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Communication and Collaboration at the Core of NUIT's Strategic Initiatives

May 2007



In support of Northwestern University's *Highest Order of Excellence II 2005-2010*, NUIT recently released the 2008-2010 Strategic Plan. Created in collaboration with University leadership, this report highlights the necessary technology initiatives to be carried out by the University in the coming years.

"This is our tenth year of strategic planning with the University and we are excited by the outcomes of these collaborative efforts that make Northwestern University a leader in higher education academics and research, information technology, and high-performance information resources," said Mort Rahimi, Vice President and Chief Technology Officer, Northwestern University.

This rolling three-year plan, which is reviewed and updated annually, bring attention to key university initiatives that can positively impact the mission of the University.

Turning strategy into action

Technology is becoming easier and easier to use. In fact, technology is an essential part of advancing research, scholarship, and administrative activities on campus.

Key initiatives include:

- enhancing the research computational environment to support the innovative work by our researchers and scholars;
- creating an enterprise Collaboration Services Infrastructure will provide a more efficient and effective collaborative environment;
- creating and deploying a University business portal for easy access to the University's enterprise systems;
- continuing the commitment to network, data, and information security and compliance with a new risk assessment program, two-factor authentication, central active directory services, and enterprise encryption;
- integrating new methods of communication and facilitating diverse learning styles with expanding teaching and learning spaces;
- unifying and supporting various help desks into a comprehensive customer support environment.

We want to thank everyone who contributed to this report and we invite you to read more in the [NUIT Strategic Plan 2008-2010](#).

Students Gear Up for @u.northwestern.edu

May 2007



NUIT has an estimated June launch date for Northwestern undergraduate and certain School of Continuing Studies' certificate- and degree-seeking students to officially experience the Google Apps for Education services. The Google partnership launch, which was spawned by requests of the Associated Student Government, will enable use of the newly branded @u.northwestern.edu accounts.

The @u.northwestern.edu accounts are similar to Google's freely available Gmail product, but they have been customized for Northwestern students. Students are looking forward to using the improved services:

- Gmail with over 2 gigabytes of storage
- Calendar: Standard Google calendar system
- Google Talk: Instant messaging and Google to Google voice service
- Google Docs: Convenient online document sharing
- Security: Student data will be protected and not used for marketing purposes
- Personalization: When activating the service, students will be assigned an account name with the option to create additional nicknames if desired

NUIT is currently testing the services through a pilot program while work continues to optimize the services.

Included students can look forward to an opt-in invitation right before summer break. More information regarding the opt-in and post-opt-in plans will be available in the coming weeks.

Stay Connected this Summer

May 2007



Traveling away from campus this summer? Before you leave, make sure you know how to properly connect to the Northwestern Network away from campus and remember to set automatic software and antivirus updates. The last thing you want is a technical error to ruin your holiday.

When you travel, it can be convenient to ignore software update reminders on your laptop, but your machine is vulnerable to attack if you put them off. Instead, 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.

Antivirus updates are equally important for technical survival.

If you are using the University-provided antivirus software, Symantec, is it set to run updates from off campus? It may currently access updates from campus servers, but while away from campus, your computer could be vulnerable to viruses. Get Symantec/Norton LiveUpdate from off campus by using the [switch tool](#).

Don't forget to configure your computer for a secure [Virtual Private Network](#) 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.

To Forward or Redirect?

Did you know that you can receive all incoming e-mail addressed to your standard NU e-mail address by forwarding or redirecting your mail this summer? Sometimes it seems like [forwarding and redirecting](#) are identical, but they are actually quite different.

Forwarding your e-mail is more of a temporary e-mail solution. If you'd prefer to have your Northwestern e-mail sent to an alternate e-mail address while away this summer, you should forward your mail.

If you plan to rarely use your Northwestern e-mail address, you should redirect your mail. More specified [forwarding and redirecting](#) scenarios are available on the forwarding and redirecting page.

If you choose to use these features, make sure you are forwarding and redirecting to safe and secure accounts.

iPass Connected?

