

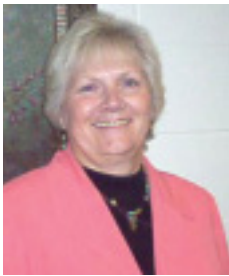
TECHBYTES

Office of Information Technology

THE UNIVERSITY OF TEXAS AT ARLINGTON • October 2006 • Volume 1

You, Me and IT

By Suzanne Montague, Vice President for Information Technology and CIO



Suzanne Montague

Greetings! Welcome to the first Office of Information Technology newsletter. We hope you will find it of value and retain it for future use. Over the last decade, the field of information technology has expanded at a rapid pace, becoming more and more integrated with many facets of campus life. Computers, cell phones, Personal Digital Assistants, and MP3 players play an important role in the

lives of our students, faculty, staff, and visitors. On a larger scale, we have high performance computing systems that support a wealth of opportunities for our academic researchers and high-end computing equipment that support mission critical administrative and departmental systems. Equally important to the equipment is the software that delivers functionality to each of these mediums, including word processors, spreadsheets, and presentation

materials. More complex software include such applications as MyMav, Email, AdAstra, Image Now, MavExpress, DEFINE (from UT Austin), and many other applications that support administrative and academic departmental needs.

There are very few areas that are not touched by technology in some fashion. This newsletter will be used to keep the campus informed of technology topics that touch each of these areas. We have selected topics that range from departmental activities to security guidelines to MyMav quick tips to new services such as MavSpace. We hope you find it informative, helpful, and interesting. We welcome your input which will be valuable to us as we develop future issues. Please feel free to send suggestions for any topics that you would like to see covered to CIO@uta.edu.

Thank you for taking the time to peruse the newsletter and let us hear from you...

New Assistant Vice President for Technology Infrastructure and Chief Technology Officer

By Suzanne Montague



Jon Harris

Jon Harris has assumed the new title of Assistant Vice President for Technology Infrastructure and Chief Technology Officer, responsible for Enterprise Operations and Systems (data center support), Network Services, and Security Services. Over the last three years, Jon has proven to be an innovator with leadership capabilities to implement complex projects, encourage team building and elicit ownership and pride within his area. His pursuit of a new data center which culminated in the purchase of UTACC, along with the successful move of all our equipment, have been the catalyst for many other projects within UT System, an action for which we should all take pride. I am looking forward to working with Jon as we work diligently to enhance and strengthen our technology infrastructure.

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UTA COMPUTING CENTER 200

What is UTACC?

By Suzanne Montague

The new UT Arlington Computing Center (UTACC) is a 52,800 square foot building in east Fort Worth that UT Arlington pursued to become its centralized data center, the location for the MyMav implementation team, and the new home for half of the IT staff. The facility opened in the spring of 2005. UTACC provides 16,500 square feet of premier data center space, with remaining space as mechanical support and office space. The building was originally designed as a Disaster Recovery Data Center for members who experienced a data center disaster. As such, it has many robust capabilities that make it the envy of many. Excess data center capacity of 6500 square feet spurred new ideas within UT System due to a combination of the available data center space, the new LEARN state network, the need to provide long distance disaster

recovery solutions (after Hurricanes Katrina and Rita), the desire to have mirrored systems for business continuity, and a desire to consider collaborative shared services. UTACC is now being considered to become one of three UT System regional data centers, with the other two data centers slated for Houston and Austin. UT Arlington and UT System have plans to make UTACC a Tier III data center, a goal that many desire but few achieve. As such, in addition to housing UT Arlington's critical administrative, academic, and research computing equipment, UTACC may host disaster recovery equipment and consolidated computing equipment for shared software solutions amongst UT institutions. This is exciting news for both UT Arlington and UT System, providing new opportunities for increased services to UT Arlington and its sister institutions.

MyMav Quick Tips

By Dawn Stoyanoff, Director Program Management

After nearly two years of planning and implementation, the MyMav student information system is now in full use. The MyMav software implementation will allow us to resolve many past limitations and help us to bring UT Arlington to the cutting edge of tomorrow's information technology.

As with any new way of doing things, using MyMav has involved many of us to do things in a different way. The MyMav training and documentation team have provided you with information that should be useful in your transition to our new student information system.

If you are looking to get more information on topics such as Navigating through MyMav (MyMav Basics), Assigning Instructors, Advising and other MyMav related activities you can visit our training website at http://oit.uta.edu/oit/pm/mymav/mymav_training_staff.html. At the bottom of this page you can take virtual tours through MyMav functionality on a number of topics.

