

The official source of news from ITS Information & Technology Services

## Communication, Collaboration and Prioritization: Priorities for 2002-2003

By Diane Barbour, Chief Information Officer, [dhbcio@rit.edu](mailto:dhbcio@rit.edu)

As we head into a new academic year, I would like to welcome new and returning faculty, staff and students to RIT. We worked very hard over the summer to develop a plan to improve our communications to the RIT community, focusing both on format and content. Based on feedback we received from faculty and staff focus groups, we have made communications improvement a top priority for ITS.

I would also like to introduce you to the 'new' ITS look. Our new ITS logo is displayed on the Newsletter, and will appear on reports, presentations and other forms of ITS communication throughout the year.

For this coming year the ITS team will be focused on customer service and technology leadership. We hope to excel at both through collaboration and partnerships with our campus constituents and external partners.

Some of the initiatives we will focus on during 2002-2003 include:

- Completing the ITS Project Lifecycle methodology by developing a way to identify and prioritize strategic IT opportunities. This will ensure that we focus on projects that have the most potential to provide the greatest value to RIT and support RIT's mission.

*continued on page 2*

### The Portal is Here... myRIT—Your RIT...Your Way

The RIT Portal, myRIT, is featured this issue. See pages 6 and 7 for articles about its benefits to RIT, how to access the portal and some additional reading about campus portals as a technology wave of the future.

## New ITS Technology Seminar Series Opens on October 28

*ITS Sponsors Technology Seminar: "Emerging Technologies and the 21<sup>st</sup> Century Campus"*

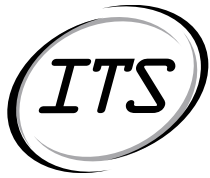
The first ITS Technology Seminar of 2002–2003 takes place on Monday, October 28 with the topic, "Emerging Technologies and the 21<sup>st</sup> Century Campus" featuring Mark Valenti, president of the Sextant Group, Inc.

The seminar takes place from 8:30–11 a.m. in the Xerox Auditorium in the Kate Gleason School of Engineering, then repeated the same day from 1–3:30 p.m., also in the Xerox Auditorium.

The Sextant Group is a consulting group specializing in digital media systems and architectural acoustics.

Mr. Valenti will present information about innovative learning environments that incorporate various technologies and digital media. He is a nationally recognized authority on the integration of technology and the learning environment, architectural acoustics, psychoacoustics and market trends in the multimedia industry.

To register for one of the two sessions, contact Michelle Cometa at [macits@rit.edu](mailto:macits@rit.edu) or 5-2246. The technology seminar is free and open to all RIT faculty and staff.



The new ITS Logo, developed this summer will be used on ITS publications such as reports, presentations and other forms of communication from the Division. The logo, with its circular form, is a distinct and recognizable icon that symbolizes movement and forward thinking.

### ITS Plans for 2002-2003

*continued from page 1*

- Developing security, risk management / business continuity plans and procedures with the objective to protect critical RIT resources.
- Continuing our efforts to provide secure and responsible data management and data access.
- Identifying opportunities to improve operational efficiencies through the creative use of technology both internally and through strategic external partnerships.

With all of these initiatives we will develop measures of our success and opportunities for improvement.

2002-2003 promises to be an exciting year for ITS and RIT. Feel free to forward comments or suggestions regarding technology use at RIT to me at [dhbcio@rit.edu](mailto:dhbcio@rit.edu) at any time. I look forward to hearing from you.



*Welcome to Faculty, Staff and Students!*

*We wish you success in the new academic year and look to be your technology partner in classrooms, labs, office and residence halls.*

*All the Best,  
The staff of Information & Technology Services*

## Technology Training Opportunities

Numerous technology-training options are available to RIT faculty, staff and students. ITS, in conjunction with the Wallace Library, Human Resources and Center for Professional Development offer Computer Based Training (CBT) modules for self-instruction in many computer applications. Each issue of ITS will feature information about training sessions, give locations and topic areas and let readers know about new additions to the CBT format.

