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What's Happening? - Sam Scoma, CIO

Welcome to our first edition of *The Technology Times*, the Technology Services newsletter! I hope you find this information to be helpful and I would welcome your feedback. The first thing you may have noticed is our name change - from Computer Services to Technology Services - to better reflect the scope of our services. This summer we have embarked on several important projects. In June we implemented the 24x7 remote help desk (look for additional information in this newsletter) to improve technical support for the campus. We worked on several infrastructure projects, including the new residence hall and Peterson renovation, and transferred 26 PCs from the Library computer lab to the EBSCO classroom and reference commons in Carmichael Library to upgrade equipment. We also worked on a grant proposal to obtain funding for several wireless projects on campus (Van Tuyl House, Napier, Fuller, Reynolds) and the server virtualization project. I am happy to report that the grant funding was approved and we are moving forward on these projects.

Soon we will be starting the implementation of the server virtualization, preparing for the move to the Banner 8 release, establishing an instructional technology support center and rolling out a new UM web site. This fall, we will also be providing technical support for networked printers and copiers across campus as well as audio visual support. Look for more information on these exciting projects in the coming weeks.

Help Desk Services Available 24 x 7

Help Desk Services are available to UM faculty, staff and students, 24 hours a day, 7 days a week! The Help Desk provides assistance with Blackboard, ForUM, email, online registration, passwords and more! The Help Desk strives to resolve as many issues as possible during the initial call. However, calls that cannot be resolved on the phone will be escalated to the local desktop support technicians.



To reach the Help Desk, call (205) 665-6520 or (866) 520-2401 from outside the local calling area. Call at any time to speak with a live, certified technician.

Exchange and ForUM Email

University of Montevallo faculty and staff are provided two separate email accounts by the University. The first of these, called Exchange Email, is considered the primary faculty/staff email system. Exchange email is housed on campus and is directly managed by Technology Services personnel.



E-mail

Faculty and staff also have access to an account on the student email system, ForUM Email. ForUM Email is a hosted service provided to universities by Microsoft. As such, it is not housed on campus and is not managed directly by Technology Services. Many faculty and staff choose to setup their ForUM Email accounts to automatically forward email to their Exchange email accounts. Instructions on setting up a redirect rule in ForUM Email can be found [here](#).



Faculty and staff should note that the email address viewable by students in the ForUM Email system are ForUM Email addresses only. Therefore it is important for faculty and staff to check their ForUM Email accounts regularly if they do not set up a redirect rule.

Banner Training Options

SunGard Higher Education Training Services has recently announced interesting options for training on Banner and other SGHE products. The UDC Academy offers web-based self-paced training via a subscription service. It is available on demand through a web hosted environment. Another cost effective training option is the SGHE Computer Based Training (CBT) program. It provides computer-based functional training. Of course, SunGard also offers instructor-led classroom training at their Education Center in Malvern, PA. These courses can also be offered on campus via client-hosted workshops. For more information, check their website:

www.sungardhe.com/trainingservices.



Sources of Wireless Interference



There are two types of wireless interference: active and passive. An **active** source of wireless interference is usually a device that emits a radio signal on the same frequency as the wireless network. Such devices include some cordless phones, Bluetooth devices, other wireless networks and devices, and microwave ovens.

A source of **passive** wireless interference is any substance that restricts or degrades a wireless signal that attempts to pass through it. Generally, the denser the substance, the greater the potential for interference. For example, metal and concrete have a very high potential for wireless interference whereas wood and brick have a low potential.



For more information about sources of wireless interference, please visit the Technology Services web page at [Wireless Interference](#).

Clickers

A **Clicker** is a classroom technology device that facilitates active participation by students and provides instant feedback to the instructor. They are small portable devices that communicate to a receiving station that is controlled by the instructor. In their simpler form, clickers resemble a TV remote control device—using infrared or radio frequency technology to transmit student responses to questions. More complex clickers resemble a telephone-like keypad that permits more detailed responses. Clickers have been in use on campuses since the late 1990's and are finding valuable uses in many disciplines.

Internet Explorer 8

Microsoft recently released the latest version of their web browser, Internet Explorer 8 (IE8). Internet Explorer 8 has not been certified for use with Banner or ForUM and Technology Services recommends that UM faculty and staff not install it on their office computers. During testing, Technology Services staff have also discovered issues with printing from IE8 and with viewing PDF files.

ForUM Statistics



During the period July 14 - July 31, the University's online portal ForUM received 21,925 visits from 19 countries! The most ForUM visits came from within the United States with 21,694 visits followed by Canada with 86 visits and the United Kingdom with 79 visits. Other countries in the top 10 list include Germany, New Zealand, Russia and Brazil.

Security Tip of the Month

Your password should be easy for you to remember, but hard for someone else to guess. These two goals are not always easy to achieve simultaneously. Try this system for developing a complex, but easily remembered password:

1. Think of a favorite quote, phrase or song lyric. For example, "Four score and seven years ago..."
2. Take the first letter from each word of your quote: "Four Score And Seven Years Ago" becomes "fsasya"
3. In your new "word," capitalize some of the letters: fSaSyA
4. Add at least one numeral and/or special character: fSaSyA63 (*63 was added in this example because Lincoln delivered the Gettysburg Address in 1863*)
5. Make sure the final password is at least 8 characters

SPAM Savings

According to a recent study, it is estimated that SPAM accounts for 45% or more of all emails. At Montevallo we utilize the Barracuda SPAM filtering device to reduce the amount of SPAM that actually makes it to your email inbox. Our statistics show that, on average, each UM email user receives 83 messages per day that are intercepted by the Barracuda system. Using an ROI calculator to estimate the cost savings realized by not having to store, open, read, and delete these messages it is projected that the total savings campus-wide is in excess of \$500,000 annually!