Needing to speed up your data entry or searches for information? Try using MyMav *Favorites* to bookmark your most commonly visited

pages. Constantly typing in the term or career? Take advantage of *User Defaults* in MyMav. *User Defaults* allow you to add default values to certain commonly used fields in MyMav. Learn more about these by visiting http://oit.uta.edu/oit/pm/mymav/mymav_training_staff.html and viewing the MyMav Basics tutorial.

Looking for information for faculty on generating class rosters or grading, you can view our faculty or take a virtual tour of the Faculty Center from the training website at http://oit.uta.edu/oit/pm/mymav/mymav_training_staff.html.

If you are experiencing difficulty in accessing information or signing in to MyMav (www.uta.edu/mymav) please contact our Help Desk at helpdesk@uta.edu or call at 2-2208. They are there to answer your questions by phone, email, web chat, or in-person. They will assess your issue, document and route it to the personnel needed to assist you.



Wondering About Wireless?

By David Caldwell, Director of Network Services

Through a collaborative project between UT Arlington Student Technology Committee and the Office of Information Technology (OIT), UT Arlington has established wireless network access points across the UT Arlington campus. These wireless access points allow devices to connect to the UT Arlington network for on and off campus internet access. All that is required to use the wireless network is a valid UT Arlington NetID account and password.

The first phase of the wireless project implementation focused on public areas of the campus, locations where there may be greater demand for internet access in a more casual environment. As the technology has matured and the number of laptops and web-enabled devices has continued to increase, the request for expansion of wireless capability across campus has intensified, with particular interest in the classrooms. The Student Technology Committee has again been generous in working with OIT to support efforts to continue this expansion and the second phase of wireless network has been added to the campus, including one-third or more of the classrooms.

The following public locations are fully covered unless otherwise noted. There may be dead zones or intermittent sources of interference which have not yet been identified. The UT Arlington wireless network should work with most wireless devices. For a list of wireless coverage across campus, and detailed set up information, visit <http://www.uta.edu/wireless>.

Public area wireless locations:

- Activities Building (2nd Floor; Lone Star Auditorium)
- Architecture Building
- ATI Building
- Business Building
- Campus Center
- Carlisle Hall
- Central Library Mall
- Central Library
- Chemistry Research Building
- College Hall
- Continuing Education Building (Partial Coverage)
- Davis Hall (Encryption required)
- Engineering Annex
- Engineering Annex Mod Building
- Engineering Annex North Building (SWC)
- Engineering Lab Building
- Fine Arts Building
- Fine Arts Annex
- Geoscience Building
- Hammond Hall
- Life Science Building
- Meadow Run Pool Area
- Natural History Spec Annex
- Nedderman Hall
- NanoFab Facility
- Pickard Hall
- Office and Classroom Building
- Pinnacle Building
- Preston Building
- Physical Plant Annex
- Science Building
- Social Work Complex A (Partial Coverage)
- Social Work Complex B
- Tennis Center
- Trimble Hall
- University Center
- University Hall
- Wetzel Building (Partial Coverage, Encryption required)
- Woolf Hall
- University Center Mall

* System Error!

gilstrap



The first password protection policy

Available Statistical Support for Researchers

By Dr. Nancy Rowe, Manager Statistical Services

OIT offers statistical consulting services to UT Arlington students, faculty and staff who are using statistical methods and statistical computing in their research.

Services include, but are not limited to, suggesting statistical methods that are appropriate to answering specific research questions as well as offering help in using statistical software to implement the suggested methods. Help is also available to determine appropriate data to use to shed light on research hypotheses and to assure that the data is being properly entered into a computer database so it can be easily accessed by the appropriate statistical software. It is highly recommended that you meet with the statistical consultant before you begin to collect your data to insure that the data collected can be used in a statistical analysis in a way that will permit insight into your research questions. Free short courses on the use of SAS and SPSS statistical software are taught at the beginning of each semester to interested individuals. To learn more about OIT statistical services visit <http://www.uta.edu/statistics/>.

SECURITYSAVVY

by Sean Lanham, Director, IT Security

OCTOBER IS NATIONAL CYBER SECURITY AWARENESS MONTH!

What can I do to help minimize security risks on campus?

- Read and adhere to all OIT policies, procedures and/or practice standards at www.uta.edu/oit/policy.
- Use a strong password and configure your self service identification questions at www.uta.edu/selfservice.
- Use and maintain current anti-virus software at oit.uta.edu/clientservices/antivirus_sus.
- Install all vendor suggested critical updates.
- Properly backup all important data.
- Protect sensitive data such as Social Security Number and credit card numbers and never send sensitive information via email!
- Always check the source of your email and never open email attachments from unknown senders.
- Never leave your computer logged on unattended.
- Always report security violations.

