IT Matters

Footprints Tips and Tricks
By Connie Wisdo, Director, ITDA

FootPrints is a ticket tracking system utilized by the University of Scranton Planning and Information Resources (PIR) Division, for information technology (IT) requests. It tracks IT service tickets and provides communication among PIR departments and our customers. Students, staff and faculty can submit a ticket to request assistance with an IT-related problem or check on the status of a ticket. They can also search through knowledge base articles that have been submitted by IT support staff on a variety of issues. Faculty and Staff can also use Footprints to submit Change Management requests (modification to existing applications, new applications, or report / query requests, WEB & CMS requests) and to request special IT Services (such as PC Setups, VOIP, Port Changes, RoyalDrive accounts, etc).

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Understanding New Storage Technology
By John Culkin, Senior Systems Administrator, Infrastructure

Wikipedia defines a Solid state drive (SSD) as “a data storage device that uses integrated circuit assemblies as memory to store data persistently.” (Solid-state drive) Why does this matter to you? If you use an electronic device in today’s fast paced world, speed is a competitive necessity and SSDs do a great job of satisfying that need. For example, if you booted a laptop from an SSD at the beginning of this article, it would be usable by now. In this article we’ll look at some of the features of newer Solid state drives and compare them to the traditional hard drives that they are replacing.

Continued on page 11
Karl Johns Joins the TSC Full-time

With the recent reorganization of the IT Services department, Karl Johns has joined the Technology Support Center full-time as a TSC Analyst. This move provides a more extensive level of hardware support to our Tier 1 services. Karl will be working with the rest of the TSC staff to train us on hardware support issues and he will also be taking on the general responsibilities of TSC support.

Information Technology Services recently underwent an organizational review and subsequent reorganization. The driving forces behind the IT Services reorganization included desktop virtualization, bring your own device trends, and the overall consumerization and personalization of technologies. As a service organization, it is important that we strengthen our services and seek ways to meet our customer’s needs. The environment that we support is changing and IT Services department needs to change to meet the dynamic customer needs. Working with Human Resources and the members of the Planning & Information Resources management team, the IT Services staff went through an extensive review of the current organization structure and functions to determine the optimal structure. The study included field experts and input from our own faculty, staff and advisory groups. In the new organization structure the long standing areas of the Computer Maintenance Center and Desktop Services are gone. Those functions have evolved to improve efficiencies and overall customer services. IT Services is now structured with four distinct functional areas.

At the heart of IT Services is the Technology Support Center. A major focus of the reorganization was to strengthen the services that we provide and to continue to build a solid reliable Technology Support Center that all of our customers can depend upon. The TSC will continue to provide first level customer assistance. Adding to the existing TSC functions are laptop and mobile device support. Dedicated staff is now present at the TSC to provide assistance with mobile devices and student laptops. A Field Services group has been added to the TSC to provide level one support with computing devices and classroom technologies. This group will work to repair systems, configure and deploy new systems, upgrade software applications, and troubleshoot common problems relating to computing devices. The Field Services group will also be empowered to assist with instructional technologies. Customers experiencing a classroom problem will now have the added benefit of a field service technician that can resolve both desktop and audio visual issues. Tickets logged in footprints will be closely monitored as the Field Services group actively works with the TSC staff to improve customer communication and resolution times.

The Office of Instructional Technologies will continue to provide support to mediated classrooms and meeting spaces. The group will work closely with the first level responders (Field Services Technicians) to improve our ability to quickly resolve any problems. The OIT staff will continue to help with the design of new spaces, classroom upgrades, continued maintenance of our extensive facilities and consultation with our customers on instructional technologies. Faculty and staff can look to this group for guidance in developing the future classroom tools to enhance the learning environment. The OIT group will continue to support Digital signage, Video Conferencing, and the Classroom database.

The newly formed Client Services group will work on managing our desktops, laptops and future client devices. This group will continue to use remote management tools such as KBOX, SUS, Forefront, Deepfreeze, Viewfinity and Virtual Desktop Infrastructure to support a secure and reliable customer work environment. Evaluation and adoption of new hardware, operating systems and applications will keep this group actively engaged with our customers. The group will also be involved with the deployment of new systems and will work

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The Planning & Information Resources Division is pleased to share our new Information Resources Tactical Plan for 2013-16. This plan was developed over the past several months in consultation with management and staff inside our division as well as several key advisory groups, including the Information Resources Advisory Committee, Information Management Advisory Committee, the Faculty Senate Technology Advisory Group, and interviews with the academic Deans. Thanks to all for your input.

