IT Matters

Loyola Science Center Update
by Lorraine T. Mancuso, PMP, Director, Project Management Office

With two weeks left before the start of the Fall semester, furniture and other items from the Computer Science, History, Philosophy, Physics, and Theology departments were moved to the new Loyola Science Center. With faculty returning, the setup of phones, PC’s, and printers in offices for approximately 60 people needed to be completed swiftly. In addition, classroom configurations required the installation of PCs and instructor stations and solutions were identified for classrooms that would not be mediated. The technology implementation team was mobilized and given the go-ahead on August 15th.

An effective communication network was then established. The goal of the communication network was to have faculty connected and operational within 24 hours of arriving at their new offices. The Administrative Assistants

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Updated Look for IT Matters
by Jack Williams, IT Services Training Specialist

Welcome to the new look of IT Matters. What we're hoping to do, is to produce a newsletter design that more of the university community can appreciate and look to for information on technology issues and developments, in an easy to read, less-technical format.

So welcome and we hope you enjoy our new design. Let us know what you think.

Send us an email at: ITServices@scranton.edu.
In the previous IT Matters, we discussed the University’s increasing reliance on wireless technologies and Network Infrastructure’s proposed upgrade to our wireless infrastructure. Since that publication, there has been a flurry of activity surrounding this project. After choosing Cisco Systems as our wireless vendor, NI has embarked this multi-year project.

Phase one of this upgrade focused on wireless coverage in freshmen residential housing, the Loyola Science Center, and the new Mulberry Residential facilities. In this phase, NI deployed 350 Wireless Access Points (WAPs) in 14 buildings. NI also installed the core infrastructure components required to monitor and manage the wireless infrastructure. This phase was completed by mid-August.

Phase two is focused on the remaining residential facilities. This kicked off at the close of Phase one and is scheduled for completion by mid-October 2011. Upon completion of this phase, NI will have deployed 252 WAPs in 21 buildings. In addition to WAP deployments, Phase two also brings in additional core infrastructure components, providing redundancy and additional management capabilities. In addition to residential facilities, a small section of this phase is focused on upgrades to Saint Thomas Hall (32 WAPs) and the John Long Center (13 WAPs).

The upgrade to our residential facilities has had a noticeable effect on our network usage. NI is seeing a record number of wireless users, with our average being around 2,200 users. This is an increase of about 1,000 users from last year’s statistics. Naturally, we are seeing a record low in the number of wired users in our residential facilities, with our average being around 120 users. Mobile device usage is at a record high as well, with the average being around 600 devices.

Phase three of this project is currently scheduled to begin in June 2012. This phase will focus on the remaining academic and administrative areas, as well as outdoor wireless. In the interim, NI will be making performance enhancements to legacy access points. This will not increase coverage much in those areas, but will allow the legacy WAPs to take advantage of new services deployed on the new infrastructure.

As more and more users switch to wireless, we will continue to deploy new features to increase the performance and security of our wireless infrastructure. Stay tuned to future IT Matters for more details on these wireless services as well as updates to project timelines.
The Consumerization of IT and the Loyola Science Center
by Jerome P. DeSanto, Vice President for Planning and CIO

Last February I attended the LBCIO (Leadership Board of Higher Education CIO’s) meeting at the University of Miami. LBCIO is a relatively small group of CIO’s that represent a very diverse grouping of institutions from across the country. As I ventured into the large, modern conference room on the first day of the meetings I was struck by the fact that everyone present had an Apple iPad in front of them. I certainly was well aware of the surging popularity of the iPads, but I hadn’t considered how pervasive the iPads had become with IT senior leadership on college campuses. I borrowed an iPad from a colleague to give it a test run at the conference and found it to be very appealing from many aspects.

When I returned to Scranton, having contemplated this on the plane ride back, I decided to order 16 iPads, one for each of my divisional leadership team. My thinking was how could we possibly appreciate and understand this new mobile technology unless we ourselves became part of the user base. Seven months into this experiment I believe this program has already paid large dividends in broadening and deepening our collective understanding of this blockbuster, industry-changing device. I understand that Dean Charles Kratz has launched a similar iPad program in the Weinberg Library. One of the main advantages of the iPad and similar tablets is mobility, which is front and center as one of the main issues driving current IT strategy. IT users want a device that travels light and has the power and functionality to help them accomplish their work and access and enjoy their chosen recreational uses of technology.