The Office of Information Technology (OIT) periodically must address compromised systems on campus and needs all faculty, staff and students to be vigilant in protecting their computers and the data on them. By following some simple precautions, many system vulnerabilities may be prevented saving time, money, and allowing for uninterrupted access to your computer, documents, and network resources.

Frequently Asked Questions

Can you PLEASE stop the spam?

Responding to the constant problem of spam and recognizing the challenges of reducing it as much as possible, OIT continually investigates ways to prevent campus inboxes from becoming inundated with unsolicited email. In January of 2006, OIT implemented the personal spam quarantine as the next step in its anti spam management plan. The anti spam system quarantines all UT Arlington identified spam from delivery to your email inbox. The quarantine allows you to view, release or delete messages that are identified by the system as spam. The online quarantine can be accessed using your NetID at <https://quarantine.uta.edu>. The quarantine will also send periodic summary messages that contain links to view and release messages from your quarantine.

We recognize that it is impossible to correctly identify all messages with 100% accuracy. Therefore, the quarantine is a beneficial tool that can be used to personally retrieve any misidentified messages. We will continue to fine tune our process over time. You can help us by forwarding any Spam that does make its way into your mailbox to spam@uta.edu.

Can I send spam to you?

While UT Arlington is taking steps to protect you from receiving spam, it also expects each user to not send spam to others on campus. UT Arlington does not allow its users to distribute any email via a mass mailing to the entire campus or even large portions of the campus, without first going through the appropriate channel(s). The Office of Public Affairs currently manages multiple ways for correctly communicating your department's event and/or information. Additionally, there are departmental listservs that may be used for appropriate matters. If you have any concerns, please check with OIT Security Services prior to distributing any mass email.

Why does that bank keep emailing me?

Many of you may have received email from financial institutions or popular websites that you trust. The email and the website it often sends you to, looks legitimate and typically informs you of the need to "update" or "validate" your account information. This type of email is commonly referred to as "phishing" and is a widely used form of identity theft. Phishing email attacks are designed to imitate trusted companies and convince the user to divulge personal data such as credit card numbers, social security numbers, passwords, account information, or other sensitive information. Although there is no one way to completely stop these malicious attacks, the following basic steps can help protect you from phishing:

1. Never reply or click on a link in the suspicious email. Legitimate companies don't ask for sensitive information via email.
2. Never email personal, financial, or sensitive data. If you are providing sensitive information through a website, look for indicators that the site is secure, such as a URL that begins with <https://> or a lock icon in the browser's status bar.
3. Call your financial institution, using a phone number you know is genuine, if you are concerned about the legitimacy of an email or the status of your account.
4. Review your credit card and bank statements and look for unauthorized charges.
5. Be sure your computer has anti-virus software installed and that it is up to date.
6. Be cautious when opening any attachment or downloading a file from an email you receive, regardless of who sent it.

UT Arlington regularly experiences phishing attacks *imitating* the following companies:



Can I really get \$50 million from that bank in Nigeria?

As the saying goes, "If it is too good to be true..." and I hope you know the rest. Basically, no one is ever going to give a complete stranger millions of dollars. This is just another deceptive email that entices the victim into providing up-front or advance with a promise of a large portion of money. The perpetrators almost always use a sense of urgency and forge official looking documents. UT Arlington does receive a number of these types of email scams each day and

although OIT is working hard to stop them it is almost impossible to stop them all. If you should be the recipient of a malicious email the best practice is to just delete it.

Who can I call if I have a security problem?

General questions can always be answered by the Help Desk @ 2-2208. However, if you have a specific question regarding security issues, please feel free to contact OIT Security Services @ 2-2271.

Password Self Help

The most common calls to the Help Desk are related to account and password issues, especially during registration and grade entry periods. This year OIT introduced Password Self Help. If you forget your NetID password you no longer have to show your identification to the Help Desk staff. You can change it yourself at the Password Self Help Web page. <http://www.uta.edu/selfservice>

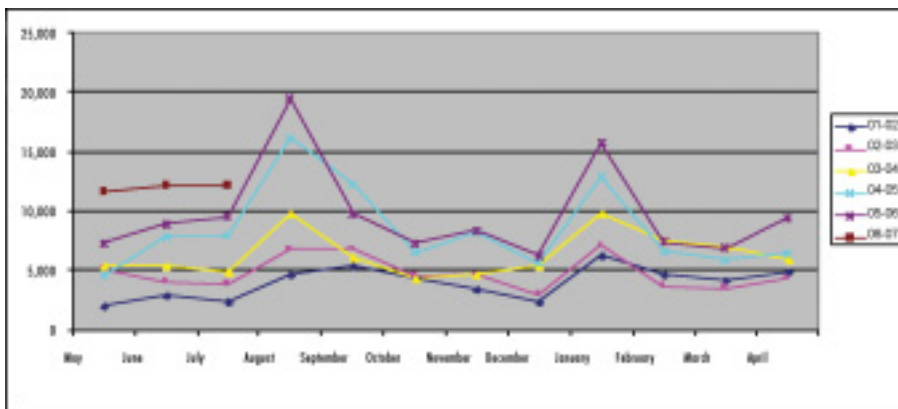
The Password Self Help Web sites consists of a number of identity/security questions you answer in advance. Then, upon subsequent visits to the Password Self Help page, you provide the correct answers to the security question you selected previously, and you are authorized to change your password.

