Going Mobile at Northwestern

May 17, 2011

NUIIT Support Center staff
Today’s Agenda

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

• Mobile Services at NU
  – NU Wireless
  – E-mail
  – Northwestern Mobile App
  – IP-Based Voice Services
  – Conferencing
  – VPN
  – Collaboration Services
Today’s Agenda (cont’d)

- Mobile Security
  - Securing Your Device
  - Protecting Yourself
  - Protecting Your Data
  - Other Tips
- 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
iPhone/iPod Touch

- Compatible with NU e-mail
- Compatible with NU wireless
- Northwestern Mobile app
- Calendar synchronization
- VPN
Android Phone

- Compatible with NU e-mail
- Compatible with NU wireless
- Northwestern Mobile app
- Calendar synchronization
- VPN through third-party apps
Windows Phone 7

- Compatible with NU e-mail
- Compatible with NU wireless
- Access to NU mobile site
- Calendar synchronization
- VPN
BlackBerry

- Compatible with NU e-mail
- Compatible with NU wireless
- Northwestern Mobile app
- Calendar synchronization
- VPN dependent on model
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
  – Better battery life
  – Popular tablet = iPad
iPad

- Compatible with NU e-mail
- Compatible with NU wireless
- Northwestern Mobile app
- Calendar synchronization
- VPN
- Blackboard app
Spotlight: Blackboard for iPad
Choosing a Mobile Device

- Look and feel
- Form factor
- App selection
- Calendar syncing
- Carrier compatibility
- VPN
Mobile Services: Wireless

• NU’s wireless network supports 802.11b/g/n
• Settings required to connect to wireless are consistent among devices:
  – Network Name (SSID): Northwestern
  – Network Type: WPA2 Enterprise
  – Encryption Type: AES
  – Authentication: 802.1X
  – User Name: NetID
  – Password: NetID Password
  – EAP Type: PEAP
  – Inner Authentication Method: MSCHAP v2
  – Security Certificate: VeriSign Class 3 Secure Server CA – G2
Mobile Services: E-mail

• NU’s e-mail servers support IMAP
  – Allows simultaneous use by multiple clients
• Secure inbound and outbound e-mail
  – Uses SSL, no need for VPN
Mobile Services: Northwestern Mobile

- Easy access to

<table>
<thead>
<tr>
<th>NU Directory</th>
<th>Maps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus news</td>
<td>Sports</td>
</tr>
<tr>
<td>Events</td>
<td>Shuttle schedule/tracker</td>
</tr>
<tr>
<td>Library</td>
<td>And more...</td>
</tr>
</tbody>
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- Available for the iPhone, iPad, Android phone, and BlackBerry
- Also available at mobile.northwestern.edu in mobile browser
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](http://www.it.northwestern.edu/telephone/converge/voip.html)
Mobile Services: Conferencing

- Desktop Videoconferencing
  - Face-to-face meetings from your personal computer
- 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
Mobile Services: Collaboration Services

• Major upgrade to e-mail and calendaring environments coming this summer
• Better support for mobile devices
  – E-mail
  – Calendar
  – Contacts
• New service supports multiple sessions
  – Simultaneous access from desktop, mobile device, Web

www.it.northwestern.edu/strategic-plan/collaboration/
Mobile Services: ActiveSync/BES

- No cost to schools or departments
- ActiveSync
  - Self-service activation
  - Available to all users, no support call needed!
    - iPhone, iPod Touch, and iPad
    - Android phone
    - Windows Phone
- Blackberry Enterprise Services (BES)
  - Available upon request
  - Synchronize e-mail, calendar, contacts, and tasks
Mobile Security

• 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
Mobile Security: Protect Your System

- Summer is a peak period at NU for virus and related security incidents
- Keep system up to date
  - Install system updates, even for mobile devices
  - Keep antivirus definitions up to date
  - [www.it.northwestern.edu/getcontrol/stepthree.html](http://www.it.northwestern.edu/getcontrol/stepthree.html)
Mobile Security: Don’t Forget 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
Questions?

The NUIT Support Center is mobile too!

Call: 847-491-HELP (1-4357)
Self-service: itsm.northwestern.edu/SM7/ess.do
E-mail: consultant@northwestern.edu
IM: www.it.northwestern.edu/supportcenter/livechat.html
Visit: www.it.northwestern.edu/supportcenter/index.html
Tweet: www.twitter.com/NU1HELP