ITS news
Information & Technology Services

October 2002

Introducing Gartner IntraWeb
Key IT Research Site Now Available for RIT

By Dave Hostetter, Director, Customer Support Services - dwhits@rit.edu

In the fast paced and somewhat chaotic world of Information Technology (IT), it can be very challenging to find the comprehensive and reliable information needed to enable the effective use of IT resources and support strategic decision making. Sorting through the volume and reliability of the data available is a significant undertaking:

- How do you separate vendor hype from reality?
- How do you manage the inherent risks of technology decisions?
- Who are the emerging leaders in technology and will they survive?

> The course management system utilized by both on campus and online courses has recently been integrated with the portal, myRIT. ITS has also added a new information technology research tool for the community so that faculty, staff and students have the most up-to-date technology information. See the page 1 article, ìIntroducing Gartner IntraWebî and pages 4 through 8 with other articles that reflect how ***ITS Integrates Academic Uses of Technology***.

One key tool available to IT professionals is the use of an IT research and advisory service. There are several prominent services available, and ITS has retained Gartner Inc. as RIT's advisory service provider.

Directory Services at RIT
By Shannon Robinson - Directory Services Project Manager, smrits@rit.edu

Do you find it difficult to find computing resources across campus? Ever tried to locate a printer, or more importantly, ever tried to locate a colleague at RIT? The RIT Directory Services project team is working to make tasks like this easier to do.

Through the efforts of an institute-wide team, RIT will soon have a powerful on-line directory service. When combined with the new email, calendaring, and file services solutions planned in the near future, the new directory

service will be able to perform powerful functions.

Directory Services will make many mail and file sharing features ***dynamic***. Take mailing lists, for example. Today, many departments maintain static mailing lists of students, faculty, and staff. When a student graduates or a staff member changes departments, these mailing lists need to be updated manually. With Directory Services, mailing lists can be automatically populated based on the most current directory information.

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Directory Services

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Some specific functions which will benefit from this and other improvements include:

- Program distribution lists will be automatically populated with student information like program, college, and year.
- Departments will be able to allow temporary employees read-only access to files while also granting update access to permanent staff for the same files.
- Faculty and staff will be able to invite all staff within a department to a departmental meeting.
- All members of inter-departmental project teams will be able to easily share files, even if they use different desktop platforms.
- Everyone will have the ability to login to multiple applications at one time, reducing the number of times your RIT username and password need to be entered.

Directory Services, Email, and File Sharing are being managed as separate projects, and each has a separate inter-departmental team. While Email and File Sharing will add rich new functionality that will be obvious to all, the primary value of Directory Services is to weave this functionality together in a way that makes true collaboration possible.

The team's primary goal is ambitious: to bridge the gap between islands of information on campus and create a more seamless academic environment. Emilio DiLorenzo, Director of the ITS Technical Support Services function, put it this way: "Technology has given us an opportunity to become a truly collaborative campus. As an institute, we must leverage and share each other's ideas and resources as easily and effectively as possible."

Early last year, the Directory Services team was created with representatives from each division and college. After many hours of planning, the team has developed a phased implementation plan designed to minimize the impact on institute colleges and divisions. Since each computer will require a desktop visit, a rolling implementation is necessary.

The team and tentative implementation plan are shown on page 3. For further information about timeframes, technologies, or general information, please contact your Directory Services representative.

The first phase of the implementation is to rollout Directory Services to the RIT Campus. Implementation of Email and File Sharing will follow shortly thereafter.

Dr. Simone highlighted the new myRIT portal, among many other accomplishments over the last year, in his opening day address. While discussing the merits of the portal and recognizing the collaborative effort among many individuals across campus that went into developing myRIT, he donned the baseball cap with **my RIT – Powered by ITS.**

photo by John Bowie

Directory Services Technology Team Representatives:

NTID: Steve Campbell
Rocco Saccente

CAST: Joel Yates

GCCIS: Dave Emlen
Pam Venuti

College of Business:
Nick Francesco
Dave Ballard

College of Engineering:
Mark Chast

Imaging Arts & Sciences:
Bob Fleck
Kevin Schoenfeld

Library:
Michael Robertson

Liberal Arts:
Jennifer Gates

Science: Brian Gallagher

Center for Imaging Science:
Sue Michel

CIMS: Paul Allen

Online Learning:
Damon Betlow

Educational Technology Center:
Raman Bhalla

Student Affairs: J. Wixon Smith
Ron Siem

Admissions: LoYi Chung

**Cooperative Education & Career
Services:** Jim Bondi

ITS: Kristi Davis
Dan Rosica
Vince Incardona
Michael Young
Sid Pendelberry

Fall Quarter 2002-1
NTID
Coop
Admissions
Winter Quarter 2002-2
CIMS
College of Business
College of Engineering
CIAS
Spring Quarter 2002-3
Student Affairs
Online learning
CAST
CLA
COS
Summer Quarter 2002-4
ITS
Wallace Library
GCCIS

