Before You Leave for the Summer, Tips on Passwords and E-mail

Before leaving for the summer, it is important to perform some basic account maintenance. The number one problem that is fielded by the IT Services Support Desk during the summer is that of forgotten passwords. Resolving password problems is much more difficult when you are away from Miami. A little planning can make a big difference.

First and foremost, make sure that you know your MUnet password. If you do not use Miami’s services on a regular basis, your password is easy to forget. To check your MUnet password, we suggest that you visit myMiami (http://mymiami.muohio.edu) and log in using your UniqueID and MUnet password. If you receive a login error, it will be important to visit the IT Services Support Desk (or a regional campus computer assistance location) before leaving campus to have your password reset. Please see the Knowledge Base case #1314 on "Resetting Forgotten Passwords" for more information on locations and procedures.

Important! — Create a Secret Question and Answer Pair

To assist with resolving password problems, you can create a Secret Question and Answer pair using the MUnet Password Utilities web page at http://muohio.edu/password/ (access to the password utilities web page is available from myMiami by clicking on the "Need help?" link in the Login section). In the event that you forget your password, you can select a new one online by answering a few questions about yourself, including your Secret Question. We strongly recommend that you create a Secret Question/Answer pair (https://was.muohio.edu/perl/was/question) now if you have not already done so.

E-mail

Please be aware that unread e-mail on Miami’s e-mail server is deleted after 30 days. There are several e-mail options that can help you manage your Miami e-mail while you are away from campus:

You can check your Miami e-mail from any computer with an Internet connection using myMiami. Do so at least once every 30 days.

You can forward your Miami e-mail to an e-mail account you use more frequently by editing your directory information (click on the "Electronic Directory" link on the myMiami web page). Please see the Knowledge Base case #8605 on "Forwarding e-mail from a Miami account to another e-mail address" for more information.

FYI on forwarding e-mail: SPAM filters used by Internet services, such as Yahoo or Hotmail, may score forwarded e-mail as spam. After setting up e-mail forwarding, monitor your spam/junk folders for valid mail incorrectly identified as spam.

More tips on using your Miami accounts while away from Miami can be found in the Knowledge Base case #92563 titled "Using your Miami accounts while away from campus".

Enjoy your summer!

Questions may be directed to the IT Services Support Desk at supportdesk@muohio.edu or 513-529-7900.

Answers online in the Knowledge Base: http://kb.muohio.edu
Free Copies of Microsoft OneNote 2003 Available for University-Owned Computers

Microsoft has offered to give Miami 179 free copies of its note-taking and management program, OneNote 2003. There are just two limitations:

- it must be installed on a university-owned computer
- upgrades are not available for this version

To request a copy of the software, please send your request to the Support Desk at supportdesk@muohio.edu. Copies will be distributed on a first-come, first-served basis.

Important E-mail Security Update

Miami’s incoming e-mail server now supports SSL connections. SSL (secure sockets layer) is a protocol that creates a secure connection between two computers and encrypts the data exchanged between the computers. With SSL in place, information that is transmitted cannot be read, even if it is intercepted. SSL was put in place on Miami’s incoming e-mail server so that the MUnet password would be encrypted when sent.

In order to use SSL, you must adjust the settings in your desktop e-mail application (ie. Eudora, Outlook, Outlook Express, Mail). **IT Services strongly recommends you take this step now.** Detailed instructions on configuring Eudora and Outlook to use SSL can be found in the Knowledge Base.

**Note:** No action is required if you only check e-mail via myMiami, as myMiami uses a secure connection to transmit the MUnet password.

myMiami and Blackboard Enhancements Coming in May

IT Services, in cooperation with teams from across the university, is working on a project to enhance the myMiami and Blackboard services. **The first phase of this project will move into production during the week of May 9th and will merge the myMiami and Blackboard services into a single application** while retaining all of the functionality of each service. This merger will allow for more integration between these services in the future than was previously possible. In addition, the infrastructure supporting these services has been greatly enhanced to provide better performance and reliability of these services. A new component, the Blackboard Content System, has also been added to aid in the organization of Blackboard content and other documents. Watch myMiami for more information concerning this move and a link to a “sneak preview” of the new myMiami.

This first phase reflects the start of the implementation of the recommendations outlined in the final reports of the myMiami enhancement and Blackboard enhancement study project team. Further enhancements to the myMiami and Blackboard services based on the teams’ recommendations will take place over the next several months. Additional information about this phase of the project, as well as future phases of the project, is available at [http://www.muohio.edu/mymiami3/](http://www.muohio.edu/mymiami3/). If you have comments, questions, or would like to volunteer to help with these projects, please contact the IT Services Support Desk at 513-529-7900 or supportdesk@muohio.edu.
Facility Blackboard Training Opportunities for April 2005

In conjunction with the new updates to the Blackboard system, Advanced Learning Technologies will be offering several training sessions before the end of the semester.

