New AntiVirus Software Release Available for Windows XP, 2000, and NT

By Dave Pecora, ITS Customer Support Services, dave.pecora@rit.edu

ITS is pleased to announce the release of the latest McAfee anti-virus software to RIT Windows users: McAfee VirusScan version 8.0i. This release integrates elements of a variety of different solutions into one product, and offers a significant increase in protection over previous versions of the product. The product is free for all current RIT students, faculty, and staff, and is available (and free) for home use.

VirusScan 8.0i provides enhanced protection for Windows XP, 2000, and NT users against:
- Spyware
- Microsoft Windows vulnerabilities (Note: This does not replace patching through Windows update)
- Other advanced forms of worms and viruses

Upgrade NOW

ITS strongly encourages all students, faculty, and staff Windows users to upgrade their anti-virus software to VirusScan 8.0i if you have not already done so. To do this, go to the following link (http://www.rit.edu/its/services/security) or cut and paste it into a browser. Click on "Download Anti-Virus Software" and follow the instructions carefully to install the product.

Hold the Dates

The National Lambda Rail rolls into RIT on February 11 and Web Applications Week is set for March 14-18. See pages 3 and 14 for more information about these ITS Technology Seminars open to the RIT community.

R·I·T

Web Server Upgrade Progressing

By Ryan Boyd, ITS Customer Support Services, ryan.boyd@rit.edu

Currently underway within ITS is the Web Server Upgrade Project, an extensive development project to improve the architecture, usability and security of the official RIT web environment. While this project encompasses hundreds of changes to the RIT web environment, here is an outline of the major objectives:

Separating 'official' RIT web sites from non-official onto different servers, accessed via separate hostnames.
The project was put into place to take advantage of improved software, add MySQL database support for 'official' RIT web sites as well as to solve the issue of official and non-official RIT sites being hosted on the same environment. Currently, the RIT web site (www.rit.edu) includes content from departments and colleges about RIT but is also home to student, faculty and staff personal web sites. This makes searching the RIT site difficult at times.

Upgrading versions of Apache, PHP and Perl
Some specific software changes include a significant upgrade to existing software, in particular an upgrade to Apache 1.3.33+, PHP 4.3.10+ and Perl 5.8.8+.

Moving from an Alpha (Digital UNIX) platform to Intel (Linux) The migration from Digital Unix to Linux will provide cost savings and allow us to keep up with current technologies. Also, students, faculty and staff are more familiar with the Linux platform and this should allow for more ease of use going forward.

In This Issue

The National Lambda Rail Comes to RIT on February 11
*Next generation Internet connection to be featured in technology seminar*

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

Dr. Thomas West, director of the National Lambda Rail (NLR) Project is the next featured presenter at the ITS Technology Seminar Series. The session, open to the RIT community, takes place on Friday, February 11, from 10 a.m. to noon in the CIS Auditorium, 76-1125.

The National Lambda Rail, or Light Rail as it is sometimes called, is a next generation "enabling network" (Internet) to advance research in education, science, health care and engineering. The network is a means to transport large quantities of data, information, images and collected works faster and allow members of the developing network to be in on the solutions to "complex challenges of network architecture, end-to-end performance, and scaling."

Come learn about the project, the infrastructure capabilities to support education and research initiatives, and RIT and ITS' plans to participate as a member organization. Registration for the seminar is free and open to all of the RIT community. Off campus guests from area colleges and businesses are invited. To register for the session, email cioits@rit.edu or call Michelle Cometa at 5-2246 for more information.

Link to the National Lambda Rail site is http://www.nlr.net/about.html
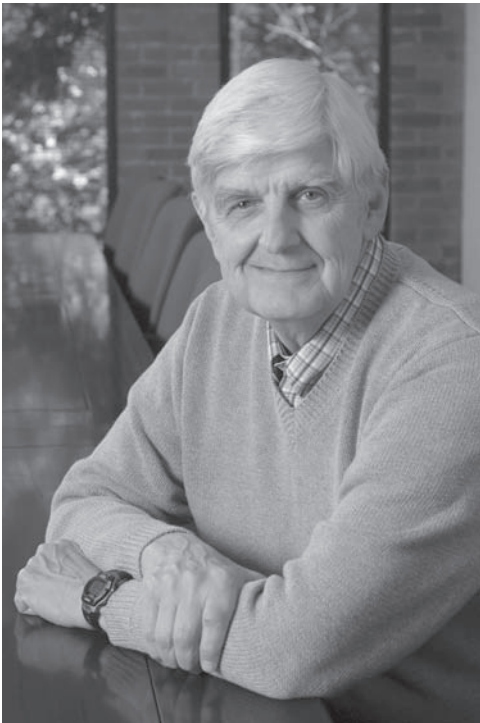
About Dr. Thomas West....

