



# News from ITS

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## SPECIAL POINTS OF INTEREST:

- Mac Leopard, Windows Vista and Office 2007
- Academic Password Policy Change

## Password Policy for Academic Users

The password policy for students, faculty, and academic staff is changing. This will affect the password used for email (Umail), wireless, VPN, network storage, and the Minerva web server. Additionally, for faculty who log onto a Windows computer that connects to the "union" domain in their office or research lab, this password policy will affect the password used to logon to their computer. On Monday, March 24<sup>th</sup> a policy stipulating that passwords will expire every 6 months will be implemented.

New passwords must be 8 characters or more in length and must include at least 3 of the following:

- Upper case letters
- Lower case letters
- Numbers
- Special characters (! % # & \* ^)

Information Technology Services has implemented a self-service web-based system that allows the user to create a personal profile that will allow them to validate their identity by answering a series of questions to which they have previously provided unique, personal answers. Many of our

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## Mac OS Leopard, Windows Vista, and Office 2007

### What Do I Need to Know?



**What is ITS' position on these new operating systems (Vista and Leopard) and software?**  
ITS is currently supporting both of the new operating systems and Office 2007. We are slowly rolling out the new operating systems to campus users. With Windows Vista, we expect that rollout will be slowly completed over several years as equipment upgrades occur. Faculty may request an upgrade to Leopard.

**What is the Windows Vista rollout schedule?**  
Faculty office Windows computers began to be replaced with Vista/Office 2007 as part of the regularly scheduled faculty upgrade process in December 2007. It is expected that all

general access, lab and classroom Windows computers will be upgraded to Windows Vista/Office 2007 during August 2008. Faculty may request an upgrade to Windows Vista at any time; ITS staff will determine if their office computer meets minimum standards for Windows Vista.

### What are the hardware requirements for Vista?

- Pentium 4 2.4 GHz processor or higher
- 1 GB of RAM
- 128 MB video memory

### What are the hardware requirements for Leopard?

- PowerPC G4 867 MHz processor or higher
- 1 GB RAM
- 128 MB video memory

### Do I have to upgrade?

If you are on schedule to receive a computer upgrade, you will receive the latest version of the operating system (Vista or Leopard) and the current version of the Office suite. If there is a compatibility issue with discipline-specific software, ITS will work with you to determine a solution which may include remaining at an older version of the operating system

### Where can I test Leopard, Vista or Office 2007 before I get them on my computer?

The Faculty Computing Resource Center (FCRC), located in Steinmetz 101A, has both operating systems available for faculty to test. Office 2007 is also available in the FCRC.



Nationwide events spur Union to develop Emergency Response System

Find out more about the latest technologies in use at Union at <http://curriculum.union.edu>



## Not So Obvious

### Administrative Computing Introduces Emergency Response System

Sometimes the effect of events in far away places is not so obvious to the casual observer. Such was the case with the tragedy that unfolded not long ago at Virginia Tech. It was impossible at the time to process the incident in such a way as to think that it would, or could, affect Administrative Computing at Union College. But it did, and it will continue to for the foreseeable future. As information about the horrific events emerged, it logically led to the analysis of

how to deal with a similar crisis or any life-threatening emergency on a college campus. And that's where the importance of a Student Information System soon became apparent. Seemingly common information, such as a student's name, campus address, cell phone number, parent's phone number, etc..., become critical pieces of any Emergency Response System (ERS) designed to protect and defend students in the event of an emergency situation on campus. The

ability to identify students, contact them, determine their location, or contact their parents accurately and in a timely manner could make all the difference in the world someday. As a result, ITS has been closely involved in the development of the ERS being developed here at Union. How the events at Virginia Tech could have altered the importance of seemingly common data was not so obvious to us at the time. But it is now.

## Innovative Technologies in Use by Faculty

Information Technology Services is sponsoring the third annual "Learning and Teaching with Technology" event on Friday, March 7, 2008. The ITS Curricular Support group will be presenting projects accomplished during the Summer and Winter breaks and Fall and Winter terms of 2007-2008. The featured projects include web design, online research projects and server setup, image gallery and online communication.

The ITS Curricular Support group will also present information about emerging technologies including Web 2.0 applications, wikis, podcasts, blogs and other collaborative tools.

Several faculty members will present their innovative uses and/or ideas for software such as podcasting, blogging, Storyspace, and audience response systems (clickers).

For a complete schedule and brief descriptions of the projects and presentations, visit the Curricular Support website (<http://curriculum.union.edu>) and click on the link for the Faculty Multimedia Fair 2008.

## Faculty Information Sessions

If you've ever wanted to learn more about the new Windows Vista and Office 2007, here is your chance! ITS will be holding two open information sessions on

these applications. Feel free to stop by and ask questions or see a demonstration.



