**Transcript: Learn About Listserv, January 9, 2009**

**Mary:** Hello, and welcome to the latest NUIT to Go podcast. Today, I am joined with Associate Technical Services Analyst Michael Jones who is going to speak with us about the latest NU Listserv upgrade. Welcome, Michael.

**Michael:** Hi Mary, thank you.

**Mary:** Thanks for coming. So can you tell me, why has NUIT decided to upgrade the NU listserv product?

**Michael:** Listserv had not been updated since the late 90’s, and we knew that we had some stability issues, support issues, and were lacking some key features in the product such as a web interface that we really wanted to be able to roll out, as well as some security issues within the network that we wanted to be able to upgrade and get around with the new product.

**Mary:** So how did you prepare for this upgrade?

**Michael:** The preparation was quite a bit of work. We had to do a lot of data cleansing. We had over 2100 lists when we started, a lot of which had bad subscriber addresses, bad owners, owners weren’t here anymore, and over 120,000 subscribers. By the time we finished that data cleansing, we ended up with under 1400 lists and under 100,000 subscribers.

**Mary:** Wow.

**Michael:** So that was one of the biggest processes, going through and cleaning those lists, as well as getting in touch with all the list owners and getting them to maintain their lists a little bit better for us.

**Mary:** We’ve heard that the new system is very easy to use. What are some of these new features that users are telling us are so easy to use?

**Michael:** One of the greatest features is a bulk loading of subscribers and bulk unsubscribing. When users have lists that are particularly large, it’s difficult to go through and use the e-mail commands that we used to have to use, and we don’t have to do that anymore. You can log into the web interface, you can check on your subscribers, unsubscribe people, upload all of them that you need to at one time. You can also change your features on the list and do your list maintenance, list moderation, editing through the web console as well. It just makes it really easy to go to one place and do everything.

**Mary:** Any other new features that we didn’t see in the previous version?
**Michael:** Yes. One of the greatest features in this new product is the spam and virus protection. Viruses were a big problem on the old listserv. As you can imagine, when an e-mail virus gets mailed out to a couple hundred thousand people it can be quite devastating to a network and cause a lot of problems. Currently, in just over a week that the product’s been out, it’s already caught 282 viruses, which would have potentially infected 261,000 users. You can imagine the load that would cause on the Support Center as well as the network if we’d gotten that many infections.

**Mary:** That’s pretty impressive.

**Michael:** Yeah, so it’s a great product for that reason alone.

**Mary:** Wow. How can a user find out more about listserv? Are there any demonstrations available?

**Michael:** Yes. We have a demonstration on January 14 that they can register for. They can also download the presentation which we had done in December off of our NUIT website; you can go to [www.it.northwestern.edu/listserv](http://www.it.northwestern.edu/listserv) for more information as well.

**Mary:** Right, and I know that you recently wrote a blog entry for the NUIT Insider Blog that tells more about listserv as well. I think that about covers it for today. I want to thank you for stopping by and telling us more about listserv, and encourage users to visit the NUIT website at [www.it.northwestern.edu](http://www.it.northwestern.edu), and you can find more about all of the upcoming demonstrations, including the listserv demo. Thank you Michael.

**Michael:** Thanks Mary.

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