First Technology Seminar, Emerging Technologies for the 21st Century, Scheduled for October 28

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

ITS begins a new season of technology seminars on October 28. Mark Valenti, president of the Sextant Group will present "*Emerging Technologies for the 21st Century*". The ITS series is focused on bringing notable campus, local and national speakers to RIT to discuss the most current IT topics and emerging technologies that can impact higher education.

The following is a brief interview with Mr. Valenti about the topics he will discuss on October 28th, and his vision of how technology can enhance education. He is a nationally recognized authority on the integration of technology and the learning environment, architectural acoustics, psychoacoustics and market trends in the multi-media industry.

ITS News: For this session, what are some of main topics you'll cover about emerging technologies within education?

Mark Valenti: This session will cover a far-ranging set of topics that includes optical and wireless networking, wearable computing, user interfaces, digital video and audio, media streaming and content management, virtual reality, and scientific visualization, and case studies of projects either in design in our office, or under construction.

ITS News: Some of our readers have questions about the technology areas you are involved with, for example, what is "psycho-acoustics"?

Mark Valenti: Psychoacoustics is the study of how we perceive sound. It's what happens between the ear and the brain, as opposed to what happens between the sound source and the ear. I began my technology career as an audio engineer. That lead me quickly into the field of acoustics and eventually into studio design. Fortunately, as a young man I

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Gartner IntraWeb
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RIT chose Gartner for two key reasons - the company's position in the marketplace, and its Web delivery of research materials.

Access to services like Gartner is typically limited to a small group of individuals in an organization. At RIT, this service will be available to all students, faculty and staff and they will have available to them high quality technology research and information.

To Use the New IntraWeb Site
- The site is located at http://www.rit.edu/its/ services
- Users can log onto the site using their RIT computer account (DCE)

The IntraWeb service provides online access to the following Gartner research services:

Gartner Core Research – A comprehensive body of technology information and a resource used by numerous organizations that can help decision-makers capitalize on information technologies and markets.

Gartner Dataquest – A source of global market information for the IT and telecommunications industries. Technology suppliers and service providers use this database worldwide to hone channel strategies, differentiate products, assess competitors and sharpen forecasts about market size and market share.

Gartner G2 – This database helps business strategists guide their companies through trends, evaluation of new business models and identification of growth opportunities.

The IntraWeb is continually updated, bringing the latest research and information to your desktop. It also provides a number of tools to facilitate use of the information database:

Views are provided for:
- Focus Areas – Sorted by Topics such as emerging and current technologies, markets and industries
- Special Reports – Reports on relevant topics
- New Research – Latest research in focus areas
- Date – View of research sorted by date
- Author - View of research sorted by author

- Document Type View sorted by Gartner document type such as Strategic Analysis Report, Monthly Research Review.
- Newsletters – Gartner Newsletters
- Archive Previous research
- Search – Allows user to query the site for specific information.

The site also includes a Help function to aid users in navigating the site.

ITS is pleased to be able to offer this service to the RIT community. It will be a valuable asset for students, staff and faculty as a source of leading edge IT research. Feedback on the service or questions about usage should be directed to the ITS HelpDesk at helpdesk@rit.edu or call 5-HELP (5-4357), 5-2810 TTY.

> *"With more than 700 analysts worldwide, Gartner is the premier source of business and technology intelligence. No matter what your challenge or opportunity, Gartner tells you what you need to know and shows you how to stay one step ahead of change." – Gartner Inc.*

Distributed Support Services: Offering Faculty, Students and Staff a Better Way to do Business

By Dan Rosica, Lead System Administrator, DSS, djrdss@rit.edu

Each of our customers has a choice when it comes to meeting their information technology needs. A college has the option of employing its own dedicated support staff or they could utilize the HelpDesk staff. Both options are great choices but ITS offers another option: dedicated computing support to a college through Distributed Support Services (DSS).

