Minutes

ASG/IT Advisory Committee
Monday, January 31, 2005, 12 to 1:30 p.m.

Committee Members

Student Representatives:
George Chou, McCormick: Present
Jane Lee, President of ASG: Absent

Gia DiGiacobbe, School of Education and Social Policy: Absent
Gabriel Matlin, Vice Chair, ASG Tech Committee: Present
Adam Forsyth, ASG/IT Liaison: Absent
Lyndsey McKay, Music: Present

Sarah Junk, Medill: Absent
Jennifer Pilat, Weinberg: Present

Christen Kirby, Weinberg: Absent
Jordan Rost, Communication: Present
Jason Stein, Weinberg: Absent

NUIT Representatives:
Wendy Woodward, Director, Technology Support Services: Present
Bob Taylor, Director, Academic Technologies: Present
Dennis Sage, Associate Director, Technology Support Services: Present
Robert Davis, Associate Director, Academic Technologies: Present
Mark Reynolds, Manager, Support Services: Present

Coordinator:
Rachael Bild, Support Specialist, Support Services: Present

Also present: David Kovarik, NUIT

Introductions

Reports:
NUTV (Wendy Woodward)
NUIT launched new functionality during winter break. Changes to the user interface, such as resizable columns and search fields, were added.
**NetPass Report (Mark Reynolds)**
NetPass is a network tool used in campus housing which initially places all on-campus students on a quarantine network. If students fail to pass a security scan, it provides them with more options within that network. It displays a message explaining what, specifically, is wrong. Quarantined students can still access Windows Updates, Symantec virus definitions, Spybot Search & Destroy and other Web sites. Self-remediation becomes possible. NUIT considered placing all students on the quarantine network again at the beginning of winter quarter, but decided it was not necessary to re-scan everyone.

The Fall Student Security Contest, in which an iPod was raffled to students who completed a five step plan to secure their computers, was a success. Only 2.5% of people who registered to win the iPod were subsequently placed on the quarantine network due to security issues with their computers. About 5.5 to 6% of the remaining students in residence halls were quarantined during the same period.

NetPass will remain in place this summer in the residence halls. Potential future network directions include requiring students to download an agent that will continuously scan your machine to ensure it is up to date, although there is no specific timeframe for this implementation.

**Online Directory Migration: Ph to LDAP (Wendy Woodward)**
On January 31, directory lookups through Ph were completely replaced by LDAP. The retirement of Ph ties into security. Less information will be returned when people search LDAP through Eudora or Outlook. The changes cause some directory entries to look different, and although some people had temporary difficulty with WebMail, this issue was quickly resolved.

**ResCon Hiring (Mark Reynolds)**
ResNet is now accepting applications to become a ResCon for the 2005-06 school year. Benefits include preferential housing, $8/hour starting pay, and flexible hours. Please see [www.it.northwestern.edu/rescon](http://www.it.northwestern.edu/rescon) to apply.

**University Library Information Commons (Bob Davis)**
The University Library Information Commons has entered Phase 2 of its creation. It’s now fully functional. Booths for small groups were completed recently. Phase 3 begins this summer, at which point the ceiling will be repaired and the lighting improved. Final plans include a small conference room for students, with projection capabilities and an electronic white board.
Computer Lab Hours During Finals (Bob Taylor)
Due to historically low attendance, Library labs closed at 2 a.m. on the last night of finals week during the fall. Based on feedback from students, NUIT will keep labs open all night on Thursday, March 17.

Flicker Film Festival (Bob Taylor)
NUIT is cosponsoring the opening competition of the Flicker Film Festival. This festival will be held the first week of May. Academic Technologies will award an iPod for the film featuring the best animation & for the best 30-second MediaWorks ad.

New Business:
Information and Systems Security/Compliance (David Kovarik)
David Kovarik, Director of Information and Systems Security/Compliance, spoke about his new position. Chiefly interested in information security, protection and compliance issues, he will draw up University policies to help the Northwestern community avoid identity theft and other pitfalls.