TIP: Are the phones busy when you call the Help Desk? E-mail us!

As you can see from the chart below of the call volume into the Help Desk, call volume has increased over the years and sometimes we are just simply swamped with calls.

Historic Help Desk Call Volumes

If the lines are busy when you call, you can e-mail us (helpdesk@uta.edu) We will process your e-mail support request into our HEAT call tracking system within an hour of receiving your message. If your issue is one that someone from the Help Desk can resolve, they will call you back at the earliest opportunity, if not, the issue will be escalated to second-tier support.



OIT Computing Help Desk Hours of Operation

Monday thru Thurs 7 am – 12 am
Friday 7 am – 8 pm
Saturday 9 am – 8 pm
Sunday 9 am – 12 am

OIT Computing Help Desk Support Options

Walk-in office 1st floor Central Library
Telephone - (817) 272-2208
Email - helpdesk@uta.edu
Online Chat – Look for the following icon at:
<http://oit.uta.edu/clientservices/>



How the OIT Computing Help Desk is Staffed

- The Help Desk is staffed by 10 staff members and 20 student assistants
- Staff generally answer the phones, monitor email, Live Chat, and help with walk-in clients during peak usage times.
- Student assistants generally help walk-in clients, monitor email, and help with phone calls during peak usage times.

All calls, e-mails, LiveChat sessions, and walk-in support requests are logged in our issue recording, tracking, and reporting software, HEAT. When the Help Desk staff cannot resolve your computing issue, the HEAT ticket is assigned (escalated) to second-tier support staff for follow-up. The HEAT system will e-mail you a confirmation including your issue ticket number. You can reference this ticket number when calling or e-mailing the Help Desk for a status check of your issue.

MavSpace

MavSpace Means More Space

By Susan Montgomery, Training and Documentation Coordinator

Would you like to receive email assignments and papers from your students or exchange research work with a colleague securely and without filling up your inbox? OIT is very excited to announce a new service called MavSpace. MavSpace will revolutionize the way UT Arlington faculty, staff and students store and share files. MavSpace is a web-based utility that provides the Quick Tips for community with a personal, easy-to-use interface to upload, download, and share files.

MavSpace is a multi-platform application, so, it will work with most popular web browsers such as Internet Explorer, Netscape, Mozilla and Safari. You may notice minor differences in functionality depending on which operating system and web browser you are using. However, the basic functionality is the same regardless of the operating system and web browser you use.

When you use MavSpace, you will be able to access your files from anywhere at anytime. You will be able to manage your directory space as you can manage the space on your local

computer. Each Quick Tips for students will receive a 500mb quota. Faculty and staff will receive an 800mb quota. This space is independent and separate from the "J" drive and email quota.

MavSpace's file sharing capabilities allow you to specify exactly who can access your files. In addition, you can easily specify the type and duration of the access for each person or group you have defined. In other words, it is possible for you to allow read only access to some people and read/write access to others. Furthermore, you can conserve the quota in your mailbox by sending your shared files as links rather than sending the entire file as an attachment.

To begin using MavSpace, visit <http://mavspace.uta.edu>. Use your UTA NetID and password to authenticate your access. If you would like to review the complete MavSpace instructions, visit <http://mavspace.uta.edu/>. Or for a MavSpace class for you or your students you may email susanm@uta.edu.

Enterprise Information Services (EIS)

by Bill Daley, Director of Enterprise Information Services

Who We Are...

Enterprise Information Services (EIS) is a team of IT professionals - computer programmers, systems analysts, web developers, and database administrators - who provide leadership in information technology services by supporting the University's goals with a proactive, customer service focus. Previously located in the basement of Davis Hall (at the site of the University Club), we are now located at the UT Arlington Computing Center (UTACC) in Fort Worth.

What We Do...

In summary, we support and implement the applications used by students, faculty, and staff all across the University. These applications include large applications such as MyMav, DEFINE, Astra Room scheduling, and ImageNow. However, we also provide support for lots of applications used by individual departments across campus including Accounting and Business Services, Nursing, the Police, Advising Center, and the Alumni office just to name a few.