**Wednesday Feb. 20th --**  
10am - 12noon  
Humanities Lounge

**Friday Feb. 22nd --**  
1:30pm - 3:30pm in the  
Social Sciences Lounge

# Quick Tips—You've Got (Junk) Mail



We've all seen it. Servers around the world battle valiantly all day every day to protect us

from it, but it inevitably finds a way through to clutter our lives and frustrate our days. What is it? Junk Email. Did you know that Union's servers block thousands of emails daily from ever reaching your mailbox? Did you also know that you have the ability to manage the junk mail that does get through? Here's where you can find the settings in our most commonly used email programs:

**Outlook—**

- Tools—Options
- Junk E-Mail button

**UMail—**

- Options—Privacy and Junk Email Prevention

**Mac Mail—**

- Preferences—JunkMail

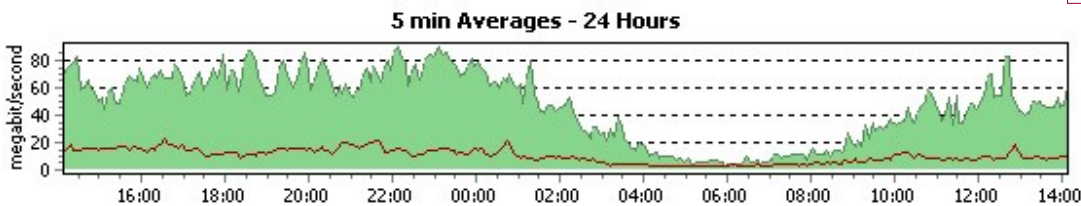
**Entourage—**

- Tools—Junk E-mail Protection

*Need instructions on accessing your web space or network storage? Find them at <http://its.union.edu/docs.html>*

## Internet Bandwidth Upgrades

ITS recently upgraded our Internet lines from 80Mbps to 140Mbps. This is a significant increase and will definitely be able to meet our Internet usage needs for now and the foreseeable future.



**Network usage at Union over a typical 24 hour period exceeds 80 Mbps during peak hours**

## New Bailey Electronic Classroom

Bailey 207 was recently converted into a brand new presentation style electronic classroom. The new room has a state of the art control processor, touch panel for controlling all electronic devices, audio system, 3000 lumens data projector, VCR that has access to the College's CATV, multi-region DVD player, and document camera. PC and Macintosh computers have been installed. ITS

has also provided all the necessary cables for a laptop, iPod MP3 players or digital video cameras. There is access to the college's wireless network in the room. If you need assistance with any of the Electronic Classrooms on campus, please contact Jim Strohecker at x6750. As a reminder, for any software requests in the classrooms (including for special events), please give ITS a minimum of 72 hours' notice.

If there are problems during class (8:00am – 8:00pm) please call x2442. You can report any general problems in an electronic classroom electronically by pointing your web browser to <http://helpdesk.union.edu>.



**Union's newest electronic classroom—Bailey 207**



## Information Technology Services

Union College  
Peschel Computer Center  
807 Union St.  
Schenectady, NY 12308  
Phone: 518-388-6293  
Help Desk: 518-388-6400

Monday - Friday 8:30 am - 4:54 pm



ITS is committed to understanding and supporting the growing and ever-changing uses of information technology for both academic and administrative purposes. ITS will ensure a robust, stable, secure and innovative technology infrastructure that allows members of the Union community to work efficiently and effectively from facilities both on and off campus. We will create, in partnership with members of the community, facilities that support and enhance the learning, teaching, research and collaboration processes. ITS will assist faculty in the integration of appropriate technology into their curriculum and pedagogy to further enhance student learning.

Check out our new site!  
<http://its.union.edu>

# Academic Password Policy

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users are familiar with this type of system because of online services they already use. ITS is providing this self-service capability to students, faculty and academic staff to make it easier for them to deal with the password change policy being implemented.

Go to <http://mypassword.union.edu> and select the Enroll option. This will allow you to set up your self-service access. You must set this up first before you can use it to reset your password or unlock your account if you have inadvertently forgotten your password. You must know your current password in order to enroll for the first time. Documentation on using the self-service system can be found at <http://its.union.edu/PDFs/documentation/Umail-PW-Change.pdf>

Password expiration will be phased in beginning on March 24, 2008. On that date, the password expiration will be set to 730 days (2 years). At that point, all users who have not changed their password in the past 730 days will be prevented from accessing any resource that requires a domain password. This includes email, computer logon, VPN, network storage and web space. The following will happen:

- Users attempting to login to email using a web browser will be notified by the browser information bar (all browsers) and redirected to a webpage where they can change their password.
- Users attempting to access VPN, network storage or web space will be denied access due to an invalid password.

- Users attempting to logon to a Windows computer will be notified that their password has expired and will be prompted to change their password.

Over the following 3 months, this expiration will be gradually reduced until it gets to 180 days. This gradual implementation will stagger the number of users who will need to change their password at any one time. Once the system has been fully implemented, it will alert you 14 days in advance that your password needs to be changed.

**BE PROACTIVE – CHANGE YOUR PASSWORD NOW**