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Think Green When Retiring Your Machine

May 2008

Perhaps you've seen it at the grocery store, at the bank, or during the most recent Earth Day celebrations. "Green"--or environmentally friendly--thinking is becoming increasingly common in our daily lives. But how much thought have you given to protecting the environment when it comes to retiring your computer?

Recycling can be for computers, too

E-waste makes up two percent of solid waste in the U.S. and is the fastest-growing segment of our country's garbage. Did you know that Northwestern University offers a computer eCycling program for University-owned computers?

With growing success, University Services has been providing the environmentally-compliant service since 2004. If your working, University-owned computer is less than five years old, you might be eligible for participation in the Surplus Property Exchange program that provides a forum for the exchange of University-owned equipment for use by other departments and schools.

Here's how it works: University computers that no longer work or are older than five years are de-manufactured and sold piece by piece throughout the United States. Non-working parts are de-manufactured and resold by commodity such as cable, wire, metal, and plastic throughout the country. Working peripherals including monitors and laser printers are refurbished and resold either in the United States or abroad.

So, instead of placing that clunky monitor in the corner of an empty office, think about contacting University Services to schedule a computer pick-up or take part in the Surplus Property Exchange. Just remember to backup any files you might have stored on the old machine, clear your hard drive of any sensitive data, and review NUIT's policy on the Disposal of Northwestern University Computers.

To recycle your personal computer, most manufacturers will gladly take any old machine off your hands. University Services has compiled a list of resources for recycling non-University owned computers. The Environmental Protection Agency also offers suggestions and locations to where you can recycle everything from your personal computer to your old cell phone.

How else can I help?

Recycling outdated computers and equipment is only one of the many practices that can reduce the negative impact that daily office habits have on the environment. Stop printing, and turn off the lights! Utilizing electronic documents in lieu of hardcopies and Post-It notes, turning off the lights, and shutting down computers at the end of the work day conserves paper, toner, and electricity. Do your part to keep Northwestern green.

Contact University Services for more information about the University computer recycling program, and refer to NUIT’s Green Computing for more tips.
Phishing. You've more than likely seen the term. It has been in use for a few years now and basically means that someone is trying to trick you into revealing sensitive information by pretending to be a source you trust. This can happen in a variety of ways, but it typically starts with an e-mail message. The message directs you to either reply with the requested information or perhaps directs you to a Web site that collects it. The message you receive might appear to come from a source you trust, such as NUIT or your bank, but in fact, it did not. If you take the bait, you are caught, and thus you have been phished.

Why would somebody do this? "Click this link so I can empty your bank account" is unlikely to get a lot of takers; however, "click this link for a chance to win one million dollars" might. Then the scammers take it a step further. They need some information about you, just in case you win, so they ask for your name and bank account number. Then, they quickly transfer your money to their offshore bank account. Not the outcome you were expecting, right? This type of crime is on the rise and the financial losses alone amount to tens of millions of dollars.

What is sensitive information?

There is not a clear definition of sensitive information; however, you should always consider items like your Social Security Number (SSN), credit card numbers, NetID password, bank account information, and even medical data to be sensitive. The bottom line is you need to recognize what information you consider sensitive, and then take steps to protect that information.

Before you supply any sensitive information online, ask yourself why it is needed and how do you know it is safe to give away the data. If you are not 100 percent certain that you know the answer to those questions, then do not supply the information.

Over the past few months, Northwestern University and other universities nationwide have been targeted with malicious phishing e-mails that attempt to gather personal and sensitive information. Northwestern University Information Technology (NUIT) has created a new Phishing E-mail Web page where you can learn about phishing and view actual phishing e-mails that have been received by the University community.

Remember, Northwestern University will never ask you to reveal you personally identifiable information, including your NetID password.

Be a skeptic and defend yourself

Are you able to tell the difference between a safe e-mail and a phishing e-mail? Phishing scammers want to gain your trust so you will give them the personal information they request, such as your NetID or NetID password. Providing scammers with this information places the University and you at risk.

The best defense against these phishing scammers is to be an educated user. Visit NUIT's Phishing E-mail Web page to:

- See examples of actual phishing e-mails sent to the University community
- Follow best practices when receiving a suspicious e-mail
Learn how to report phishing e-mails

Who to Contact?

If you are unsure about the legitimacy of an e-mail, immediately send an e-mail to consultant@northwestern.edu before you follow any of its instructions.

