Going Mobile at Northwestern
November 15, 2011

Ingemar Recinos,
Technology Support Services
Today’s Agenda

• Popular Mobile Devices
  – Choosing a mobile device
  – iPhone/iPod Touch
  – Android Phone
  – Windows Phone 7
  – BlackBerry
  – Laptops, Tablets, and Netbooks
  – iPad
Today’s Agenda (cont’d)

• Mobile Services at NU
  – Northwestern Mobile App
  – Northwestern Collaboration Services
  – BES/ActivesSync
Today’s Agenda (cont’d)

• Mobile Security
  – VPN
  – Securing Your Device
  – Protecting Your Data
  – Protecting Yourself
  – Other Tips
• Conferencing
• IP-Based Voice Services
• www.it.northwestern.edu/mobility
Mobility at Northwestern

• Mobility provides access to services and tools
  – Mobile conferencing
  – Phone services
  – Northwestern Mobile app
  – Working remotely
  – iTunes U (NUIT podcasts) and Northwestern YouTube
  – Twitter (NU1HELP, NU_NUIT)
Smartphones

- More than a telephone
- Constant access to e-mail, calendar and Web
- Additional versatility through third-party applications
Choosing a Mobile Device

- Personal preference
- Form factor
- App selection
- Calendar syncing
- Carrier compatibility
  - Services carriers are working to improve coverage on campus
- VPN
iPhone/iPod Touch

• Compatible with NU Collaboration Services
  – E-mail
  – Calendar
  – Contacts

• Compatible with NU wireless

• Northwestern Mobile app

• NU Desktop Videoconferencing app – search app store for Vidyo

• VPN

• [www.it.northwestern.edu/hardware/iphone](http://www.it.northwestern.edu/hardware/iphone)
Android Phone

- Compatible with NU Collaboration Services
  - E-mail
  - Calendar
  - Contacts
- Compatible with NU wireless
- Northwestern Mobile app
- NU Desktop Videoconferencing app is in beta
- VPN through third-party apps
- [www.it.northwestern.edu/hardware/android/](http://www.it.northwestern.edu/hardware/android/)
Windows Phone 7

- Compatible with NU Collaboration Services
  - E-mail
  - Calendar
  - Contacts
- Compatible with NU wireless
- Access to NU mobile site
- VPN
- www.it.northwestern.edu/hardware/winmobile/
BlackBerry

- Compatible with NU Collaboration Services
  - E-mail
  - Calendar
  - Contacts
- Compatible with NU wireless
- Northwestern Mobile app
- VPN dependent on model
- [www.it.northwestern.edu/hardware/blackberry/](http://www.it.northwestern.edu/hardware/blackberry/)
Laptops, Tablets, and Netbooks

• Laptops
  – Most common mobile computer
  – Anytime, anywhere access to services you use on a daily basis

• Tablets/Netbooks
  – Cheaper than a full laptop
  – Optimized for browsing and media
  – Smaller screens and keyboards
  – Popular tablet = iPad
iPad

- Compatible with NU Collaboration Services
  - E-mail
  - Calendar
  - Contacts
- Compatible with NU wireless
- Northwestern Mobile app
- NU Desktop Videoconferencing app – search app store for Vidyo
- VPN
- NU Course Management System app
Spotlight: NU Course Management System
Mobile Services: Northwestern Mobile

- Easy access to

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- Available for the iPhone, iPad, Android, and BlackBerry
- Also available at mobile.northwestern.edu in mobile browser
Mobile Services: NU Collaboration Services

- Migration of e-mail and calendaring environments to NU Collaboration Services began this past summer
- Better support for mobile devices
  - E-mail
  - Calendar
  - Contacts
Mobile Services: NU Collaboration Services

- Anytime, anywhere Web availability
- Standard e-mail
- University-wide calendaring
- More security
- Increased file storage
- Additional services

www.it.northwestern.edu/collaborate/
Mobile Services: BES/ActiveSync

• No cost to schools or departments
• Blackberry Enterprise Services (BES)
  – Available upon request
  – Synchronize e-mail, calendar, contacts, and tasks
• ActiveSync
  – Self-service activation
  – Available to all users, no support call needed!
    • iPhone, iPod Touch, and iPad
    • Android
    • Windows
• On an unsecured, unencrypted network, anyone with the right software can view your network traffic
• Anything you transmit online – passwords, online banking info, credit card numbers – could be easily compromised
• Avoid connecting to open, unsecured networks, if possible
• Use SSL Web connections (https) whenever possible
Mobile Security: VPN

- Securely access University services remotely
- Computer receives NU network address and acts as if it were on campus
- Enables remote desktop connections from off campus
- Talk to departmental tech support for instructions on remote connectivity
Mobile Security: Data Protection

• Keep sensitive data on University servers
• Consider encrypting your hard disk
• Backup data regularly
  – Incremental online backup utility
  – Online storage services
  – Don’t rely on external hard drives and USB flash drives
• Keep system up to date
  – Install system updates, even for mobile devices
  – Keep antivirus definitions up to date
  – [link](http://www.it.northwestern.edu/getcontrol/stepthree.html)
Mobile Security: Remember Your Mobile Device!

- Phones contain personal data
- Smaller devices are easier to lose or have stolen
  - Don’t leave them in plain sight
- Be careful with third-party apps
- Password-protect your device
  - Required for NU Collaboration Services
Conferencing

- Desktop Videoconferencing
  - Face-to-face meetings from your desktop, laptop, iPhone, or iPad
  - Search app store for Vidyo for iPhone and iPad
- Teleconferencing
  - Traditional, audio-only phone bridge
- Webconferencing
  - Share presentations, chat with the audience, conduct polls
- Videoconferencing
  - Enabled in various rooms on both campuses
- Webcasting
  - Streaming online meeting
IP-Based Voice Services

- Voice over IP (VoIP) uses Session Initiation Protocol (SIP) technology to integrate work phones with NU network
- Use Personal Agent to forward your office phone
- Easily establish conference calls
- Many handset and service options available
- www.it.northwestern.edu/telephone/converge/voip.html
The NUIT Support Center is mobile too!

**Call:** 847-491-HELP (1-4357)

**Self-service:** [itsm.northwestern.edu/SM7/ess.do](https://itsm.northwestern.edu/SM7/ess.do)

**E-mail:** consultant@northwestern.edu

**IM:** [www.it.northwestern.edu/supportcenter/livechat.html](https://www.it.northwestern.edu/supportcenter/livechat.html)

**Visit:** [www.it.northwestern.edu/supportcenter/index.html](https://www.it.northwestern.edu/supportcenter/index.html)

**Tweet:** [www.twitter.com/NU1HELP](https://twitter.com/NU1HELP)