IT Matters

Transition of ANGEL Learning Management System to Desire2Learn
By Connie Wisdo, Director, ITDA and Aileen McHale, Instructional Technologist/CTLE

You may recall that the initial evaluation by the Learning Management System (LMS) Evaluation Working Group (in spring 2012) resulted in a recommendation to extend our ANGEL license to 2014. The recommendation was mainly due to dissatisfaction with the ANGEL file conversion capabilities offered by the tested alternatives at that time.

The working group was reconvened in February 2013, and testing began soon afterwards using online, hosted sandboxes provided by these vendors Blackboard, Desire2Learn and Instructure.

(Continued on page 11)

CyberSecurity Month
By Jack Williams, IT Training Specialist

October is CyberSecurity Month. Our goal is to bring awareness to the university community, of the many threats and dangers we face when online using our computers, tablets, and phones. Identity theft, stolen data, denial of service, and compromised information are only a few of these countless hazards. Throughout this issue, look in the sidebars on many pages for tips and tricks to stay safe on-line.

We have chosen October 22nd as CyberSecurity Day for Students. We will have an information table setup at DeNaples Center 1st floor, to distribute important information and tips on how to stay safe on-line for our student community. We’ll also have prizes and some fun, as well.

(Continued on page 10)
10-Digit Dialing for Callers in 570 Area Code
by Ron Skutnick
Director, Network Infrastructure

Callers in the 570 area code in northeastern Pennsylvania, including Scranton, Williamsport and Wilkes-Barre, should now start dialing 10 digits (area code and the seven-digit telephone number) to complete their local phone calls. The new way of dialing is necessary to prepare the region’s telephone customers for mandatory 10-digit dialing, starting in September. The change paves the way for the October introduction of northeastern Pennsylvania’s newest area code – 272. Called an “overlay,” the new code will serve the same geographic boundary as the current 570 area code. The overlay will eliminate the need to split the existing area code into smaller areas. Starting Sept. 21, ten-digit dialing will be required for all telephone calls made in the 570 area code. If callers forget to dial 10 digits, they will hear a message instructing them to dial both the area code and seven-digit telephone number.

Even with the dialing change, local calls will still remain local calls. However, customers will need to reprogram any automatic dialing equipment or services that are programmed to dial a seven-digit number. This includes life-safety systems, fax machines, Internet dial-up modems, alarm and security systems, gates, speed dialers, call forwarding settings and voice mail services. Please contact the Technology Support Center to verify the programming of any automatic dialing equipment or services.

Outdoor Wireless Upgrade

By Cal A. Krzywiec, CCNP CCDA
Assistant Director, Network Security & Engineering
Office of Network Infrastructure

Network Infrastructure has completed the final phase of the campus-wide wireless upgrade project. This phase focused on providing wireless network connectivity in outdoor common spaces, such as the numerous green spaces, the Commons and the Royal Way. 35 outdoor wireless access points were deployed over the summer and brought online shortly after the start of the semester. In addition to deploying more access points, several infrastructure changes were completed over the summer which will allow for greater performance and redundancy of the wireless infrastructure.

Since the start of the project, Network Infrastructure has observed a steady increase in wireless usage, now averaging around 5000 connected devices during peak hours. Network statistics show that wireless is the preferred connectivity option among our students, with an average as low as 30 users connected to the wired network in the residence halls.

Now that the physical upgrade is complete, we look towards enhancing the logical infrastructure supporting the wireless network. Over the next year, we plan on rolling out new services on the wireless network, such as wireless encryption and support for game consoles and other consumer devices.
IT Budget Concerns and Changing Work Paradigms
by Jerry DeSanto, Ed.D., Vice-President for Planning and CIO

Responding to cries for more affordable access to higher education across the nation, Information Technology operations are being asked to reduce budgets. This is particularly tough to accomplish when the needs of our customers continue to escalate. Recognizing that folks across our campus are increasingly expressing their desire to personalize their choices of work stations and work environments we have established a taskforce to begin to carefully look at crafting a BYOD (Bring Your Own Device) strategy for the campus. This is a very complicated multi-sided concept that will undoubtedly take some time to work through.

Elements of BYOD are already beginning to appear on campus with the infiltration of smart phones and iPads in both classrooms and offices. These choices reflect an increasingly mobile student population and workforce who understandably want to do their work untethered and uninhibited by time and space constraints.