The DSS option allows for centralized guidance, consistent and standardized levels of support, as well as development, training and growth opportunities. DSS focuses on two areas: Computer Lab Support and Faculty/Staff Support.

Computer Lab Support

This area includes full system administration and management as well as specific support such as lab staffing.

DSS manages over 17 computer labs on campus and hires more than 150 students to help run them. ITS student employees participate in a concise training program to ensure a consistent level of support throughout the college they are assigned.

When DSS manages a computer lab they utilize the most effective tools to ensure the lab is ready for general use as well as instructional use. They also are responsible for system security, keeping the lab computers safe from viruses or cyber-attacks.

Additionally, working with the college representatives, DSS is aware of curriculum needs and keeps all the computers up-to-date with the software needed by students and faculty. DSS utilizes centralized tools to meet those needs.

Faculty/Staff Support

DSS offers full system administration for faculty support. Each college has unique IT needs and having dedicated support meets a critical need for our colleges while maintaining consistency and offering a team approach to problems and solutions. The colleges of Science, Liberal Arts, Engineering and CAST utilize our services.

Distributed Support Services [DSS] is a department of ITS under the direction of Director Dave Hostetter. The service is managed through the team leads of Dan Rosica and Kristi Davis. If you are interested in utilizing services offered by DSS, visit our web site www.rit.edu/dss or contact Kristi Davis (kaddss@rit.edu), 5-2800 or Dan Rosica (djrdss@rit.edu), 5-5801.

ABOUT GARTNER, Inc.   *Info provided by Gartner, Inc.*

Gartner, Inc. is a research and advisory firm that helps more than 10,500 clients understand technology and drive business growth. Gartner's businesses consist of Gartner Research, Gartner Consulting, Gartner Measurement and Gartner Events. Founded in 1979, Gartner is headquartered in Stamford, Connecticut, and has 4,000 associates, including 1,200 research analysts and consultants, in more than 90 locations worldwide. Fiscal 2001 revenue totaled $963 million. For more information, visit www.gartner.com.

Our Business: Gartner is organized into four sectors designed to provide clients with the full range of research and consulting services required to drive the efficient and effective use of IT. These sectors include: **Gartner Research & Advisory Services**: **More analysts with more data points than any other research and advisory firm in the world.**

For 20 years, Gartner's Research & Advisory services have been recognized as the definitive source for objective technology thought leadership. Gartner Research is alone at the top. With more than 685 analysts worldwide, 105,000 client inquiries per year and more than 80,000 pages of published original research, we are by far the world's most valuable source of IT knowledge. Our Research clients benefit by saving time and money, by gaining a true global perspective and by leveraging the knowledge and advice only our size and experience can provide.

Gartner Research provides analysis and findings based upon a wealth of data and tight methodologies, recommendations and strategies based upon experience, and advice and counsel through our inquiry programs. All of this is delivered through our three fundamental products: **Core Research, Dataquest** and **GartnerG2**.

myCourses Unveiled!

By Joeann Humbert, Director, Online Learning, jmhetc@rit.edu

A new course management system that provides an easy to use website for every course on campus is now available. Course websites have been shown to significantly enhance student learning and communication between professor and students.

Located at http://mycourses.rit.edu myCourses creates a "course shell" website for every course on campus. This allows instructors to post information and files for their particular courses to the web without any knowledge of html, web programming or web design.

Content is entered into a myCourses shell through the use of web forms that an instructor fills out. Communication with students can be enhanced with myCourses through the use of integrated class email lists, discussion boards or live chat rooms. Also available are an online grade book along with a tool for creating online tests and surveys.

Students and instructors are automatically enrolled in the appropriate myCourses shell through a direct feed from the Student Records office. This is continuously updated during the drop/add period. myCourses is secure. It is password protected and tied to DCE account information. Only those registered for a particular course can get into that course.

Training sessions for faulty are offered each month by the Online Learning and the Library staff. In theses sessions faculty will learn how to post content and effectively use the course website. Register for these sessions or find instructor resources at http://tlt.rit.edu.

The Online Learning staff is available to provide individual assistance to faculty. Help is also available at any open computer lab as well as the ITS Helpdesk via walk-in, phone, and email support for both students and faculty.

Valenti Interview
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had a wonderful instructor and mentor who impressed upon me the importance of learning how to listen, and why things sound the way they do. Those skills have never left me and are embodied in our company's design philosophy.