Server-Level Virus and Junk E-mail Filtering (Wendy Woodward)
NU purchased PureMessage from Sophos to screen junk e-mail and e-mail containing viruses at the server level. Initial setup includes the following: any mail sent to undergraduates to which PureMessage assigns a 95% probability of being junk will be deleted, any e-mail assigned a 48-94% probability rating will go to a quarantine folder rather than be delivered to undergraduate students, and a daily digest will be sent to each e-mail account listing items confined to quarantine.

This is not a global filter, so some junk mail will probably still be delivered. By default, all e-mail sent to accounts on the central mail servers will be filtered, although anyone can choose to opt out. E-mail sent to listservs will be filtered.

In March, Sophos will release the latest version of the software, and NUIT will begin the “tweaking phase.” A select group of people will be invited to a second round of testing. Informational sessions will be held on campus. Any student committee member interested in testing PureMessage is encouraged to contact Mark Reynolds.

Improved E-mail Services (Wendy Woodward)
NUIT currently grants up to 50MB of disk space in an e-mail account’s inbox on a central mail server. The maximum size a sent item can be is 10MB. NUIT has heard concerns from some people whose expectations have been raised by gmail and other services. NUIT is developing a prioritized list of what to solve. Students agreed that more inspool space would be helpful, although they generally manage to stay within their quota. Some forward their mail to other providers such as AOL and gmail.

**Eudora (Wendy Woodward)**
NUIT has seen a decline in Eudora usage. Students stopped installing it when NUIT stopped providing an installer CD. Some ISPs do not support Eudora, so people living off campus have faced some difficulty. NUIT may stop providing Eudora, but will continue to support it in addition to Outlook, Outlook Express, Entourage and Apple Mail. NUIT is developing an e-mail client support strategy for presentation in the near future.

**Control F1 (Mark Reynolds)**
NUIT is looking into supporting people with a remote desktop agent such as Control F1. In order for a technical consultant to assist a user with this tool, the user must log into the system and give explicit permission for that session. Once this happens, the help session can be ended at any time by the person being helped. Control F1 includes some self-help aspects, for example, automated scripts allowing a person to set up their wireless access with a single click. This system is being evaluated as a trial, and no decision has been made at this time about purchasing the system.

**Spyware Removal (Mark Reynolds)**
Removing spyware is the biggest factor affecting ResNet. Symantec AntiVirus 10.0 was released in a beta version. It detects and removes spyware. NUIT will test it for effectiveness. SpywareBlaster is also being tested. For more information about removing spyware, see [http://www.it.northwestern.edu/security/spyware/](http://www.it.northwestern.edu/security/spyware/).

**Internet Browsers (Dennis Sage)**
The Mozilla Firefox browser has become increasingly popular, and Opera now offers a no-charge license for University use of their browser. Browser use is changing, and people may use more than one program. Some vendors put out supported browser lists; Blackboard and CAESAR may not work properly on unsupported browsers. After further investigation, NUIT will assemble informational pages publishing a list of formally supported browsers, and will offer best-effort support for other browsers.
Survey Service (Wendy Woodward)
NUIIT provides a survey service. Although it is not free, it may solve problems ASG has faced. See [http://www.it.northwestern.edu/webpub/survey/](http://www.it.northwestern.edu/webpub/survey/) or contact it-survey@northwestern.edu.

Off-Campus Connection Alternatives (Wendy Woodward)
NUIIT has a new Web page covering such topics as the difference between cable & DSL and travel options. See [http://www.it.northwestern.edu/offcampus/](http://www.it.northwestern.edu/offcampus/).

Summary of Action Items:
• Ensure that Jordan & Gabe are included in the second phase of PureMessage testing. (NUIIT: Mark Reynolds)
• Any student committee member interested in testing PureMessage is encouraged to contact Mark Reynolds. (ASG)
• Graduating students: work to find a replacement from your school to sit on the committee. Contact Rachael Bild with information. (ASG)
• ASG is hiring a Tech Director for next year: anyone who wants to do UNIX administration, web programming, security, etc., should contact Gabe. (ASG)

Adjourn