As part of the planning process, Vice President for Planning & Chief Information Officer, Jerome DeSanto, laid out a new vision for information technology on our campus — To partner in the University’s transformative work using our professional expertise to create a dynamic, seamless technology environment to deliver services that promote sound business practices and enhance the learning experience. Through this vision and the plan priorities we intend to capitalize on the shifts happening in information technology (IT) and the changing roles of IT professionals to partner with other areas of the University to respond to the many pressures we are facing in the higher education environment today.

In this three-year time period, our focus will be on Providing Professional Services, Leveraging IT as an Institutional Asset, Embracing Consumerization, and Supporting Innovation in Teaching and Learning. Our attention within the division will be on strengthening our service management and project management practices, centralizing asset and contract management, and furthering risk management efforts. In support of our campus clients, we will be leading business process improvement initiatives, exploring the uses for “big data” and advancing the use of analytics, improving support for mobile work and learning, and refining support for classroom technologies. As always, we will continue to architect to ensure a high availability infrastructure with current enterprise applications and tools, leveraging new technologies such as virtualization to deliver technology-based services and solutions to campus in the most efficient and effective ways possible.

For more information about the kinds of work you will see us doing on campus in the next few years, I encourage you to check out the full plan document on our division web site.

http://www.scranton.edu/pir/

Mobile Device Support

Recent updates to the Mobile Device Center website include documentation establishing a simple passcode lock on Windows Phone devices and configuring Windows Phone devices for Live@EDU.

For more information on Mobile Devices, visit our website: http://www.scranton.edu/pir/its/techservices/mobile/index.shtml

IT Services Reorganization

(Continued from Previous Page)

closely with the TSC in providing level two support to client issues.

The IT Training function will continue to provide technology training to advance the adoption and utilization of supported systems. The training function provides hands on training on a number of standard applications and will work with offices to develop customer or department specific training as needed.

The reorganization of IT Services was official in early January and the staff has been working through a number of transitional issues and the transfer of knowledge and responsibilities. The Spring 2013 semester will see many changes for IT Services staff as the new structure solidifies. This new structure will improve customer services and help the IT Services staff adapt to the changes in the IT industry.
IT acquisitions have a potential impact on the entire campus and technology decisions made without central oversight can have unexpected, negative consequences. With this in mind, Jerry DeSanto, VP Planning/CIO, has established a position responsible for computer hardware and software asset inventory as well as all licenses, support, and maintenance agreements associated with IT purchases. In my new role as Manager, IT Asset & Vendor Relations, I can help to ensure that IT hardware and software acquisitions integrate well into Scranton’s technology environment, that any risk, security exposure or liability associated with an IT acquisition is identified before the purchase is made, and that Scranton achieves the maximum value from any IT investment. All computing solutions must be implemented in ways that promote security of systems, data, and employees.

If your department is interested in purchasing new software or upgrading existing software, I can coordinate the software license acquisition and distribution for you. We already have academic discounts in place for some Microsoft, Adobe, Apple, and other products that can save department’s budget dollars. Many software companies offer special licensing agreements to higher education institutions as incentives for them to purchase and use their software products. If the software is for classroom use, I can work with vendors to obtain volume discounts or classroom licenses if available. All software installed on University machines must be properly licensed.

Typically a separate license is required for most software packages for each computer that the software is installed upon. Some license agreements also specify that the software purchased by the University must be installed on University owned computers, and not personally owned ones. I can check license agreements for “home use” or “work at home” rights before you make the purchase. To ensure contracts are in accordance with University policy and that license terms can be met, all software purchases should be reviewed by Information Resources.

To take advantage of University discounts on software and to ensure contracts are in accordance with University policy, please enter a ticket with the Technology Support Center including details of which computer(s) the software will be installed on.

