemplify and further the following fundamental values: a passion for our work, an atmosphere of mutual respect, collaboration & professional responsibility, a distinct customer focus, a spirit of innovation and an emphasis on agility.

The winners for the 2009-2010 are Wendy Diehl, Vince Merkel and Connie Wisdo.

Wendy Diehl was nominated by Danielle Morse.

“Wendy contributes to an atmosphere of mutual respect, collaboration, and professional responsibility through her ability to work with anyone, from the most pleasant customer to the most irate with a positive outcome. She never does things halfway and often follows up with users, even weeks later to make certain they have what they need. She contributes to our distinct customer focus by advocating for the customer, not stopping until they get what they need to effectively do their job. Wendy also contributes to our spirit of innovation by constantly looking for ways to streamline processes and suggesting services we should consider for the customers. Wendy approaches each task with a “can do” attitude and never turns down a challenge. She takes great pride in her work and modifies her hours to accommodate our needs.”

Vince Merkel was nominated by Nancy Gownley, Theresa Sandrowicz, Dr. Rob McKeage, and Dr. Ronald Grambo from the Kania School of Management.

“Vince demonstrates a passion for his work, not about his job but by acting passionately about helping others. Once he has determined his goal, he is prepared to try different approaches to solve the problem. He is tenacious in resolving our computer problems. He also embraces the value of mutual respect by treating everyone equally, being courteous and tactful, and encouraging others to share their expertise with him. He recognizes other people’s priorities and is dedicated to resolving our computer issues.”

Connie Wisdo was nominated by Anne Marie Stannard.

“Since Connie has taken on her new role, communications between IT services and Academic Affairs has been markedly improved. Connie is very responsive to the needs of the users of IT services, she is interested in our perspective and relentless in making sure our questions are answered and our needs are addressed. She doesn’t shy away from giving us “bad” news, but she continues to work on solutions. She demonstrates a distinct customer focus, bridging the gap between the technical people and the non-technical, sometimes phobic end-users, who none-the-less must use the systems. She is to be commended for her hard work.”

Each winner received a framed certificate and gift card to the Shoppes at Montage. Congratulations to Wendy, Vince and Connie.

Admissions Website
By: Connie Wisdo, Director IT Development and Applications

ITDA worked closely with Public Relations and the Admissions Office to help design and launch the new Admissions web site, www.scranton.edu/admissions. Along with the new splash page developed by PR, several underlying pages have been converted to the Content Management System (CMS), including new inquiry forms for prospective students to use to indicate their interest in the University, a new visit calendar and registration forms, and redesigned Open House and reception registration pages. ITDA spent several weeks designing and programming the new forms, several of which are tied into Banner, and then accomplishing the integration of the code into the Hannon Hill CMS framework. It was a delicate process, with a great result!
If you were on campus during the summer months, the answer is yes for many of you. From June through September 1, 2010, over 58 staff and faculty computers were quarantined from the network by our Information Security Officer due to infections. Infected computers must be immediately removed from the campus network until they can be remediated by a staff member of the Information Technology Services department. Depending upon the severity and nature of the infection, it may take several weeks to fully clean the computer and return it to you. To help protect your computer from becoming infected, here are some things that you can do on your desktop:

- Do not store personally identifiable information (social security numbers, financial account numbers) on your desktop — in documents, spreadsheets, or email.
- Move all your files that you would need to continue to perform your job on a day-to-day basis if you do not have access to your desktop to Royal Drive.
- Use Internet Explorer for accessing University systems only.
- Use the Firefox web browser with Ad-block Plus for all other web browsing.
- Avoid the following areas of the Internet while using your University desktop — websites related to gambling, hacking, warez (illegal software), adult content, and social networking. The risk of infection to your system is particularly high from these types of sites.

We are working to put in place additional measures to protect your desktop including automated patching of the most vulnerable applications. In the coming months, IT Services will be deploying other tools to help locate personally identifiable information on desktops and place additional controls on desktops accessing our network. Longer term, we are making plans and requesting resources to provide a layered defense through the use of multiple tools that will help to protect our campus desktops, ensuring our information and your productivity.

Have you noticed the new and improved Faculty/Staff directory display and update application in the Directories and Offices channel on the University Links tab of the my.scranton portal? This display and update function will be open year round for the primary purpose of providing updated Faculty and Staff information to the University community via the published Faculty/Staff Directory (i.e. phone book) and the online Faculty/Staff directory.

Diane Jachimowicz, Gus Fernandez, and Deanna Beyrent attended a five-day course (May 17 - 21, 2010), entitled Securing Windows, conducted by Jason Fossen of the SANS Institute. The training was sponsored by the Information Security Office (ISO) at Carnegie Mellon University.

