ITS

Information & Technology Services

news

New "Portlet" Launched:
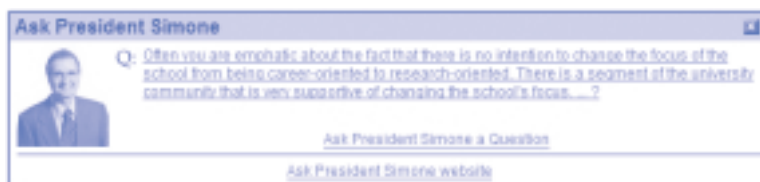## *Ask President Simone* Available on Portal

By Bob Finnerty, Chief Communications Officer, refuns@rit.edu

Dear President Simone:

Why doesn't RIT connect its underground tunnels?
When will the Field House be finished?
Is there a strategy to move RIT from a career-oriented institution to a research university?

These are just a sampling of questions that have already been posed on the new "Ask President Simone" portlet.

The feature was created to allow students, faculty and staff a chance to address President Simone and top RIT administrators on topics related to the university.

In This Issue: *my*RIT Portal Update and Web Week

This combined January/February issue of ITS News features the *my*RIT portal and some exciting web applications such as E-Commerce. Additionally, ITS will be featuring **Web Week from January 26-30.** The week long series of seminars during Web Week highlight work done by the RIT Web Advisory Committee as well as web-specific applications and uses.

The advisory committee worked through the summer looking at how the RIT web site and the respective college and department sites could be improved to align with strategic planning and branding efforts.

The opening session of Web Week takes place on **January 26, from 2-4 pm in the Golisano College Auditorium**. This session is about the development of the standards to be used for the Institute web site, and the resources available to the RIT community to develop sites that "will distinguish RIT as a leader among universities which offer career preparation." Join us for this opening event and for the other web sessions throughout the week.

For more information about Web Week, see our website, too: http://www.rit.edu/its

R·I·T

ITS Technology Seminars: Security Week Review

By Michelle Cometa, Office of the CIO, macits@rit.edu

Thank you to those who participated in, and contributed to, Security Week, December 8-12, 2003. The weeklong series of workshops were well attended and gave participants the tools to effectively secure their individual and network computers and systems.

Several highlights:

Of the nearly 80 participants at the **Identity Theft** session, 1-in-8 raised their hands when asked if they had been the victims of ID Theft. Guest speakers Steve Petro, retired Special Agent with the United States Secret Service and RIT Campus Safety Investigator Rodney Lezette emphasized the need to question people asking you to disclose information such as social security numbers and banking account information.

According to Petro, the Federal Trade Commission estimates that:
- · 27.3 million Americans were victims of ID crimes in the last 5 years
- · 9.9 million Americans in 2002 were victims of ID theft
- · $48 billion in fraud loss occurred to the victims in 2002
- · On average, it is nearly 14 months before victims of ID theft become aware of the problem.

In This Issue

New RIT Voice Mail Subscribers: Training sessions

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

Date	Voice Mailbox	Dual Language Mailbox*
Jan. 21	2 p.m.	3 p.m.

*Dual language mailboxes can accept voice and TTY messages

Classes are held in building 99, room 1285

Please call Sonya Munier at x5-5757 to register new subscribers for training.

E-Commerce Options Grow at RIT

By Jason Polito, Customer Support Services, jmpdss@rit.edu

If you've been using RIT web sites lately, you've probably seen a considerable number of new standards and features, including one of the most important, e-commerce. E-commerce is nothing new to you if you have ever purchased goods and services over the Internet. The process is as simple as entering your credit card information (over a secure/encrypted connection) and purchasing the item(s) you need.

For RIT, the first systems to come online for e-commerce were student bill payment and food/flex payments. **This means no more standing in line for faculty, staff, students, and parents wanting to pay for these services.** If you're in a rush for lunch and don't have any cash, simply visit http://ipay.rit.edu and add money to your account in real time. As an added benefit to RIT, the paper pushing and usage involved for all concerned has declined dramatically.

As a result of these successful online services, RIT decided to take e-commerce a step further. Since its implementation in April of 2002, e-commerce has matured quickly due to the dedicated efforts of the University Web Services (UWS) group, managed by Jeremy Trumble, as well as the groups participating in the first phases of rollout: the Bursar and Food Service. Seeing the potential in offering these services online, UWS set out to make it possible for all departments, colleges and offices to utilize e-commerce. Since e-commerce began over 35 thousand transactions have been processed totaling over $37 million dollars.

