

ForUM Statistics



During February 2010, ForUM received a total of 54,817 visits, with 54,615 of them coming from the United States ... that's over 99% of the monthly total!

There were also 151 ForUM visitors from Canada, 28 from Brazil, and 12 from the United Kingdom.

Additional ForUM visitors during the month came from Nigeria, South Korea, Mozambique and Australia.

CIO Corner *(by Frank Whidden, Ph.D., Interim CIO)*

"New Technology"

I realize that it can be mystifying as to exactly what it is that enterprise level IT shops should do and how we do it. So, I thought I would part the curtain a bit and fill you in on some things we are working on that are in the very earliest stages.

Remote access/Virtualization Technology

This is a not-too-distant cousin to our recent server virtualization initiative. We are looking into a server level solution that will enable remote access from whatever computing platform a person has access to. This has implications for business continuity as well as for remote access from home or a remote site like a hotel room or high school campus. Our vision is to provide the capacity to access any needed software from any Internet connection, on any computing platform, 24 x 7, safely and securely. That's a big goal and we know we will not get there overnight. But, we think this is the level of service that students, faculty, and staff need.

We also know that virtualization technology will help us reduce our carbon footprint as we turn to devices that cost less to buy and maintain and that require less electricity and less cooling. The software infrastructure is available at the server level but there is still some work to do with "legacy" applications that demand a "fat" client on the desktop. In other words, some older applications are not ready for desktop virtualization yet. But, moving forward we will demand that all new applications have this capacity and we will work on the legacy applications to find a thin

client approach that works. So you might say we're putting our software infrastructure on a diet. Now, if only I could make that work for me...

Voice over Internet Protocol

VoIP for short, is another technology that several teams at the University are working together to bring to campus. The industry buzz word for this is "convergence". Basically, we are working to upgrade our network infrastructure so that it is one physical network (cables, switches, etc.) and can carry both voice and data traffic reliably. This will require a major investment but it will allow us to save a great deal of money compared to the current system that is in place. We will also see a lot of new features and capabilities on the new phone system that simply are not available now. Bottom line, this means better service to students, reduced cost, and more extensive service capabilities to meet expanding requirements.

Instructional Technology

In February, a series of workshops was held for faculty that exposed them to cutting edge instructional technology design. Attendees were able to work hands-on with these tools and see things like rich media and advanced pedagogical techniques for online learning. Dr. Susan Hines from SunGard Higher Education led these well-received workshops. Going forward Technology Services will be very active in working with the faculty and administration to bring quality online learning experiences to the student body.

Now, I feel like a stockbroker but I must point out that this peek behind the curtains lets you see what we're thinking about and working on "in the lab." *(continued)*

CIO Corner *(continued)*

Sometimes, what looks great in the lab doesn't work so well in prime time. So be advised there are many forward looking statements included here and we reserve the right to go



back to the drawing board if some of these things don't work out. But stay tuned. We think these are very exciting times and we are determined to find better, more efficient ways to serve you that are lower cost, higher value, and sustainable!

WEPA Update

Last month we mentioned that the University would soon begin a pilot of a new print management system called WEPA (Wireless Everywhere Print Anywhere). WEPA is an outsourced print management system. It is not maintained by Technology Services although we have worked very hard with the vendor to bring these systems to campus.

A major reason for testing this system is that the University be able to modernize printing services without having to invest several thousand dollars into new equipment and software. The WEPA vendor installs the systems and maintains them independent of

University staff. The University is interested in implementing WEPA or a system like it as a cost-savings measure. The alternative is a traditional print management system that will be costly to implement and maintain and will certainly result in higher printing costs for students.

The WEPA pilot was initiated on February 19th with kiosks setup in the Library Reference Commons, the Library Computer Lab, the second floor of Bloch Hall, the lobby of the Residential College and on the second floor between Morgan and Comer Halls. The kiosk in the Library Lab has since been relocated to the lobby of Main Hall. The WEPA kiosks operate essentially as vending machines for printing. They print in both black & white (\$0.08 per page) and color (\$0.49 per page), and print

jobs can be submitted to the kiosks either over the Web or locally via a USB drive. In a recent enhancement to their system, the WEPA company has added a method for paying for prints with cash. Beginning Monday, March 22nd, print cards for use with the WEPA system have been available for purchase (cash only) at the Library's circulation desk. They are available in \$2.00 and \$5.00 increments and contain \$1.80 and \$4.80 in value, respectively. (Twenty cents goes to the cost of the card itself.)

The WEPA also understands that accessibility of these systems must be addressed before they can be accepted on an ongoing basis.

Don't Press F1!

Windows XP users should avoid pressing the F1 key while viewing web content, at least for the time being. Microsoft has acknowledged that a bug in their software could allow a malicious site to display a specially crafted dialog box, prompting the user to press F1 for help. If the user complies, arbitrary code could be run on the

computer.

Anyone who believes they may have been tricked into pressing F1 by this vulnerability should contact Technology Services immediately. Microsoft does not yet have a patch for this vulnerability. Their suggestion? Don't press F1!



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