

## TECHnically Speaking

UNC  
INFORMATION  
MANAGEMENT  
& TECHNOLOGY *imt*  
Newsletter

## Information Management &amp; Technology (IM&amp;T) Reorganization

**This summer Information** Technology and the Office of Budgets & Institutional Analysis underwent reorganization, combining the information technology functions of the IT department with the information management functions of the OBIA department. The research analysts formerly in OBIA have merged with the IT professionals in Information Technology in order to form the new Information Management & Technology department that we have today.

Due to this merger, Jeanette VanGalder, has assumed responsibility for institutional reporting and analysis which will facilitate a closer connection between the “data brokers” (the analysts who compile, analyze and report on data) and the “data custodians” (the technologists who store, extract and re-format data in the data warehouse). This merger will best leverage the strengths of UNC’s technology staff and statistical/research analysts.

Information Management & Technology is responsible for providing information in support of university strategic planning. It also provides data, analysis and projections for planning and decision-making; coordinates the design, implementation and analysis of major institutional studies, reports official data in internal and external reports; and assists other offices in obtaining and analyzing information.

In addition, Information Management & Technology supports faculty, staff, students and administrative departments in their use of information technology to successfully achieve their said missions. This is accomplished through the application of technical expertise, consulting and training.

With the merger come other organizational changes to the department besides just the name. The department is comprised of three units: Institutional Analysis and Research Services, Institutional Systems Architecture, and Technology Systems & Services. Each unit is overseen by a Director. Please

visit the IM&T website in order to view more details about the organizational changes: <http://www.unco.edu/it/aboutus/OrgCharts/IT.pdf>.

As before, the Information Technology Committee (ITC) still acts as an advisory committee to the Information Management & Technology CIO, Jeanette Van Galder. To see the ITC membership listing, please visit: <http://www.unco.edu/it/committee/membership.html>. There are also Agendas and Minutes for the meetings posted on the ITC website: <http://www.unco.edu/it/committee/index.html>.

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## Going the Distance

**The Technical Support Center** is your single point of contact for any items regarding the use of or access to Technology for the University of Northern Colorado. Their mission is to ensure that each client receives the best support possible, regardless of the nature of the conversation.

When they are contacted, they will accurately document, troubleshoot, and resolve the issue. Whatever is not resolved by a support technician is escalated to one of our technical teams to ensure these requests are resolved as quickly as possible.

Please visit <http://help.unco.edu> and click on "About the Technical Support Center" to find details about our Technical Support Center Information Technology Service Catalog. This Service Catalog contains the details of how we continue to meet the needs of the campus community.

### Their team will "Go the Distance" to meet your needs.

Information Management and Technology is ready to provide you with assistance 24 hours a day, 7 days a week, 365 days a year.

Tel: 970-351-HELP (4357)

Toll Free: 800-545-2331

Online: <http://help.unco.edu>

Email: [technical.support@unco.edu](mailto:technical.support@unco.edu)

## New Classroom Clicker Technology

**This summer, it** was decided by CETL in partnership with Information Management and Technology as well as faculty to standardize the classroom clickers with Turning Technology.

Each classroom will be fitted with a receiver so faculty won't have to worry about bringing a receiver with them.

Each smart classroom laptop will have the software to support the new clicker technology installed on it. If you are using your own laptop, be sure to contact the TSC to get the software installed.

If you are a faculty member and you want the instructor kit for this new technology, please contact CETL. CETL will also be providing formal training if you are interested.



## Bear Logic

**Bear Logic has** recently renovated and expanded its retail space. They also have more items in stock and some awesome rebates and deals going on. Remember, if you purchase something for \$600+, you can put it on payroll deduction for a \$25 fee. Office 2010 is also available for faculty and staff to purchase for \$99. Bear Logic is offering the Office 2010 Work at home License for faculty and staff for \$15.00.

Bear Logic is the not-for-profit resource for the tech tools for you need to succeed. Round it out with a knowledgeable sales staff, flexible payment options, and a certified repair center, and you'll find that Bear Logic is the best option for all your technological needs.



## Handling Personally Identifiable Information Data

**Did you know** that mishandling sensitive information can be costly to the University and potentially to you as well? When sensitive information gets into unsafe hands, the consequences can be severe.

Federal and state laws require UNC to protect sensitive data. In addition, we are obligated to do so under the UNC Regulations.

Protecting sensitive information is as easy as a few clicks of a mouse or the turn of a key. The University utilizes encryption, passwords, and a variety of technologies to assist you with protecting sensitive information. In addition, locking up printed materials or other media where sensitive information is stored is crucial.