While we continue to work toward a robust BYOD strategy, we still need to consider how IT can economize. Technology advancements in recent years have made it possible to equip employees with one device that will meet all their computing needs. Faculty and staff who want to be mobile or who need to work off campus (either at home or while traveling) can be allocated a laptop computer with a docking solution. The docking solution consists of the laptop, external monitor, keyboard, and mouse allowing folks to retain that “desktop feel” when working in the office.

Staff and Faculty who are accustomed to having a desktop computer will find many benefits of a laptop solution, such as being able to take their machine to classes, working from home, staying connected while away at a conference, accessing data during meetings, and being able to work outdoors on breaks or in between classes. Institutional benefits are also realized by reducing the overall number of computers on campus resulting in reduced hardware, software, and support costs associated with the lifecycle of a personal computer.

Over the next few years one among IT’s goals will be to reduce the number of University-provided personal computers on campus while at the same time incrementally implementing a BYOD strategy. We ask for your cooperation in helping us meet these goals.

New Field Services Technicians
by Gail Bontrager, Asst. Dir. IR Customer Service

IT Services has hired two new Field Services Technicians to help deploy new computers, install software, and troubleshoot hardware, software, and instructional technology problems.

Shawn Beistline and Tom Kern joined veteran Field Services Technicians Joe Kitcho and Glen Pace in late August – just in time for the start of the fall semester blitz! Shawn has many years of experience supporting hardware and software while working for IBM. Tom worked as a Student Consultant at the Technology Support Center for four years while he was earning his undergraduate degree. He has worked in the tech support industry since graduating from the university.

Both Shawn and Tom have already proven to be valuable assets to the IT Services Department. Please welcome them to our campus community when you meet them.

Safety Tips for Mobile Devices

Keep a Clean Machine

• Mobile devices are computers with software that need 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 you are using have the latest protections. This may require synching your device with a computer.

• Keep 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.
Be Web Wise

• Stay informed of the latest updates on your device. Know what to do if something goes wrong.
• Stay current. Keep pace with new ways to stay safe online. Check trusted websites for the latest information, and share with friends, family, and colleagues and encourage them to be web wise.
• Know how to cell block others. Using caller ID, you can block all incoming calls or block individual names and numbers.
• Use caution when meeting face-to-face with someone who you only "know" through text messaging.
• Even though texting is often the next step after online chatting, that does not mean that it is safer.

Client Services Developments
by Deanna Beyrent
Asst. Dir., IT Client Services

VDI (Virtual Desktop Infrastructure)

After a successful year with VDI in the Brennan labs and the library, VDI was expanded this summer to several new labs. JOH156, LOY221, MGH110, MGH136, MGH406, MGH438, OHA426 and TDC205 are now utilizing Virtual Desktop Infrastructure and have new Wyse p25 zero clients attached to the back of the monitors. These devices are much more energy efficient than traditional desktop computers, last longer since they have no moving parts and save IT time in the setup of the labs as well as with software deployments.

Moving forward we are looking at expanding VDI to more lab locations where the desktop lease expires this summer. We are also looking at the possibilities of leveraging this solution to work study systems, part-time faculty systems as well as an option for Remote Access.

Desktop Changes Coming Soon

Several changes are on the horizon for campus Desktop computers.

• Win XP End-of-Life: Support for Windows XP ends on April 8, 2014. After this date, we won’t be able to receive patches for the XP operating system or Office 2003 which increases our security risk. Client Services is working on a plan to update the remaining faculty and staff Windows XP PC’s with the Windows 7 operating system hoping to complete the majority of them by the deadline of April 8, 2014. The latest version of Microsoft Office (Office 2013) requires the Windows 7 operating system and will also be available soon.

• R# logins: Desktop computer logins will be converted from legacy user names to Royal ID numbers. If you visited any campus lab facility within the past year, you’re familiar with this method for accessing a computer. You simply enter your Royal ID Number (it is printed on your Royal Card) and your my.scranton.edu password (also your email password). Since April 29th, anyone who received a new computer is already logging in to ROYALAD with their R#. Existing desktop computers that are not being replaced will also be converted to R# login in the coming months. Additional communications about this important campus-wide change will be announced in the coming weeks.

• New Anti-Virus solution: Forefront Endpoint Protection 2012 is the latest AV protection from Microsoft and continues to deliver on the promise of simplifying and improving endpoint protection. The infrastructure to support this new version is currently being implemented and the client will be deployed to all campus computers in the coming months.