### Computer Based Training (CBT)

With SmartForce, RIT's partner for online training, RIT now provides access to nearly 400 courses delivered by web applications. Courses cover a wide range of topics in technology including end user applications, certification for information technology professionals, e-business and business/interpersonal skills. To find out more about what's available and how to get started, go to the CBT site: <http://www.rit.edu/cbt>

Course additions include:

- Introducing Microsoft Exchange Server
- Designating and Deploying Microsoft Exchange 2000 Server
- Implementing and Administering Microsoft Exchange 2000 Server

Users are asked to verify their directory information then log on using their RIT computer account. An RIT computer account is the user name and password designated by ITS; new users can get accounts through the ITS Help Desk, located in the Gannett Building (7B), room 1113.

### Mobile Learning Assistants (MLA)

MLAs are RIT students employed by the ITS Customer Support Services department. They are selected based on their knowledge of a suite of training topics. The purpose of the MLA program is to provide RIT faculty and staff with a convenient and effective means of sharpening their computer skills. MLAs present "hands-on" training on specific computer functions. The MLA's can meet with faculty and staff in their respective offices for training on using applications such as Microsoft Power Point, Excel or Word, in addition to other computer applications. To arrange for a visit from an MLA, contact the ITS HelpDesk at 475-HELP (4357), 475-2810 TTY, or [helpdesk@rit.edu](mailto:helpdesk@rit.edu). Appointments are limited to one to two hours per session, and are available Monday through

*continued on page 3*

# ITS Training

## Telecommunications Services: Services for New and Returning Customers

ITS Telecommunications Services, telecom @rit.edu

With each new academic year there are many new faculty, staff and students on campus. The following is a brief guide for contacting us about acquiring special services such as calling cards, cellular telephones or training sessions when RIT Messenger is installed for new users:

### Calling Cards and Authorization Codes

Staff and faculty can place calls from an otherwise restricted telephone through authorization codes or calling cards. Contact Telecommunications Services through e-mail or interoffice mail requesting one or the other service. The memo should include the name of the individual making the request, the phone number that will be charged for calls the e-mail address of the requestor and the department account number.

### Cell Phones

Both analog and digital cellular telephone options are available for users. Contact department staff to discuss monthly rates and the telephone styles to choose from.

### Speaker Phone Rental

Several new speaker telephones are available to on campus users for meetings and conference calls. Call department staff to schedule the delivery and rental of a speaker phone for your office.

### RIT Messenger Installation and Training Information

RIT Messenger is the voice/TTY messaging system on campus. To acquire RIT Messenger services, users will be asked to submit a Telecommunications Service Request form and a voice/TTY messaging information sheet.

Users can access our Web pages at <http://www.rit.edu/its/tele> to get copies

of both of these forms. Work with your area Telephone Coordinator to fill out the information needed, especially regarding account numbers. Submit this information through interoffice mail (we're located in building 99, room 1280) or by faxing, 5-5600.

The RIT Messenger installation for individual subscribers once they attend a training class takes two to three working days. Subscribers are required to attend training sessions about using the mailbox system: accessing the system with a password, recording greetings, responding to messages and using various special features of the system. Training classes are available several times during the month [See list of September training sessions below.]

Contact Telecommunications Services at 5-5800 or see our Web Pages at: <http://www.rit.edu/its/tele>.