SANS Security Training
By: Danielle Morse, Associate Director Desktop Services

Securing Windows is a comprehensive curriculum for securing Windows networks. This program brings the confusing complexity of Windows security into clear focus by starting with foundational security services, such as Active Directory and Group Policy, and advancing in a logical progression to particular products or features which rely on these foundations, such as Internet Information Services (IIS) and Internet Protocol Security. This course provides best practices for security, hands-on exercises, extensive documentation and screenshots, a CD-ROM of scripts, and an objective account of Windows security.
Antivirus Evaluation Task Force Results

By: Diane M. Jachimowicz, Senior Technology Services Analyst

The market is flooded by numerous antivirus companies claiming to offer ultimate PC protection from viruses and other malware. The majority of these products are designed for the Microsoft Windows platform since Windows continues to be at greater risk of infection than either Mac or Unix. With so many products on the market, an IT Services task force was established and charged with evaluating potential antivirus products to replace the University’s current product, McAfee VirusScan Enterprise 8.7i.

Task force members initially narrowed down the expansive list of potential antivirus suitors to a manageable fourteen using listings of products already compatible with Cisco Network Admission Control (NAC) and information from AV-Comparatives. AV-Comparatives is an Austrian non-profit organization that provides independent, free, antivirus software tests to the public. The task force next determined what criteria were important considerations in the evaluation of antivirus products. Important criteria included, but were not limited to, a corporate/enterprise product version, Active Directory integration, central management tools, and impact on system performance. Seven products met the majority of the established criteria and were passed on to the next phase of the evaluation process.

The third phase of the product evaluation process included an extensive review of literature provided by a number of independent, vendor-neutral organizations. These organizations extensively test antivirus products and thoroughly examine the detection and disinfection rates of computer viruses in corporate environments. Organizations providing extensive product examinations included AV-Comparatives, AV-Test GmbH, Virus Bulletin, ICSA Labs, West Coast Labs, Gartner and PC Antivirus. The use of this independent data allowed the task force to narrow the list of potential products from seven to three.

The final phase of the evaluation process was dedicated to testing each of the three remaining products. The goal of product testing was not to test the success or failure rates of virus detection removal but to determine which product best fit with the current Windows XP and the future Windows 7 desktop environments. Microsoft Forefront Client Security was chosen as the desktop antivirus solution of the future. Additional announcements about the implementation of this product will be forthcoming.

Fall IT Forum Series

By: James J. Franceschelli, Director IT Services

The Fall 2010 IT Forums will be held on September 21, October 19, and November 18. The lunch time sessions will focus around a particular topic and provide a non-technical overview for the attendees. Topics will relate to current technologies and focus on how those technologies impact the user community. All members of the community are welcome to attend. Registration is required by emailing ITServices@Scranton.edu.

The presentation for the September IT Forum will focus on using and getting support for mobile devices. Topics will include purchasing, configuring, and getting support for some of the latest devices released including Droids and iPads.

Royal ePay

By: Connie Wisdo, Director IT Development and Applications

With ITDA’s assistance, The University of Scranton now has a new automated refund program for students through the PNC Payment Portal, named Royal ePay. This PNC portal provides students with fast, automated access to school-administered payments and refunds via direct deposit into the student’s preferred banking account. Over the summer, students received instructions on how to activate their Royal ePay account and update their user preferences to prepare for the fall semester. The University will use this Royal ePay for both Financial Aid refunds and Work Study payroll.
Computer Lab Facilities — Fall 2010
By: Danielle Morse, Associate Director Desktop Services

IT Services, once again, spent its summer vacation updating computer lab facilities across campus. All lab computers now have a new, IT Services background containing the tech support phone number and email address. Maintenance on lab computers is done nightly between midnight and 6am to ensure all patches, updates, fixes, and the latest software is installed.

Deep Freeze, a program that restores a computer to a "fresh state" after each system reboot, provides secure, reliable machines to lab users. If a program is installed on a lab computer and the computer is later restarted, the program will no longer be installed when the machine restarts. Since Deep Freeze returns the computer to its original, pristine state any problems with a lab usually be fixed by rebooting. Using Deep Freeze ensures that lab machines stay up and running with the least amount of interruptions due to accidental configuration changes, software bugs, spyware, malware and viruses.