CyberSecurity Day for Students
October 22nd ◊ 11 am - 2 pm
Denaples Center, 1st floor
Prizes-Information-Fun
Office 365
by Philip Erb, MCITP
Systems Administrator & Programmer

Did you notice that you can now store up to 25 gigabytes of e-mail? In August, our Live@EDU environment was upgraded to Office 365. In addition to various management improvements, storage space for all mailboxes was increased from 10 to 25 gigabytes.

This upgrade was just the beginning. Later this semester, Microsoft will be upgrading the Office 365 environment to the latest versions of their software.

One of the most obvious benefits of this upgrade will be the improved Outlook Web App (OWA) interface. While the current OWA is greatly improved over past versions, the new version will bring the web version into much closer alignment with the full Outlook client. The interface is also streamlined for touch-enabled devices, including iOS 6 or later and Windows 8 tablets.

In addition to the updated mail interface, the new version of Office 365 will make some new services available to The University, including Lync, SkyDrive Pro, SharePoint.

Planning and Information Resources is beginning to pilot Lync for instant messaging, as well as voice and video chatting. This includes desktop, web-based and mobile apps for collaborating with one another.

As you may know, the consumer edition of SkyDrive is no longer a part of our collaboration package from Microsoft, though anyone can sign up for a personal Microsoft Live account. As a replacement, Microsoft will be rolling out SkyDrive Pro, with 25 gigabytes of document storage. This storage is separate from your e-mail storage.

Planning and Information Resources is investigating SharePoint and how it can complement our existing collaboration solutions, including Angel and RoyalDrive.

Stay tuned for more information about the Office 365 updates later this semester!

Protect Your Personal Information.

- Phones can contain tremendous amounts of personal information. Lost or stolen devices can be used to gather information about you and, potentially, others. Protect your phone like you would your computer.
- Secure your phone: Use a strong passcode to lock your phone.
- 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.
- Only give your mobile number out to people you know and trust and never give anyone else’s number out without their permission.
- Learn how to disable the geotagging feature on your phone at http://icanstalku.com/how.php#disable.
RoyalCard Door Access Upgrades

Upgrades to legacy card access reader hardware in 52 on campus residence halls and McGurrin Hall were implemented during the summer months. The scope of the phase 2 upgrade project involved replacing all physical hardware including the master controller, door controllers and card swipe devices. The new door reader hardware features a single master controller (S3032) that can handle control of eight total doors via additional door controllers thus simplifying the installation as well as lowering the equipment costs. The card swipe device features a traditional magstripe reader as well as near field communication (NFC) technology that will support the future use of NFC smartcards and smartphones. The implementation of NFC enabled smartcards is being closely monitored as both the technology advances and the costs decrease.

Royaldrive works!
by Chris Krall
Asst. Dir., Enterprise Sys/Operations, Infrastructure

If you are a Royaldrive user, you may appreciate being able to access your documents from anywhere, and may also be aware of some of the advanced features. The following is a little background on the Royaldrive system:

The product we know as Royaldrive is formally known as an Enterprise Document Management System (EDMS). Our particular system is provided by Blackboard Xythos, and utilizes the WebDAV protocol for accessing documents. Royaldrive actually consists of two separate components - a database and a Java application server - both running on virtualized platforms. The real magic behind the product is how the document “meta-data” and file storage are separated, with the documents being stored in a very simple file system, and the meta-data (information about location, ownership, etc.) in the database. This makes for very efficient management and retrieval capabilities.

Our file storage today is over 2TB in size and growing. It is stored in encrypted format and can only be decrypted through the Royaldrive application (you may further add your own level of encryption, if desired). This makes the system more secure since you must have an account to be able to retrieve documents. We have also deployed Central Authentication Services (CAS) to enable single sign-on to the application.

Another behind-the-scenes feature of Royaldrive is Directory Services integration. This allows for access to the product to be controlled through the Banner Role system, which means you don’t have to request access if you are full-time Faculty or Staff. It also means that you already have access to your Departmental folder in the “Groups” location. And, if you move departments, your access automatically follows you to your new department. We also utilize the product’s Application Programming Interface (API) to deliver Banner reports directly to your Royaldrive folder, speeding up delivery while saving trees.