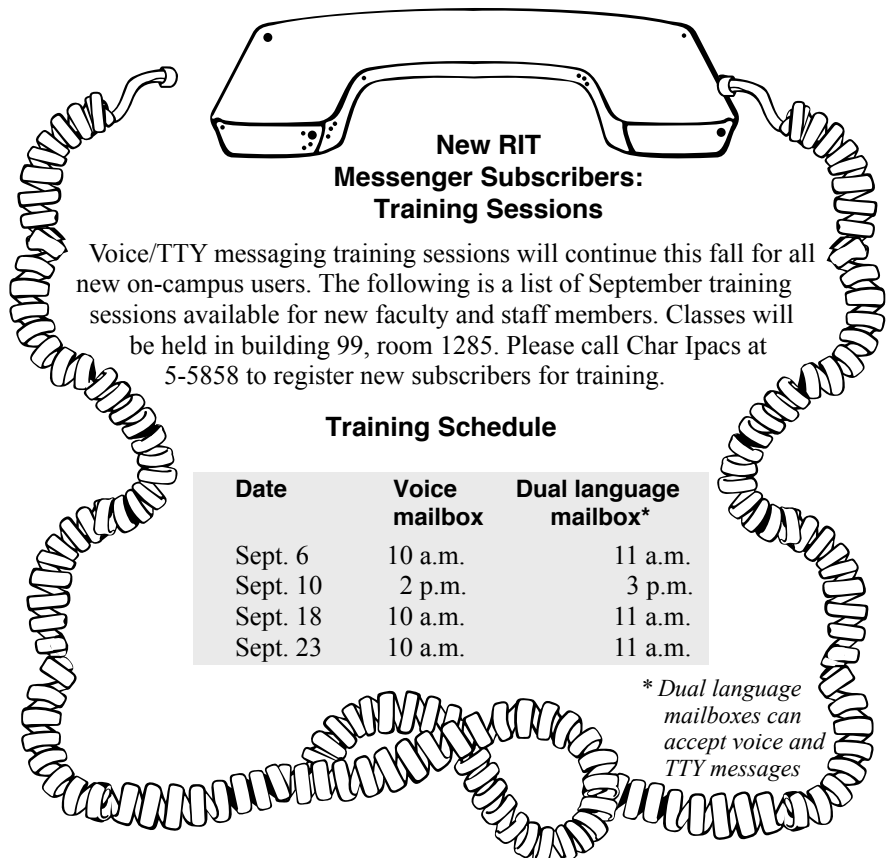
## Technology Training Opportunities

*continued from page 2*

Friday during MLA scheduled hours. Requests will be answered on a first come, first serve basis.

### Telecommunications Services: Telephone and RIT Messenger Training

Telecommunications Services staff provides training in the use of RIT multi- and single line telephones, in addition to RIT Messenger, the voice/TTY messaging system. Each month, ITS will feature the training sessions provided by this department and the contact information to register new or current users for training sessions.



**New RIT Messenger Subscribers: Training Sessions**

Voice/TTY messaging training sessions will continue this fall for all new on-campus users. The following is a list of September training sessions available for new faculty and staff members. Classes will be held in building 99, room 1285. Please call Char Ipacs at 5-5858 to register new subscribers for training.

**Training Schedule**

Date	Voice mailbox	Dual language mailbox*
Sept. 6	10 a.m.	11 a.m.
Sept. 10	2 p.m.	3 p.m.
Sept. 18	10 a.m.	11 a.m.
Sept. 23	10 a.m.	11 a.m.

\* Dual language mailboxes can accept voice and TTY messages

## New SIS Application

Dan Vilenski, Registrar

Recognizing that effective academic advising is critical to student success, the Academic Advising Council commissioned the Registrar's Office to develop a straightforward mechanism for faculty to notify a student as to how he or she is performing in class. Working with ITS student systems support personnel an *Early Alert System*, patterned after a similar NTID application, was recently added to the Faculty/ Staff Advising web site. Instructors can now notify a student using predetermined categories of achievement and evaluation as to how he or she is performing in a course and, when necessary, suggest what might be addressed in order to improve. The instructor can add individual assessments in various free-form text fields. The student's First Year Enrichment (FYE) coach, academic advisors and home department head will be automatically copied on the

e-mail alert. If there is a problem, those e-mailed can intercede to assist the student or provide direction.

Instructors can go to <http://www.rit.edu/~webtools/infocenter/>. Click on Faculty/Staff Information/Advising System, forward to the Class List option, and review the tutorial. Or faculty can simply go to their class list for the current quarter. The early alert button to the right of each student's name on the class list takes the instructor through various screens that will assist in completing an evaluation of an individual's performance in a class and send it as an e-mail.

We hope that you will find this helpful. Comments and suggestions are encouraged and can be forwarded to Dan Vilenski, Registrar, at [dpv9670@rit.edu](mailto:dpv9670@rit.edu).

## Grading On-line

Dan Vilenski, Registrar,

Irene Hawryschuk, Assistant Registrar

Faculty, teaching fall classes, will begin to use the new on-line grading application developed by the Office of the Registrar and ITS and piloted over the summer. They will be able to enter grades on-line instead of completing paper grade rosters. This allows for secure and convenient submission of final grades from office, home, lab or other location using a standard browser and access to the Faculty/Staff Information/Advising web site. Instructors who do not have department or home computer access can enter grades on-line at computer

*continued on page 5*





## Grading On-line

*continued from page 4*

stations located in the Registrar's Office. Staff will be available if help is needed.