**Royal Drive Cache**

By Gail Bontrager, Asst. Director IR - Customer Service, Technology Support Services

Are you having problems opening and saving documents on Royal Drive? Clearing out the Royal Drive cache may help. Here’s how:

1. Click on the Royal Drive icon in your system tray
2. When the window appears select the Options tab
3. Click on the Clear Cached Files button
4. Click on the Connect Tab
5. Click on Disconnect
6. Click the Close button
7. Reboot your system
Data Privacy

Data Privacy is an IT Services effort to help people protect information and keep it private; to control their digital footprint; and to make the protection of privacy of data an important priority. The University of Scranton provides tips on how to keep our information private and protected against unwarranted access.

Some TIPS to use:

Keep security software current: Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.

Automate software updates: Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.

Protect all devices that connect to the Internet: Along with computers, smart phones, gaming systems, and other web-enabled devices also need protection from viruses and malware.

Plug & scan: “USBs” and other external devices can be infected by viruses and malware. Use your security software to scan them.

SANS Security Awareness Training

By Jack Williams, IT Training Specialist

One of the easiest ways to help ourselves and the university with the many security threats targeting our information, is by using the SANS Security Awareness training program. This interesting and important system of videos, each about 3 or 4 minutes long, illustrates many of the methods used by identity thieves and other cyber criminals to access and steal our information.

“You are the target” is the central theme of the program. We assume that once we feel our equipment is ‘secure’ we are protected. But thieves target the way we use our computers, and find weaknesses that can be exploited. Many people who have viewed the videos are surprised and made aware of the common habits we use when working on our computers, that can be used by thieves to compromise our information.

All full-time university faculty and staff are highly encouraged to participate in this important computer security effort. The videos can be viewed anytime, view a few today, come back for the rest.

For more information on the SANS training, go to the IT training website: http://www.scranton.edu/it_training, and click on the SANS Security Awareness link. Or contact Jack Williams, IT Training Specialist, for more information: jack.williams@scranton.edu

New Computer Classes Offered

The IT Training office is conducting an on-going series of computer software training classes for all members of the university community. The software-training subjects offered are some of the most commonly used on campus.

Microsoft Office 2010 titles include WORD, EXCEL, Outlook 2010, PowerPoint, and Project 2010.

Other subjects available are: CMS, (our web-editing program), RoyalDrive, (our secure shared drive), Windows 7, (updated operating system currently being deployed to all university computers), and a special class in Basic Computer use for those staff just getting started with computers.

In addition, we have classes available touching on security issues, such as Identity Finder, (to find and secure sensitive data on our computers), and SANS Security Awareness, (computer security awareness training videos).

Coming soon will be training sessions in Banner. Currently in development, those sessions will help users discover and utilize the many options and capabilities of that system.

Although we offer many normally used-on-campus programs available for training, all university members can suggest training in subjects not on our current offerings list. Examples would be subjects like Adobe Photoshop, Acrobat, and Dreamweaver, to name a few.

We invite all university members to visit our IT training website: http://www.scranton.edu/it_training, for the latest information on training issues and programs that can benefit our community. You can also contact me for more information on schedules or registration for classes:

jack.williams@scranton.edu

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Connect With Care

When in doubt, throw it out: Links in email, tweets, posts, and online advertising are often the way cyber criminals compromise your computer. If it looks suspicious, even if you know the source, it’s best to delete or if appropriate, mark as junk email.

Get savvy about Wi-Fi hotspots: Limit the type of business you conduct and adjust the security settings on your device to limit who can access your machine.

Think before you act: Be wary of communications that implores you to act immediately, offers something that sounds too good to be true, or asks for personal information.

Back it up: Protect your valuable work, music, photos, and other digital information by making an electronic copy and storing it safely.

Royal Active Directory
by Philip Erb, MCITP
Systems Administrator / Programmer

What is it?
Microsoft’s Active Directory (AD) is essentially a database of users, computers, and related information. In its most basic implementation, AD provides the ability to use a single set of credentials – username and password – to login to any system in an organization. The University of Scranton’s Active Directory domain is RoyalAD.

How is it different from RoyalDirectory?
RoyalDirectory is similar to AD in that it is a database of users and can be used for authentication and authorization. There are two key features that RoyalAD has over RoyalDirectory:
1. RoyalAD stores computer information, in addition to the user information stored by RoyalDirectory.
2. RoyalAD provides a mechanism called Group Policy, which allows us to deploy settings to all computers in the organization, or in a particular department, lab, etc.