A very important feature of Royaldrive is the ticketing/Intellilink function, which makes it extremely easy to share documents with people inside and outside of the University. If you never used this function, it’s EASY! Select a file and click the email icon, if the email address you enter is in the directory, the name will appear as you begin to type, and that person will automatically be given read access to the document. If the person is not in the directory, they are given a ticket which allows them to read the file for 30 days. There are other options in both scenarios but these are the defaults. For instance, you can create a writable ticket to a directory which would allow someone to upload files to your directory. This is a much better option than email since the document never travels over the internet in an un-encrypted format, and you eliminate issues with attachments that are common in many email systems.

A few other options worth mentioning are the file retention and subscription options. When you delete a file it remains in your Trash for 15 days, so it can easily be retrieved. And when you subscribe to a file or folder, any time there is an update you will be notified, which is useful if you’re waiting for something.

Stop. Think. Connect. CyberSecurity Campaign

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.
CMS Responsive Design

Much of the IT training activity recently, has involved the conversion of the university’s web CMS (content management system), to a responsive web design. Once created in CMS, web pages will automatically adapt to fit the device being used. While most of that work was done behind the scenes by our skilled technical staff, typical CMS users were asked to replace their main or banner images with new images. Because the new page format uses a larger size main image, the existing main images on web pages in CMS would not work.

On the web resources page, (http://scranton.edu/webcms/photo-gallery.shtml), a photo gallery is available to choose various main photos, already sized and optimized for CMS. Web editing CMS classes are conducted regularly, for new people, or those newly assigned to CMS, or for those needing a brief refresher.

Classroom Software Instruction

IT Training offers training in many of the software products used daily by staff and faculty. Those subjects include Microsoft WORD, EXCEL, and PowerPoint; CMS, our web editing program; our email and calendar programs, Outlook 2010 (client), and Outlook Live, now Office 365 Live. Training is also available in many other subjects.

We are developing Banner training, especially Banner Navigation and individual departmental modules for specific Banner users.

If software instruction on a subject not listed on our site is needed, send an email to Jack Williams, IT Training Specialist, for evaluation.

For those staff new to computers, we offer instruction in Basic Computer Use, and we also offer Windows 7 training, which is now being deployed to all university-owned computers.

For more information on classroom or other training, go to: http://www.scranton.edu/it_training, or email jack.williams@scranton.edu.

SANS Security Awareness

Another important training asset, available to all full-time university staff and faculty, is the SANS Security Awareness program. This easy to use program features a series of short, 3 or 4 minute, videos, professionally done, that will raise awareness of the threats we face each day using our computers. Unlike many other programs, SANS alerts us that we are the target of identity thieves, not just our equipment. Safeguarding university data is vital. This programs helps us understand how we can be more vigilant and knowledgeable about our computer use.

Departmental Moves over the Summer

By Lorraine Mancuso
Dir., Project Management Office, PIR

Over the summer, the PMO and members of the Networking, Telecommunications, Systems and Field Services/TSC worked to move several departments. The Bursar Office moved from St. Thomas 2nd floor to St. Thomas 1st floor. The External Affairs division, previously located at 4th floor Adlin, has moved to the 2nd floor of the Adlin building. The Treasurer’s Office was temporarily relocated to 4th floor St. Thomas during renovations to the 2nd floor but is back in its original location for the start of the Fall semester. CAS Dean’s Office and Advising Center are back home in St. Thomas Hall 3rd floor after a year stay in the Adlin building. Loyola Hall is, once again, buzzing with activity as it became the temporary home for the Physical Therapy department, Occupational Therapy department and PCPS Advising while the new Rehabilitation Center is built. Approximately 80 staff and faculty have moved to new locations!
What’s in the Project Pipeline for Fall 2013??
By Lorraine Mancuso
Dir., Project Management Office, PIR

In the Research Pipeline ….
Work has begun to identify requirements for the implementation of an Identity and Access Management solution and its effect on existing systems. A strategy group has been assembled to explore the potential impact of the Bring-Your-Own-Device (BYOD) phenomenon on our current infrastructure and data security. Migrating to the next major release of Banner will require additional research and planning. Research work will also continue in the Virtualization arena.

