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The Graduate School Embraces @u.northwestern.edu
February 2008

Northwestern students have been actively collaborating via the @u.northwestern.edu service since its June launch, and the latest group to jump on board is The Graduate School. Adding to the growth, now all incoming eligible students automatically receive an @u.northwestern.edu account.

New to @u

@u.northwestern.edu Presentations, in accompaniment with Docs and Spreadsheets, is the latest collaboration service to be added. In addition, student groups have been busy adding their event calendars to the @u.northwestern.edu Calendars page.

As a reminder, @u.northwestern.edu group accounts are also available to University school groups and University departments who need to communicate information to students who use the @u.northwestern.edu collaboration space.

Think you or someone in your department could benefit from a group account? Submit a Group Account Activation Request form.
And the Oracle Excellence Award Goes To…

February 2008

Northwestern University is the proud recipient of the 2007 Oracle Excellence Award. This global award, presented last November, was in recognition of the successes achieved by Northwestern University Information Technology Management Systems (ITMS) in extending the business value of their Oracle Applications with Oracle Fusion Middleware.

Last year ITMS began implementing the Oracle Service-Oriented Architecture Suite (SOA), at Northwestern University to support enterprise-level systems. SOA is a technology framework that will help reduce the amount of paperwork that flows through University departments on a daily basis. This undertaking recently featured in the January/February 2008 industry-leading Oracle Magazine, (Definitely Not Old-School), has put Northwestern University ahead of its counterparts in the higher education environment.

The adoption of Oracle SOA means that processes requiring communications between departments, such as procurement, will function through an efficient, electronic workflow resulting in real-time communication. In other words, departments will have all the necessary data at the same time.

Currently, Northwestern has implemented only the first phase of its overall SOA plan which is slated for completion in September, 2008. When completed, the implementation of Oracle SOA will result in improved communications and business processes throughout the University, including financial, human resources, student, and other administrative processes.

Read Definitely Not Old-School to learn more about this exciting undertaking.
IT Departments Across the University Partner with Iron Mountain for Data Protection

February 2008

The critical importance of protecting University data prompted Northwestern University Information Technology (NUIT) to use a security solution from Iron Mountain, an off-site data storage company, to back up and store data on University PCs and laptops. The Kellogg School of Management was the first to partner with Iron Mountain. Kellogg Information Systems piloted Iron Mountain’s Connected® Backup for PC in January of last year and within months it was deployed on desktops throughout their environment. Northwestern University currently has a contract with Iron Mountain.

The Iron Mountain service is unique. “NUIT chose to use Iron Mountain’s solution because it provides a level of data protection that we can deploy and manage ourselves without the need to build up local infrastructure,” said Michael Satut, Manager of NUIT Distributed Support Services. “Once deployed, up to 90 days worth of history can be immediately recovered in the event of a disaster.”

Other Iron Mountain assets include:

- Secure off-site storage facility
- Easy for your local IT to set up
- Special Northwestern University pricing

Remember, taking steps to backup your University computer will protect you from permanently losing data in the event of theft, equipment malfunction, natural disaster, or the accidental push of the delete button. You may contact your local IT support to learn about data protection options for your area.

What do mushrooms, iron ore and sensitive data have in common?
Iron Mountain, a depleted iron ore mine 125 miles north of New York City, was purchased by Herman Knaust in 1936 for the purpose of growing mushrooms. By the 1950s, the cold war era had emerged and the world became more interested in the threat of mushroom clouds than mushroom soup. So, Knaust developed Iron Mountain into an anti-atomic storage center. Today, Iron Mountain serves the world as a trusted partner for information protection and storage services.
Northwestern’s New Identity Management System
Coming This Spring

February 2008

Northwestern University will soon be using a new identity management system. Never heard of an identity management system? You may be surprised that you use it every day—you just don’t know it. Here’s how it works: Everyone on campus has a NetID that holds your digital identity and it classifies you as faculty, staff, or student. So, when you’re online and want to access University services on the NU Network, by logging in with your NetID, the identity management system validates that you are part of the NU community and grants you access.

NU Validate replaces SNAP

NUIT’s Information System’s Architecture is working toward replacing the current home-built system, Simple Network Account Program (SNAP). The new system, powered by Sun Microsystems, will be known as NU Validate and is scheduled to begin rolling out during the upcoming Spring Quarter. NU Validate will increase electronic identity security, as well as ease integration of other services throughout the NU Network.