The most noticeable change for users, however, is the change of username format. When RoyalAD was implemented, it was decided to utilize RoyalID numbers for usernames, instead of the legacy username format (i.e. doej2). This was done to simplify name changes both for users and for IT processes.

What is it being used for?
Beginning in the Fall 2012 semester, RoyalAD is being used to login to lab computers across campus.

RoyalAD was also a requirement for the Live@EDU e-mail and calendaring system, allowing us to automatically create user accounts in the Live@EDU environment.

All Windows servers are managed and secured by domain policies.

Several other services are currently integrated with RoyalAD authentication, including Imaging, Identity Finder, the Lecture Capture pilot, Microsoft Project, and the VMware virtual server and virtual desktop environments.

What will it be used for?
Planning and Information Resources is currently working on the plan to begin authenticating to Active Directory on faculty and staff desktops. This will allow users the consistent experience and security of using the same credentials across domain-connected systems. More information will be made available in the near future.

Additionally, new and upgraded services will be integrated with Active Directory for more effective management and a consistent authentication experience. This will include the ability to grant groups (i.e. departments, classes, etc.) access to resources like printers and other services.

How will RoyalAD change my computing experience?
In general, you will continue to use your computer in the same way that you always have. The primary thing that will change is the username that you use to login to the computer.

Technology Support Center
(570) 941-4357
Data Protection on Mobile Devices

Secure your phone
Use a strong passcode to lock your phone.

Keep a Clean Machine
Mobile devices are computers with software that needs to be kept up-to-date (just like your PC, laptop or tablet). Security protections are built in and updated on a regular basis. Take time to make sure all the mobile devices in your house have the latest protections. IT Services recommends that all Android, BlackBerry and Windows Mobile smartphone/tablet users download and install a malware protection program.

Keep mobile security software current:
Having the latest mobile security software, web browser, and Operating system are the best defenses against viruses, malware, and other online threats.

Protect all devices that connect to the Internet:
Computers, smart phones, gaming systems, and other web-enabled devices all need protection from viruses and malware.

Think before you app:
Review the privacy policy and understanding what data (location, access to your social networks) on your device an app can access before you download it.

Classroom Upgrades
In an effort to keep our learning spaces up to date in terms of classroom technology, the Office of Instructional Technology upgraded three rooms in Saint Thomas Hall. The rooms; 207, 212 and 311, have upgraded projectors, document cameras, control systems, audio systems and the ability to be supported remotely. OIT staff is currently planning the summer upgrades and anticipate completing at least ten more classrooms upgrades across campus.

Brennan Hall Phase II
It was a very busy Intersession for the OIT staff, as we worked on completing the Brennan Hall project that was started in Fall. The first phase included upgrades to 8 classroom spaces on the first two floors and the Behavioral Lab. The second phase included 228, 312, 314, 500, 502 and 509. These upgrades included new equipment from control systems to projectors and also included upgrades to the lighting controls in the rooms. There is some minor work left to complete in BRN 500, which has been scheduled for the middle of February.

Scannx Book ScanCenter
(Reprinted from IR Bytes, Feb. 2013)
IT Services assisted with setting up the new self-service book scanning device that the library recently purchased. The scanner is specifically made for scanning books as it allows the book page to lie flat on the glass while it protects the spine of the book.

By using the touch screen, students can send scanned files to USB Flash drives, to their University of Scranton email, to their Smart Phone or Tablet, to Google Docs or directly to the Uniprint Secure Release Station on the 2nd floor.
Identity Finder

Identity Finder is an easy and quick way to secure all the information on our computers, that may be susceptible to identity theft or other unauthorized use.

This sensitive information, is called Personally Identifiable Information, or PII. Examples of PII would be Social Security numbers, credit card numbers, drivers license numbers, passwords, and medical data, to name just a few.

We sometimes forget we have this information saved in unsecure locations, like My Documents, or your Desktop.

Identity Finder locates that data and then gives us options as to how we can secure it.

For more information on Identity Finder, go to:

The IT Training website: www.scranton.edu/it_training

The new Blackboard Transact system is now in production and has delivered many significant enhancements. The Go Live event, December 17th to December 21st, concluded with the new system in production delivering basic services such as building card access. The work was performed by the project team including Ron Skutnick, project manager, Project Management Officer: Lorraine Mancuso, Lisa Notarianni, Ray Rignanesi, Steve Gilbody, Mark Fischetti and two onsite resources from Blackboard.