If you currently have or intend to have a web site and are planning reunions, conferences, seminars, training, festivals, or anything else requiring payment, then e-commerce is a strong solution candidate. Not only does it make the transaction process convenient for all, but it also opens the door to individuals who might not otherwise have participated if payment needed to be mailed or done in person.

To find out more about e-commerce, I spoke with Mark Maimone of UWS about e-commerce. Below is the text from our Q & A session. If you are interested in e-commerce at RIT, I highly recommend taking the time to read Mark's comments. –J.P.

Jason Polito: Why e-commerce?

Mark Maimone: In a nutshell, convenience for the customer and the seller. It allows the customer to enact a transaction at a time and place that is convenient for them, while allowing the seller/service provider to offer services to their customers 24 hours a day to locations around the globe.

A parent in China can make a real time credit card payment to their child's student account at a time and place that is convenient for them rather than trying to contact the Bursar directly at say, three in the morning.

JP: What is necessary to use e-commerce from a customer standpoint?
MM: An Internet connected device and an up-to-date SSL enabled web browser.

JP: Who on campus offers it?
MM: As a service, the Bursar and ITS offer a payment gateway that allows members of the RIT community to create web sites that can collect credit card payments. The payment gateway service provides a secure method for authorizing and collecting these payments.

A few examples of sites on campus that use the payment gateway are:

The Bursar's office provides its customers with an eService site (http://ipay.rit.edu) that allows students to make student account payments online and to view their current bill online as well. Also students can add money to their food or flex account through the Bursar's eServices site.

Getting to Know You

by Dave Pecora, ITS Operations Manager, dlpits@rit.edu

Hello. My name is David Louis Pecora. I was born on October 15, 1959, which makes me 44 years old. I live at 38 Littlewood Lane West, in the town of Penfield. I used to live at 21 Gilbert Drive in the town of Irondequoit, in a house I purchased with help from a $72,800 loan from a bank formerly known as GoldDome. Why would I share such personal details about myself in a public newsletter? Because this is just a sampling of the information publicly available on the Internet, and not just about me. The constant integration of systems has made it remarkably easy to find out an amazing amount of information on just about anyone.

Here's some of what you can find:

1. **Google** (www.google.com). The ultimate search engine just keeps making improvements. Did you know that if you enter your phone number into the search line you will most likely find your address? Google has taken the public listings from most of the white pages across the country and created the world's biggest reverse phone directory. Because the information is all publicly available it's not exactly an invasion of privacy, but it does take any remaining anonymity out of a phone call (as if there was any left after caller ID).

2. **Anybirthday.com** (www.anybirthday.com). Want to know someone's birthday? And not just the month and day, but their year of birth. All you need is their name. A portion of their current zip code also helps narrow the search, for those cases where first and last name is not unique. Think about that the next time you decide to use your date of birth (or your child's birthday) as your password.

3. **Infospace** (www.infospace.com). Want an easy way to find the names and phone numbers of someone's neighbors? Try infospace.com. This website allows you to start with a name or phone number and will find an address, as well as a convenient map, courtesy of Mapquest. One more click and you can also find the names, addresses, and phone numbers of the neighbors of the person in question.

4. **Monroe County Clerk On-Line Office** (www.clerk.co.monroe.ny.us). Need to do a quick background check on someone? The Monroe County Clerk's office has made this easier by putting many of its public records on-line. From this site, you can find mortgage information, judgments, liens, civil, divorce, and criminal records and more. They do ask for your name and email address to enter the site, but entering "x" into both these fields works just fine.

With the exception of the Monroe County site, each of these websites offers a type of "opt out" functionality where you can request that your information be removed from their database. Doing so, however, does not prevent the source of your records from sharing the records, nor does it prevent new websites from finding or displaying personal information.

Hold the Date:
April 1, 2004

Improving Learning Across Distance: Harvard Professor Christopher Dede visits RIT

Online Learning, NTID, the Golisano College of Computer and Information Science (GCCIS) and ITS will co-sponsor a colloquium featuring Harvard Professor Christopher Dede on April 1, 2004 in the GCCIS Auditorium. The presentation about improving classroom practices with technology takes place at 3 – 4:30 pm.

Dede is the Timothy E. Wirth Professor in the Learning Technology program of Harvard's Graduate School of Education. His interest is "the expanded human capabilities for knowledge creation, sharing and mastery that emerging technologies enable." Look for more information about this session in upcoming issues of ITS News.