Over the same period of time I needed to decide on a research topic for my dissertation, which I am engaged in as part of the Executive Doctorate program I’m enrolled in at the University of Pennsylvania. I decided to pursue the study of the evolution of the higher education CIO role amidst a sea of change in the industry. The explosion of tablets and other mobile consumer-grade devices such as iPhones, Droids, and countless others is now being referred to as IT consumerization. This is one of the primary drivers I decided to study in my research. In both the quantitative and qualitative portions of my study I am querying higher education CIO’s about the impact of IT consumerization on their respective campuses and their individual roles as CIO’s. There is unanimous consent that it is a trend here to stay and that CIO’s are compelled to embrace this movement with open arms. This notion certainly changes the fairly rigid standards based ideology that most higher education CIO’s have subscribed to over the years. What this means for the future is that CIO’s must focus their time and resources on building and maintaining an IT infrastruc-

Contact the TSC:
techsupport@scranton.edu
941-4357

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Beware of Spam and Scams  
by Gail Bontrager, Asst. Director IR Customer Service

The TSC reminds us to be very careful about clicking on links or opening attachments in email as they could be viruses. It’s always a good idea to look at the From: line to make sure the sender’s email address is one that you recognize. Spammers and scammers are getting smarter and they often send messages that look like they are from someone you know - so proceed cautiously! Also, be very cautious of “sob story” email messages, even if they are from someone you know. These are almost always attempts to gain access to confidential information or get you to part with your financial resources. If you have any question about the legitimacy of a message, please contact the Technology Support Center (TSC) at 941-4357 or techsupport@scranton.edu. If you are certain a message is spam, please forward it as an attachment (in Thunderbird, click Message → Forward As → Attachment) to is-spam@labs.sophos.com.

TIP: Did you know that JourneyEd offers academic pricing to students, staff, and faculty of higher education institutions. These prices offer a considerable discount compared to retail prices for software. Checkout their website: http://www.journeyed.com/select

Microcomputer Budget Allocation Process  
by Danielle Morse, Associate Director Desktop Services

Each Fall IT Services sends microcomputer budget packets to department representatives to verify current computer inventory for your department, and more importantly identifying the needs of your area. Our goal continues to be equipping each office with the appropriate hardware in a very reasonable timeframe. The Desktop Budget Request Forms that are returned to us by each department are a key part in providing the necessary information to develop the appropriate plan for your computer equipment. Staff and Faculty requests for new or recycled computers should be sent to their department representative. Departments that fail to submit the planning forms will not receive any upgrades for the fiscal year. Departmental funds are not to be used for the purchase of computer equipment. All computers purchased need to come from the central microcomputer budget.

Due to the high costs of maintaining and replacing desktop equipment, all users need to be conservative in their requests. Each employee should have only ONE system. When IT Services replaces a PC as part of the microcomputer budget program, the existing computer must be returned. If a user needs a laptop computer because of their work requirements, that same system also needs to be utilized as their office system. Where necessary, a docking station and external monitor can be provided.

Royal Drive at Home

If you are used to using the Xythos (Royal Drive) client in your office, you may want to download and use that same client on your computer at home. To easily download and install the client, log into my.scranton.edu and click on the Royal Drive icon in the upper right corner. Click the up arrow twice until you can see the Support folder. Double-click the Support folder to open it. Now double-click the downloads folder to open it. Double-click the RoyalDrive.exe file and follow the instructions on your screen to download and install the Royal Drive client.
National CyberSecurity Awareness Month 2011  
by Anthony Maszeroski, Information Security Manager

The Internet is a shared resource and securing it is Our Shared Responsibility.

No individual, business, or government entity is solely responsible for securing the Internet. Everyone has a role in securing their part, including the devices and networks they use. We need to understand that individual actions have a collective impact and when we use the Internet safely we make it more secure for everyone. The actions may differ based on our personal and professional responsibilities. However, if each of us does our part implementing stronger security practices, raising community awareness, educating young people or training employees together we will be a more resilient digital society.

National Cyber Security Awareness Month (NCSAM), conducted every October since 2004, is an annual awareness-raising effort that seeks to encourage everyone to protect their networks and our nation’s critical cyber infrastructure.

The success of National Cyber Security Awareness Month rests on all of us doing what we can do to engage those around us to be safe and secure online. There are opportunities for everyone to get involved, no matter what their role is.

The University of Scranton is supporting this campaign by encouraging participation in our own campus activities to increase security awareness and promote safe computing within our community. Here is what we have planned:

For Students
The focus of our student campaign will be educating them on good software patching practices for personally owned devices.

Monday, October 10th – CyberSecurity Quiz / T-Shirt Giveaway at The DeNaples Center
See us at our table at the bottom of the iTower stairwell between the hours of 11am and 2pm.

Friday, October 28th – Laptop Locks Raffle Drawing for Participating Students
Winners will be drawn at random and notified by a member of the Information Security Office staff.

For Faculty & Staff
SANS Security training will begin in October. All faculty and staff will have access to a series of videos that can raise awareness of how information can be compromised, by stressing how the person is the target of identity thieves, not just the equipment being used.

A cyber security contest will be held in conjunction with the training, and someone will win an iPad2. Watch your email and other updates that will appear around campus, or check the IT Services Training website: www.scranton.edu/IT_Training.
What are Botnets?