Before leaving this summer, you might want to look into installing [iPassConnect](#) on your handheld device or laptop. This international commercial Internet service, available to faculty and staff on a monthly [for-fee basis](#), aims to simplify your remote and mobile user connectivity with single, consistent log in experience.

Give the award-winning software a try this summer if you plan to conduct University business while away.

Get Secure

Protecting the Northwestern Network is often the last thing to think about when leaving campus. But think back: have you cleared all of your personally identifiable information (PII) from your computer recently? When was the last time you cleared your cookies?

If your computer is used by someone else while you're gone, make sure any PII is backed up elsewhere and deleted from your hard drive.

Review the [Get Secure brochure](#) for NUIT's security guidelines to prevent any possible security incidents before heading away. Threats to your computer, personal information, and to Northwestern's Network don't take a summer vacation.

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

Wireless on Campus: Time to Switch

May 2007



More convenient access to the campus wireless network is available – are you taking advantage of it?

Switch to the network called "Northwestern" and you'll get access without a VPN login and improved security.

It is essential that all wireless users switch to this network as soon as possible. As of September 1, 2007, "nuwlan" will no longer appear as an available network in most campus areas for improved security on the NU Network.

However, if your computer is unable to connect to "Northwestern" due to hardware limitations, you will still be able to configure to "nuwlan". Some older systems do not have the necessary hardware or patches to make the switch, so contact your local technical support staff or the NUIT Support Center at 847-491-HELP (4357) if you

experience difficulties.

It takes just a moment to move your connection from "nuwlan" to "Northwestern" when your computer searches for available networks. For Mac and Vista users, this process is seamless. Windows XP users should first launch the [wireless setup wizard](#) from NUIT.

To successfully connect to "Northwestern," your laptop must comply with the network's updated technical standards, 802.1X and WPA2. These standards provide more efficient security for network connections, data, and access control.

If you are unable to connect, check with your laptop vendor for its compatibility with 802.1X/WPA2.

Please direct questions to the NUIT Support Center at 847-491-**HELP** (4357) or consultant@northwestern.edu.

NUTV Upgrade Gives Students Improved Service and Channels

May 2007



Better signal - bigger picture - more channels. These improvements recently greeted NUTV viewers returning from spring break and are the result of an upgrade implemented by NUIT and the Division of Student Affairs, in partnership with DIRECTV.

The upgrade responds to student requests to improve viewing quality and add additional channels. The change adds 50 percent more channels than were previously available as well as selected programming chosen from student survey results. With these improvements, NUTV now meets more than 90 percent of residents' programming requests, up from 66 percent.

The improvements come at no additional cost to the University, and the digital signal provided by DIRECTV greatly improves the viewing experience.

Basic NUTV, with four channels, is available to all on-campus NU Network users. You can launch the service from the [NUTV Web site](#). Expanded NUTV is available to paid subscribers and undergraduate students living in residence halls.

To use NUTV, your computer must have a working network adapter card (NIC) and be connected to a multicast-enabled switched Ethernet connection on the NU Network. To view Expanded NUTV, you must be in residence hall with NUTV activated. In addition, your computer must meet certain minimum requirements:

Windows XP/2000:

- Pentium III or Celeron CPU (or equivalent), 750Mhz
- Java Virtual Machine
- Internet Explorer 5.0 or higher, or Netscape Communicator

Mac OS X 10.2.x:

- PowerPC G4, 533MHz or faster
- OpenGL-capable video card (ATI Rage 128 or Radeon, any nVidia card)
- Safari, Firefox, and Mozilla are the preferred browsers

RedHat (Intel) Linux 7.3:

- Intel PIII 850MHz processor
- 24-bit graphics enabled
- Properly configured and enabled audio card/module
- Mozilla v0.9.9/v1.2a with Java Plug-in (i.e., v1.3) enabled.

For more information on how to connect to NUTV, contact the NUIT Support Center at 847-491-**HELP** (4357) or consultant@northwestern.edu.