Ask President Simone

continued from page 1

The purpose of the site is to provide two-way communication within the RIT community. President Simone is very accessible, and this is just another channel of communication to reach him and the administration.

The web site can be found at www.rit.edu/askthepresident. It is also a link off the Office of the President Website (www.rit.edu/president). And the portlet can be added to your layout in the myRIT portal.

Responses are sent directly back to the user via e-mail. Questions and responses are highlighted on the site to enlighten and engage the RIT community.

The project was a joint effort by ITS and University News Services.

E-Commerce Options Grow at RIT

continued from page 3

The RIT portal (http://my.rit.edu) allows students, faculty and staff the ability to add money to their food and/or flex accounts.

The Admissions office now has a site that not only allows prospective undergraduate students to do the admissions application online but to also pay for the application fee online. Students that are accepted can also pay their deposits online.

E-commerce has also worked well for Government and Community Relations and Alumni Relations for Brick City Festival signup, where participants are many miles away. E-commerce has enabled an easy registration and payment mechanism, and cut down on mailing costs for alumni, parents and for each department.

JP: Technically, how does one integrate e-commerce into their website?
MM: The ITS payment gateway accepts payment requests through a secure HTTP post.

We offer Perl and PHP API's to integrate sites with the payment gateway. Some customers are also using Java.

JP: A lot has been written and discussed about data integrity and security on the Internet. Are there security risks? Is my information safe?
MM: All communication to the payment gateway is done through an SSL connection. Sensitive information in the transaction history is also encrypted. The payment gateway also has mechanisms in place that allow the customer to verify that the responses that they get are from the payment gateway.

ITS places a high priority on your personal information's integrity by ensuring that all communications and data are transported securely.

JP: Finally, Mark, whom do I contact if I want to initiate e-commerce?
MM: You can contact Jeremy Trumble, manager of University Web Services at 5-2892. He will be happy to meet and discuss the logistics of e-commerce with you. As always, the ITS HelpDesk can also assist in directing you to the proper people. They can be contacted at 475-4357(HELP) or 475-2810 (TTY) .

Ziehl's Top 10 *my*RIT Portlets
(Thank you Mr. Letterman….)

By Kristi Ziehl, Customer Support Services, kaddss@rit.edu

Last year at this time, we had many requests from users of the portal, http://my.rit.edu

The most asked for feature was persistent login (a "remember me" feature that allows the user to not have to re-login when returning to the site). Along with several new portlets, we implemented persistent login at the beginning of fall quarter. That said, I was stumped for an interesting way to tell you all about some of the new and existing features of the portal. So, drawing upon Letterman's Top-10 list, here are my Top-5 things I like about the portal, as well as RIT Top-10 Added Portlets (those that were added to the default layout).

Kristi's Top-5 Portlet List

1. **WROC8 5-day Forecast** – As unpredictable as it is to forecast the weather here in Rochester, it's still good to have some idea what's going to happen tomorrow.

2. **Food/Flex Balance** – I'm so happy we have this portlet. I love being able to see what my card balance is and being able to immediately add money to it. It's the shopper in me.

3. **RIT Polls** – I'm constantly impressed that Student Affairs is always able to come up with a relevant, interesting, and current topic for the polls. I'd be thinking up clever questions like, "What's your favorite color?" and "Do you like brussel sprouts?"

4. **RIT Events Calendar** – When I was a student here, I was among the masses that found it difficult to know what cool things were going on that I might want to do. All I can say is, this thing is cool, and I am glad we have it now!

5. **Version Tracker: Mac OS X** – I proudly admit it, there's a Mac nerd inside me and this portlet is a great place to find cool toys.

Current Top-10 Added Portlets (This list is what's popular at RIT based on usage stats)

1. **Dictionary.com Word of the Day** – RIT folks like to expand their vocabulary.

2. **Virus warnings** – You know that RIT people spend too much time on a computer when this is an interesting portlet!

3. **Computer games news** – I wonder what demographic goes for this?

4. **Jokes** – Nice to see humor ranks near the top with the RIT community.

5. **Cool sites** – This is a good way to find unusual sites.

6. **WROC8 5-day Forecast** – I'm not the only one who likes to look ahead at the weather.

7. **My Groups** – This thing is catching on…

8. **Software downloads** – Is this one a surprise to anyone here at RIT?

9. **Slashdot** — News for geeks. Huh, another shocker.