In its most basic form, a bot is simply an automated computer program, or robot. In the context of botnets, bots refer to computers that are able to be controlled by one, or many, outside sources. An attacker usually gains control by infecting the computers with a virus or other malicious code that gives the attacker access. Your computer may be part of a botnet even though it appears to be operating normally. Botnets are often used to conduct a range of activities, from distributing spam and viruses to denial-of-service attacks.

**TIP: Users who have laptops with docking stations: Please make sure that your system is completely shutdown before you remove it from the docking station.**

**The University’s Learning Management System: Where Do We Go After ANGEL?**

by Jason Wimmer, Applications Administrator, ITDA

In May of 2009, ANGEL Learning was acquired by Blackboard, Inc. At the time of the purchase, Blackboard made several commitments to ANGEL Learning Management System (LMS) customers, regarding product support and the honoring of existing maintenance contracts. We are pleased to share with the university community that up to this point, Blackboard has stayed true to the commitments it made. Although Blackboard is going to support ANGEL until 2014, The University of Scranton's license for ANGEL expires in fall of 2013. Therefore, we must begin to evaluate other LMS options.

In early 2012, the IT Development and Applications department, in coordination with the Center for Teaching and Learning Excellence (CTLE), will form a working group, and begin the formal process of investigating a replacement for ANGEL. We’ll look at several LMS products on the market, as well as open source software. The group formed to undertake the LMS investigation and search process will include representatives from the University's student body, as well as faculty and staff. Please stay tuned for further information about the process.
Now is the time for all good men to come to the aid of their party. Now is the time for all good men to come to the aid of their party.

**VoiceMail Tip**

The Technology Support Center (TSC) frequently gets complaints about the inability to understand voice mail messages. Either the caller talks too slowly (sounds drunk) or too fast (sounds like Alvin, the Chipmunk).

To speed a message up, press 6 while listening to the message. To slow a message down, press 4 while listening to the message.

Sorry – but we do not have a solution for callers who forget to leave important information, such as their name or phone number, but you can find out what number the call was made from by pressing 9 after listening to the message.

Report any telephone problems to the TSC at ext. (4357).

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**Consumerization of IT..**

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...ture and support system that welcomes and nurtures an individual’s choice of IT tools. This is a tall order. It means aligning IT plans, strategy, mindsets, employee skill sets, and priorities to this new reality.

The recently completed, magnificent Loyola Science Center is an apt example of this shift in thinking. There are very visible signs of technology everywhere in the building. PC’s, digital signage, and the latest scientific instrumentation is plentiful. The classrooms and other learning spaces are mediated with the latest technologies to enhance presentations and enrich faculty/student engagement in the learning process through technology. Lecture capture has been built into a few spaces and high resolution and magnification visualizers have been installed in key scientific instructional spaces. However, just as much attention was also paid to the very robust technology infrastructure in the building to ensure the highest performance levels of wired and wireless connectivity. The latter obviously has been designed to support the burgeoning IT consumerization usage we expect to see in this building over time. Certain steps have also been taken to “future-proof” the building, which means that we have planned for capabilities that will not be realized until sometime in the future.

As we move forward in time it becomes more evident that technology users will continue to want more independence to choose their solutions without really considering what IT is doing to make it all happen in the background in a secure, high reliability, and high performance environment. This best characterizes our challenge as CIO’s and IT professionals. Providing the evolving foundation of infrastructure and support to enhance teaching, learning, research, and productivity in a non-intrusive fashion is a target we will all be endeavoring to reach.
The ERP Migration Project – Are We Done Yet?

by Connie Wisdo, Dir. IT Development & Applications

You probably remember the article I wrote back in March, explaining the ERP Migration project and what to expect from it. To recap - our ERP consists of Internet Native Banner (INB) and Self-Service Banner (SSB), both from vendor SunGardHE, along with hundreds of software applications written by IT Development and Applications (formerly SSR), which integrate with Banner, and the enterprise Oracle database. Both SunGard and Oracle announced de-support of our old operating system, OpenVMS, so we had to convert everything to run on Linux, a server operating system similar to Unix.

Several PIR departments worked diligently over the past 18 months to migrate the ERP to Linux: Systems/Operations, DB Systems/Data Processing, and ITDA – and of course the Project Management Office which pulled us all together! But outside contractors and many other administrative departments on campus focused their efforts on the project also, especially the Registrar’s Office, Admissions, Payroll, HR, Advancement and Financial Aid. Countless hours of software conversion, installation and testing went into the migration, with the culmination happening during the time period July 28 – August 2, 2011, when we made the switchover from the VMS servers to the Linux servers. Taking everything into account, it went pretty smoothly. We had warned offices to run critical reports and processes prior to the switchover, and many heeded the warning. A few offices had critical issues in the first few days, but they were rectified within 24 – 48 hours. The Technology Support Center provided crucial assistance to customers and PIR staff by fielding calls, logging tickets into Footprints Service Desk, and answering customers’ questions immediately when possible.