Added level of security

Within the new system, when you want to edit your online directory or change your NetID password, you will notice that you will be asked to answer some security questions. These new questions will replace any past security questions. We’ve all done this when accessing a bank or credit card account online. After NU Validate has been launched, you will be prompted to select new security questions, such as your favorite pet’s name or the name of your first grade teacher.

Look for more information about NU Validate during the 2008 Spring Quarter.
Northwestern’s New Identity Management System
Coming This Spring

February 2008

David Kovarik,
Director NUIT Information & Systems
Security/Compliance

Everything I have come to appreciate about disaster preparedness, disaster recovery, and business continuity was realized in a twenty-second window, at 0430 PST, Monday, January 17, 2004, during the Northridge Earthquake, magnitude 6.7 Richter scale.

What did I learn? Let’s start with a definition of “disaster”. I believe these few words summarize the concept: “a grave and untimely misfortune”. The definition can be applied to any number of events: PC hard drive crash (total failure); the Northridge earthquake; complete loss of power at the Evanston Datacenter. Admittedly, these events are markedly different, but they each resulted in some level of adversity.

Disasters typically occur with little notice, emphasizing the need for “disaster preparedness”. The more you prepare for a disaster, the smaller the impact it has on personal and business conditions. In 1986, following the advice of California emergency personnel, I prepared three containers with the recommended supplies (water, canned goods, flashlights and batteries, etc.) and stashed them in different locations within the house. Eight years later, the earthquake occurred; one of the containers was flattened by falling debris, but we still had provisions for several days. The time and money invested in preparation helped offset the immediate adverse impact the earthquake had on our personal well-being.

With immediate needs resolved, we looked to “recover” from the damage caused by the earthquake, restoring conditions to those that existed before the disaster, e.g., ensuring doors and windows were functioning, utilities were in working order, sanitation facilities were operating, etc. After two to three days, in spite of continuous aftershocks, some semblance of normalcy was achieved.

During this time, I was also assisting in the “business continuity” efforts to restore functionality of my employer’s data center and network, ensuring that the business—the largest bank in southern California—continued with as little interruption as possible. ATMs were needed to provide funds for customers, checks needed to be honored, payments needed to be processed, etc. Working remotely and using local transportation, we were able to staff the operations centers and branch locations to provide customer services with minimal interruptions.
OK – I agree it’s unlikely we’ll experience an earthquake (hopefully we’re far enough away from the New Madrid fault line); but snowstorms, tornados, and power outages are fairly common occurrences.

Are you prepared?

Read more about emergency preparedness:

Northwestern University Emergency Preparedness
American Red Cross
Illinois Homeland Security
Department of Homeland Security
Citizen Corps
Make All Your Telecommunications Requests Online

February 2008

Since its release last August, Work Order Contacts are enjoying the efficiency of ordering telecommunications services via CONDUITS Online. If you haven’t yet heard, online ordering is now available for Work Order Contacts to place multiple telecommunications orders in one online service request. For example, if you have hired a new staff member, you can request a telephone, voice mail, and data service all in the same request.

What can I request?

The following telecommunications services are available using the CONDUITS Online Order Form:

- Phone service
- Voice Mail
- Data service
- Long distance authorization codes
- Cost estimate for installation of wireless access point or communication outlet
- Wire pull (installation of a communication outlet providing additional jacks)
- Wireless access point installation
- Calling Cards
- Toll free phone number
- Cable TV
- Extra IMAP space
- NUTV

Online Tutorials

If you haven’t had a chance to use the CONDUITS Online Order Form and aren’t sure how it works, you can find help in the CONDUITS Online tutorials. Three tutorials are available to help you complete your telecommunications service requests.

- **How It Works:** This is a great way to learn the new online form at your own pace. This tutorial will show you how to fill out the form and make multiple requests by breaking the ordering process into four easy steps.

- **Live Action Tutorial:** Want to peer over someone’s shoulder and watch the CONDUITS Online Order Form being filled out in real time? Sit back, relax, watch, and listen to an expert fill out the CONDUITS Online Order Form.