More specifically, we:

- Provide integration between MyMav and departmental applications so that data can be shared across campus

- Provide analysis, design, testing, and implementation for developing and enhancing Enterprise applications
- Provide database administration for different databases
- Deliver information (reports) from our Enterprise applications
- Manage and maintain some of the UT Arlington website
- Provide leadership in developing campus-wide standards for website development
- Provide analysis, selection, testing, and implementation support to departmental applications (many of which are 3rd party applications)

Chances are high that you are using a computer application that is supported by Enterprise Information Services. And, we are happy to provide you with the technology services necessary to accomplish your goals and that of UT Arlington's.

To learn more about the Enterprise Information Services team and applications supported, please go to <http://oit.uta.edu/oit/eis/>.

Social Security Number Management

By Chauncey Jackson, Assistant Vice President for Information Technology and SSN Coordinator

It's no mistake that Security and Identity Management is on the top of the list of the Educause Survey of Top-Ten Current IT Issues for 2006. (Complete survey results can be found at: <http://www.educause.edu/apps/er/erm06/erm0633.asp>.) Unfortunately, in the digital world of today, computers are easy targets for cyber crooks whose intentions are to steal vital information or to wreak havoc on businesses or universities.

In fact, on August 2, 2006, USA Today had front page news about the proliferation of cyber-security breaches throughout college and university systems. Highlights of the article are as follows:

- Since January 2005, there have been 109 reported computer related breaches at educational institutions.
- Of 113 data breaches reported in 2005, 55 took place at universities, and university related medical centers.
- In the past 18 months, colleges were the source of almost half of all publicly disclosed breaches.
- At least 15% of those breaches occurred as a result of theft of a computer, most commonly a laptop.

The Educause Survey and the USA Today article above make two glaring points:

- a. Antivirus and other security software will always play an important role in security, but there is no such thing as software that can make an institution secure.
- b. Colleges and universities aren't up to speed when it comes to safeguarding information on their networks.

What is UT Arlington Doing?

The Office of Information Technology (OIT) just recently completed an Enterprise Risk Management (ERM) Assessment under the

guidance of the Office of Institutional Compliance. One of the key High Risk compliance items identified was the protection of SSN and other sensitive data. Follow-up training, monitoring, and risk mitigation for this High Risk item will ensure acceptable compliance with this new ERM initiative.

UT Arlington is on track in meeting two of its stated objectives regarding SSN:

1. September 2006: With the implementation of our new student information system (MyMav), the University will eliminate use of the SSN as a key index in all systems currently in the scope of the project.
2. September 2007: The use of social security number as an individual's primary identification number shall be discontinued, unless applicable law requires such use. The social security number may continue to be stored as a confidential attribute associated with an individual.

Social Security Number education and awareness training for all newly hired employees is mandatory. The 2-year re-training period for all other employees began in fall 2006. UT-System is developing a scenario-based training program (System-wide) to include FERPA training as well. More to come on this.

Just as a reminder.....current SSN-related information can be found at: <http://oit.uta.edu/oit/qa/ssn/>

Disaster Recovery

The annual testing of the OIT Contingency Recovery Plan is tentatively scheduled for October 2006. Training will take place on October 24th and Testing will take place on October 25th. Updates on times and location will be provided later this month.

You've got mail . . . and mail . . . and mail . . .

By Jon Harris, Assistant Vice President & Chief Technology Officer

Something is missing from your inbox. Now you can say goodbye to the dreaded message "Your box has reached its limit." This summer additional storage was purchased to double faculty/staff email boxes from 40MB to 80MB and student boxes were increased from 20MB to 40MB.

For even more room in your inbox, this fall another new program is being unveiled: MavSpace. MavSpace is something like those e-Hallmark greeting cards you receive from your friends. Instead of sending attachments or large graphic intensive files, now you will have the capability to send an assignment to your class or research work to a colleague with just a small message and a link that will direct them to your attachments without taking up all your inbox space. For more information check out the MavSpace article in this newsletter.

And for those who are a little more computer savvy, try using the VPN (Virtual Private Network). By using VPN and an internet connection you can access your email, at home or out of town, just as if you were sitting at your desk at work because it allows you to have access to your network folders. VPN is free and can be downloaded from the OIT website at <http://oit.uta.edu/cs/network/vpn>.

Other additional links you might find helpful:

General Outlook information - <http://oit.uta.edu/cs/email/outlook/outlok.html>

Managing Email Quotas - <http://oit.uta.edu/cs/email/quota/>

CAMPUS CONNECTION

What is a Departmental Desktop Associate?

By Ann Barrera-Ellis, Computer User Services Specialist II
Gerri Crain, Computer User Services Specialist II

As a "front line" of support, Departmental Desktop Associates have been on campus for many years providing essential desktop support for their units. Many units have Associates who work in conjunction with OIT Desktop Support to meet the technology needs of their areas.