As with every major upgrade we’ve ever done, the key lesson learned is that you cannot test enough! This time around, testing was even more difficult for both ITDA and our customers because of the new Linux operating system and the fact that we now have three application environments to try to keep synced:  dev (development environment for ITDA), QA (aka Test), and prd (aka Production). During the testing period, we also had the VMS Test and the VMS Production environments to deal with. The DBAs tried to keep the data in sync as best they could among all the environments, but because everything wasn’t “equal”, it was difficult and even impossible at times to thoroughly test applications as they were being converted. As a result, our customers found several issues with converted applications in the first few weeks of production, and are still uncovering issues here and there in the new Linux environment.

As mentioned in the last article, differences in the structure of Linux, along with a new version

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Emerging Technologies – Lecture Capture
By Jason Oakey, Instructional Technologist

The planning process of the then Unified Science Center brought the promise of exciting and innovative new technologies, not the least of which is Lecture Capture. Although this is by no means a new idea, it offers a refined and more inclusive way of tackling some cumbersome practices already employed on our campus. Early in the process Lecture Capture was seen as a larger and more encompassing educational tool than originally proposed for the new Science Center. The proposal came from more than one investigation into video-on-demand and Lecture Capture over the past several years by OIT and ITS.

The idea came from the concept of streaming video over our campus network for various reasons and had been thought of as a partner to video conferencing, as it was. From that point, we discussed how else to use this technology to accomplish other needed services for the University. One such service, video-on-demand, is the vehicle that would provide us the ability to convert our catalogue of VHS and even DVD titles from the Library’s media shelves to a digital file. It would allow the same access and stringent copyright attention currently in place, while eliminating the physical removal of the media from the Library. This would protect the integrity and longevity of each piece of media. Using this scenario, we imagined an interface for students as well as faculty. It seemed that at every turn we were discovering a new use and a new user that would benefit from a system like this. From employee training videos for new hires to instructional videos for our own department and so on, the idea quickly evolved into an ever-growing list of “what if’s”.

The opening of the Loyola Science Center gave us the much-needed opportunity to incorporate this concept from the ground up. Information Resources was put through its paces preparing to introduce a classroom technology that would have its overall success dependent on every department involved.

Today we are in the implementation stage of this process for the Science Center. This requires members of OIT, NI and Systems to work closely with Vistacom, the vendor / installer, and members of the Faculty. The target is to have the three predetermined locations fully functional in the Spring Semester, 2012. What is fully functional? Having the ability to capture an entire class lecture or demonstration

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Strong Password Guidelines
by Planning and Information Resources

1. Passwords must be at least 9 characters and no more than 15
2. Passwords must contain:
   a. One or more numbers (e.g., 0-9)
   b. One or more lower-case letters (a-z)
   c. One or more upper-case letters (A-Z)
   d. One or more special characters (%,*,+,-,/,:,?,_)
3. Passwords must not contain:
   a. More than two consecutive identical characters
   b. The user's username or RoyalID
   c. The reverse of the username or RoyalID
   d. The user's email address
   e. Dictionary words, including proper names
   f. Widely available or obvious personal information
   g. Common keyboard sequences, such as QWERTY, etc.

**TIP: laptop users:** When your laptop is plugged directly into a wall jack or on a docking station, make sure your wireless network is turned off. This avoids a possible issue with the network.

Where's My New Computer?
by Danielle Morse, Associate Director Desktop Services

IT Services often get 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 FY2010/2011. 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. Our Desktop Engineers configure each system with the current operating system, install all standard and specialized software applications, make user customizations, and ensure that the proper security settings and programs are working. Computer allocations for the current 2011/2012 fiscal year should begin to be deployed by the end of this year.
Now is the time for all good men to come to the aid of their party. Now is the time for all good men to come to the aid of their party.

IT Matters FALL 2011

Train your Battery

When you first buy your laptop, unplug it and use it until it runs out of battery power. Then plug it back in and charge it all the way back up. If you do this two or three times in a row at the beginning of your ownership of the laptop, your battery will be used to running down to very little power in a timely manner, as opposed to a battery that has never been run down that low and simply shuts off when it almost runs out of battery life. This will happen if the battery is not trained before you begin to use it regularly.

John Tabor, Senior Application Developer, has accepted the position of Financial Systems Coordinator starting Monday, September 12th. John has been with the IT division for over 30 years and has been a key player in most areas of the Banner System and has developed many of the Auxiliary Systems.

Alex Krist has been hired in the role of Senior Application Developer. Alex has a BS in Computer Technology and has done Graduate coursework in Information Technology. Alex comes to us with a wealth of knowledge and experience in the development and support of n-tier and web applications including SungardHE Banner ERP system. He worked at College of Charleston, Charleston, SC for 13 years working on the Human Resources, Finance, and Student areas. His most recent job was an Application Analyst II at the Medical University of SC developing n-tier research administration application. Alex will be joining us on Monday, October 10th. His office will be in room AMH 110 and his extension is 4206.