To view the new on-line grading site you will need an RIT DCE/e-mail account to go to <http://www.rit.edu/~webtools/infocenter/>. Access the advising system and select the new Grading option in the lower right blue box. Under Announcements, note the dates when on-line grading will be available.

Before grading begins we suggest you review the *Instructions for Recording Grades* and *Frequently Asked Questions*. These are designed to explain various features of the system. Those familiar with the basic navigation of the advising site should have no difficulty.

Once grading starts, select *Record/View Final Grades* to submit your grades on-line for the fall. Then choose a course by selecting the course number (in blue). The screen directions will assist you in completing your grade rosters in much the same way you would have submitted grades on paper.

Beginning this fall quarter (2002-2003) grading will be done on-line unless instructors request paper grade rosters. There will be more information regarding this distributed with fall class lists. You can direct your comments to Dan Vilenski [dpv9670@rit.edu](mailto:dpv9670@rit.edu) or Irene Hawryschuk [imhrpt@rit.edu](mailto:imhrpt@rit.edu).

A special thanks goes to those faculty that used the system over the summer. Their comments and suggestions were valuable in making some modifications and to help us plan future enhancements.

## Data Warehouse: Update

*John Whitely, Director, Institutional Research and Policy Studies, [jmw4983@rit.edu](mailto:jmw4983@rit.edu)*

The Data Warehouse, also called the Student Data Information Repository, pilot project was completed this summer. Current pilot users—the Golisano College of Computing and Information Sciences and the College of Applied Science and Technology—have been trained in retrieving data needed for department reports, planning and operations.

Data warehouse technology provides a reliable, common and single source of information that is easy to access and use, and can represent all segments of the university. Key functions of a data warehouse are to retrieve data from disparate systems, and to have data from different systems integrated to form new variables.

The data repository can include information such as student, financial and human resources records. Users are able to retrieve data from these currently separate systems in a central repository in a more timely manner.

When the Student Data Information Repository is complete and if the decision is made to move on to other data sources at the Institute, then a needs assessment would be conducted. Included in this assessment would be a requirement to define and clarify the business questions and issues that the colleges and divisions are trying to address. Once the business questions have been articulated, the data elements needed to support those requirements can be identified and the project can proceed.

As the new academic year begins, ITS will chair the newly established Information Council. Each RIT college and division has an Information Council representative who will contribute their perspective about many information technology issues including shared data and usage and a university data access policy.

ITS has learned from the pilot project that creating an information repository is an ongoing process. Data requirements will change as the environment changes and new university strategic directions are taken.

*For more information about the Data Warehouse Project, status and usage, contact John Whitely at [jmw4983@rit.edu](mailto:jmw4983@rit.edu).*

## myRIT – Your RIT ... Your Way!

Kristi Davis, [kaddss@rit.edu](mailto:kaddss@rit.edu), and Dave Hostetter, [dwhits@rit.edu](mailto:dwhits@rit.edu),  
Customer Support Services and Portal Team Participants

RIT's portal, called *myRIT*, was launched in April 2002 to an appreciative student audience.

What is a web portal? For some, this is an easy question to answer and for others, they may have been using a web portal without even know what it was—for example there are familiar commercial portals such as myYahoo and myAOL. A “portal” is a starting site for users to connect to the web. *myRIT* is like these commercial portals, but focused on RIT information and without the advertising.

Multiple RIT departments joined together to develop a long-range portal plan. The group recognized a need to begin organizing the myriad of information available and to facilitate communication among RIT users. The partnership included Student Affairs, Online Learning, ETC, Student Government, and  
*continued on page 7*



Very cool...great work, guys.  
—eric

P.S. the calendar is sweeeeet!

Thanks so much! Have a great day and again,  
nice job on the website. It will be a great help  
to everyone! —Wendy

I like the functionality of the my.rit.edu  
portal... Thanks for making this resource  
available —Adam.