The legacy Unix system was taken out of production on December 17th and all cardholder data including customer records, card numbers, cardholder photos, stored value accounts and balances were exported and loaded into the new Transact Oracle database. The project team connected and tested 184 card reader devices on the new server such as door access readers, laundry room readers, copy and microfiche readers, vending readers, value transfer stations and the Pharos printing system at the Weinberg Memorial Library. Over 300 individual laundry machines were also tested and put back into operation. Also deployed were 27 new point of sale devices throughout Dining Services and offices that accept RoyalCard as payment options for products and services. New Blackboard card reader hardware was also configured, deployed and tested at Starbucks and our athletic facilities at the Byron/Long Center complex and the Pilarz Fitness Center.

New door access plans were setup and assigned to students returning for Intersession in January. The project team worked with the Dining Services team to configure, test and train cashiers on the new Sequoia Retail Systems point of sale devices throughout the DeNaples Center dining venues.

Through January, the team worked to troubleshoot and fine-tune the new system, and trained everyone involved in the use and operation of the new software clients and new card reader hardware.

Students returning for the Spring semester will experience these enhancements. The new Blackboard Transact system is fully integrated with our Banner ERP system and Oracle database.

Residence Life assigns student-housing details on Banner and that data is automatically updated on the Blackboard Transact system, eliminating the need to enter that data on the card system. Tasks are then automatically run on the new Transact system that assigns students their dorm access plan.

A new utility called Meal Plans Plus monitors Banner meal plan data on the Transact system and automatically assigns Board Plans, Guest Meals and Dining Flex deposits. Also automated was the assignment of common building access plans and for Events that allow use of the Byron/Long and Pilarz Fitness Center, based on Banner data.

The Blackboard Transact system features a new software client with a graphical user interface and a simple, logical layout of functions and tasks. When viewing Customer Detail, a single screen is presented containing Customer demographics along with Banner user-defined fields such as housing and meal plan data, employee classification and departmental data, Stored Value Account balances and the Customer photo. Most useful functions such as reporting a card lost, assigning building Access Plans, Events and Board Plans are completed with a few mouse clicks. Offices using the new Blackboard Transact client such as the Technology Support Center, Residence Life, Athletics and Dining Services report favorably about the ease of use and rich feature set the client offers. The reporting system for Blackboard Transact is web browser

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**PMO to Coordinate IT Needs for Departmental Moves**

by Lorraine Mancuso
Dir., Project Management Office, PIR

As a result of the success of major moves such as those associated with the Loyola Science Center, the Project Management Office (PMO), has been charged with the responsibility of coordinating all IT equipment and data updates for any departmental moves. These days most moves require the move of a PC or laptop, VOIP phone, copier/printers, projectors as well as other devices connected to the network. Several databases must be updated to ensure data quality. With our busy schedules, at times, all of the necessary steps may not be completed.

By initiating the request with the PMO, all aspects of the move will be assessed and the proper tickets entered into Footprints to provide our customers with a single point of contact while communicating the necessary requirements to Data Processing, Telecommunications Office, RoyalCard Office, OIT staff, desktop/laptop staff as well as providing guidance to the user on updating the Employee Directory in a timely manner.

Initially, Tickets will be entered manually, however, this workflow is scheduled for automation once the current Footprints project scope is completed.

![IT Matters SPRING 2013](https://example.com/it matters)

**Google Chrome Browser Being Deployed**

by Jack Williams, IT Training Specialist

IT Services announces that Google’s popular browser Chrome, will begin to move to university-owned computers through K-Box in the near future. Chrome is designed to be fast. It’s quick to start up from your desktop, loads web pages quickly, and can run complex web applications. The browser’s window is streamlined, clean and simple.

Chrome is designed to be safer and more secure on the web with built-in malware and phishing protection. The browser can be customized for the user.

Watch for announcements in my.scranton.edu, under the Public Safety/IT Security Tab, in Desktop Notices channel.

**IT Services Hint:** Protect your $$: When banking and shopping, check to be sure the site is security enabled. Look for web addresses with “https://” or “shttp://”, which means the site takes extra measures to help secure your information. “Http://” is not secure.