Joseph Casabona has been hired in the role of System Integrator/Web Developer. Joseph is an alumnus of the University receiving his BS in Computer Science in 2007 and Master’s Degree in Software Engineering in 2009. Joseph has been a freelance developer for Public Relations for the past several years, has served as an Adjunct Professor here at the University teaching Computer Literacy, and has been owner of a web development company based out of New York. Joseph will be joining us on Monday, October 3rd. His office will be in room AMH 107 and his extension is 7798.

Keeper Password & Data Vault
by Diane M. Jachimowicz, Senior Technology Services Analyst, IT Services

Callpod’s Keeper Password & Data Vault is a safe and secure way to store all of your passwords, notes, website logins and other personal information in one application. What separates Keeper from other password applications is its ability to synchronize the data in the desktop version of Keeper across your home Wi-Fi network to any number of mobile devices, including Windows Phone, BlackBerry, Android and iOS devices. The Wi-Fi sync option serves as an ideal backup mechanism for your sensitive data and allows you to safely carry the data with you.

Keeper, an annual renewal subscription service, is not an inexpensive application. Subscriptions are based on the number of devices and cost $9.99 for each device. A device is any mobile phone or computer. The default subscription offer is $29.97 for three devices. The cost, however, shouldn’t discourage you. Keeper does regularly discount their service and will frequently offer as much as 50% off the regular price, allowing you to pick up an annual subscription for three devices for as little as $14.99.

IT Development and Applications Staff Changes
by Cindy Hricko, Asst. Director IT Dev. and Applications

Callpod’s Keeper Password & Data Vault is a safe and secure way to store all of your passwords, notes, website logins and other personal information in one application. What separates Keeper from other password applications is its ability to synchronize the data in the desktop version of Keeper across your home Wi-Fi network to any number of mobile devices, including Windows Phone, BlackBerry, Android and iOS devices. The Wi-Fi sync option serves as an ideal backup mechanism for your sensitive data and allows you to safely carry the data with you.

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CyberSecurity Month

During the month of October, The Department of Homeland Security has initiated: STOP. THINK.CONNECT. A program to raise awareness of the many threats against computer users.

STOP - Before you use the Internet, take time to understand the risks and learn how to spot potential problems.

THINK - Take a moment to be certain the path ahead is clear. Watch for warning signs and consider how your actions online could impact your safety, or your family’s.

CONNECT - Enjoy the Internet with greater confidence, knowing you’ve taken the right steps to safeguard yourself and your computer.

Emerging Technologies - Lecture Capture

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in full-color video with audio alongside most presentation materials, copyright withstanding, similar to a Power Point presentation or a feed from a Doc cam. These would be all tied together into one single file that will be archived and can be automatically associated with our Learning Management System, Angel. The process will provide the ability to review the lecture or demo from a previous class, verbatim, creating the highest quality study and review tool available. This technology will be our pathway for live video streaming and high profile events. It will also enable us to have an enhanced web presence on sites like YouTube and iTunesU, as well as our own scranton.edu and my.scranton.edu.

TIP: Come up with an automated backup system for your computer. There’s no misery quite like the sick feeling of having lost chunks of your work because you didn’t have a backup copy.

 Buying the Right Tablet

by Diane M. Jachimowicz, Senior Technology Services Analyst, IT Services

My brother, who is a device guru in his own right and perfectly capable of making an informed purchasing decision, recently posted to his Facebook page asking friends for input on deciding between purchasing an Apple iPad 2 or a Toshiba Thrive. By now you probably have some familiarity with the iPad. It’s the tablet device by Apple that reinvented the tablet PC market weighing a mere 1.33lb, running the iOS operating system, with a nearly 10” display, sporting Bluetooth, Wi-Fi and optional 3G connectivity, cameras on the front and back, up to ten hours of battery life, audio playback, and video output. Pricing for the iPad 2 starts at $499.

The Thrive, a lesser known, 1.6lb tablet device manufactured by Toshiba, runs the Android 3.1, Honeycomb OS and boasts an impressive 10.1” display, Bluetooth and Wi-Fi connectivity, cameras on the front and back, up to eleven hours of battery life on a user replaceable battery, audio playback, and HDMI, Mini USB, USB 2.0 and SD card ports. Pricing for the Thrive starts at $379.99.

A decade ago, deciding what computer to purchase was easy. Decide how much you wanted to spend, pick a manufacturer and an operating system (Windows, Mac or Linux) and buy as many beeps and whistles and as much horsepower as you can afford. The assumption was that this investment of $1,500 - $3,000 had to get you through the next three, five, maybe even seven, years. Deciding to

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Anti-Virus Software Requirement
by Danielle Morse, Associate Director Desktop Services

In an effort to better secure computers from current malware attacks, IT Services requires that ALL computers connecting to University resources, including the wired, residential network (ResNet) and the wireless network (ROYALAIR), be protected with a modern, regularly updated, antivirus software package.