ITS News: Describe your ideas and vision of the best technology practices for education.

Mark Valenti: This question requires a book to answer. Although this answer will not do the topic justice, from the classroom perspective, the technology must begin with the user in mind. Too often classroom technology is "all we can afford" or acquired and installed on an inconsistent basis. Best practice starts with a consistent user interface, so that an instructor knows what to expect in any campus learning space.

My favorite example is the automatic teller machine. No matter where you go in the US and often abroad, the ATM brings a high degree of functionality to a complex set of transactions that can be managed by virtually everyone, including the visually and aurally impaired. Another best practice is to consolidate all campus (institution) technology functions under one roof and treat them all with the same sense of "mission critical" urgency. Technically, telecommunications, data communications, and media communications are rapidly becoming one and the same. The technology organization must reflect that convergence so as to more effectively fund, manage, and operate in the future.

ITS News: How would you work with a client to develop educational and technology strategies?

Mark Valenti: At The Sextant Group we have a process we've refined over the years that enables us to develop

*my*Courses & *my*RIT Come Together!

By Kristi Davis, Portal Administrator, kaddss@rit.edu
and Damon Betlow, Systems Administrator, Online Learning, debetc@rit.edu

The *my*RIT portal is now integrated with the online courseware – *my*Courses- making it easier for you to access course information in a central location. It's easy to add this newest feature to your portal page as well as other portlets of interest to you.

Integrating *my*Courses

You can add the "*my*Courses" portlet to your portal layout and have an automatic link to any of your online courses. (See the next section for details of how to add this portlet to your layout.) If your course is using *my*Courses, this will provide another way to get up-to-date information in one central place. All courses will have some course information in the *my*Courses areas, specifically course descriptions, meeting locations, meeting times and instructor information.

Additionally, you will notice that the "Announcements" portlet has a section just for course announcements. If your professor posts an announcement on *my*Courses, you will see it in the *my*RIT portal. (And, you will also notice that any scheduled events made by your professor will automatically show up on your "Calendar" portlet.)

And, last but not least, you can also add a portlet called "Discussions" to your *my*RIT layout. This will give you direct access to any discussion occurring in any of your online courses in the myCourses area.

Adding Portlets

To add any portlet, including the *my*Courses or Discussions portlets, go to the "layout" link located at the top, right corner of the *my*RIT portal screen. Use the drop down menu to add a portlet to your view.

For more information about myCourses, contact Kristi Davis, kaddss@rit.edu or Damon Betlow, debetc@rit.edu

Computer Support Provided to Residence Hall Students Through Resnet

By Dave Bradstreet, ResNet Supervisor, dmbdss@rit.edu

The Resnet Office provides network and computer support to students living in the RIT Residence Halls and Apartment Complexes. The staff provides dedicated support for the 6,771 students in RIT housing.

Our office is located in Nathaniel Rochester Hall room 1034. Contact us by email resnet@rit.edu, telephone 5-2600 v/5-4927 TTY, or by coming directly to the office.

Take a moment and browse through our website at http://resnet.rit.edu/ .

At the Resnet Office students can get help with:

RESNET
Residential Computing@RIT

- Getting your computer connected to the RIT network
- Securing your computer once you are on the RIT network
- Setting up your RIT email client
- Answers to general computer and network questions
- On site technical support for those really tough problems.

New RIT Wireless Sites Added, More to Come Through Fall Quarter

By Patrick Saeva, Program Manager, ITS Project Management Office, pjsits@rit.edu

New wireless sites are now available. These include more common areas as well as feature areas like ESPN Zone located in the Ritzkeller. The newest sites include:

- 7B – 3rd floor
- 7A – basement
- 60 – Rooms 1330, 1335, 1359, 1420, and 1440
- 12 – Room 1215
- ESPN Zone

ITS continues installation of wireless technology˗; the plan is to deploy up to 20 additional wireless computing areas by winter quarter in response to increased demand for the service. ITS anticipates that usage on campus will continue to increase with the implementation of new sites in addition to the affordability and productivity of wireless technology.

For personal laptop computers, ITS still recommends the following cards based on previous testing. If you are looking for a multi-purpose card that can be used in a personal computer and palm device, the Cisco 350 is recommended.

Windows
-Dell TrueMobile 1150
-Cisco 350
-NetGear MA401

Macintosh
-Apple AirPort
-Cisco 350
-Lucent Technologies
   WavLan Gold

For an up-to-date list of wireless locations at RIT as well as building maps, visit http://www.rit.edu/network/wireless/wireless.html. This site is updated as new wireless locations are rolled out.