Also, don't forget how important proper disposal is when you no longer need the sensitive data. The Uni-

versity provides secure confidential shred bins, as well as destruction methods for items such as hard drives, old smart phones, CDs, thumb drives, etc. **To learn more, visit [www.unco.edu/cybersecurity](http://www.unco.edu/cybersecurity)**



## Laptop Security

**Did you know** that every 12 seconds a laptop is lost or stolen somewhere in the world? Most laptops contain confidential and personal information, so these thefts can pose a serious threat.

Data loss and disclosure has become a serious issue for almost every organization in both the public and private sectors. To address these data protection concerns, UNC Information Management & Technology is strongly encouraging the use of data encryption software. Encryption essentially locks digital data so that only those with the correct key can access it. The key to this data is your Personal Digital Identity (PDID), so your data is safe if a device is lost or stolen.

IM&T recommends the following solutions for data encryption. These products will help to protect sensitive data on laptops and desktops. If you use mobile computing devices, such as laptops, the use of one of the following encryption technologies is strongly recommended. It is also recommended that individuals handling sensitive data (such as data covered under [FERPA](#), [HIPAA](#), and [GLB](#)) use one of the following encryption products for both desktops and laptops.

IM&T currently has approximately 600 computers on campus, both Mac and PC, which are encrypted. If you are using Windows 7 or XP, the encryption software that you would use is Safeguard Enterprise. If you are using a Mac, then CheckPoint is the product for you.

**If you are interested in learning more about full disk encryption and how it can protect you and your personal information, please contact the TSC at 970-351-4357.**



## Need Adobe?

**Good news!** You and/or your department do not have to shell out hundreds of dollars to use Adobe products anymore; IM&T has got you covered thanks to the Microsoft product: App-V.

Microsoft Application Virtualization (App-V) is an application virtualization and streaming solution from Microsoft. App-V allows applications to be deployed in real-time to any client from a virtual application server. It takes away the need for local installation of particular applications, instead, only the App-V program needs to be installed on the client machine.

Have you ever purchased an individual license for an adobe application? Well this can be expensive, anywhere from \$100- \$600+. An exciting thing that App-V has enabled IM&T to do is purchase concurrent licenses for Adobe products which will save money for individuals and departments on campus.



UNC's IM&T department has already installed App-V in all computers using Microsoft Windows on campus. They conducted an analysis for how many concurrent licenses they would need to purchase to support the demand in labs and for faculty/staff. IM&T will be monitoring usage of these products through a dashboard to determine whether or not an appropriate number of licenses have been purchased.

Steamed Adobe software includes: Acrobat 9 Professional, Dreamweaver CS5, Flash CS5, Fireworks CS5, and Illustrator CS 5.

Apple users do not fret. Adobe software is also available for Apple users via Keyserver.

Save yourself some money and check this out before you go and buy an individual license. If you are interested on adding streamed software to your computer, contact the TSC at 351-HELP.

## Windows 7 Upgrade

**All labs on campus** have been upgraded to Windows 7. The spring newsletter discussed the improvements that this version offers. If you need training, contact the Center for the Enhancement of Teaching and Learning (CETL), and they will be more than happy to help you through this transition.

The Smart Classroom podiums have also been upgraded to Windows 7. Additionally, the old user login, SCUSER, is no longer available. You are now required to log in with your PDID (ex.Jane.Smith@unco.edu) to access these machines and login to teach. Please note that you need to include the @unco.edu in your username in order to successfully authenticate. Be advised that after 30 minutes of inactivity, a timer will start for 90 seconds. Once this hits 0, you will be automatically logged out and will have to log in once again.

## EvaluationKIT Update

**Did you know** that 5 out of 7 colleges at our university distributed online course evaluations for the spring 2010 term? There were 195 CRN's that were loaded into 14 unique EvaluationKIT projects this spring and 272 loaded into 30 unique projects this summer. 122 instructors were evaluated this spring and 193 this summer. Nearly 6,500 students have had the opportunity to use EvaluationKIT to evaluate their instructors this spring and summer. The overall response rate for spring and summer has been about 40%.

**Some of the benefits that these colleges who voluntarily used EvaluationKIT include:**

- Extra money in their budget because they no longer had to pay for the OMR Forms (bubble sheets).
- Receiving technical support and pedagogical evaluation assistance.
- Assuring that only one evaluation would be accepted per enrolled student per course.
- The ability to manage their own surveys and get direct access to their college and department results only and also are able to provide their students with a common experience.