University owned pc’s were upgraded to Microsoft Forefront Client Security over the past year. IT Services did not renew the University’s McAfee license so anyone with McAfee still installed on a University owned computer should contact the Technology Support Center immediately to have it removed.

Personally owned PC and Macintosh computers with no currently installed antivirus package will not be able to access ResNet or ROYALAIR until an active antivirus package is installed.

**TIP: Do not leave your computer unattended, even for a short while. Thieves can access and steal your sensitive information quickly, without your knowledge.**

Problem Solving with FOOTPRINTS
by Gail Bontrager, Asst. Director IR Customer Service

**FootPrints**, a program used by the Information Resources (IR) Division, to manage reports of technology problems and requests for technology services, is now available to the entire university community.

The IR staff has built an interface to FootPrints that allows students, staff and faculty to submit problems or request services at their convenience. Staff and faculty can now report an IT problem (such as a broken monitor), request an IT service (such as software installation), or request a change (such as a request to modify an existing Banner program or process).

Users can submit the request at any time not just during Technology Support Center (TSC) regular hours. And you can include the exact details you want in the Customer Notes section, reducing the likelihood of the TSC staff misrepresenting the problem.

The TSC staff is available to assist you with submitting your first few problems/requests, if necessary. The TSC is open evenings and weekends in addition to normal business hours.

**Contact the TSC:**

techsupport@scranton.edu or (570) 941-4357

To access FootPrints, log into my.scranton.edu and click on the University Links tab. Scroll down to the Administrative Links channel and click on FootPrints.

**Preventing Problems**

All computer users are reminded that one of the simplest methods for preventing malware infections and protecting yourself, your computer and University resources is to switch Internet browsers. Microsoft’s Internet Explorer is subjected to the largest number of security threats, so switching to a popular, safer alternative such as Mozilla’s Firefox, Opera or Google Chrome will dramatically improve your PC security right away.

Students can easily install these alternative browsers from the Internet. Mozilla’s Firefox is already installed on most staff, faculty and lab computers.
What are rootkits?

A rootkit is a piece of software that can be installed and hidden on your computer without your knowledge. It may be included in a larger software package or installed by an attacker who has been able to take advantage of a vulnerability on your computer or has convinced you to download it.

Attackers may be able to access information, monitor your actions, modify programs, or perform other functions on your computer without being detected.

The TSC reminds us to keep our computer software updated and make sure we report any problems immediately.

TIP: Do not give sensitive information to anyone in an email, unless you are sure that they are indeed who they claim to be and that they should have access to the information.

IT Training
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edu will allow the university community to access email “in the cloud” or online from any web-enabled device. The Outlook Live web app will be configured for all users for this new email process. The program will also feature popular web apps including WORD, EXCEL, PowerPoint, and OneNote, and a large online storage area. Here pictures, files, folders and many other items can be stored and shared with others. We have conducted many training sessions in Live@edu, and will continue to offer updated training, as we get closer to the changeover from the old RoyalMail system.

Training is still being offered in the CMS, or content management system, for all departments within our university community. While most departments are online in the new system, and most of our staff has been trained, new people are always coming on-board. We offer training in Basic CMS and a more advanced session. For more information on training, contact: Sarah Johnson: johnsons4@scranton.edu, or Jack Williams: williamsj4@scranton.edu.
Loyola Science Center Update

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identified individuals who were ready to have their PCs connected. The daily list was used by Network Services (NS) and IT Services (ITS). Once identified, a request was placed with NS for port activations and placement of the remaining VOIP phones. ITS staff reserved several hours each afternoon to connect faculty or staff on the list and immediately address any issues.

With the Phase II Harper McGinnis renovation proceeding, the Administrative Assistants needed to move to the Administrative Suite. The move would position them to support their faculty. However, a delay in the delivery of a part needed to power the Administrative Suite caused a temporary move of the Admin. Assistants to an adjacent room. Although not ideal, the location was dubbed "LSC Central" as Marie, Nancy, Susan, Mary and Jane immediately set out to finalize tasks required for the start of classes. On the Wednesday prior to the start of the semester, the needed part had arrived and by Friday, the Administrative Suite was ready to receive our students.

The specialized classroom requirements of the Physics and Computer Science departments were clearly identified which helped Danielle Morse, and her ITS team, work to equip critical classrooms in time for the start of the semester. The Office of Instructional Technology (OIT) and Vistacom, installed state-of-the-art instructor stations in dozens of classrooms. This also required coordination with the Network Services team.