The mission of the Departmental Desktop Associates is to focus on peer support, ranging from providing up-to-date information on technology issues on the UT Arlington campus to actually assisting clients within their own department with minor computing problems. The people serving as Departmental Desktop Associates for the most part have experience dealing with technology and have access to the resources and staff support to more easily facilitate a solution to computing problems in their areas.

The Desktop Support Group is committed to providing priority support to these people since they represent not only themselves, but also their entire department. They are a GREAT asset to OIT and to their department as well.

The Desktop Support Group list identifies the current active Departmental Desktop Associates who receive direct priority support from OIT's – Desktop Support Team. If your department has a Departmental Desktop Associate listed, we recommend and encourage clients to contact the Associate first. In many cases the Desktop Associate may be able to get you back up and running quickly.

If your Department is not listed, then perhaps no one has been designated in your area or our list is not current. If you know of anyone in your department who is currently handling minor computing problems and/or someone who should be considered in becoming a Desktop Support Associate, email us at helpdesk@uta.edu.
<http://oit.uta.edu/client-services/desktop/associates/associates.html>

Meetings

A luncheon meeting is held once or twice a year for Departmental Associates and OIT Desktop Support personnel to professionally gather together and discuss Campus IT issues.

Desktop Training Classes

The Desktop Support Team has scheduled more training sessions and we would like to encourage all of our Desktop Associates to attend. The next set of classes will be based off the MCDST books. This will help us prepare for the MCDST Certification exams. There is no charge to attend the classes, no need to RSVP, just show up and sign in. Here is the link to find locations and class times: <http://oit.uta.edu/cs/desktop/internal/dst-classes.mht>. Please check the webpage regularly for any changes to the schedule. We will continue to have a morning and afternoon sessions so that you attend the one that best meets your schedule. The Friday morning sessions have 15-18 staff members from the Desktop Support Group, with a seating capacity of 30.

If you would like to volunteer to teach one of the sessions please email helpdesk@uta.edu so we can meet and discuss your class.

Faculty Fantastic About Assisting Students with Print Quota

The faculty has been fantastic and outstanding, says Shiva Mirsaeedi, Text Book Manager for the Bookstore. Since the implementation of the new Student Print Management Program, course pack orders have increased more than 60%. The faculty has been so cooperative in ordering course packs for the students, Mirsaeedi said.

Due to the rising costs of paper and toner combined with excessive and/or abusive printing, last spring the Office of Information Technology, the University Libraries, Mav Express, Campus Printing and the Bookstore began implementing the new Student Print Management Program.

Under the new program one large print assignment could potentially strain a student's account for the semester and affect the print needs for their other courses. The new print management program provides a yearly quota, prorated by semester, to be given to each student. The student's account will be credited with \$100 when they begin the fall semester, \$70 if beginning in the spring and \$30 if beginning in the summer. Per year the quota calculates to

- 1,000 pages of single-sided black-and-white laser printing at \$.10 per page or
- 1,332 pages (666 sheets of paper) of double-sided black-and-white laser printing at \$.15 per sheet.

After the quota has been exhausted, the student begins paying at the costs stated above for additional printing.

To help with this, faculty who assign 50+ pages of printing per semester (multiple articles, projects, assignments) can choose to order materials in the form of course packs through Maverick Print and the Bookstore. For assistance with course pack information, please contact Maverick Print at (2)3573.



IT Collaboration: UT Arlington Tier 2 Computing Cluster Begins Operation

By Dr. Kaushik De, Physics Professor

The UT Arlington Tier 2 grid computing complex began operation this spring at UTACC. Five of these massive Tier 2 computing complexes are being built at universities around the U.S. They will form a grid of unparalleled computing power, which will be used to search for new fundamental laws of physics. Funded by a grant from NSF, the Tier 2 center at UT Arlington is one of the most powerful of these complexes. Others are being built at Harvard U., Stanford U., U. Chicago, and U. Michigan.

Physicists are building a multi-billion dollar supercollider called the Large Hadron Collider (LHC) near Geneva, Switzerland. Physics professor Kaushik De is leading a group from UT Arlington to discover new fundamental particles of nature at the LHC. This group has been working with many

physicists around the world to build the ATLAS experiment for the past dozen years. ATLAS is nearing completion, and the Tier 2 computing complex at UT Arlington will play a major role in processing data from ATLAS when the LHC starts operation in 2007.