10. **Top Internet stories** – More news for nerds. Guess we can't get enough.

*my*RIT Portal... What's Next?

By Kristi Ziehl, myRIT Portal Project Manager,
Customer Support Services, kaddss@rit.edu

Now that the initial portal implementation is done, what next? ITS is keeping an eye toward a broader vision for the RIT portal. This vision will guide us to a portal experience which is truly a one-stop connection to RIT for any type of visitor to the RIT website whether that visitor is a current student, prospective student, parent, faculty, staff, or alumnus.

The next step of the portal implementation is focused on replacing the portal architecture. This may seem like a step backward, but this was an unplanned boon in disguise.

So why change? As is typical, another company bought out the company that crafted our current portal architecture. Not long afterward, the new company informed us that they would be looking to discontinue this product line in favor of theirs. Implementing technology that subsequently gets discontinued by corporate buyouts is one of the more annoying and, unfortunately, sometimes unavoidable risks of technology implementation.

At the time this was happening, Dave Hostetter, Director of ITS Customer Support Services, became aware of a grant program that was co-sponsored by CampusEAI and Oracle. As indicated in the grant,

> *CampusEAI Oracle Portal Solution was designed exclusively for higher education and caters to the unique needs in this complex environment. It is designed to be able to integrate with many enterprise systems including for example content management systems, library systems, alumni systems, bookstores, dining services systems, facilities management systems, admissions systems and e-commerce systems. CampusEAI Oracle Portal Solution is even designed to simultaneously integrate with multiple learning management systems on one campus.*

RIT was awarded the grant and now is a member of a consortium of schools who will be contributing to an open source pool of technology. Being able to switch to an Oracle portal means greater opportunity for integration to existing applications. Being a part of a consortium gives RIT a greater voice in the direction of the tool. And being able to contribute and draw from an open-source* technology pool helps extend our limited and over-extended technology development resources. Two steps forward.

I'm excited about what RIT may be able to offer by next fall and believe that the new architecture will bring RIT a top-notch portal. While ITS is still working out the technological details of the implementation, the opportunity to take a huge step forward is very exciting.

*Open source technology is technology fully available to the public.

Hold the Dates:

January 26-30, 2004
ITS Technology Seminar Series Continues with Web Week

Charged with revising and improving the RIT web pages, members of the Web Advisory Committee developed branding, design standards and creative recommendations. They present their recommendations and web site standards at the opening session of Web Week, beginning January 26.

The weeklong series of workshops takes place January 26-30. Workshops are informational in nature, about various topics specific to using the Web effectively. Some examples: Branding Efforts and Building Customer Experiences Using the Web, Marketing on the Web, Analyzing Information Found on Web Sites, Using E-Commerce Applications and Building Web Sites: Templates, Standards and Architecture.

All sessions are free and open to the RIT community. To register, email cioits@rit.edu with the specific sessions you'd like to attend.

To view a schedule of Web Week events, visit the ITS website at:

http://www.rit.edu/its

Seminar information is posted in the News & Updates section.

Email Replacement Project:
Status Update

*By Shannon Robinson, Technical Support Services,
smrits@rit.edu*

Student Pilot Continues Successfully

The student pilot kicked-off with much success. Nearly 600 students signed up for the pilot over the course of approximately two months. Currently there are 360 students using the new Exchange email environment. We have had positive feedback regarding the performance improvement, remote access using Outlook Web Access (OWA), and the new functionality that is available to them. The full student rollout is targeted to start the beginning of February 2004.

The faculty and staff rollout is moving forward as planned. We are currently 38 percent complete with faculty and staff migrations. If you would like to know how to schedule a migration to the new Exchange system, please contact the Helpdesk at 475-4357 (TTY: 475-2810).

New Faculty and Staff Email Addresses are coming mid-February!

Many faculty and staff requested the ability to have an email address that was easy to use, intuitive and standard across the campus. The format of the new email address will be similar to:

firstname.lastname@rit.edu
OR
firstname.middleinitial.lastname@rit.edu.

You will also have the ability to customize the address, and your existing email will still work.

As part of this rollout, faculty and staff will also be able to restrict directory information to those who are part of the RIT community. This allows faculty and staff to better manage information that is available in the directory and limit some of what is seen publicly. Details and instructions will be sent via email regarding this new and exciting functionality that is available.