Security Awareness: Stay Clear of the RIAA

May 2007



*David Kovarik,
Director NUIT Information & Systems
Security/Compliance*

Spring is finally upon us, with summer fast approaching, and all thoughts turn to:

- how to get classroom sessions and meetings moved outdoors
- plans for vacation
- ridding your PC of those illegal songs, movies, and other copyrighted materials — and the programs you used to download and share them — so you don't get busted by the RIAA.

Busted by the RIAA? Hopefully not, but it is a serious possibility if you have been downloading music, movies, or other copyrighted materials without purchasing or otherwise legally acquiring them.

Most recently, the Recording Industry Association of America (RIAA) has been aggressively tracking illegal downloading and sharing. The music industry is a multi-billion dollar industry that can easily afford to monitor and track Internet traffic, looking for those (and not just students) who might possibly be infringing on copyright laws.

In addition to their previous practice of notification, the RIAA is now calling for early settlement of claims, which can range from \$700 to \$5000. For those who elect not to participate in the settlement process, a lawsuit is the next step. The courts have not been kind to those who disregard copyright laws, as guilty parties can be convicted of a felony and punished with fines and incarceration.

Maybe you are wondering what all the fuss is about? Setting aside the David versus Goliath arguments, my thoughts turn to the artists whose livelihood depends on royalty or contract income. I know a few actors who rely on that income, and illegal downloading deprives them of the wages they've earned. If you personally depended on royalty income, would you casually dismiss the illegalities with the argument that "everyone does it"?

So here's the question: why run the risk of tossing away everything you've worked for in exchange for becoming a convicted criminal, subject to fines, and doing a stretch in federal prison? Is it worth it to steal from the very artists you appreciate — especially when most songs cost only 99 cents? Is it worth it when you can be a law-abiding citizen and contribute to the welfare of artists everywhere?

You're the key to remaining felony-free!

Converged Communications in Higher Ed: Coming to Campuses Near You

May 2007



Change is in the air for Northwestern's telecommunications infrastructure — and we are not alone. A majority of colleges and universities are deploying voice over IP (VoIP) in some capacity, according to a recent survey of technology professionals in higher education.

In particular, large research institutions are especially likely to be deploying converged communication technology.

"The impetus here at Northwestern is similar to that of our peers," said Dave Carr, NUIT's director of Telecommunications and Network Services. "We must respond to the obsolescence of our traditional phone network — but the good news is that the replacement technology is going to bring some really exciting capabilities for the University."

Some of these opportunities include new services, greater mobility, and new ways of communicating. All of this is made possible by delivering several communications services over a single network, made possible through Session Initiation Protocol (SIP). SIP is an industry-standard protocol which enables the delivery of services over Internet Protocol (IP) networks, such as the NU Network.

Like Northwestern, many other colleges and universities see great potential for SIP on their campuses. Most anticipate improved messaging systems and expanded emergency response capabilities on the horizon. For example, at Northwestern, the geographical diversity of the new system makes the campus more secure in case of a disaster — if the network fails in Chicago, the Evanston equipment can jump in to continue service.

For more information about telecommunications trends in higher education, visit the Association for Communications Technology Professionals in Higher Education (ACUTA) Survey on VoIP Deployment in Higher Education at www.acuta.org.

For more information about Northwestern's [converged communications initiative](#), visit the NUIT Web site.

In the Queue

May 2007

CAESAR/SES Facelift Coming This Fall

This coming fall, an upgrade to CAESAR and the Student Enterprise System (SES) will bring improved system navigation along with a new look and feel. Users can look forward to an easy-to-use experience, as well as added functionality such as the new Faculty Center. This self-service area provides a single point of entry for faculty to view important information and begin system navigation.

The upgrade is necessary to utilize new technologies from the software vendor, as well as to enable new functionality and processes that comply with government regulations.

More information about upgrade improvements will be available in the coming months.

NUIT Datacenter is Going Virtual

NUIT's IT Computing Services (ITCS) is up and running with 16 virtual servers at the NUIT Datacenter and work is continuing toward setting up the remainder of the first cluster of 48 virtual servers in the coming months. University-wide systems and services, including test and development servers, will be the first to enter the virtual environment. Testing is ongoing and only a select number of departmental servers are scheduled to be switched to virtual servers at this time.