Just wanted to tell you that I like the RIT portal, you have put more  
information than I thought would be on this site. It is very useful and  
convenient. It's very customizable and easy to use. Thanks for all of  
your effort. —Ryan

## RIT Campus Portal: More than a Web Page

By Dave Hostetter, Director, Customer Support Services,  
[dwhits@rit.edu](mailto:dwhits@rit.edu)

The RIT portal, *myRIT*, is one of many portals being launched by colleges across the country. What makes portals unique to their respective users are the sites they integrate into their portal page along with the organization's most important information.

In the last few years, more and more colleges have designed and developed campus portals. They look to this

information resource as a way to reach the many campus constituencies from faculty to students, from the college to its alumni and from the campus community to the web's vast information resources.

RIT is developing its portal in phases; some of the elements in mind are:

- enhancing communication among many constituencies—faculty, staff, and students
- connecting current and new students to RIT as a place for lifelong learning and association

## my RIT – Your RIT

*continued from page 6*

University News Services. This first phase focused on the delivery of the portal tool itself with content for the general RIT community. Feedback and suggestions have been tremendous. Future plans and partnerships will incorporate items such as Prometheus Courseware and Discussion Groups as well as addressing the needs of faculty, staff, and other groups.

The *myRIT* portal is made up of individual “portlets”. Portlets are the content or pieces of the portal such as “RIT Cam,” “RIT News,” or “Web Search” (as shown in the *myRIT* screenshot). Portlet content is provided by a variety of departments on campus. For example, in the RIT News portlet, University News Service provides the news feed.

Portlets are arranged in three columns and can be added, removed, and arranged, as you like. You can do this by clicking on the “layout” link located near the upper right hand corner of the screen. Please note that in order to try this out, you need to log on to the *myRIT* portal by going to <http://my.rit.edu/> using your RIT computer account and password.

A list of just a few of the fun portlets to try are:

- **My Links**  
Add your frequently visited website addresses.
- **RIT Polls**  
Vote on interesting questions and see how the campus voted.
- **RIT Sports Ticker**  
Get the latest RIT sports scores or the date of the next sports event.
- **5-Day Forecast**  
See what the weather is likely to be for next few days.
- **Web Search**  
Dynamically search the web the RIT search, Google, Altavista, and Yahoo.

*myRIT* is for you. Log in today and explore the possibilities!

## PORTAL PHASES

### Phase One

Members of the portal committee have developed the portal site’s framework, basic content and overall design. Content and information is centered around student needs and interests.

### Phase Two

Future phases will be targeted toward faculty, staff, alumni, prospective students, etc. as well as adding more services for students. The framework of the portal is capable of expanding; adding information from colleges, departments and other academic units will be a major part of future development.

### How can your department or college participate?

Contact ITS at [portal@rit.edu](mailto:portal@rit.edu) to discuss having materials submitted for use on the portal. Our committee looks forward to building the site to be informative, useful and full of the best RIT has to offer.

- including multiple information channels at one spot, on one site, and
- complementing the coursework on campus, including that of the courseware system, Prometheus.

RIT began its phase-in of the *myRIT* portal targeting students in April. With the changes to the Orientation process, RIT believes that early connections to the university will have multiple benefits. And having the initial connections on one of the most used media by young people today—the Internet—they would

show our newest students that we’re interested in making them feel welcome to the community.

This spring, accepted students were provided a computer account giving them immediate access to *myRIT*.

They could go to the specific spot for Orientation information as well as explore all the activities of RIT faculty, staff and students. Early introductions to RIT could mean early connections

to the university. A key strategic goal of RIT is to retain its students. Starting early on to draw them into this larger community is a goal of developing the portal.

*continued on page 9*

## Portals, Portlets, Cyberarians and Other Terms to Add to Your Technology Vocabulary

By Kristi Davis, Customer Support Services, [kaddss@rit.edu](mailto:kaddss@rit.edu)

It is a fascinating study in language that even as technology grows and changes, so too will the vocabulary we use to refer to that technology. We've added "dotcom" to our lingo, along with cookies, applets and bandwidth. We've been encrypted, authenticated, and spammed—which by the way has been banned in Italy, Finland, Denmark, Austria and Germany. We have EFTs, ERMs and ERPs.

As RIT adds a portal to its growing arena of information resources, it too has brought about a new vocabulary. Included here are several of the phrases or terms you might hear or see as *myRIT* grows.