Within those two weeks, a construction site was transformed into the Loyola Science Center and ready for the start of classes. This would not have been possible without the guidance and dedication of Dave Wilson, George Gomez, Noreen Schofield and Karl Ketsch along with the various contractors which included EYP, Quandel, HTLyons, Sargent, Johnson Controls, Everon, Vistacom, New Era and Point1. Additionally, the PIR staff is recognized for their work on the Loyola Science Center as well as other locations on campus; ITS: Danielle, Joe, Glen, Karl, Deanna, Gus; Network Services: Ron, Calvin, Tim, Steve, Ray, Lisa N., Mark F.; Lee and Mark M. from the Systems department; and the OIT: Rob and Jason O. Finally, many thanks for the guidance, patience, understanding and cooperation of the department chairs, faculty and staff of the Computer Science, History, Philosophy, Physics, and Theology departments. We get to do this all again next year once Phase II, the Harper McGinnis renovation, is completed.

Click here for Loyola Science Center Quick Facts

Netflex now on most Android phones and some tablets

By James Gaskin, ITworld

In an oddly low-key way, Netflix released their streaming app on Android 2.2 and 2.3 devices recently, according to PCWorld. The "announcement" was hidden inside the "What's New" tab at the Android Market. Perhaps Netflix is embarrassed, since iPhone users got streaming video over a year ago, and even Windows 7 phones had their app last November.

Estimates are that between 80 and 85 percent of Android phones users have updated to at least version 2.2. Questions about whether to blame Google for doing a lousy job with Android programming interfaces and rights management support seem rather pointed lately.

Tablet users still get only fragmented, model by model love from Netflix. One might think that Honeycomb, the new Android tablet OS getting rave reviews and support from vendors, would support the Netflix app, but no such official luck. Maybe the "What's New" tab will have some love for Honeycomb soon.

Click here for Loyola Science Center Quick Facts
Quick Cell Phone Facts

There is almost one mobile phone for each of the 310 million people in the United States (about 286 million).
Most adults make and receive about 5 phone calls each day.
Men make slightly more phone calls than women do.
Americans log an average of 788 minutes of talking on their phones, each month. (This includes subscriber payment for incoming calls.)
Adults are 15% more likely to own a mobile phone if they have kids.
Teens will send 5 times more texts than adults.
City dwellers are 15% more likely to sleep with their cell phones than rural dwellers.

Sources: CNN, Pew Research, The Economist

Buying the Right Tablet

Continued from page 12

purchase a tablet in 2011 isn’t as straightforward. Tablets owe their heritage to the smartphone and share many attributes with the smaller devices. One shared attribute, although tablet manufacturers and consumer reviewers alike dwell little on it, is usable lifespan. While you will be spending less money to purchase a tablet today than you did to purchase a computer a decade ago, it is unlikely that you will be using that tablet for more than 24 months.

How do you decide which tablet device will get you through the next 24 months? Remember that bigger isn’t necessarily better. For some, the Barnes & Noble Nook Color device will be a great, inexpensive, entry level, 7” tablet device. The Nook Color is an e-reader device but it is also a tablet device, built on the Android platform, and capable of browsing the Internet, checking email and running many (but not all!) Android apps. Remember, too, that when it comes to selecting a tablet, all tablets and tablet apps are not created equal. You need to define how you’re going to use your tablet device and select the features and apps that best meet your needs right now.

Keep in mind, too, that the tablet device boom has only just begun. Of the more than 80 tablet devices unveiled at the 2011 Consumer Electronic Show (CES) this past January in Vegas, only a quarter of them made it into the hands of consumers. Additionally, as IT Matters prepares to go to press, the Internet is abuzz with speculation that the iPhone 5, the Motorola Xoom2, the much anticipated Amazon 7” tablet, and the Samsung Galaxy Tab 8.9 will all be released in plenty of time for Christmas.

TIP: Disk CleanUp comes free with Windows and will get rid of the rest of the many junk files that you accumulate. Go to start menu>accessories>system tools>disk cleanup.
Computer Lab Facilities Fall 2011
by Danielle Morse, Associate Director Desktop Services

IT Services deployed 150 new Dell computers to lab facilities across campus during the summer. Also deployed were 60+ lab, classroom, and instructor’s stations to the new Loyola Science Center. 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, is used to provide secure, reliable machines to our lab users. Consequently, if you install a program on a lab machine and then reboot the machine, the program will no longer be installed when the machine restarts. Deep Freeze returns the computer to its original pristine state. If you experience any problems with a lab computer they can usually be fixed by rebooting. Using Deep Freeze helps to ensure that the computers stay up and running with the least amount of interruptions due to accidental configuration changes, software bugs, spyware, malware and viruses.

Lab facilities that received these new computers include Biology, Chemistry, Communications, Cyber Café in Hyland Hall, Education, English, Foreign Language, Physical Therapy, and Physics. The new computers are Dell Optiplex 780’s, 3.16GHz processor, 4GB RAM, 20" flat panel monitor, and a 320GB hard drive. In addition, the Hyland 102 lab was replaced with 46 new Dell Latitude E6520 laptops.