In the Pilot Pipeline ….
The next phase of the Lecture Capture project has engaged the Nursing and Counseling departments in utilizing a new product better suited to their distinctive needs. The Lecture Capture pilot running in the Loyola Science Center was completed and has moved into operations. Virtual Desktops for Administrative Assistants in PIR will be evaluated during the Fall semester. The Virtual Desktop pilot in labs proved successful and is now operational. Research specific to the HR New Hire Workflow, now complete, yielded the development of a working proof of concept. Once final details are ironed out, the HR New Hire workflow could run as a pilot for new staff hires later this year. New faculty hires will utilize current procedures for the time being.

In the Implementation Pipeline….
Look for informative articles, throughout the newsletter, on projects now in the implementation pipeline. Such projects include Desire2Learn Implementation, Office 365 enhancements and the move to Outlook 2013. In addition, a new Library Learning Commons will be established. An effort will soon be underway to retire BiQuery which has been replaced by ARGOS. Preparation for the new Banner XE environment is underway to pave the way for the upgrade of all Banner modules. Advances will continue toward establishing Active Directory (AD) as the primary directory service. Work will continue through the Fall semester to move the campus to Windows 7.

Projects to be completed by the end of the Fall semester are the Footprints Phase II initiatives which will phase out the Project Tracking system, Campus Wireless in outdoor spaces, remaining ERP documentation updates and the RoyalCard Project Phase II equipment upgrades.

For additional details on projects within the portfolio please contact the PMO.
The new Blackboard Transact system was upgraded to version 3.10 on August 6. Blackboard Transact runs on a Windows Server 2008 R2 platform. This latest software release features numerous enhancements that include the following:

Persona Lock Integration – That allows for the administration, management and monitoring of Sargent/Persona wireless locksets (primarily used inside the Loyola Science Center) within the Transact Client providing a single provisioning platform for all card controlled door locks.

Customer Detail Transaction History - Release 3.10 now displays Stored Value, Board, Event, Door Access, and Workstation type transactions on the Transaction History link on the Customer Detail record.

Perform a Deposit (Post Transaction) via Customer Detail Window - This feature allows an administrator to enter a deposit amount for a customer on the Customer Detail window, and eliminates the need to leave the Customer Detail Record to make a deposit.

Board Transaction Reverse – Adds the flexibility to reverse a board plan transaction with the Customer Board Transaction Tool or in Transaction System Home, Retail or Board Transaction.

Contactless Support for both Felica and Mifare near field communication (NFC) technologies was added to the Transact System version 3.10 to allow door access readers to work with cards manufactured with either contactless solution. Network Infrastructure hopes to pilot and introduce a contactless RoyalCard within the next 2-4 years.

New Blackboard Transact Main Client Version 3.10 - Along with the upgrade to Blackboard Transaction System, a new client (BbTSMain) was also introduced. The new BbTSMain client features several enhancements to the layout and content provided in the Customer Detail screen. The addition of Door Access details in the Transaction History display will be very helpful to the staff at the Technology Support Center and Residence Life. Plan data is now available in a single boxed area that is subdivided via tabs that are used to display Board, Event, Door Access, and Persona details. This enhancement consolidates separate buttons and submenus into a single interface dialog for greater ease of use. Authorized users can also post financial transactions directly from the Customer Detail screen.

A screen capture of the enhanced 3.10 Blackboard Client follows:
Cyber Crime

As Americans become more reliant on modern technology, we also become more vulnerable to cyber crimes such as:

- Identity Theft: The illegal use of someone else’s personal information in order to obtain money or credit.
- Fraud: The intentional distortion of truth in order to benefit with something of value.
- Phishing: A scam by which an email user is duped into revealing personal or confidential information that the scammer can use illicitly or fraudulently.
- Social Media Fraud: Cyber criminals increasingly use social media to engage in identity theft and entice individuals to download malicious code or reveal passwords.
- Corporate Security Breaches: The majority of corporate security breaches occur when hackers exploit employees through social engineering and scams.
- Spear Phishing: Hackers target employees through emails that appear to be from colleagues within their own organizations, allowing cyber criminals to steal personal information.

(Continued from page 1)

For faculty and staff, a visit to our CyberSecurity and Data Privacy page will provide hints and tips on how to help protect our university and personal information, our files and photos, and other important data on our computers. Identity theft and computer data breaches have reached epidemic proportions. We can stay safe when we’re on-line by following some simple procedures found here: www.scranton.edu/staysafe.