If you believe you have responded to a phishing e-mail, you must change your NetID password immediately and call the NUIT Support Center at 847-491-HELP (4357) to report the bogus e-mail and to receive further instructions, if necessary.
Business Administrators Get Support from New Reporting Tool

May 2008

Reporting teams within the Feinberg School of Medicine and Facilities Management are using it to measure productivity. The Office for Research’s Center for Comparative Medicine uses it to keep track of lab resources. "It" is a new business intelligence and performance management tool (Cognos) that offers reporting teams throughout the University a more efficient way to collect and analyze their data also referred to as business intelligence (BI). Cognos BI is the standard business intelligence platform that has been chosen for the University.

"There are a variety of reporting methods used throughout the University," said Luna Rajbhandari, Business Intelligence Solutions manager. "Through the use of Cognos BI, we are able to bring a standardized architecture that offers reporting teams within the University a means to facilitate even the most complex reports."

Business Intelligence (BI) Solutions became a new department under the direction of Northwestern University Information Technology (NUIT) and the Office of Change Management last November.

"This undertaking is in keeping with our strategic plan to provide central support to assure consistency in data reporting throughout the University." said Patricia Todus, associate vice president of NUIT. "We are happy to be collaborating with the Office of Change Management to bring an institution-wide data warehouse solution."

What's NUBI?

To increase customer service, teamwork, and collaboration, BI Solutions facilitates the Northwestern University Business Intelligence (NUBI) User Group. This forum offers users of Cognos BI who are actively implementing business solutions at the University an environment of discovery where members share business intelligence challenges, successes, and other issues related to the development and deployment of business intelligence. NUBI meets quarterly.

If you are interested in learning more about BI Solutions and its initiatives, contact Luna Rajbhandari, or visit Business Intelligence Solutions.

What is Business Intelligence?

Business intelligence refers to technologies, applications, and practices for the collection, integration, analysis, and presentation of business information. It may sometimes even refer to the information itself.
"Please say the first and last name of the person you are calling"... Sound familiar? If you have called the University for directory assistance recently, you may have heard a new voice. This past April, Northwestern University Information Technology (NUIT) implemented an Automated Phone Directory equipped with an automated speech attendant. This service complements the University Call Center Representatives currently answering the calls that come into the main University phone numbers during the University business hours.

"Callers experience reduced waiting times as the automated speech attendant takes calls when the Call Center Representatives are assisting others," said Wendy Woodward, director of NUI Technology Support Services. "The response from the community to date has been positive."

Speak Up for Technology

Through the use of speech recognition technology the University automated speech attendant will understand your spoken request and connect your call. You've probably already experienced the use of something like this before when calling your bank or credit card company.

The automated speech attendant accesses the information listed in the NU Online Directory. It recognizes first and last names, nicknames and also understands the higher education environment by recognizing prefixes as Professor or Doctor. You can also reach individual University departments as well as common areas on campus, such as the University Library and Norris Center.

As the Automated Phone Directory is a dynamic system, in rare instances, it may be possible that the system could mispronounce a name, not recognize a name or department, or incorrectly route a call to the wrong number. Users can contact 847-491-HELP (4357) during NUI Technology Support Center business hours to report the problem.

Hours of Operation

University Call Center Representatives are available to personally answer calls Monday through Friday from 8:00 a.m. to 8:00 p.m. and on Saturdays from 9:00 a.m. to 1:00 p.m.

Look for more information at Automated Phone Directory. You may also visit the NU Online Directory to view, and if necessary edit, your contact information.
Northwestern YouTube Offers a Window to University Life

May 2008

If you were among the millions of viewers who visited YouTube.com last month, you may have noticed that Northwestern University has its own channel. Last February, Northwestern University Information Technology (NUIT) Research & Academic Technologies and University Relations teamed up to launch Northwestern YouTube, an Institutional Channel on the popular YouTube video sharing Web site.

Unlike YouTube.com where anyone can contribute an interesting video, contributors to Northwestern YouTube are representatives of University schools and groups who have institutional videos to share. Many of the 100 plus videos currently presented on Northwestern YouTube have been produced by NUIT's Northwestern University Advanced Media Production Services (NUAMPS).

Take a Peek

Did you know that before The Rock, there was The Tree? You can learn more by watching Northwestern: Moments In Time, a video documentary that offers interesting facts about the 150-year history of the University. Or check out Northwestern University: Good Thinking, a fun commercial that has already been seen by over 9,000 viewers. You can also listen to performances by the NU Symphonic Orchestra or watch Mozart's The Magic Flute. Researchers and sports fans alike may enjoy a lecture on the Physics of Baseball.

Want to Contribute a Video?