### What is a Portal?

A general gateway point on a university's web site that has numerous news resources, information and access to services. Some portals aggregate information for a user, but allow little to no control as to how and which information is displayed. Others, such as myYahoo, and *myRIT*, allow the user to select and organize content based on their individual tastes, needs, and interests. <http://www.darwinmag.com/learn/curve/column.html?ArticleID=13>

### What is a Portlet?

A portlet is a service or a piece of a portal. Other frequently used terms that mean the same thing are channels, services, and tools. In the *myRIT* portal, a portlet could be the RIT News, RIT WebCam, Top Stories, or any of the services that you can add or remove.

### How about Vortal?

"Vertical Industry Portal is a portal Web site that provides information and resources for a particular industry."

<http://www.pcwebopaedia.com/TERM/v/vortal.html>

### The latest thing I've heard is about Cyberarians/Cybrarians. What is this?

A cyberarian or cybrarian is a high-tech librarian. In the context of a portal, it refers to the job of keeping the content in the portal updated. This could be a shared responsibility or the task of at least one individual. At RIT, we depend on multiple cybrarians, choosing a more collaborative model.

### Additional Reading & Interesting Articles on Portals:

- "The Power of Portals – More colleges create Web services that can be customized to help students and professors" by Florence Olsen, [The Chronicle](#) (electronic version), August 9, 2002, <http://chronicle.com/free/v48/i48/48a03201.htm>
- "Portals in Higher Education – What Are They, and What Is Their Potential" by Michael Looney and Peter Lyman, [Educause Review](#), July/August 2002 <http://www.educause.edu/pub/er/erm00/erm004.html>

## Reminders

### Refresh Your Mailbox Greeting

Welcome Back! As you get ready for the new academic year to begin, keep in mind that you may have disabled the Call Answer function for RIT Messenger, the voice/TTY messaging system.

To enable this function upon your return from summer break, contact Telecommunications Services at 5-5800. Our staff will be able to help you resume "business-as-usual" telephone functions.

### Residential Computing Services: ResNet

The ITS/ResNet site is a rich resource for your students about all aspects of residential computing. The site has topical information about Wireless at RIT, Computer Security, specific software/hardware support information for MS Windows (98-XP) and Apple Computers (MAC OS). Take a peek at updated information about "Trojans, Bugs and Worms..."

<http://resnet.rit.edu>



## Campus Portal: More than a Web Page

*continued from page 6*

As the students begin their educational careers, the portal can be used to enhance their coursework. An intent of the portal development team is to make the site one that would

***“Developing a portal for the RIT community brought up many challenges and opportunities.”***

complement coursework. *myRIT* can be integrated with the courseware system Prometheus and faculty can use the site

to keep a steady flow of information and resources about classes.

Developing a portal for the RIT community brought up many challenges and opportunities. The benefits of this technology include having access to many resources in one site, specific to RIT, and customizable for each user, whether they prefer to check the stock market quotes, latest scores or current events.

The *myRIT* portal has a single sign on and authentication process. Users access the RIT home page and log into the portal at Inside RIT. The elements supplied thus far are news feeds from the local Democrat & Chronicle, RIT News. RIT Quick Links include Campus Connections, Computer Based Training opportunities, Reporter Magazine, and the Student Information System (SIS) to name a few.

***“As with any technology, how well it is used depends on its users—faculty, staff and students who contribute sources, expertise and information.”***

In a recent University of Michigan technology audit the writers stated that, “Information is not the same as knowledge. Students need to learn that knowledge involves not only use of information, but that knowledge is both personal and communal and the learning has personal and social dimensions that information gathering per se lacks.” In the context of RIT and the *myRIT* portal, we’ve tried to build a mechanism for communication as well as a teaching and learning tool with access to numerous resources that can only contribute to students’ knowledge bases. As with any technology, how well it is used depends on its users—faculty, staff and students who contribute sources, expertise, and information.

Take a moment to access the portal and its resources. In the coming months, we will begin Phase Two, adding more faculty and staff resources.

## ITS New Employees



***Omar Phillips*** brings strong customer service and trouble shooting skills to his position in Customer Support Services (CSS) as a Help Desk Analyst III. ***Laurie Jacobson*** is the new Oracle Technical Lead in the CSS-Financial Systems group.