Standard software found in all lab facilities includes:

- Windows XP
- Microsoft Office Professional 2007
  (Word, Excel, Power Point, Publisher)
- Microsoft Office SharePoint Designer 2007
- Open Office
  (Writer, Math, Calc, Impress, Draw)
- Internet Explorer
- Mozilla Firefox
- PuTTY
- Flash
- Core FTP lite
- Shockwave
- McAfee VirusScan Enterprise
- NVU
- Media Player 11
- CutePDF
- Real Player
- JRE
- Adobe Reader
- Quick Time
- KompoZer

Internet Explorer 8 (IE8) is currently installed on the computers in BRN101, STT464, and any new or re-imaged computers in other lab facilities. IT Services began rolling out IE 8 to remaining lab computers starting the week of August 30th. Third party patching will begin the week of September 7th using the KACE KBOX Systems Management appliance. Patches include Adobe Reader, Adobe Flash, Adobe Shockwave and Java. In addition to the standard software applications that are installed in every lab facility, the following business software is installed in KSOM for Fall 2010: Eviews 7, Maple 14, MATLAB R2010, MS Office Pro, Minitab, MPL, MyITLab, Crystal Ball, Oracle SQL Plus, Peachtree Complete Accounting 2010, ProSeries 2009, Research Insight, SAP, PASW 18.0, Visual Studio, XLMiner, EconoMagic, Weka2, WireShark, and FrontPage.
Microcomputer Budget Allocations  
By: Danielle Morse, Associate Director Desktop Services

Each Fall IT Services sends out budget forms to department representatives to verify current computer inventory and identify the needs of the department. The goal continues to be equipping each office with the appropriate hardware in a reasonable timeframe. The completed Desktop Budget Request Forms are key in providing the necessary information in developing the appropriate plan for the departmental computer equipment. Departments that fail to submit the planning forms will not receive computer equipment upgrades for that fiscal year. Staff and faculty requests for new or recycled computers should be sent to the department representative and included on the Desktop Budget Request Form.

IT Services often receives calls from departments asking where their computer upgrades are once a new fiscal year begins. What most don’t realize is that although the computers have been allocated for a particular fiscal year that doesn’t mean on June 1 everyone will receive their new computer. Currently, IT Services is working to complete the remaining budget allocations for 2009-2010. On average, 300 computers are purchased through the Central Budget each year to replace computers across campus. Getting a new PC to your office isn’t as simple as taking it out of the box and plugging it in. Computer allocations for the current 2010/2011 fiscal year should begin being delivered later in the Fall 2010 semester.

LANs to Royal Drive  
By: Connie Wisdo, Director IT Development and Applications

Many departments that previously used LAN servers to house their departmental files are now moving to Royal Drive as “the” place to store their files. Why?
- Royal Drive is secure! Files are encrypted, backups are performed daily, and files are protected via the new group structure
- Royal Drive is convenient! Files are accessible from off-campus, via my.scranton, at any time.
- Royal Drive is self-manageable! Group managers are designated for each department, and can create new folders and assign permissions as needed.

Ad Hoc Royal Drive Groups — Your Folder May Be Moving  
By: Connie Wisdo, Director IT Development and Applications

As ITDA continues to streamline and standardize the manner Royal Drive Groups are created and improve Royal Drive security. ITDA and IT Infrastructure Systems are working together to migrate the Royal Drive groups created manually through the Xythos interface, called Ad Hoc groups to LDAP groups, which are generated via an automated process through Banner. These LDAP Royal Drive groups are ones that mimic the departmental/organization reporting structure built into Banner. It is difficult to administer and maintain both sets of groups, hence the effort to migrate the manually created Ad Hoc groups to LDAP groups.

What does this mean to you? It means your navigation to your ad hoc group folder will change soon. Many of you are members of ad hoc groups, and currently your group folder is found directly beneath the Groups folder on Royal Drive (e.g. R:\Groups\yourgroupfolder), however once you’ve been notified of the move, the Ad Hoc Group folders will be found at, R:\Groups\AdHoc\ yourgroupfolder. This migration of the Royal Drive groups to LDAP will allow Royal Drive administrators and the Technology Support Center to use an LDAP lookup tool to quickly and efficiently determine user-group membership and relationships. Working with the Technology Support Center, group managers can also benefit from this tool to better secure the files and folders of their group(s) on Royal Drive.
Change Management
By: James J. Franceschelli, Director IT Services

Numara software, FootPrints, has been in use at that the Technology Support Center (TSC) for over a year. This service desk implementation has helped the IR staff keep track of the numerous problems that have been reported to the TSC. In just the first year, over 7,500 tickets have been entered into the system.

Information Resources is now embarking on the second phase of the Numara software implementation, Change Management. The product will be used to convert the old Project Tracking System into a streamlined workflow process. The entire Project Tracking System conversion will take many months to accomplish and will be broken down into smaller components. The first component will convert the project requests relating to query & reports, new applications requests, and application modification requests. The Data & Technology Coordinators and banner liaisons are currently testing the new system which will move into production on November 1, 2010.