Standard software found in lab facilities includes:

- Windows 7
- Microsoft Office Professional 2010 (Word, Excel, Power Point, Publisher)
- Microsoft Office Project 2010
- Microsoft Office SharePoint Designer 2007
- Open Office
- Internet Explorer 8
- Mozilla Firefox
- PuTTY
- Adobe Flash
- Adobe Reader
- Core FTP lite
- Shockwave
- Microsoft Forefront Client Security
- Media Player 11
- CutePDF Writer
- JRE
- Quick Time
- KompoZer

Lab facilities with existing computer hardware will be updated to the standard software applications and operating system during the Fall semester.
The University of Scranton provides digital signs in a number of key locations around campus. In addition to news and global information, the displays provide information regarding current campus events, activities, and announcements. Student clubs and our sporting teams also contribute to the information displayed.

**Digital Signage**

**ASK THE TECHIE**

**QUESTIONS AND ANSWERS OF GENERAL TECH INTEREST**

Did you know that you do not have to write down those long error messages you get on your computer in order to report them to the Technology Support Center (TSC)? You can press Ctrl+Print Screen and copy the screen shot into an email message and send the message to techsupport@scranton.edu.

Did you know that you can set up an online Royal Card account and easily move money from your bank account to your Royal Card, making it as easy as swiping your Royal Card to buy that Starbucks latte, lunch in DeNaples, or supplies from the bookstore? Go to www.scranton.edu/royalcard and click on Online Card Office. Once you set up your account, you can add money to your Royal Card at your convenience.

Would you like to leave a message on your VoIP phone when you go on vacation without erasing your standard greeting? You can set up an alternate greeting, letting customers know you are out of the office and when they can expect you to return.

Instructions to do all these tasks, and many more, are available in the FootPrints Knowledge Base. To access FootPrints, log into my.scranton.edu and click on the University Links tab. Scroll down to the Administrative Links channel and click on FootPrints. You can now search the Knowledge Base by entering your search terms in box at the top of the page and clicking on the Search button.

TIP: Passwords are vital to computer safety. Have your computer access itself protected and have separate passwords for every online account you make. A strong password needs to be a mix of alpha numeric capitals such as jr3*Tr7K6 to make it as hard as possible for anyone to break.
A Virus, Now What?
by Danielle Morse, Associate Director Desktop Services

If your computer is quarantined from the network by our Information Security Office due to an infection, it must be immediately removed from the campus network until it can be remediated by a CSIRT staff member. A computer technician from Desktop Services will be dispatched as soon as the infection is detected to remove the computer from the office location. To maintain the integrity of our forensics investigation of the incident, no files can be removed from the computer before it’s picked up by a staff member. Storing all your files on Royal Drive is beneficial for many reasons but for this reason in particular, it can be a life saver. All your files will be accessible from any computer if you find yourself quarantined without your own computer for a period of time.

Depending upon the severity and nature of the infection, it may take several weeks to fully clean the computer and return it. To help protect your computer from becoming infected, here are some things that you can do on your desktop right now:

- Do not store personally identifiable information (social security numbers, financial account numbers) on your desktop – in documents, spreadsheets, or email.
- Move all your PII to Royal Drive.
- Use Internet Explorer for accessing University systems only.
- Use Firefox with Adblock Plus for all other web browsing.
- Avoid the following areas of the Internet while using your University computer — 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 constantly working to put measures in place to protect your computer including automated patching of the most vulnerable applications. We are currently deploying Identity Finder on University owned computers to help locate personally identifiable information. Faculty and Staff are responsible for scanning their own computers and removing any PII found. 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.

TIP: The Information Classification and Protection Policy defines how all university information should be handled in any medium, electronic as well as paper. For more detailed information, go to this link: CLICK HERE!
Coming Next...

- Live@edu
- HELP Desk issues
- Security for all
- Cloud computing in the future
- Applications and Apps
- Best prices on today's latest equipment

Campus Alerts and Notifications

IT Forum - October 25th
Subject: Information Classification & Protection Policies
11:30 a.m, DeNaples #407. Lunch served.
To reserve a seat, contact IT Services or click here.

Live@edu Email/Calendar Conversion

Planning and Information Resources plans to convert RoyalMail and CorpTime/Oracle calendar to Live@edu later this year. Live@edu, a Microsoft hosted, cloud solution will provide a more feature rich, integrated, email and calendar system for all faculty, staff and students.

The conversion process is currently being prepared for testing. Once the testing has been completed, the process will be moved to the general university community. At the time of conversion, community members will be given tools for moving email, address books and calendar entries to the Live@edu environment.

Information on the Live@edu conversion project can be found on the IT Services Training website, www.scranton.edu/IT_Training as it becomes available.