***Standing left to right: Cristal Haygood*** joins the Project Management Office in Technical Support Services (TSS) as Project Manager. ***Jon Podeszek*** brings more than 20 years experience to TSS as Senior Database Administrator. ***Sidney Pendelberry*** joined the TSS team as Senior Windows Administrator. ***Doug DeCross*** joined the TSS team this summer as Data Warehouse Manager.

## Project Lead the Way

Dave Pecora, Operations Manager, ITS, [dpecora@mail.rit.edu](mailto:dpecora@mail.rit.edu)

Project Lead the Way, a program to train high school teachers on the use of state of the art automated engineering tools, recently completed its 5<sup>th</sup> and most successful year at RIT. 423 teachers from 29 states around the US visited the RIT campus in August to participate in the program.

“We had our highest attendance ever” in 2002, commented Bonnie Travaglini, Assistant Director of the National Technology Training Center at RIT. “By any measure, from attendance to quality of instruction, the program was an outstanding success.”

An early partnership with ITS helped to make the program successful. Upfront planning made the laptop registration process very smooth, allowing the over 400 attendees to easily plug their personal laptop computers

into the RIT network. Networking changes were made to several classrooms, labs, and meeting rooms to allow easy access to the Internet from student laptop computers. Print and file sharing services were also made available to the students of the Project Lead the Way program.

To build on this year’s success, Project Lead the Way and ITS have already begun planning improvements. Next year’s program may include the automation of payments for college credits through an e-commerce gateway, as well as wireless network access for the high school teachers attending the program. “There will be more students in each session next year,” said Travaglini, “and we are looking forward to working with ITS to make next year’s program even better.”

## ITS Site License Snippets

Dave Pecora, ITS Operations Manager, [dlpits@rit.edu](mailto:dlpits@rit.edu)

### Apple TAP Agreement

ITS is pleased to announce a new licensing program with Apple: the Apple Technology Assurance Program (TAP). Under TAP, any RIT college or department can purchase the right to upgrade the operating system for any Macintosh computer over the next 3 years. The three (3) year cost to place a Macintosh computer on the TAP program is \$150, or \$50 per computer per year. Any Macintosh computer licensed under the TAP program qualifies for any operating system shipped by Apple over the next three years. For additional information on the Apple TAP program, or for instructions on how to register for the program, please contact the ITS HelpDesk at 475-HELP or 475-2810 TTY.

### Microsoft Licensing Update

Microsoft has implemented several changes in its licensing program, first announced in 2001. As of July 31, 2002, Microsoft no longer offers upgrade pricing to applications like Microsoft Office. Users wishing to upgrade older versions of Microsoft applications must now purchase a new license for the product. Upgrade pricing is still available for Microsoft operating systems. Microsoft also no longer offers its

Upgrade Advantage program. Under Upgrade Advantage, users could pre-purchase the right to upgrade an older version of an application or operating system for a single fixed price per year.

Microsoft does still offer its Software Assurance program. Under Software Assurance, users can pre-purchase the right to upgrade a current version of an application or operating system for a single fixed price per year. Software Assurance is similar to Upgrade Advantage with one important difference: users could previously purchase Upgrade Advantage for *any* version of a Microsoft product, whereas Software Assurance can only be purchased for the *current* version of a Microsoft product.

Additional information on Microsoft’s licensing changes is available on [www.microsoft.com](http://www.microsoft.com). Any questions on Microsoft licensing can also be directed to Dave Pecora or Vince Incardona of the ITS Customer Support Services group.

### Software Site Licensing and Volume Discounts

Software for selected applications and operating systems can be obtained through site licensing and volume discount agreements signed by RIT. Below is a list of some of the programs currently available. In addition to this, the RIT Campus Connections bookstore offers educational pricing on selected software.

- AT&T Business Internet Services
- AutoDesk ACES Agreement
- CorporateSync for Palm
- Genuine Fractals PrintPro Site Agreement
- Maple Software Agreement
- Microsoft Academic Select Agreement
- Minitab Agreement
- Network Associates Anti-Virus Software Agreement
- SAS for Windows
- VersaCAD for Macintosh

Specific details on any of these agreements can be obtained by contacting the ITS HelpDesk at 475-HELP or 475-2810 TTY.