- **Interactive Glossary:** Find the meaning of fields as they appear on the online form. Do you only use the CONDUITS Online Order Form once in a while? Do you just need a reminder to refresh your memory? Keep the Interactive Glossary open while you request telecommunications services. Simply roll your mouse over the field for a definition.

For more information about the new online ordering option, go to [CONDUITS Online Order Form Now Available](CONDUITS Online Order Form), or read more on the [CONDUITS Online Web site](CONDUITS Online Web site).
Instant Message Tech Support at Your Fingers

February 2008

Want to know a quick way to get that simple answer to your technical question?

Try LiveHelp Chat Support, the instant message troubleshooting assistance resource recently implemented by the NUIT Support Center.

Easily accessible from the left navigation bar on the NUIT home page, the NUIT Support Center page, and the LiveHelp Chat Support page, the instant message assistance program aims to offer convenient support for basic technical requests.

“This is the perfect tool for anyone – students, faculty, staff, and even parents – to get quick answers to some of the more simple questions,” NUIT Support Center consultant Matthew Gruhn recently said about LiveHelp. “Users are reacting positively to LiveHelp because they can get support from wherever is most convenient for them.”

Specific issues that can be addressed via LiveChat include, but are not limited to:

- NetID password resets
- Questions about the @u.northwestern.edu service
- Simple configuration questions about e-mail clients, WebMail, or VPN
- Where to find information on the NUIT Web site

LiveHelp is available during all hours the NUIT Support Center is open. You can tell whether or not a consultant in available by checking the LiveHelp image. It will read “Online” or “Offline”, as appropriate.

If you try to chat with a consultant after hours, you will be prompted to send an e-mail to consultant@northwestern.edu; the message will be answered the following business day.

Give LiveHelp a try; you’re only one click away from that answer.
Software: Adobe Home Use Last Chance, Microsoft Office, and SPSS Upgrades

February 2008

Last Chance for Home Use Adobe

The March 15 deadline to take advantage of significant discounts on Adobe software for home use is quickly approaching.

As a reminder, this limited time offer is available for personal use through NUIT's software partner, e-academy. Place your offer before March 15, 2008 to receive significant educational discounts on many popular Adobe titles.

Available titles include:

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

More information is available on the NUIT Web site.

Microsoft Office 2008 for Mac Now Available

Mac users can now enjoy discounted licenses for Microsoft Office 2008 through e-academy. The suite, designed specifically for Macs, provides users with applications for creating effective documents, sharing ideas with other users on Macintosh computers or Windows-based computers, and managing information efficiently.

Please note, however, that as with several just-released programs, compatibility issues have been spotted; NUIT is continually working to identify the most current compatibility issues.

Look for home licenses to be available in March 2008. More information is available on the NUIT Web site.

SPSS 16.0.1 Licenses FY08 Now Available

Now compatible with Intel and PPC based Macs, SPPS 16.0.1 licenses for Fiscal Year 2008 are now available for University faculty and staff.

SPSS software modules offered for Windows and Mac operating systems include:

- Bomb
• Advanced
• Regression
• Tables
• Trends
• Categories
• Conjoint (Windows only)
• Exact Tests (Windows only)
• Missing Values (Windows only)

In addition, hotfixes for 16.0.1 have been released and are available for download directly from SPSS.

Find out more about SPSS on the NUIT software Web pages.
Converged Communications: Progress Report

February 2008

Over the past few months, NUIT's Telecommunications and Network Systems (TNS) technicians have been diligently installing new voice-over Internet protocol (VoIP) telephones at the Medill School of Journalism and the NU School of Continuing Studies (210 S. Clark) on the Chicago Campus as well as the Rebecca Crown Center on the Evanston Campus. The new telephones are capable of three-way calling, call forwarding, transferring calls, caller ID, storing commonly used telephone numbers, and much more.

The new VoIP service is a result of a multi-year plan to move toward enabling next generation telephone services for both the Evanston and Chicago campuses. All VoIP calls made from either campus are transmitted via the NU Network.

Work continues on both campuses to upgrade the telecommunications cabling in campus buildings to allow for VoIP service to Northwestern users. The new phones will be made available to users in phased process. To see when your building is scheduled for an upgrade, go to Converged Communications Services - VoIP.