<table>
<thead>
<tr>
<th>An Introduction to the Blackboard Content System</th>
<th>Monday, April 25</th>
<th>2:00-3:30 pm</th>
<th>362 Gaskill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Wednesday, April 27</td>
<td>9:00-10:30 am</td>
<td>362 Gaskill</td>
</tr>
<tr>
<td></td>
<td>Thursday, April 28</td>
<td>1:30-3:00 pm</td>
<td>362 Gaskill</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>An Introduction to Blackboard (Blackboard Basics)</th>
<th>Monday, April 25</th>
<th>8:00-9:30 am</th>
<th>362 Gaskill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Thursday, April 28</td>
<td>10-11:30 am</td>
<td>362 Gaskill</td>
</tr>
<tr>
<td></td>
<td>Friday, April 29</td>
<td>1:30-3:00 pm</td>
<td>362 Gaskill</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blackboard Course Design</th>
<th>Monday, April 25</th>
<th>10:00-11:30 am</th>
<th>362 Gaskill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tuesday, April 26</td>
<td>9:00-10:30 am</td>
<td>362 Gaskill</td>
</tr>
<tr>
<td></td>
<td>Friday, April 29</td>
<td>3:30-5:00 pm</td>
<td>362 Gaskill</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Using Blackboard’s Assignments Tool Effectively</th>
<th>Tuesday, April 26</th>
<th>3:00-4:30 pm</th>
<th>362 Gaskill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Friday, April 29</td>
<td>9:00-10:30 am</td>
<td>362 Gaskill</td>
</tr>
</tbody>
</table>

There will also be workshops offered on the Middletown campus:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Tuesday, April 26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using the Content System</td>
<td>Wednesday, April 27</td>
</tr>
</tbody>
</table>

Register for these workshops using the TRAIN registration system, [http://www.muohio.edu/train](http://www.muohio.edu/train). If you have additional questions, please contact the staff at Advanced Learning Technologies, 513-529-6068.
On-Campus Wireless Deployment Nears Completion

IT Services, with the support of Physical Facilities, has entered the final stages of a 12-month project geared to delivering wireless network services to all academic and administrative buildings on the Oxford, Hamilton and Middletown campuses as well as select outdoor areas.

Over the next eight weeks:

- Cabling for the new wireless infrastructure will finish in the final academic and administrative buildings that not yet been completed.
- Newly installed wireless network service in academic and administrative buildings will be turned on (with Oxford's campus currently scheduled for May 23, 2005).
- Academic and administrative buildings that currently use the “WAM” wireless sign-in web page will transition to the new “MU Wireless” sign-on web page.
- Wireless will be put in place for select outdoor areas.

All work should be completed by June 30, 2005. We invite you to visit the project website at http://www.muohio.edu/wireless/ to view the wireless construction schedule, the outdoor coverage map, and answers to frequently asked wireless questions.

About MU Wireless

MU Wireless provides two levels of wireless service for Miami students, faculty and staff:

- **MU Wireless “Lite”:**
  Once connected to a wireless access point, faculty, staff and students can gain access to the web by simply opening a web browser and signing in using the wireless login page that automatically displays. Web browsing, Chat, and Virtual Private Networking (VPN) are available through this level of service. (Once connected via VPN, the services described in MU Wireless “Full” are available as well).

- **MU Wireless “Full”:**
  By setting up a secure connection, faculty, staff and students can access a broader range of network services (e.g., connecting to network file servers, accessing e-mail through a desktop e-mail application like Eudora or Outlook, etc.) A secure connection can be established via 802.1x—please see the Knowledge Base (http://kb.muohio.edu) for descriptions and connection details.

Guest access: Visitors to Miami’s wireless network can access web-based services by launching a web browser and following the directions on the login page for guest login using an e-mail address. Guest access only allows web browsing. Visitors that need full access to Miami’s network services will need to have Miami “courtesy accounts” created before their arrival on campus. Creation of courtesy accounts requires dean or department chair approval. For more information, please refer to the Knowledge Base case #92885 on obtaining courtesy accounts.

Academic Building Wireless Advisory: Please be advised that wireless service will encompass all building locations and each wireless access point (WAP) covers many areas within a building - individual rooms cannot be turned on and off. As a result, access points will provide service to all Miami classrooms. All faculty members should be aware of the availability of wireless network service during class periods and should clearly define their expectations to students.