R·I·T

Change to Exchange

'Microsoft Exchange' is trademark of Microsoft Corporation

Always Accessible, Always Available

With Exchange email there's
· Less downtime on those critical days during the quarter
· A full feature, dynamic web client
· Support available through the ITS Help Desk

For more information about the pilot and migrating to Microsoft Exchange, contact the Help Desk at 475-HELP (4357) or TTY 5-2810 or send an email to helpdesk@rit.edu The ITS website also has up-to-date information and frequently asked questions about the project, take a look at: http://www.rit.edu/its/services/email

Email Replacement Project

Status Update
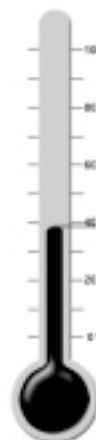
100
80
60
38% Complete
1030 Active users
as of January 14, 2004
40
20
0 %

ITS Technology Seminars: Security Week Review

Prevention measures and contacts were given in the later part of the presentation. Briefly, Petro and Lezette mentioned the following:

· Be aware of "dumpster diving" and unauthorized trash pickups. (Thieves scour the garbage for receipts and statements that have account number information, etc.)
· Be cautious of ATM "shoulder surfers." (They look over one's shoulder and are able to see PIN codes as they are typed in. A stolen purse later, they have both your ATM card as well as the PIN.)
· Don't carry any personal ID, social security cards, etc. in your wallet or purse that you don't need. And don't put personal history information on checks, invoices, financial statements, bills, etc.

One means of logging onto the RIT network remotely (and safely) is through VPN – the **Virtual Private Network**. According to presenters, John Petro and Tom Dixon, this provides a secure connection via the Internet to the RIT network, while using an Internet Service Provider. To access VPN, they recommend:

· Documentation, installation instructions, FAQ's and the client download link can be found at: www.rit.edu/its/vpn
· VPN is available to RIT faculty and staff and now, students. (Information about VPN for students, contact the HelpDesk at 5-HELP.)

Another well-attended session was about **SPAM** – what it is, where it comes from and why there's so much of it! Presenters Mike Young and Jason Polito shared the "Evolution of Spam" (to the music from the movie, "The Good, the Bad and the Ugly" – which made their point nicely that some spam is good, some bad and then the rest, quite ugly….)

According to Young and Polito, SPAM:

· Started in newsgroups, and quickly evolved into e-mail once it became popular
· Is now part of a free market economy
· Was relatively easy to block, so SPAMmers sought alternate methods
· In 2002, 90% of SPAM came from 200 known SPAM hosting sites
· In late 2003, 60% of SPAM comes from compromised computers throughout the Internet

When reporting nuisance SPAM, include the complete e-mail header and forward to **spam@rit.edu** .

Another session startled many participants with the ease in which personal information can be found. Dave Pecora and Vince Incardona, presenting **Ethics in the Age of Information Technology** demonstrated getting access to the Monroe County Clerk's Office site. (See related article on page 4.) As easily as logging on using an alternate name, Pecora showed how easy it was to access his various home records. He brought up a Google search site, typed in his phone number and was able to retrieve his address as well as several neighbors' addresses in the vicinity.

Security Week presentations were interesting, some scary, but ALL valuable and filled with information to make participants aware of the need for network security measures. Many participants left shaking their heads not realizing the extent of some cyber crimes and how easily these crimes can affect an individual. Others were glad to have the resources to participate more fully in their own prevention efforts.

All information from the Security Week sessions are available on the ITS Web Site at: **http://www.rit.edu/its** . The Thursday evening Peer-to-Peer File Sharing session was videotaped and is available by contacting the Office of the CIO at cioits@rit.edu.

By Tom Dixon, ITS HelpDesk, trdhelp@rit.edu

Now that the Holidays are over, things have begun to get back to normal in most of our lives. (Except for the bills. For some reason that $50 sweater for Aunt Edna looked a lot better in the store than on my credit card statement!)

With the new year will come new challenges and possibilities in the technology community. This month I would like to do a now and then segment. Let's take a look at what tech goodies are hot this year and in the past.

Computers

Apple
Now: 2004
Apple G5 with dual 2.0 GHz processors $2999
http://www.apple.com

This thing flies! The computer has the best of everything, from sound to video, tons of storage room. 512MB of standard RAM expandable to, get this, 8GB of RAM. Top of the line… this month! What could be next?

Then: 1983
Apple IIe Computer, price in 1983: $1395
http://www.apple-history.com

This machine was the staple machine for many schools for many years but it was the-have-to-get-tech-toy of the early 80's. It even had a nice long run. It was introduced in 1983

and was finally terminated in 1995. You may never find another computer that has a usable lifespan that long again.