The Tier 2 computing complex at UT Arlington is a massive parallel processing cluster with the combined processing power of 350 of the fastest Dell PC's available today. The disk system for this cluster provides storage equivalent to fifty thousand CD's. It is expected that the cluster will double in capacity, every year with funding from NSF. By combining the processing power of the UT Arlington complex with other such complexes around the world, physicists will harness



Physics professor Kaushik De, Director of the Southwest Tier 2 Center, in the LHC tunnel in Geneva, Switzerland. The LHC tunnel forms a circle 27 kilometers long, 100 meters under the surface, straddling the countries of France and Switzerland.

enough computing power to unlock the deepest secrets of nature at the LHC.

The UT Arlington Tier 2 complex is part of the Southwest Tier 2 complex. Prof. De at UT Arlington is Director of the Southwest complex, which also includes complexes at Oklahoma University and Langston University.

The Tier 2 computing complex is a shining example of collaboration between OIT and academic departments. OIT has partnered with Physics from the very beginning to build and support this NSF funded facility at UT Arlington.

Students Helping Students

By Jeff Sorensen, Assistant Vice President Student Affairs

When the technology fee was first established by then President Witt a portion of that fee was set aside to fund student technology initiatives. Over the years this has meant the installation of the campus wireless network, laptop computers available for check out in the library, numerous technology upgrades in all of the schools and colleges, re-equipping of Student Publications for production of the Shorthorn, upgrading of the student email system and most recently the refurbishing of the Ransom Hall computer center.

This past year the student advisory committee allocated dollars to modernize Video Services' remote filming equipment, to continue the expansion and upgrade of the wireless network, to provide for new technologies for the outdoor film series and student elections, to

provide for additional laptop computer check outs, and to provide a major upgrade to a College computer lab.

Because of a reallocation of the student portion of the IT funds, a change in eligibility criteria will be made, with an emphasis on information technology projects that serve a large number of students and are not covered by current administrative or academic budgets. Eligible departments will be notified this fall as to the request process. Generally, the criteria for awarding these funds are that the request be technologically related and most importantly that it serve a large number of students. Eligible departments will be notified this fall as to the request process.

"Make a Difference, Make Some Memories"

CAMPUS CONNECTION

Getting E-cited About E-culture

Email is one of the University's official means of communication to reach the faculty, staff and students. More and more faculty members, such as the one who submitted this article are encouraging students to obtain and use their UT Arlington email address.

Introducing the E-culture Initiative to Students

Last spring I decided to familiarize the students in my class with the University's e-culture initiative in a couple of ways. I gave them an assignment on the first day of class to access their UT Arlington email account and change the address from the default to something more secure that they would likely share with friends. Then I instructed them to send a message to me from the University account and to include the new address in the message. Every student did as I asked. I also told them about the weekly MavMail Newsletter that is delivered to all student email accounts each weekend and that the University expects students to access their account each week.

Then following the first exam, I gave the students a chance to earn a few extra points. I asked them to attend or participate in an event or activity that was included in the MavMail Newsletter. I explained

that my goal was to encourage them to become more involved in the campus. They were required to print the newsletter, highlight the event, provide evidence of attending the event such as a ticket stub or program, and write a short summary of the event.

The students embraced this opportunity enthusiastically. Some of them attended the Rangers game to see President Spaniolo throw out the first pitch, others visited the Planetarium, a group listened to music on the Library Mall, a few attended a speaking event hosted by the Library, and one walked through the Art Gallery in the UC. Many students were surprised to learn that UT Arlington had so many opportunities that were free or relatively inexpensive. One group of students continued to attend activities together throughout the balance of the semester even though no additional extra credit was given. In the end, I think my experiment was a success, and I plan to use the same strategy again this semester.

To sign up for your Official UT Arlington email address, go to: <http://oit.edu/selfservice>

Be a Maverick.™

OIT Labs

The Office of Information Technology operates ten computing laboratories for the benefit of the students of UT Arlington. These laboratories are located in all parts of the University, with a total of 885 computers. Ransom Hall, the largest of these laboratories with 420 computer seats, is open 24 hours per day, seven days per week. Other laboratories are located in Nedderman Hall, the Engineering Lab building, University Hall, the Main Library (open 24/5), the Business Building, Architecture Building and the Fine Arts Building. These laboratories are generally open from 8:00 AM to 10:00 pm on Monday through Friday and slightly reduced hours on Saturday and Sunday. The computing laboratory in Nedderman

Hall is populated with 58 Windows-based personal computers, each of which is a Pentium 4, 2.4 GHz class computer with 512 megabytes of random access memory. The Engineering Lab building also contains 28 Windows-based personal computers of the same class as the Nedderman lab, and 28 UNIX-based SUN workstations. The University attempts to replace the computers in each student laboratory every three to four years, as resources allow.