## Blackboard Update

On May 13<sup>th</sup>-16<sup>th</sup>, UNC IM&T installed a Blackboard upgrade. The spring newsletter went into depth on the changes that would be occurring. To read more about that, visit [www.unco.edu/it/ITNewsletters/Spring2010.pdf](http://www.unco.edu/it/ITNewsletters/Spring2010.pdf). So far, the upgrade has been well received by the faculty and students. Since the upgrade, IM&T has found that users are experiencing more familiarity issues rather than technical ones.

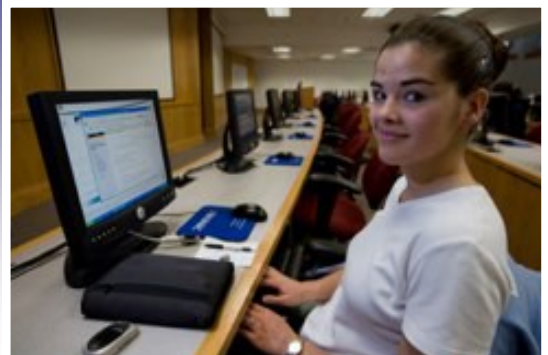


The Center for the Enhancement of Teaching and Learning (CETL) has delivered training and workshops to faculty using Blackboard. They will still be offering these trainings and workshops throughout the fall semester as well.

## Campus Email Project

Throughout this fall, UNC and IM&T will be working on the architecture for a new messaging system. This system will be the newest version of Microsoft Exchange. Communications will be going out to specific areas when the migration takes place.

You can still use the Outlook client to access your email; however there will be many **new and exciting** features available.



## New Wireless Network



**IM&T is working** on a new, simple, and secure way for faculty, staff, and administration to connect wirelessly on campus. If you'd like to use this new wireless network, contact the Technical Support Center at 351-HELP to have the proper permissions added to your PDID. The TSC will have further details on how to connect your wireless device. If you want to connect multiple devices (for example, a laptop, an iPhone, an iPad or other devices) keep in mind that the TSC will need to create a special configuration for each one. The initial configuration may seem to be a little bit of a hassle, but it will be worth the time and headaches it saves you in the long run since the new network will have network permissions as though you are at your desktop computer at work.

## *SUMMER @ A GLANCE*

**How was your summer break? We were busy! Here's some of the things we did...**

- More than 15 Smart Classrooms were added.
- We upgraded the video surveillance systems.
- We built the capability for the TSC to control rooms remotely in order to help professors if needed.
- Upgraded rooms in Kepner, with special attention to room #75.
- Refreshed approx. 40 projectors that were at the end of their life cycle.
- Piloted application streaming with AppV and Adobe Creative Suite 5 (see page 4 for article).
- Installed Phase 2 of laptop encryption to Finance and Administration, allowing them to use Windows 7.
- Upgraded Pharos (pay for print).
- Piloting and researching Virtual Lab.
- Inventoried software.
- Refreshed 400+ student computers.
- Summer Lab Imaging.
- Piloting and researching the Blackboard accessibility and mobility (for handheld devices).
- Upgraded Blackboard.
- Put EvaluationKIT to use.
- Began the replacement of the online keycard system.
- Built the test environment for Sharepoint 2010.
- Began providing an online collaboration tool (Think Tank).
- Upgraded network monitoring, WUP (What's Up Professional).
- Upgraded Enterprise backup, printing and messaging.
- Optimized data storage for the campus.
- Identity Management Project- building a bridge between Banner and the directory for accurate contact information.
- Upgraded campus domain name server, to enhance the association between the server name and network address.
- Audited the access control list (ACL) to improve security.
- Installed video surveillance in the Rec Center, Dining Ser-

vices, and Housing in various locations.

- Inventoried all telephone and network jacks on campus.
- Updated call center.
- Emergency response locations were updated.
- Upgraded the distance antenna system (DAS) for emergency uses.
- Transitioned fax from analog to Fax Over IP (FOIP).
- Installed wireless in the residence hall common areas.
- Replaced and upgraded all in/outbound voice services.
- Upgraded Stealth Watch application to improve network security.
- Upgraded Tipping Point for additional network security.
- Uninterruptable Power Supplies were all tested and replaced if necessary, in case of a power outage.
- Created an easier way to connect your handheld devices to the wireless network.
- Prepared activities for Cyber Security Awareness Month (October).
- Upgraded Utimaco Full Disk Encryption 5-50.
- Built and installed the IT Analytic Dashboard to our website: [www.unco.edu/IT](http://www.unco.edu/IT)
- Made the activation and deactivation processes more efficient and secure upon faculty, student and staff personnel changes. For example: the development and launching of the online PDID.
- Offered direct chat to the Tech Support Center.