New sites to be added this quarter include: RIT auditoriums, dining areas such as Gracies, Ritter Shumway, and more group study and congregation areas such as NTID Center Hall, College of Science Atrium and the NRH Conference Area.

Wireless sites on campus are marked by "Blue Dot" network connectivity posters. Wireless coverage can often extend beyond the identified areas into hallways, offices, and outside areas. A few outdoor areas which can be used for wireless computing are the Infinity quad and in front of the Wallace Library.

Many of the wireless sites have been added as a result of special requests from faculty, staff and students. To discuss possible locations, contact Patrick Saeva at 5-4983 or pjsits@rit.edu.

The following is a list of buildings on the RIT campus that have areas enabled for wireless networking. For a complete list of the specific areas within these buildings, visit http://www.rit.edu/network/wireless/wireless.html

Building 1 – George Eastman Building

Building 4 – Student Alumni Union

Building 5 – Wallace Library

Building 7A – James E. Booth Building

Building 7B – Frank E. Gannett Building

Building 8 – Gosnell Building

Building 9 – James E. Gleason Building

Building 10 – Lewis P. Ross Building

Building 12 – Max Lowenthal Building

Building 60 – Lyndon Baines Johnson Building

Building 70 – College of Applied Science and Technology

Building 89 – Crossroads Building

Building 99 – Facilities Management Building

Wireless Configuration at RIT

The wireless network at RIT is configured with the effective and scalable 802.11b technology. ITS continues to look ahead at new wireless standards and has a plan for keeping the RIT network state-of-the-art with emerging technology. For more information about the 802.11b standard, you can visit the IEEE web site at http://standards.ieee.org/wireless/.

ITS tested several PDAs (personal digital assistants) for compatibility with 802.11b technology as well as a wide range of wireless cards available on the market. The Compaq iPaq and the HP Jornada were the easiest devices to configure and use. Both of these devices run the Windows Pocket PC operating system and support the addition of PCMCIA devices. Several 802.11b compliant PCMCIA cards were tested for use in PDAs. ITS found the Xircom CWE 1100 and Cisco 350 cards were the simplest to configure and use.

Valenti Interview

both strategies and solutions for complex technology environments. The cornerstones are establishing a comprehensive *Context*, clearly identifying *Function* for systems and facilities, and laying a foundation of guiding *Principles* that are used to enable decision-making as the project progresses. It is necessarily a collaborative process - it doesn't work otherwise!

ITS News: What are some of the market trends in the multimedia industry that you and your staff are seeing (and addressing)? Any issues that are barriers to implementing different technologies for enhancing education?

Mark Valenti: The most important trend is the convergence of audiovisual and information technologies. I formed The Sextant Group in 1995 in recognition of this. It has been our mantra since day one! Thankfully the market is catching on. This trend impacts everything from strategic direction of the institution to the technology organization to facilities planning and design. It's a big deal, and it's really just getting underway.

ITS News: In the latest issue of Syllabus Magazine, Howard Strauss of Princeton University stated, "*We keep pouring piles of expensive multimedia equipment into our classrooms and declaring them to be smart classrooms. We want our classrooms to be smart because of the mistaken belief that most learning occurs in classrooms and that smarter classrooms will somehow produce better learning. In many cases, we have turned classrooms into complex tangles of techni-*

cal gadgets that are nearly as difficult to operate as Boeing 747s.***"
What is your take on smart classrooms?**

Mark Valenti: I refuse to use the term "smart classroom." Many "smart classrooms" I've seen are anything but "smart." "Kluge" is perhaps a better word, but "kluge classroom" is hard to say! Nevertheless, multimedia has become a vital component of the classroom and the learning space.

Recognizing that we are on a path, and not at a destination, is the first step in successful classroom technology implementation. I look forward to a more in-depth discussion of this topic, particularly, when I'm on your campus!

Mark Valenti, president of the Sextent Group, will speak at RIT for two sessions on October 28 at the Xerox Auditorium in the Kate Gleason College of Engineering. His topic is "*Emerging Technologies for the 21st Century.*" The morning session will be held at 8:30 - 11:30 am, then repeated in the afternoon from 1:30 - 3:30 pm in the same location. To register for either session, contact Michelle Cometa at macits@rit.edu or 475-2246.