Questions? If you have questions about MU Wireless, please contact the IT Services Support Desk at (513) 529-7900 or supportdesk@muohio.edu
Classroom Support and Research Support Models Proposed

Two academic technology-related study projects chartered as a result of the 2004 IT Strategic Plan have concluded with the delivery of the following reports:

- Classroom/Open-access Computing Labs project: Classroom Support Model Recommendation (PDF)
- Research Support Model project: Research Support Model Recommendation (PDF)

Links to the reports can be found on the IT Services home page at http://www.muohio.edu/ITServices under “Current Headlines”.

The projects are now moving into an implementation phase.

Macromedia and Adobe Software Purchasing Update

IT Services is working with the Purchasing office and a number of software vendors, including Macromedia and Adobe, to create volume pricing arrangements that will provide significant cost savings to the university on software purchases for university-owned computers.

Macromedia software

Macromedia has a new software program that provides substantial discounts on popular Macromedia software titles such as Dreamweaver, Studio MX, and Contribute without requiring a contract. To participate in the program, an institution must make an initial bulk purchase. For the bulk purchase, full licenses, upgrades and subscriptions of Macromedia products all have assigned point values (for example, Studio MX = 4 points); the point value for the products in the initial bulk purchase must exceed 250 points. After the initial bulk purchase takes place, the same bulk purchase discount applies to all future institutional purchases for a period of two years regardless of order size. If additional large purchases (>250 points) are made during the two year period, the discount term is extended to two years out from the date of the last large purchase.

If you wish to order Macromedia software in the near future, please watch the Knowledge Base (http://kb.muohio.edu) for Macromedia software purchase information. Within the next two weeks, IT Services will be making available a Macromedia software request form to determine if we can amass enough orders to make the initial bulk purchase required for entry into the program.

Adobe software

Adobe also has a new software program that will provide the ability to purchase software at a deep discount over a two year period. The program, while similar to Macromedia's, does require a contract. The Purchasing office is working out the details of the contract with Adobe. Updates will be posted in the Knowledge Base (http://kb.muohio.edu) as they become available.

Updates on new software purchase arrangements will also be posted to the Current Interest list on the Knowledge Base home page.
Phone and Internet Services Converge in IP Telephony Pilot

Thanks to a grant from Cisco Systems of over $350,000 of equipment and consulting, IT Services is investigating the use of the Munet data network for telephone services. Known as IP Telephony (or VoIP), this technology sets up phone calls and transmits voice conversations over the data network as a special type of Internet Protocol (IP) traffic. The benefits of this technology include: enabling integrated voice and data applications, supporting a single communications infrastructure rather than separate voice and data networks, and potential cost savings.

At this point, the IP Telephony equipment for the pilot has been set up in a preliminary configuration and IT Services is evaluating potential pilot locations for testing in June and July. At the conclusion of the pilot, the equipment will be removed and our findings will be summarized for use as input to the development of Miami University IP Telephony strategy.

For more information about the IP Telephony project, please contact the project manager, Tim Gruenhagen.

E-mail/Calendaring Study Continues

As a result of a study begun in the fall of 2004, a Request for Proposal (RFP) was issued to e-mail/calendaring vendors for an integrated e-mail and calendaring system which would provide a common solution for Miami faculty, staff and students to use university-wide. Responses were received through January of 2005 and were critically examined by several sub-committees involving various university community representatives.

The cost of the solutions quoted in the RFP responses exceeded the funds available for the project. Vendor discussions are continuing, however, regarding ways to reduce the cost of the project. While cost is not necessarily a determining factor, it must be considered in the total evaluation of potential solutions.

As an option, existing e-mail and calendaring solutions are also being examined as to how they may be upgraded, integrated and used more effectively.

Input received from faculty/staff/student focus group sessions held last fall is being included in the decision-making process. Among others, important items still in consideration include:

- integration of calendaring and e-mail systems
- open-standards compliance
- web accessibility and same "look" from the desktop or the web
- full migration capabilities of all historical information
- cross-platform capabilities
- synchronization with wireless devices

IT Services intends to make a decision soon regarding a common system, with intent to implement recommendations during the 2005-06 academic year.
Decision Support Project Taking Next Steps

The Decision Support study report has been completed and given to the IT Vice President for review. The immediate recommendation was to pursue installing the SCT Banner Operational Data Store (ODS) product which would be the first level of data warehousing. IT Services will begin to install and look at the product in June, and will be working with the project team to determine some quick-win areas to help us test and roll out the product.