The Apple IIe had 64k of standard RAM expandable to a "whopping" 128 KB. The G5 above has about 100,000 times more standard memory. If you max out the G5, the G5 then has 1,600,000 times more RAM! The processor ran at 1 MHz, the G5 runs around 4,000% faster! (*All right, I admit it, I had one of these. I was on the cutting edge in '83!*)

Personal computers (PC's)
Now: 2004
Dell Dimension XPS $1799
http://www.dell.com

Again just like the Apple G5, this flies, and has all the power you could want in a new machine…for now. This sports a 3.06 GHz processor and 512MB of RAM that can be expanded to 2 GB of RAM.

Then: 1983
Commodore 64, price in 1983 $595
http://www.commodore.ca/products/c64

The Commodore 64 was for all intents and purposes the first affordable and widely used home PC. Although it was introduced at $1000, it hit the stores at $595, and the price quickly dropped once it caught on.

This machine was a *speed demon* with a 0.9875 MHz processor (the 6510), and it had a revolutionary sound chip that was able to synthesize simulated voices. This feature was unheard of at the time and was seen as revolutionary. This is still the best selling computer of all time selling 30 million units. Considering it was half the price of the Apple IIe at the time, with all the same features, it was sure to be a hit.

Peripherals

Storage media
Now: 2004
300GB Maxtor MaXLine II Hard Drive $319
http://www.maxtor.com/

They said it couldn't be done! A few years ago the industry said that hard drives had reached their maximum size at 80GB. Now we have affordable 300GB drives with 500GB drives in the $700 range (I don't consider that affordable yet). I must say we have come a long way in just a few years. My

Tom's Tidbits

first hard drive had 120MB and cost me $300 and that was just 10 years ago!

Then: 1983
Commodore 64 Floppy Disk Drive $399
http://www.commodore.ca/products/c64

The old Commodore 64 was just a computer; it did not come with any storage devices. If you wanted to save any information that you were working on you needed to buy a device to save that information. Commodore sold a standard external floppy drive that plugged into the computer unit, and it was a "reasonable" $399! This was a small price to pay to save your creations. Today, some computers don't even come with floppy drives; they are considered obsolete. If you need a disk drive replacement for today's machine you can pick one up for about $15. *(Oh, how times have changed!)*

Memory

Now: 2004
1GB of PC3200 DDR-SDRAM $234
http://www.kingston.com/

If your computer can handle this much memory you can get it for a bargain. This memory currently is the equivalent of $0.23 per MB.

Then: 1992
1MB of RAM $300

I was able to find some tables referring to the price of RAM through the "ages." In 1992 the price of RAM was $300 per MB. Although the 1GB stick you just bought for your new machine did not exist at the time, if it had it would have cost you $308,400 in 1992! RAM per MB prices has dropped 1388% in the past 12 years.

DVD burners

Then: 2002
2X write speed: $599.99

Now: 2004
4X write speed: $129.99

….need I say more?

Upcoming ITS Technology Seminars in 2004

WXXI and Digital TV
February 12, 1 – 3:30 pm
Location: Clark C

Welcome back Sue Rogers, former director of the Educational Technology Center and currently executive vice president of WXXI. She and her colleague, Kent Hatfield, vice president for technology and operations, will discuss digital technology for television and the benefits to users, how this new technology is transforming the industry and the role WXXI will play in that transformation in Rochester.

National Internet 2 Day, March 18
Location TBD

Join ITS staff for an on campus presentation and then participate online with several other Internet 2 universities as they profile their uses of this advanced, global high speed network. For an overview of this exciting event, see the Internet 2 web site at:

http://events.internet2.edu/2004/Internet2Day/

ITS Update

Check Closings with Campus Cancellations Hotline

With winter here, campus closings are a strong possibility. To ensure that our students, faculty and staff know of closings, an automated call line provides information about cancelled day, evening and week-end classes or special events due to weather conditions or other emergencies. To access this line, dial:

475-7075 (voice)
475-7076 (TTY)

Please share this information with your co-workers and student workers. It may save them a trip to campus when we are in the throes of one of our infamous Rochester snow storms!

ITS Contact Information

DSS Computing Labs
Hours, locations, hardware, software, and reservations information available at:
http://www.rit.edu/its/services/computer_labs

Telecommunications Services
Located in the Facilities Mgmt. 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)
- 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.

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