**Blackboard Transact Upgrade Report**

(Continued from previous page)

based and allows users to schedule reports, print reports, and create PDF report files or CSV files that automatically open in Excel. Dining Services manages product and pricing details along with point of sale menu layouts using the Sequoia Quadpoint Backoffice client that is also feature rich including a strong reporting system.
Social Media Tips

Twitter:
By default, most phones automatically encode location data directly inside of photos taken. If you don’t tell your phone not to post location data, and your tweets are public anyone can know your habits and even where you live!

Facebook:
Facebook profiles are, again by default, almost completely public. If you don’t change your settings to restrict who can see your posts, they will be archived on the internet forever. Think any of these people regret what they’ve posted yet? How about when a current or potential future employer does a simple Google search and sees them?

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 is clear ahead. 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.

New Classroom Training Schedule
by Jack Williams
IT Training Specialist

The IT Services Training Calendar list times and dates for scheduled classes. Other subjects/times/dates can be scheduled that do not appear below. Suggestions for training in subjects not on our list will be evaluated.

For questions, suggestions, or other information, contact Jack Williams., IT Training Specialist: jack.williams@scranton.edu or go our website:
www.scranton.edu/it_training

Training Classes Available
▪ WORD 2010 - 2 levels
▪ EXCEL 2010 - 2 levels
▪ PowerPoint 2010
▪ Project 2010
▪ Outlook 2010
▪ Using Windows 7
▪ Basic Computer Use
▪ Using RoyalDrive
▪ CMS - web page
▪ Identity Finder
▪ Live@edu - Email & Calendar
▪ Photoshop CS5/Dreamweaver CS5
▪ SANS Security Awareness

March 2013 Training Calendar

Mar. 1 - Friday
WORD 2010 - 9am-10am
Windows 7 - 10am-11am
EXCEL - 1pm-2pm
RoyalDrive - 2:30pm-3:30pm
Mar. 5 - Tuesday
Outlook 2010 - 9am-10am
CMS Web Editing - 10am-11am
Basic Computer - 1pm-2pm
SANS Security - 2:30pm-3:30pm
Mar. 7 - Thursday
PowerPoint - 9am-10am
Identity Finder - 10am-11am
Live@edu - 1pm-2pm
Project 2010 - 2:30pm-3:30pm
Mar. 11 - Monday
PowerPoint - 9am-10am
EXCEL - 10am-11am
Windows 7 - 1pm-2pm
WORD - 2:30pm-3:30pm
Mar. 13 - Wednesday
EXCEL - 9am-10am
Windows 7 - 10am-11am
RoyalDrive - 1pm-2pm
WORD - 2:30pm-3:30pm
Mar. 15 - Friday
SANS Security - 9am-10am
Project 2010 - 10am-11am
CMS Web Editing - 1pm-2pm
EXCEL - 2:30pm-3:30pm
Mar. 4 - Monday
PowerPoint - 9am-10am
Identity Finder - 10am-11am
Live@edu - 1pm-2pm
Project 2010 - 2:30pm-3:30pm
Mar. 6 - Wednesday
Basic Computer - 9am-10am
EXCEL - 10am-11am
Windows 7 - 1pm-2pm
WORD - 2:30pm-3:30pm
Mar. 8 - Friday
WORD 2010 - 9am-10am
Windows 7 - 10am-11am
EXCEL - 1pm-2pm
RoyalDrive - 2:30pm-3:30pm
Mar. 12 - Tuesday
Outlook 2010 - 9am-10am
CMS Web Editing - 10am-11am
Basic Computer - 1pm-2pm
SANS Security - 2:30pm-3:30pm
Mar. 14 - Thursday
Basic Computer - 9am-10am
Identity Finder - 10am-11am
Live@edu - 1pm-2pm
Project 2010 - 2:30pm-3:30pm
Mar. 18 - Monday
CMS Web Editing - 9am-10am
EXCEL - 10am-11am
Windows 7 - 1pm-2pm
WORD - 2:30pm-3:30pm

This is only a partial list of classes available in March 2013. Please visit our website: www.scranton.edu/it_training and select the Training Calendar link.
Understanding New Storage Technology
by John Culkin
Senior Systems Administrator, Infrastructure

(Continued from Page 1)

Physical differences from traditional hard drive storage

Traditional hard drives access data like a record player, with a mechanical arm reading tracks on a spinning disc attached to a motor (see left image of fig. 1). SSDs are much less mechanical; they store and retrieve data using solely electronic means (right image in figure 1).