Alumni Small Business Initiative Project
By: Connie Wisdo, Director IT Development and Applications

The Alumni Small Business Initiative (ASBI), was developed to foster support for entrepreneurial alumni and designed as a way for alumni-owned businesses to grow. The ASBI is led by Ashley Motter ’09, Program Officer for Alumni, in conjunction with the Alumni Board and offered through the Alumni Benefits and Services area of the University’s Alumni Department. Julie Bialkowski, Associate Director of Alumni, and Julie Brackeva-Phillips, Technical Assistant of Alumni Relations, brought a web site concept to ITDA that allows Alumni to search for businesses owned by other participating Alumni. Working with Andrea Mulrine, Director of Development Operations, data storage fields were identified within Banner and ITDA developed the web page that will query the information for the site. It can be found at http://matrix.scranton.edu/alumni/BenefitsServices/ASBI.shtml

Mobile Device Handbook, Part II — Android Invasion
By: Diane M. Jachimowicz, Senior Technology Services Analyst

You may not have yet noticed, but the mobile device world has been invaded by Android devices. According to The NDP Group, a leading market research company, the Android platform is now installed on one of every three smartphone devices sold to consumers. In the second quarter of 2010, Android accounted for 33 percent of all smartphones purchased, followed by BlackBerry and Apple accounting for 28 percent and 22 percent, respectively. Android, best known as a mobile device platform, is a complete software set for mobile devices that includes an operating system, middleware and key mobile applications. Originally acquired by Google in 2005, Android is currently developed by the Open Handset Alliance, a group of technology and mobile companies organized to accelerate innovation in mobility while offering consumers a richer, less expensive, improved mobile experience.

When IT Services’ Mobile Device Handbook went live in April 2010, IT Services was not supporting the little alien devices because a Corporate Time calendar synchronization tool was not available for the Android platform. Since then, Synthesis AG, the Swiss company that first provided the University with a wireless synchronization solution for Corporate Time, released a SyncML client for the Android devices. The Android sync solution is not as feature rich as is its sister product for Windows Mobile and Palm devices but it does accomplish the basic task of synchronizing Corporate Time events and contacts to an Android device.

IT Services was visited by Android devices throughout the summer and is preparing to officially welcome them to campus in September. Individuals interested in acquiring an Android device through the University and Verizon Wireless should stay tuned to the Mobile Device Handbook at http://www.scranton.edu/its/mobiledevices for further updates.
Following the recommendations of IT Services and the KSOM Faculty, OpenOffice.org has been adopted for implementation and currently co-exists with Microsoft Office 2007 on lab computers. Approximately 677 deployments to lab computers occurred in one night, one of the best KBOX success stories of the summer upgrade season.

OpenOffice.org is an Open Source, community-developed, multi-platform office productivity suite. It includes the key desktop applications, such as a word processor, spreadsheet, presentation manager, formula editor and drawing program, with a user interface and feature set similar to other office suites. Open Office is a viable alternative for personal and home use.

In most cases, you will be able to successfully open and use all of your documents created in Microsoft Office. However, you may occasionally encounter translation errors as commercial software packages tend to implement new features before they are implemented in other applications. OpenOffice.org is available for a variety of platforms including Windows, Linux, Solaris, Mac OS X, FreeBSD, and HP-UX.

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<th>Application</th>
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<th>Examples of equivalent commercial applications</th>
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<td>Writer</td>
<td>Word processor</td>
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The University of Scranton is now an Authorized Apple Service Center. This authorization will allow IT Services to provide repair services to Macintosh computers still under warranty that are owned by students. In addition, University owned faculty and staff Macintosh computers will also be serviced through the Laptop Support Center. All repairs covered under warranty must be performed by Apple-certified technicians. IT Services is pleased to announce that Glen Pace, Computer Technician, is the first Apple Certified Macintosh Technician. Glen received his certification by passing a software and a hardware exam at an authorized Prometric Testing Center.

Many years ago the Undergraduate Admissions Office requested an automated process to assign Admissions Counselors to students who apply for admission to the University. The purpose of this automated process was to speed up the data entry of applications by not requiring data entry clerks to look up the correct counselor to assign to an applicant based on the address of the applicant's high school. The original process worked well for Admissions, but required much maintenance on the part of ITDA when counselor territories changed or a counselor left and someone new was hired. Over the summer ITDA worked with the Admissions Office to rewrite the Counselor Assignment Process. This new process is streamlined and has a feature to allow the Admissions Office control of territory and counselor changes.