If you would like to share a video that spotlights a specific University event or happening, visit NU YouTube Video Submission for information on video submission requirements and specifications.
Software: EndNote X1 Available, Adobe Home Use Discounts Extended

May 2008

EndNote X1 Available Free for Download

Downloaded the latest version of EndNote, yet? It’s now available free for download from NUIT Site-licensed Software. EndNote X1 for Windows and Mac allows for online bibliographic database searches, reference and image organization, as well as bibliography publishing and management. New features for X1 include:

- A new Quick Search tool that searches all fields in a library or group
- The use of AppleScript® to automate and extend EndNote functions between applications
- Easy conversion of custom dictionaries from earlier versions of EndNote with the Dictionary Converter
- Support for PPC and Intel-based Mac computers
- EndNote for Windows Mobile / Pocket PC

Find out more about EndNote on the NUIT software Web pages.

Adobe Home Use Discounts Extended

We mentioned last quarter that the deadline for discounts on Adobe products for home use was March 15. Good news! The discount deadline has been indefinitely extended. If you missed the last deadline, take the time now to peruse available titles and receive significant educational discounts on many popular Adobe titles. As a reminder, available titles include:

- InDesign CS3
- Photoshop CS3 Extended
- Creative Suite CS3
- Acrobat 8.0 Professional

More information is available at Adobe for Home Use
Stay Connected This Summer

May 2008

If you plan to take an extended vacation this summer or if you're a faculty member who doesn't teach summer courses, make sure you're set to stay connected to the Northwestern Network. Do you have the basics—e-mail, antivirus updates, backups, and computer security—covered?

Automate Maintenance

Summer breaks always seem like a convenient time to ignore software update reminders on your computer, but your machine is vulnerable to attack if you choose to dismiss update reminders. To counteract vulnerabilities, set your updates to run automatically. For PCs, go to My Computer / Properties / Automatic Updates; for Mac OS X, go to Apple / System Preferences / Software Update.

Viruses Don't Vacation

If you are using the University-provided antivirus software, Symantec, do you know how to run updates from off campus? Your computer may currently access updates from campus servers, but while away from campus, it could be vulnerable to viruses. Get Symantec/Norton LiveUpdate from off campus by using the switch tool.

Additionally, remember to configure your computer for a secure Virtual Private Network (VPN) connection. While connecting to the Northwestern Network might be important, it's more important that you keep a secure connection—especially when working with sensitive data. And even though you can access WebMail without connecting through VPN, it's always a good idea to use VPN for a much more secure connection.

What About E-mail?

If you choose to forward your mail to another account over the summer, make sure you are forwarding to a safe and secure account.

Backup Your Data

It's also a good practice to perform regular backups on your data, not just when summer time rolls around. Web-based storage companies like Iron Mountain will even automate your backups, and it's good to know that all Northwestern faculty and staff have access to special, discounted Iron Mountain rates. Speak with your local technical support representative to discuss your available options and what will work best for your needs.

Stay Secure

Protecting the Northwestern Network is often the last thing to think about when leaving campus. Have you cleared all of your personally identifiable information from your computer recently? When was the last time you cleared your cookies?
Review the NUIT Get Secure brochure for security guidelines to prevent any possible security incidents before heading away. Remember, threats to your computer, personal information, and to the Northwestern Network don't take a summer vacation.

Contact the NUIT Support Center

As a reminder, the NUIT Support Center is available for you throughout the summer. Summer hours are Monday through Friday, 8 a.m. to 5 p.m. Click the "Online Live Support" image on the NUIT Home Page for live chat support, send a message, or call the NUIT Support Center (1-HELP) if you have any questions while away for break.

For more information, contact your local technical support specialist or the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.
Northwestern University-Qatar IT Director Named

Congratulations to David Carr, Director of Telecommunications & Network Services, as he begins his new role as Director of Information Technology/CIO for Northwestern University in Doha, Qatar. NUIT will use David’s talents in the deployment of a technology infrastructure that will support faculty, staff, and students at the newest branch campus.

For more information about David’s new position, check out the Director of Information Technology for Northwestern University-Qatar Named What’s New and Changing article.

Research & Academic Technologies

Academic Technologies is now named Research & Academic Technologies (R&AT). The name change is a natural transition as Academic Technologies currently provides services for research faculty that retains Northwestern’s competitive edge over peer institutions for research grants. Under the direction of Robert Taylor, the current Director of Academic Technologies, the department will continue to work closely with faculty on research grants and proposals that depend on advanced networks.

Learn more about how Research & Academic Technologies provides access to educational technologies and various multimedia resources for the larger Northwestern community.