All laboratories have direct access to the Internet via two redundant services: The University of Texas System's Texas Higher Education Network (THENet) and the North Texas GigaPop. All laboratories also have direct access to the Internet2 via the North Texas GigaPop. Network access to each of the laboratories is via a gigabit per second fiber-optic backbone. Desktop access to this backbone is via auto-sensing 10/100 megabit per second switched ethernet connections.

UT Arlington is a member of the Texas Lonestar Education and Research Network (LEARN), which is a member of the National Lambda Rail (NLR), both of which should be accessible for UT Arlington research projects by Fall, 2006.



Convenient Technology Shopping at Great Prices

By Pam Tremaine, Manager UT Arlington Computer Store

The UT Arlington Computer Store is your on campus educational reseller where students, staff, faculty and departments can purchase at discounted academic prices.

By achieving your technology needs through our excellent service, teamwork and commitment to our customers we want you to take full advantage of the benefits UT Arlington has to offer.

The UT Arlington Computer Store is the distribution point for the UT Licensing Software Programs: Microsoft, Macromedia, and Adobe for students and Mathsoft for students.

Academic pricing on products galore including Apple, HP, Adobe, Symantec, SanDisk, Targus and many other manufactures. A few examples are: Windows upgrade-\$14; MS Office Professional-\$28; Adobe Acrobat starting at \$45 and Acrobat Pro-\$55; Creative Suite (with Photoshop)-\$225; or Mathsoft-\$20. We take the extra effort to fulfill technology needs for the UT Arlington Community. Special requests are always welcomed.

We are conveniently located in Ransom Hall, Room 113.

Our hours of operation are Monday thru Thursday 8:00 am to 6:00 pm and Friday 8:00 am to 5:00 pm.

To browse our store front please visit our Website at: <http://oit.uta.edu/computerstore> or just come into the store and get out of the summer heat to check out our unbelievable offers.



Free Training Available

Interested in increasing your MS Word skills or taking an Excel class? How about SAS or SPSS training?



Loretta Cooper, Susan Kretz, Susan Montgomery, and Ron Roberson

OIT is pleased to provide training and documentation services to the UT Arlington community free of charge to faculty, staff and students. Our Training and Documentation team is available to provide a variety of services that can be customized to fit the needs of your department.

We provide the following training courses for all UT Arlington:

Faculty and Staff Training:

- MyMav training
- MS Office (including Word, Excel, PowerPoint, FrontPage, and Access)
- SAS
- SPSS

These courses are taught in a computer classroom. Each participant will be stationed at a computer and be able follow the course while using the actual software tool.

In addition to our training courses, we have online simulations available for most MyMav job tasks. To view the MyMav training

modules or register for in-person MyMav training, please visit http://oit.uta.edu/oit/pm/mymav/mymav_training_staff.html. To view the training schedule for our Microsoft and statistical courses, please visit <http://oit.uta.edu/cs/training/index.html>.

We can create customized training for your department. So if you would like to have staff learn to use the computing resources more effectively, send email to oittraining@uta.edu. We can deliver the training in our computer classroom or meet you in your departmental offices.

If you would like to have an OIT Training staff member visit your class to provide an overview of computing resources, send email to oittraining@uta.edu. We can provide your students with information they will need to use MavMail, MavSpace, MyMav, and to manage their NetID. We can also customize any of our Microsoft Office training to fit your schedule and needs.

UT Arlington Student Training

We provide training and orientation services to UT Arlington students as well. The following training is available for UT Arlington students every semester:

- MS Office (including Word, Excel, PowerPoint, FrontPage and Access)
- SAS
- SPSS

Students can visit <http://oit.uta.edu/cs/training/index.html> for a schedule of upcoming training. Our scheduled courses are taught in a computer classroom, so each participant will have hands-on practice using the software tool.

LOCATIONS

CAMPUS

B51 Davis Hall

(Down the hall from the University Club)

Office of the Vice President & CIO
Client Services
Training & Documentation
Production Control

UTA COMPUTING CENTER

200 E. Loop 820

Fort Worth, Texas 76112

Office of the Vice President & CIO
Business Services
Enterprise Operations & Systems
Enterprise Information Services
Program Management
Quality Assurance/SSN Coordinator
Security

HELP DESK

1st Floor Central Library

DESKTOP SUPPORT

B66 Davis Hall

NETWORKING

LCD Building

COMPUTER STORE

113 Ransom Hall

COMPUTER LABS

319 and 324 Architecture
336 Business
102 Central Library (Sam's Click Café)
509 Central Library (Quiet Sam's)
510 Central Library (GIS)
212 Engineering
411/A and 412/A Fine Arts
231 Nedderman Hall
119 Ransom Hall
003 University Hall



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Office of Information Technology
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Arlington, Texas 76019

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