Look for more information on NUIT's Virtual Server Service and virtual environment availability this fall.

What's New & Changing

May 2007

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The NUPortal Set for July Launch

Get ready for this summer's launch of the role-based, customizable portal for all Northwestern faculty, staff, and students. On Monday, July 16, you will be able to experience:

- An intuitive interface that mirrors the look and feel of many University Web sites
- The ability to select the services viewable on The NUPortal
- Search features that enable you to find Northwestern people and content
- A News area that provides alerts about topics and services of interest

For more information, visit [The NUPortal Set to Launch This Summer](#) in the What's New & Changing section of the NUIT Web site.

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Delay Your Vista Upgrade



Windows Vista™ until all the new kinks are worked out.

In March, NUIT recommended that the Northwestern community [wait to upgrade](#) to Microsoft's newest operating system, Windows Vista™, until at least Service Pack 1 is released. As with any new item, whether it is a car, computer, or operating system, it's a good idea to delay a purchase

Visiting the [Windows Vista™: Known Issues](#) page will explain several of the enterprise-level software incompatibilities with Windows Vista™ that NUIT has found.

Windows XP remains a reliable system, so if you're in immediate need of a new operating system, why not purchase Windows XP Service Pack 2 with the option for a future Windows Vista™ upgrade?

For more information, visit [Windows Vista™: Wait to Upgrade](#) in the What's New & Changing section of the NUIT Web site.

Upcoming NUIT Events

May 2007

NUIT Tech Talks

The NUIT Tech Talk series is a chance for you to improve your knowledge regarding new technology and technology-related issues that impact the academic and work environment of the University. Upcoming Tech Talks include:

May 23 – Stay Connected & Secure All Summer Long

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

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

[Register](#) now for this Tech Talk.

2EAST: New Technology Series

In partnership with the University Library, these presentations are specifically intended for faculty who want to take advantage of the teaching and research capabilities of emerging technologies. Upcoming events include:

May 8 – Triple Threat

Planning your course with the Triple Threat: Course Management System, Digital Media Services and Electronic Reserve. This session, led by Patrick Murphy, Dan Zellner, and James Altman, will provide information concerning services available for your course preparation.

[Register Now for this Presentation.](#)

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May 15 – Digital Media Streaming Technologies

A survey of advanced media technologies including Video Furnace — a delivery system for DVD-quality video, multi-resolution image serving, and much more. Join Claire Stewart, Dan Zellner, and Harlan Wallach to learn more about this exciting new technology.

[Register Now for this Presentation.](#)

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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 17
- June 21
- July 19
- August 16

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UNITS Forum 2007

UNITS Representatives — mark your calendar and plan to join your colleagues for the upcoming UNITS Forum on Monday, June 25, 2007. The event will take place in Hardin Hall in the Rebecca Crown Center on the Evanston Campus from 9:30 a.m. to 3 p.m., and includes continental breakfast and 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.

The preliminary agenda, subject to change, includes:

- Network infrastructure update including VoIP, SSL-VPN, and wireless
- Learning and collaboration technologies including videoconferencing and Blackboard
- New services including virtual servers and The NUPortal
- Calendaring at Northwestern
- Information security updates and risk assessment

Roundtable discussions include:

- University Information Technology Strategic Plan and Polices - Patricia Todus, Associate Vice President and Deputy Chief Information Officer
- Identity Management - Tom Board, Director of Information Systems Architecture
- Information Security - David Kovarik, Director of Information and Systems Security/Compliance
- Networking / VoIP - Tim Ward, Associate Director of Telecommunications and Network Services
- Collaboration Services - Gary Greenberg, Executive Director for Teaching and Research Initiatives
- Datacenter Services - Dana Nielsen, Director of Computing Services
- Desktop Support and Technology Support Services - Wendy Woodward, Director of Technology Support Services
- Administrative Systems and The NUPortal - Harry Samuels, Application Systems Manager of Information Technology Management Systems

Registration and additional details will follow in the coming weeks.