Scheduled Meeting Maker Maintenance

On Friday, May 30, 2008, Northwestern University Information Technology (NUIT) will perform regularly scheduled maintenance to purge old data on the Meeting Maker (MM) database. Read the Scheduled Meeting Maker Maintenance What’s New & Changing article to learn more.
In the Queue

May 2008

NU Validate: Coming Soon

NUIT will roll out Northwestern’s new identity management system, called NU Validate, to the University this summer. Information Systems Architecture (ISA) and Technology Support Services (TSS) are in the process of evaluating existing SNAP pages and current business processes for NetID management and are developing new, more streamlined Web pages for NetID administrators.

In preparation for the transition from SNAP to NU Validate, NUIT will be hosting a NU Validate First Look Demo Session in late May for NetID administrators to get a preview of the new Web interface. A proposed rollout plan for schools and departments will also be discussed.

The entire University community will see phased changes over the summer. Look for more information on the What’s New and Changing section of the NUIT Web site about the roll out schedule and new service in the coming weeks.

Expanding the Northwestern Wireless Network

Student Affairs is working with NUIT this summer to equip all residence halls with wireless access before the beginning of the academic year. The new wireless access will supplement the standard network connection so students can connect to the Internet and the NU Network wirelessly from every room in their residence hall as well as common areas. The new access points will utilize the upgraded 802.11n wireless standards, increasing network security, as well as, Internet browsing and download speeds. Students will still have the option to connect to the NU Network via an Internet cable when their needs require a more robust connection, such as accessing NUTV.

Students will continue to log onto the "Northwestern" Service Set Identifiers (SSID) wireless network to take advantage of the expanded coverage.

NUIT Telecommunications and Network Systems (TNS) plans to continue expanding wireless coverage to many of the public areas of the University, including a new guest access feature, following the completion of the residence hall project this summer.

In-Building Cellular Service Upgrade

Also this summer, Students Affairs is collaborating with NUIT to expand cellular coverage in residence halls to accommodate students who use a cellular phone as their primary contact point. Student Affairs has also asked for the expanded coverage because students are depending more on new phones, such as the iPhone, to surf the Web and check e-mail accounts.

Telecommunication and Network Services (TNS) technicians plan to upgrade the following buildings over the summer:

- East Fairchild Residence Hall
- West Fairchild Residence Hall
- Hinman House Residence Hall
- Kemper Residence Hall
- McCulloch Residence Hall
- Slivka Residence Hall
Emergency Devices in Residence Halls

Telecommunication and Network Services (TNS) technicians will install emergency devices in residence hall common areas this summer. The emergency devices will be similar to the "blue light" emergency phones located on campus. Once the devices are installed, students can request emergency services by pushing a single button and speaking to an emergency operator through a speaker phone.

Look for more information on the What's New and Changing section of the NUIT Web site this summer.

VoIP Update

Recently, faculty and staff received new Voice over Internet Protocol (VoIP) phones at the Medill School of Journalism, the NU School of Continuing Studies (210 S. Clark) on the Chicago Campus, as well as the Rebecca Crown Center on the Evanston Campus. Telecommunication and Network Services (TNS) is currently testing the VoIP phones features, such as three-way calling, call forwarding, transferring calls, and caller ID on the NU Network.

TNS is also testing Session Initiation Protocol (SIP) infrastructure that will facilitate VoIP service to both campuses. SIP is an industry standard infrastructure in multimedia communications. Testing of the SIP infrastructure is scheduled to be completed in by the end of spring quarter.
Upcoming NUIT Events

May 2008

NUIT Third Thursday Club Meetings

Third Thursday Club is an opportunity for UNITS members to share technical and desktop support issues and solutions unique to our campus environment. Meetings are held simultaneously on both campuses at 9:30 a.m. on the third Thursday of every month. Look for more information regarding topics and locations on the NUIT Calendar.

- May 15
- June 19
- July 17
- August 21

UNITS Forum 2008

UNITS Representatives and people interested in learning more about technology at Northwestern — mark your calendar and plan to join your colleagues for the upcoming UNITS Forum on Friday, June 27. The event will take place in Hardin Hall in the Rebecca Crown Center on the Evanston Campus from 9 a.m. to 3 p.m. and includes a continental breakfast from 8:30 to 9:00 a.m. as well as an afternoon lunch.

Last year's event was a great success and we look forward to this year's meeting. The agenda includes briefings on NUIT initiatives and lunchtime roundtables for more in-depth discussions.

Registration and additional details will be available in the coming weeks.