More information on CyberSecurity can be found at these sites:
http://staysafeonline.org
http://www.educause.edu

Viruses on the Rise

by Gail Bontrager,
Asst. Dir. IR Customer Service

The Technology Support Center (TSC) is seeing an increase in the number of faculty, staff and student computers infected with adware and viruses. Not only are these annoying but they can also be dangerous – resulting in data leaks, loss of network access, a decrease in productivity, and loss of data.

Faculty and staff systems quarantined due to viruses must be picked up by IT Services staff, cleaned of the virus and reimaged. This can take up to a week or longer! While a loaner laptop may be available for faculty and staff to use while their PC is being cleaned, it will contain only standard university software, not specialized software you might use.

Students can bring their infected PCs to the TSC to have the viruses and adware removed when a technician is available. Students must remain with their laptop during this process which can take 30 minutes to 3 hours.

So …. what can you do to protect your computer from these menaces?

- Faculty and staff should store all university data on Royal Drive. If your computer becomes infected or your hard drive crashes, your data will remain safely stored on Royal Drive.
- Faculty and staff should always do their KBOX updates as soon as possible. These updates patch vulnerabilities that are harmful to our computers. KBOX updates appear in the lower right corner of your screen. To check to see if you have any updates to install on your Windows PC, click Start → Force KBOX 1000 Check in. Before installing these updates, please be sure to exit all programs first.
- Be careful what you download, what web sites you visit, and what links you click on. Some downloads install extra programs on your computer so be sure to read all information boxes to make sure you are not getting more than you bargained for!
- Be suspicious! Email messages with links and attachments could contain viruses or adware or be attempts to steal your information.
- Report adware and virus infections to the TSC immediately. The sooner a virus is removed the less chance it will have to damage your data. The TSC can be contacted by phone at (570) 941-4357 or by email at techsupport@scranton.edu.
Roadmap for the Transition of ANGEL Learning Management System to Desire2Learn

By Connie Wisdo, Director, ITDA and Aileen McHale, Instructional Technologist/CTLE (Continued from page 1)

Group members evaluated the features provided in each LMS from their particular points of view (students, faculty, and technical support). Collective scores for each product rated Desire2Learn higher than the other two systems. Since the scores between Desire2Learn and Blackboard Learn were fairly close, the group members (faculty, staff and students) voted at their final meeting in May 2013. The full committee vote was an even tie between the two products. Taking only the faculty members’ and student members’ votes into account (i.e. removing the votes of technical folks), D2L narrowly won.

Along with the group’s input, other factors were considered in the final decision by the VP for Planning/CIO and Provost to implement Desire2Learn, and to do so in a hosted environment. These included: one-time and annual costs, hosting stability, company stability, quality of technical support, breadth and depth of user community and training resources, market position, growth potential, and feedback from current customers/industry analysts.

An email communication to faculty from Hal Baillie and Jerry DeSanto on July 1st laid out the general roadmap for transition of our LMS: “… Please note that ANGEL will be available until June 1, 2014. During the Spring 2014 semester, ANGEL and Desire2Learn will run in parallel. You will have the option to choose which system you want to use …”

CTLE and ITDA are working together to map out the transition in more detail. Below is a brief summary:

- Work with a pilot group of faculty to convert their ANGEL courses this fall.
- Showcase D2L to faculty and point out features of the product.
- Convert one year of ANGEL courses to D2L in January, 2014.
- Faculty members choose (in mid-January) which system they want to use to teach in spring, 2014.
- Run D2L and ANGEL in parallel in spring, 2014.
- Turn off access to ANGEL on June 1, 2014.

More information will be provided by timely emails to faculty, RoyalNews and via the University website. In the meantime, here are a few useful links regarding Desire2Learn:

- D2L Learning Environment Videos - http://www.desire2learn.com/resources/video/browse/?category=learning+environment
- There are links to videos on: Navigation, Course Content, Dropbox, ClassList, Discussion Forums, Quizzes, User Progress and Gradebook.
- D2L Mobile - http://www.desire2learn.com/products/mobile/

In July, Aileen McHale from CTLE, and Bob Klem from ITDA attended the Desire2Learn User’s Conference, FUSION 2013, in Boston, MA. There were 1200 attendees and D2L announced they have approximately 950 clients. Many sessions were offered in various tracks such as Support and Training, Teaching and Learning and Technical Systems Administration. The conference provided a great opportunity for community building, collaboration and knowledge sharing. They gained a vast amount of useful knowledge that will help us during our transition period. We look forward to having D2L as our new learning management system, and hope that our faculty and students will be pleased with the improvements that Desire2Learn offers in features and functionality!
Electronic Medical Records for Students