## MacOS X Upgraded: *Jaguar* Available with New System Features

By Jeremy Reichman, Software Specialist III, jjracc@rit.edu

Mac OS X 10.2 — also known as Jaguar — is a major upgrade to Mac OS X. According to Apple, it adds over 150 new features, and marks the most capable version of Mac OS system software yet.

Some of the biggest news around Jaguar involves its bundled applications. Jaguar adds a new instant messaging program, iChat, as well as an updated Mail client and Address Book. These new programs tie together so that Address Book information can be used throughout them and the rest of the operating system.

The Mail client and Address Book also tie in with iCal, Apple's personal calendaring application, and the forthcoming iSync, Apple's standards-based synchronization technology. With Jaguar and iSync, users can keep information on their Palm handheld, Bluetooth-capable cell phone, and iPod up-to-the-minute.

In addition, Sherlock 3 provides new ways of finding information on the Internet - pictures, stock quotes, movie times, and dictionary word looks are just a quick search away. The Finder regains file searching that was formerly in Sherlock 2, making searches faster and more accessible because they can be right in the Finder toolbar - or you can do advanced searches using several criteria at once.
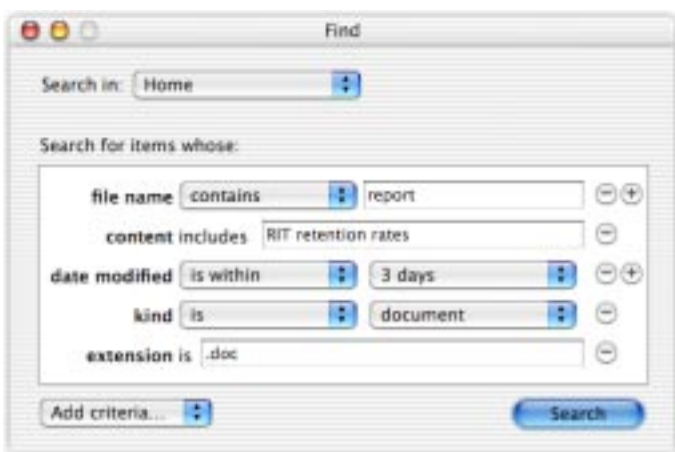
Networking is a key component of Jaguar. Apple's standards-based Rendezvous technology will enable ad-hoc computer networks for those times when users aren't on the RIT network. When users are on the RIT network, they'll be able to browse more easily for other devices, such as printers — because Rendezvous provides ways to

find them, Internet-style. iChat is one application that uses Rendezvous; it lets you find fellow iChat users on the network, in real-time.
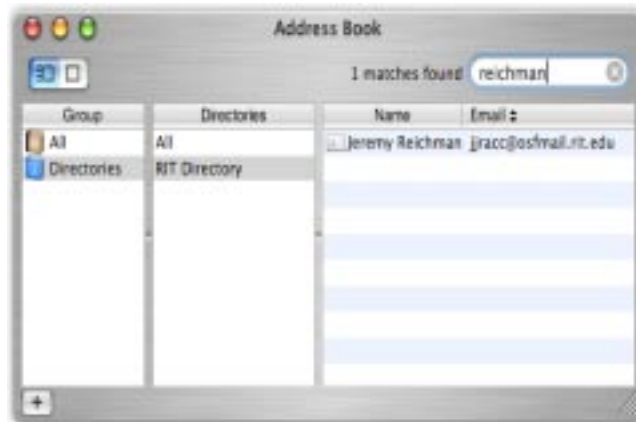
Jaguar includes new sharing features, so that you can share files with both Windows or Mac users on a network. Mac OS X 10.2 has brand-new printing capabilities, including network printer sharing, largely because of its support for the Common UNIX Printing System, CUPS. A personal firewall is also included if you want to secure network traffic on your computer. Upgraded Kerberos and LDAP support should benefit Jaguar users along with RIT's Directory Services project.

Accessibility is another strong point for Jaguar. Text to speech, a high contrast display mode, the ability to zoom-in almost infinitely on parts of your monitor — these are just part of what Mac OS X 10.2 brings to the table for those who need a little help when dealing with graphical interfaces.

While the average user will never need to directly use the UNIX features of Mac OS X, they have also been upgraded — so working with or writing UNIX software will be easier for those who want that.