Pros

Speed – As alluded to in the opening paragraph, performance is one of the first things you’ll notice if you are using an SSD. Imagine the difference of getting 40,000 operations per second from an SSD, when you are used to only 180 from a traditional hard drive. The delay before the data is returned or “latency” is also greatly reduced with an SSD. In less technical terms, data retrieval for a traditional hard drive is similar to driving to the library every time you need a different book. Accessing data from an SSD is like having the book you want already available on your book shelf at home.

Power consumption – Since SSDs have no moving parts, their power usage is much lower when compared to traditional hard drives. Also less heat is generated during the normal usage of an SSD, removing the need for a dedicated fan and further reducing the overall need for power. Depending on their purpose and configuration, SSDs can require much less than ½ the energy needed to operate traditional hard drives. (Schmid, 2007)

Cons

Durability – While the technology around SSDs is continuing to improve, one of the areas of concern is the reliability of the drives. Even though SSDs have no moving parts, the blocks where the data resides can only be erased and reused a finite number of times. Traditional hard drives wear out too but they last longer than the current generation of SSDs. You do back up your data right?

Cost – Since SSDs are still relatively new for consumer electronic usage, they easily lose the price per gigabit battle with traditional hard drives. On average you’ll pay around 5 times as much for data capacity provided by SSDs. As indicated by figure 2, the price for storage has decreased over the years as advances in efficiency were made. There is no reason to believe that this trend will not hold true for SSDs.

Summary

Hopefully this article gave you some insight into new and old storage technologies. Even though most people don’t work directly with storage, we depend on it daily in this digital age. SSDs are becoming more common but there will surely be another technology that eventually replaces them. Processing power and RAM sizes may grab the headlines but don’t forget to take storage into account when critiquing electronic devices.

PCI Compliance

The Information Security team is working with departments throughout the university to achieve Payment Card Industry compliance. PCI compliance is adherence to a set of specific security standards that were developed to protect card information during and after a financial transaction. PCI compliance is required by card brands.

The information security team is working to improve existing processes and also secure the University’s environment to meet requirements mandated by the PCI DSS standard.
Footprints Tips and Tricks  
by Connie Wisdo, Director, ITDA  (Continued from Page 1)

1. How Do I Find FootPrints?

Footprints is found at http://tsc.scranton.edu. You no longer have to go through my.scranton.edu to get to Footprints. You can access it directly (and even bookmark the link) at http://tsc.scranton.edu. Use your my.scranton credentials to log in.

2. How do I know where to log my request once I log in?

If you are an Agent in Footprints (i.e. a Data Technology Coordinator), you will not see the Service Catalog when you log in. This can be confusing, and cause you to think that all requests are entered into the Change Management Workspace.

To see the Service Catalog, and therefore your entire breadth of choices, click on the Service Catalog button in the purple toolbar at the top of your screen.

If you are not an Agent, you will see the Service Catalog by default. (See below.)

Now you can log either your problem (into #1, the Service Desk workspace), your request for software modification (#2, the Change Management workspace), or other IT request (#3, the Project and Services Request workspace).

3. How do I see my requests (aka tickets) in a workspace?

If you are an Agent, you will need to navigate to the workspace and type in your name in the Search box at the top of the screen. Make sure you choose the drop down next to the “Search” button and choose “Keyword” before you click the Search button.

If you are not an Agent, simply click on the Home button in the purple toolbar at the top of your screen and you will see a list of all your tickets in that workspace.

4. How do I navigate between workspaces?

In the upper right corner of your screen, notice the sentence “You are in the ______ workspace”. (The blue word will likely be Service Desk, but if you are an Agent, it will be Change Management.) Click on the highlighted blue word. You will then see a drop down list with all the workspaces available to you. Select the workspace you wish to see.

5. How do I give my request a meaningful name?

You may notice that if you enter a request using the Service Catalog (see #2 above), your request will default to a generic name, such as New Application Request.

You should delete this text, and type in your own title for the request. That way you can better track it in Footprints, and the email messages you receive from Footprints will contain this meaningful name.