IT Services, InfoSec and ITDA assisted the Student Affairs division with the selection of three SaaS products this past spring. One of these products is Medicat, a college healthcare information package which is being implemented for Student Health Services and the Counseling Center. A few of the major benefits of Medicat include: electronic health records (EHR), online student health information (OSH), and student self-check-in (SCI). IT Services is currently working with Student Health Services to get them securely connected to the Medicat hosted server. ITDA’s role in supporting the implementation is to provide Medicat a file of demographic information from Banner for all enrolled students. Ken Hensel provided Medicat a test file of student demographics, which the vendor successfully loaded into the test system. Student Health Services hopes to go live with the system by the beginning of the fall semester, and the Counseling Center plans to go live in the spring semester. With the assistance of Client Services, the Office of Instructional Technology deployed laptops in 11 Counseling rooms and 2 in Nursing labs. Both departments will utilize the systems to record simulations in their respective fields that students will be able to review with faculty members. We are also deploying a lecture capture setup in McGurrin Hall 205 to record lectures, which is a room that will be used by both disciplines.

Panopto Pilot

During the fall semester, the Nursing and Counseling departments will be participating in a pilot of Panopto, a desktop lecture capture product. The Counseling Department will be utilizing the product for several graduate courses and the Nursing Department will be using the product for numerous undergraduate and graduate courses respectively.

With the assistance of Client Services, the Office of Instructional Technology deployed laptops in 11 Counseling rooms and 2 in Nursing labs. Both departments will utilize the systems to record simulations in their respective fields that students will be able to review with faculty members. We are also deploying a lecture capture setup in McGurrin Hall 205 to record lectures, which is a room that will be used by both disciplines.

Panopto Pilot

This past summer was extremely busy and hectic for the OIT staff as we performed numerous classroom upgrades, updates and installations across campus. As soon as classes were over, we decommissioned several classrooms on the second floor of St. Thomas Hall, where the new CAS offices are and relocated them to the fourth floor. Several other classrooms on the fourth floor of STT/LSC were upgraded.

Over the month of June, with the assistance of Physical Plant personnel, we completed a large renovation of Hyland 102. The rear projection was removed from the space and a new whiteboard was added to the front of the room. We also replaced the dated flat screen TV’s and added a new touch panel to the room for improved control capabilities.

As we progressed through July and August we completed numerous projects, from the renovations of old Loyola Hall to several FIP projects in McGurrin Hall and the relocation of the College of Arts and Sciences to St. Thomas Hall. We also wrapped up classroom upgrades to three rooms in McGurrin Hall; 110, 118 and 126. Room 110 was upgraded to include dual projection and a touch panel for room operation. The SmartBoard in 118 was replaced with a new wide screen model to accommodate the widescreen capabilities of the projector and computer.

A Busy Summer of Upgrades and Installations

SANS Security Awareness Program

by Jack Williams IT Training Specialist

SANS Security Awareness Training is comprised of a set of short videos, that will focus attention on the most important target for identity thieves, all of us, the users of computers and other on-line media, here on campus. To help build awareness of the threats we face, IT Services has registered all full-time personnel at the University into the SANS program, an interesting and easy to use training presentation.

New videos have been added to the list and other videos have improved content. These professionally done videos cover the full range of subjects we need to learn about and put into practice, to help reduce the threat level when on-line.

For more information, go to the IT Training page: www.scranton.edu/it_training, and click on the SANS Security link.
Using Amazon Web Services for Business Continuity

by John Culkin
Senior Systems Administrator, Infrastructure

In today's world, having a running website to communicate with your constituents is a top priority of many organizations. The University of Scranton is no different, each day many people access www.scranton.edu for information. While this service is currently provided from a state of the art data center on campus, contingency plans need to be in place so that service would not be interrupted if issues arose. For those of you that have had to acquire web hosting, you can attest to the enormous amount of options out there. Super bowl ads could have led you to godaddy.com; another popular option in the past was networksolutions.com. When selecting a web hosting service to use, we analyzed the feature set provided and how it would meet our needs now and in the future. This article will briefly explain what Amazon Web Services is and provide an overview of how used to it to add redundancy for the University's main web server (www.scranton.edu).