In addition, we hope to be issuing a Request for Proposal (RFP) to the leading vendors of Business Intelligence and Reporting Tools to ensure we have the best tool available for all of Miami University. Currently, departments use MINET, WebFOCUS, and a myriad of other tools to do their reporting work. We hope to provide one campus-wide standard that will work for everyone and will be site-licensed for all. We will also be soliciting representative users to help us evaluate the RFP responses.

Network Protection Services Up and Running in Select Residence Halls

Miami is joining many higher education institutions in leading the way to a safer Internet. With Network Protection Services, Miami is implementing a model that creates accountability for computers’ nefarious activities and proactively protects the computers on the network from malicious network activity by enforcing a minimum standard to acquire network access. The service is also capable of reacting to computers that slip through the cracks by quarantining them before they can do harm to others connected to the network.

This service was deployed in four residence halls this spring – Dorsey, Minnich, Emerson, and Wilson. While not without glitches, this deployment has stabilized and these halls are setting the standard for future network access. The service works by requiring users to logon to the network. Windows computer users are asked to install a small software application to do so. Others simply use a web page. While logging on, the computer is checked to make sure it meets the required standard for network access.

At this time, the standard includes three rules (for Windows computers only):

1. **Critical Windows Updates.** Windows computers must have installed all updates to Microsoft windows listed as critical in order to patch security vulnerabilities in Windows that are exploited by viruses and worms.

2. **Virus Protection Software Installed.** The computer must have virus protection software installed. The service supports products from Network Associates/McAfee, Symantec/Norton, and Trendmicro.

3. **Virus Protection Software Up-to-Date.** The service also checks to make sure that the virus protection software has the most recent virus definitions to protect against the newest threats.

Results to date show that approximately 39% of the computers in the four residence halls with Network Protection Services did not initially meet one or more of the three rules:

<table>
<thead>
<tr>
<th></th>
<th>Average Failure Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>39%</td>
</tr>
<tr>
<td>Windows Updates</td>
<td>24%</td>
</tr>
<tr>
<td>Virus Software</td>
<td>5%</td>
</tr>
<tr>
<td>Virus Updates</td>
<td>18%</td>
</tr>
</tbody>
</table>
Network Protection Services Up and Running in Select Residence Halls (continued)

The result of this deployment is that the overall safety of the computers connected to Miami’s residential network increased by 39%.

This service will be implemented in the remaining residence halls over the summer. Students returning to the residence halls next year will discover this service has become an integrated part of network access. Many have likened this service to wearing a seat-belt. Network Protection Services ensure that you buckle-up before you drive on the information highway.

Miami University Hamilton Announces Release of IT Strategic Plan

Miami’s Hamilton Campus, with help from IT Services, has created an Information Technology (IT) Strategic Plan for the Hamilton campus. The plan can be found on the Miami University planning web page.

SCT Banner Systems Update

As reported in the last issue, many initiatives are underway to strengthen the quality and usability of the Banner system here at Miami University. Several project updates are detailed below:

**Bannerweb for Employees additions:** Work is progressing to have unclassified staff and faculty report leave time monthly in this system, thereby eliminating the ‘gold cards’ that were maintained and turned in once a year. This process will start July 1. Human Resources, Academic Personnel, and Payroll will be issuing more information about this shortly.

**Continuing Education enhancements:** We are facilitating the use of Banner by the Continuing Education offices on all campuses. We hope to make the process much easier using the tools that Banner has in place.

**Document Imaging:** Setup work is progressing and initial scope of work with Alumni/Development, the University Registrar, Payroll, and Accounts Payable is being finalized. Our intent is to have functional use of this product during the Summer.

**Internet-native Banner:** Configuration and rollout of this product, which will replace the current Banner client on user desktops, is progressing. Offices will be contacted and asked for help in setting a schedule to transition to this new environment this Summer and Fall.
Microsoft Contract Renewal Discussions Underway

IT Services, in conjunction with a software sub-committee of Ohio's Inter-University Council (IUC), is currently working on the renewal of the Microsoft contract negotiated last year. As part of the annual renewal, Miami has the opportunity to continue the contract "as is" or to adjust the audiences covered by the contract.

The cost of the Student Option portion of the current contract, which provides Microsoft Office and Microsoft Windows upgrades for student-owned computers, substantially increases each year. IT Services is committed to continuing to support this portion of the contract as long as it is fiscally responsible to do so. Discussions are currently underway as to whether that portion of the contract will be continued for the contract period beginning July 1, 2005. In the event that portion of the contract is not continued, Miami will negotiate an alternate arrangement with Microsoft which will still provide students with substantial discounts on Microsoft software beyond those provided by traditional "academic pricing".

An update on the Microsoft contract renewal will be posted in the Knowledge Base at http://kb.muohio.edu as soon as a decision on the contract is reached.