# ITS Update

## Strive for 585

*Michelle Cometa, Assistant to the CIO, macits@rit.edu*

As we prepare for the 2002-2003 academic year, keep in mind the need to reflect the new area code 585 in all print and electronic materials from RIT departments/colleges and to share this important information with new faculty, staff and students.

### Reminders:

- Contact the HUB early to arrange for reprints of materials such as stationery, envelopes, department or college bulletins, newsletters and office forms.
- Consider all web pages throughout your sites to make corrections to contact information.
- Update your personal LDAP information to reflect the new area code change.

The new area code change affects Rochester and surrounding areas, specifically the counties of Monroe, Wyoming, Orleans, Genesee, parts of Ontario and Allegany. We are now in the third phase of a multi-year process:

- **Phase I: Initial Implementation**  
Sept. 2001 to Nov. 14, 2001
- **Phase II: Permissive Dialing Period**  
Nov. 15, 2001 to Aug. 16, 2002
- **Phase III: Call Intercept Period**  
Aug. 17, 2002 to May 15, 2003

*585 calls will be completed. Those outside the area dialing numbers using the 716 area code will be connected to a recording advising them about the new area code and asking them to redial the number using 585.*

- **Phase IV: Final Implementation**  
May 16, 2003 – ongoing.

*585 will be fully adopted in the area; calls using 716 will not be re-directed.*

For additional information contact ITS Telecommunications Services at 5-5800. To review the checklist of items that need to reflect the new area code, check the October 2001 issue of *ITS News* at: <http://www.rit.edu/its>

## 585 Area Code Change for Rochester & RIT Callers to RIT Using the New 585 Area Code Getting False Out-of-Service Messages

*Michelle Cometa, ITS macits@rit.edu*

Some callers from outside of the Rochester area using the new 585 area code have had difficulty being connected to RIT departments or colleges. These callers received messages that RIT numbers are “out-of-service” and cannot be connected. If you know of callers using the new 585 area code for our area who have had difficulty connecting to RIT faculty, staff or students, please advise them to let their local and long distance exchange carrier know of the difficulties.

Local and long distance exchange carriers across the country are catching up to the area code change in our area and are in varying stages of doing the switch programming necessary to recognize the new area code. This is the reason individuals calling into RIT have received the message that they’ve reached non-working numbers.

ITS Telecommunications Services, and Rochester’s local telephone carrier have completed their required switch programming for the change from area code 716 to 585. Many local and long distance carriers nationwide have made the changes to their internal systems to recognize our new area code, but if a carrier has not completed their programming, the systems are designed to give the calling party a message assuming an error in dialing has occurred.

**The best course of action is to have the calling party notify their local and long distance carrier of this situation for quick resolution.**

If you have other questions or concerns about connecting to various individuals on the RIT campus, please contact Telecommunications Services via email at [telecom@rit.edu](mailto:telecom@rit.edu).

# ITS Update

## Student Employment Opportunities at ITS

ITS employs nearly 200 students during the academic year throughout its departments. Contact the Student Employment Office for information and listings of current openings in the Division, or contact the ITS Manager of Student Employment Programs, Fran Versace at [fcvhelp@rit.edu](mailto:fcvhelp@rit.edu).

The Student Employment Office (SEO) is located in the Student Alumni Union (SAU), room A350. Their staff can be reached at 475-2631(V) or 475-2837 (TTY), or at <http://www.rit.edu/~967www>.

The SEO will conduct a Student Employment Job Fair on Sept. 4, from 10 a.m. to 2 p.m. in the Student Alumni Union, Fireside Lounge.



## ITS Contact Information

### DSS Computing Labs

Hours, locations, hardware, software, and reservations information available on the web at: <http://www.rit.edu/~755www/>.

### Telecommunications Services

Located in the Physical Plant bldg. (99)  
To contact the Telecommunications Services call 475-5800.

### ITS HelpDesk

Located in the Gannett building, rm. 7B-1113

#### To contact the ITS HelpDesk

- Call 475-HELP or 475-2810 (TTY)
- Use ASK, selecting Information & Technology Services
- Send e-mail to [helpdesk@rit.edu](mailto:helpdesk@rit.edu)

#### Regular hours

Sunday	12 p.m.–6 p.m.
Monday–Thursday	8 a.m.–8 p.m.
Friday	8 a.m.–8 p.m.

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