What is Amazon Web Services?

Shortly after Jeff Bezos founded in amazon.com in 1994, the word "Amazon" began to take on a new meaning in the American vernacular. No longer would it be applied only to rain forests as people began to shift their shopping habits to online and Amazon.com became known as a leader. Rapid growth of the company demanded that its web infrastructure was able to scale and be easily usable by all the newly created departments.

In late 2003, some employees at Amazon presented a paper proposing the company could build and sell a set of services based on the experience of building and operating the infrastructure for Amazon.com, this led to the start of Amazon Web Services (AWS). Today companies all around the world use Amazon web services for many different purposes. One very popular use of AWS is for disaster recovery or business continuity. In the event that our on campus data center has issues, we need some platform that allows us to keep critical services up and running. AWS gave us some great tools to accomplish this.

How we utilize AWS

AWS continuously monitors the health of our on campus web server. In the event of a failure, a change is put into effect that directs our www web traffic to a virtual web server that is located in one of Amazon's data centers. Once this change has been put into place, we can manage the content so that information can be made available and informs users about the situation. When the on campus web server because available again, traffic seamlessly switches back and we are returned to normalcy. This configuration differs from the previous implementation in some important ways. In the past we've had to create and manage custom scripts that would monitor and execute complicated changes. AWS allows these scenarios to be easily crafted while adding options not previously available. A 2nd short coming of our previous set up was its requirement of dedicated hardware that would have been unable to scale for higher traffic amounts. Another con of being tied to dedicated hardware is the cost of maintaining a constant level of infrastructure that was mostly waiting idle. AWS allows us to scale down servers when they are not in use. While we how that there are very few times we need to rely on it, we feel confident that AWS will continue to provide great fail over support for www.scranton.edu.

Social Media, Video Games, Forums, Chat Sites

- Limit the amount of personal information you post. Do not post information that would make you vulnerable, such as your address or information about your schedule or routine. If your friend posts information about you, make sure the information is something that you are comfortable sharing with strangers.
- Take advantage of privacy and security settings. Use site settings to limit the information you share with the general public online.
- Be wary of strangers and cautious of potentially misleading or false information.

Ways to Prevent Attacks

The following are things you can do to protect yourself, your family, and your property before a cyber incident occurs.
- Only connect to the Internet over secure, password-protected networks.
- Don't click on links, pop-ups, open attachments, or emails from strangers.
- Do not respond to online requests for Personally Identifiable Information (PII); most organizations – banks, universities, companies, etc. – do not ask for your personal information over the Internet.
- Password protect all devices that connect to the Internet and user accounts.
As part of an ongoing plan to enhance campus ID card services, Network Infrastructure is pleased to introduce our latest Royal Card design. The new Royal Card features a larger and more prominent photo window along with a printed expiration date. For students, this date reflects the expected graduation date related to the program of study. For faculty and staff, the expiration date is set four years out from the date of issue of a replacement card. All incoming freshman for the 2013 fall semester received the new Royal Card as part of the Office of Admissions Fall Welcome Packet. For replacement cards, please visit the Technology Support Center located on the first floor of Alumni Memorial Hall. Please note that a new photograph must be taken before issuing a card featuring the new design. The new card design was developed in close consultation with our Marketing Communications Creative Services Team and included a review of card designs shared by the National Association of Campus Card Users. The University of Scranton has been a member of this organization since 1993.

Computer Training Classes Offered
by Jack Williams
IT Training Specialist

IT Services is now offering hands-on, classroom training in many of the most common programs we use on campus. Training subjects are listed below and include WORD, EXCEL, and PowerPoint. Two skill levels are offered for some subjects. Using RoyalDrive is also offered. Each class session is 50 minutes in duration, and usually requires 3 sessions to complete the material. All sessions are held in the IT Services Training Lab in Hyland Hall room #402.

Training Classes Available

- WORD 2010 - 2 levels
- Using RoyalDrive
- EXCEL 2010 - 2 levels
- CMS - web page
- PowerPoint 2010 - 2 levels
- Project 2010
- Email
- Outlook 2010
- Using Windows 7
- SANS Security Awareness
- Basic Computer Use
- Banner (on-line & Classroom)

For information on training classes or subjects not on our list, contact Jack Williams, IT Services Training Specialist at: jack.williams@scranton.edu