Look for an announcement about the availability of the new VoIP service during the upcoming Spring Quarter.

For more information about the Converged Communications project, go to the NUIT Converged Communications Initiative Web site.
New Collaboration Suite at NU

NUIT is continuing to work with Oracle to develop and implement a new solution to improve e-mail and calendaring for faculty and staff. Unlike the standalone WebMail and Meeting Maker applications that the University is using today, the new service will integrate collaborative tools into one seamless environment. Look for more information about the collaboration suite during the coming months.
What's New & Changing @ NUIT?

February 2008

Meeting Maker Upgrades to Version 8.7

Northwestern University’s Meeting Maker (MM) calendar application is scheduled to be upgraded to version 8.7 during the weekend of March 7, 2008. The MM server will be unavailable from 5:00 p.m. Friday, March 7 through Sunday, March 9 while the upgrade takes place. Read more at Meeting Maker Upgrades to Version 8.7.

Big Bucks Server to Retire

In January, NUIT announced the retirement of the Big Bucks server on March 31, 2008. E-commerce application owners who are currently using the Big Bucks server will need to transition to a new server. For more information, read the What’s New and Changing Big Bucks Server Retirement article.

New Policy for Course Management System

The new course management lifecycle policy has been met with great success. The course management system is running much better now that faculty members are removing old courses from the course site. If you haven’t heard of the new policy, check out the What’s New and Changing CMS Lifecycle Policy article.

Associate VP of Cyberinfrastructure Appointed

Congratulations to Thomas Board on his promotion to Associate Vice President of Cyberinfrastructure at NUIT! The Associate Vice President of Cyberinfrastructure will be in charge of making sure the IT infrastructure is meeting the needs for faculty, staff, and students now and in the future. For more information about Tom’s promotion, check out the Associate Vice President of Cyberinfrastructure Appointed What’s New and Changing article.

CONDUITS Online Order Form Available

Telecommunications e-mail orders are a thing of the past, and so is creating several different orders for one service request. Want to know what people are saying about the new CONDUITS Online Order Form? Take a look at the Make All Your Telecommunications Requests Online article in this issue.
Upcoming NUIT Presentations - 2EAST: New Technology Series

February 2008

February 29 – CiteFest: Face-Off

Northwestern University Library and Academic Technologies host CiteFest, a citation tool competition February 29. The competition, open to all faculty, undergrad and graduate students, is a chance to explore the strengths of different citation tools in creating research bibliographies.

In the competition, each team will use a different citation tool, such as CiteULike, EndNote, and Zotero, to complete a list of tasks. A panel of judges will choose a winner based on speed and accuracy of citation, among other criteria.

The competition will be held on February 29, 2008 from 1:30 – 3:00 pm at the University Library Mac/PC lab (lower level).

CiteFest results will be presented at a 2East New Technology Series presentation in Spring 2008 and posted on the CiteFest web site.

To learn more or to join a team, visit the CiteFest wiki.

Upcoming NUIT Events - NUIT Tech Talks

March 5 – Protecting Privacy: Safe Disposal of Computers and Personal Private Information

Recently thrown out an old computer? Did you remember to properly delete all of your personal private information? Are you sure? Attend this Tech Talk to learn more about:

- Critical disaster recovery techniques
- Backing up options for your vital data
- Plans for Preparedness Month at Northwestern

Register now for this Tech Talk.

April 23 – Spring Cleaning: Remembering the Technology?

The closets and cabinets have been spruced up, but what about your tech gadgets? All tools need regular maintenance to keep them working their best, and computers are no exception. Your machine can continue to run quickly and safely with an easy-to-complete spring cleaning, no matter what the season. Attend this NUIT Tech Talk and learn:

- What aspects of your computer need regular upkeep
• Recommended steps and scheduling of user maintenance
• Suggested programs to run and updates to install

Register now for this Tech Talk.

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May 14 – Set Yourself to “Connected” This Summer

Is your computer set for the summer? Did you remember to forward or redirect your e-mail? Make sure to keep your computer safe and yourself connected to Northwestern when you are off campus. Attend this Tech Talk to learn more about:

• Best practices for safe computing while traveling
• Connecting to Northwestern from off campus
• E-mail forwarding and redirecting tips

Register now for this Tech Talk.