As with all major Apple system upgrades since Mac OS 8.0, there is no upgrade pricing. Jaguar may be the best reason for your department to sign up for RIT's new Apple Technology Assurance Program (TAP) agreement, because it can greatly cut the cost of upgrading. Otherwise, the retail package sells for $129 (or $69 with educational discount; see the Apple Store for Education or RIT's Campus Connections bookstore). Volume licensing is available for 10 or more units.

MacOS 10.2 Information

Jaguar shipped on August 24, 2002. It comes as a:

- Full installer in retail packages

- Upgrade installer bundled with new Apple Macintosh iBook, PowerBook, iMac, and eMac computers

- Full installer bundled with new Summer 2002 Apple Power Macintosh G4 computers

The full installer CDs work whether you already have Mac OS X installed or not. Upgrade installers, bundled with several models of Macintosh, require Mac OS X 10.1 to be installed on the hard disk.

Apple Technology Assistance Program

Dave Pecora, ITS Operations Manager, dlpits@rit.edu
Jeremy Reichman, Software Specialist III, jjracc@rit.edu

As information technology has spread throughout universities around the country, managing software licenses has become an important issue. Most software purchases are in the form of "perpetual" licenses. Perpetual licenses allow use of the license "in perpetuity" or forever, but each upgrade must be purchased separately.

With the frequency of software releases accelerating, many vendors have begun offering "fixed fee" or "subscription" licensing. Under fixed-fee licensing, users pay a fixed yearly subscription fee and are then entitled to all software releases for the duration of the contract. For organizations looking to stabilize software licensing costs, fixed-fee licensing has grown in popularity.

One such fixed-fee licensing program is the Apple Technology Assurance Program, or TAP, now available at RIT. The program is a subscription-based software license lease, available for Macintosh operating systems. Rather than purchase operating system upgrades separately, Macintosh users can "subscribe" to receive operating system releases for a constant, yearly fee. For colleges and departments that upgrade their Apple operating system licenses regularly, the cost savings can be significant.

How it Works:

Apple TAP costs $25 per year for each "unit" counted. The minimum contract duration is three years.

TAP agreement pricing works through a variety of counting models. Each division or college can choose the counting model that provides the best deal for them.

1) CPU: Under the CPU model, each computer or CPU is counted. Only the number of CPUs covered in the contract can benefit from the license. Each CPU counts as a "unit" in this model.

2) Population: The population model counts faculty and staff full-time equivalent (FTE) employees. Students can also be covered using the population model. Each FTE counts as a "unit" in this model. Under this model, if students are not counted, then student use computers such as ones in labs are not covered.

3) Hybrid: The hybrid model counts faculty and staff FTE as "units", then allows adding CPUs for computers in labs.

The duration of the contract is three years, and cannot be canceled prior to completion. Once the contract is complete, it can be renewed for an additional three years. If the contract is not renewed, a one-time fee of $25 per unit counted will convert the TAP licenses into perpetual licenses.

The College of Imaging Arts and Sciences played a lead role in bringing the program to RIT. "Subscription licensing benefits us in two ways," said Greg Barnett, Director of Operations for CIAS. "First, it makes the budgeting process totally predictable. I know exactly how much to budget for Apple OS upgrades for the next three years. Second, it allows our staff to upgrade without having to go through the purchasing process, which makes these upgrades easier to implement."

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, Dave Pecora at 475-7646, or Jeremy Reichman at 475-7870.

CORRECTION: A three year Apple TAP subscription costs $75, not $150 as reported in last month's ITS News

ITS Update

New RIT Messenger Subscribers: Training sessions

Voice/TTY messaging training sessions continue this fall for all new on-campus users. The following is a list of October training sessions available for new faculty and staff.

Date	Voice Mailbox	Dual Language Mailbox*
Oct. 3	10 a.m.	11 a.m.
Oct. 9	10 a.m.	11 a.m.
Oct. 15	2 p.m.	3 p.m.
Oct. 22	2 p.m.	3 p.m.
Oct. 30	10 a.m.	11 a.m.

Dual language mailboxes can accept voice and TTY messages

Classes will be held in building 99, room 1285 Please call Char Ipacs at 5-5858 to register for training.

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

Regular hours
Sunday	12 p.m.–6 p.m.
Monday–Thursday	8 a.m.–8 p.m.
Friday	8 a.m.–5 p.m.

Rochester Institute of Technology
Information & Technology Services
135 Lomb Memorial Drive
Rochester, NY 14623-5608