**Note:** Miami's current Microsoft contract is "subscription-based". Rights to the software purchased through the contract are in effect only as long as the contract is in effect. Students should only purchase the software now if they need it now - not for future use. (This differs from the prior contract renewal where students were encouraged to buy the software before the contract expired to take advantage of the low price; the former contract provided students with perpetual use rights to the software so students could continue to use the software even after the contract expired. Microsoft no longer provides that option.)
IT Services Support Services Asks "How Are We Doing?"

Each spring, IT Services distributes a survey with questions related to awareness, use, and satisfaction with our support services to a random sample of students, faculty, and staff. The survey results are used in service planning and refinement efforts.

The survey specifically addresses our main “front door” support services:

- **Miami Knowledge Base**: Online self-help tool containing support documents for technology and university services ([http://kb.muohio.edu](http://kb.muohio.edu))
- **Support Desk**: Central point of contact for technology questions/problems - open 85 hours/week for telephone support (513 529-7900) and 45 hours/week for walk-in support ([http://www.muohio.edu/supportdesk](http://www.muohio.edu/supportdesk))
- **Training Modules**: More than 500 web-based training courses on computer, business and personal skills ([http://www.muohio.edu/training](http://www.muohio.edu/training))

This year, questions were added for two relatively new services:

- **Computer Remediation Center**: Carry-in service, by appointment only, for personally-owned computers infected by viruses/spyware or having trouble connecting to Miami’s network (appointments scheduled through the Support Desk)
- **TechTalk**: Online information technology newsletter published four times per academic year ([http://www.muohio.edu/techtalk](http://www.muohio.edu/techtalk))

To establish a baseline for future surveys, a question was also added about overall satisfaction with information technology at Miami.


Response Profile

The March 2005 survey was sent to a random sample of 1850 students, faculty, and staff on the Oxford, Hamilton and Middletown campuses. The response profile differed from 2004 in two respects:

There were approximately twice as many responses. A total of 527 responses were received for a response rate of 28.5% - about double the response rate of 2004 (13%).

Undergraduates accounted for a larger portion of the responses. Undergraduate responses accounted for 67% of this year’s responses as compared to 60% of last year’s responses.
Survey Highlights

Satisfaction with the Training Modules and Knowledge Base increased slightly while satisfaction with the Support Desk declined somewhat. The new Computer Remediation Center received the highest satisfaction rating.

Support Services Satisfaction Ratings*

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Desk</td>
<td>4.65</td>
<td>4.16</td>
</tr>
<tr>
<td>Knowledge Base</td>
<td>3.67</td>
<td>3.76</td>
</tr>
<tr>
<td>Training Modules</td>
<td>3.17</td>
<td>3.59</td>
</tr>
<tr>
<td>Computer Remediation Ctr.</td>
<td>n/a</td>
<td>4.31</td>
</tr>
</tbody>
</table>

*measured on a 5 point Likert scale with 1 being totally dissatisfied and 5 being totally satisfied

Use of the Support Desk and Training Modules decreased somewhat; use of the Knowledge Base increased slightly.

Percentage of Respondents Using Support Services

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Desk</td>
<td>66%</td>
<td>55%</td>
</tr>
<tr>
<td>Knowledge Base</td>
<td>38%</td>
<td>39%</td>
</tr>
<tr>
<td>Training Modules</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>Computer Remed. Ctr.</td>
<td>n/a</td>
<td>7%</td>
</tr>
</tbody>
</table>

Awareness of the Support Desk decreased slightly and awareness of the Knowledge Base increased slightly. Awareness of the Training Modules increased substantially.

Percentage of Respondents Aware of Available Support Services

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Desk</td>
<td>97%</td>
<td>95%</td>
</tr>
<tr>
<td>Knowledge Base</td>
<td>78%</td>
<td>80%</td>
</tr>
<tr>
<td>Training Modules</td>
<td>55%</td>
<td>70%</td>
</tr>
<tr>
<td>Computer Remed. Ctr.</td>
<td>n/a</td>
<td>75%</td>
</tr>
</tbody>
</table>
While only 25% of respondents reported reading TechTalk, 93% of those reading the publication felt it contained valuable information.

Two-thirds of the survey respondents reported being "somewhat" or "completely" satisfied with information technology at Miami.

Next Steps
In addition to the numeric ratings, approximately 500 full-text comments were provided by respondents about both specific services and IT at Miami in general. IT Services will be thoroughly reviewing the feedback provided and incorporating it into various planning sessions slated to take place over the summer. Please stay tuned to TechTalk for updates about changes planned as a result of the valuable feedback received from survey respondents.