Tom West is president and chief executive officer of National LambdaRail, a major initiative of U.S. research universities and private sector technology companies to provide a national scale infrastructure for research and experimentation in networking technologies and applications. Prior to his position with National LambdaRail, West served as the president and CEO for the Corporation for Education Network Initiatives in California from 1999 to 2003, guiding the development and deployment of an advanced services network for higher education in that state. He has served as a small college president, as a vice chancellor for administration for regional campuses in a public university system, and for 26 years as the chief information technology officer for two large public university systems, Indiana University and the California State University. West has been actively involved in national research and education networking in the United States for nearly two decades, including the NSFNET in the mid-1980s during the original round of Internet development. He also was a leader in the formation of Internet2 during the 1990s as a member of the Educom (now EDUCAUSE) National Telecommunications Task Force. He has been involved in the development of IT at state government level, serving as a member of the Governor's Information Technology Commission in California. West has been recognized by his colleagues for his IT leadership. In 1990, he was named the first recipient of the CAUSE ELITE Award. Over the years, West has served as an advisor and consultant to various higher education institutions and systems, private corporations, and state governments.

Information retrieved from EDUCAUSE website http://www.educause.edu/live0416

Teresa Biehler Celebrates Five Years with RIT and ITS

By Dan Tobin, Technical Support Services, daniel.tobin@rit.edu

Teresa Biehler celebrates her fifth year anniversary this month with the Technical Support Services (TSS) department within ITS. Teresa is a Systems Programmer and has been a part of the "systems team" since joining RIT. She is a key contributor to this organization with primary responsibility for several services.

Teresa's most recent project was to completely replace and upgrade the data center's backup/recovery system. Teresa was not only a key technical contributor, but served as the project manager as well.

Teresa has seen many changes in her five years with ITS, especially within the TSS department itself. When she first joined the department, being "on-call" guaranteed sleepless nights. Now things are much more stable and the sleepless nights are an exception rather than the rule. Teresa also noted that the department functions much more as team, not as individual contributors.

Prior to joining RIT, Teresa worked at Syracuse University and Carrier Corp. in Syracuse, NY. The year she joined RIT was full of change for Teresa and her husband, Tim. She changed jobs twice, Tim changed careers, they moved to Rochester and four months after moving adopted their first daughter, Julia. Wow! Teresa and Tim adopted a second daughter, Lily, in June of this year. Their experiences have been shared with other TSS folks: two of her TSS co-workers were influenced by the Biehler family's adoption experience and have completed or are in the process of completing international adoptions themselves.

When asked if there are any future RIT students at home, Teresa commented that her oldest daughter Julia wants to work in her mom's building when she gets older. As an alumnus of Margaret's House, Julia refers to RIT as "her school."

As for personal hobbies, Teresa replied, "Where's the time?" Working four days a week and raising two young daughters apparently keeps her very busy…

I would like to congratulate Teresa on five years with RIT, and thank her for her dedication and support. She is another one of the behind-the-scenes support personnel that keep key technology services up and running.

ITS Staff Announcements

By Dave Pecora, ITS Customer Support Services, dave.pecora@rit.edu

Jason Polito has moved into a new role with RIT Sponsored Research Services, effective January 3, 2005. Jason, who has been with RIT for four years, is the Senior Research Administrator for Liberal Arts, the College of Business, and GCCIS. Our loss is SRS's gain - Jason has done an outstanding job for ITS as the primary contact for executive support. While we in ITS will certainly miss Jason's talents, we are pleased that he is moving to another division within RIT, where we're confident he'll be a huge success.

Charles Hall joined the Desktop Support team, effective January 3rd. Charles is the primary contact for executive support, and will also be a valuable resource on many other projects within the division. We welcome Charles to his new position in ITS.

Stemming the Flow of SPAM

By Donna Cullen, ITS Customer Support Services, donna.cullen@rit.edu

Tired of those advertisements for lower interest rates?
Concerned about being contacted about the Smith-Barney account you didn't know you had?
Embarrassed by the latest email that you opened?

ITS updates the filters on the RIT mail servers on a continual basis. Essential to this effort are reports from international clearinghouses as well as reports from individuals at RIT.

RIT requires that any report of SPAM include the extensive information provided by the full message header. Only with the full message header can ITS investigate any email-based issue (SPAM, harassment, etc.) The full message header contains routing information including the true sender and the intended recipient. Both the sender and the recipient in the brief header are often faked.

If you do not know how to obtain the full header, contact your local administrator or refer to the web site http://www.spamcop.com/help_with_headers for instructions. If you are using an email client that is not listed at this site, there are other resources available on the Internet. You can use a search engine to find references for "full message header" or send email to helpdesk@rit.edu stating you need assistance with obtaining the full message header.

Please send unsolicited offensive or commercial email to spam@rit.edu. Messages requesting you to enter personal or financial information can also be sent here. Messages forwarded to this address (that include the full message header) are considered for inclusion in the list of blocked messages. The address abuse@rit.edu is used to report copyright violations, port scanning, compromised machines and harassment via email. Email messages forwarded without the full message header lack the information needed to carry out an investigation or to implement filtering. To avoid delays, please familiarize yourself with the process for providing the full message header when you make your report.

Part Time Enrollment Offers Web Marketing Program in March

The Office of Part-time & Graduate Enrollment Services and ITS are teaming up to present a two-hour workshop to advise RIT academic programs and departments how to sharpen the marketing effectiveness of their web sites.
The seminar will be held on Tuesday, March 15, from 9 - 11a.m., in Room A190 of the Bausch & Lomb Center building (77). Topics covered will include:

• The importance of the web in marketing RIT's academic programs
• Keys to effective web site marketing
• Tips for positioning your web site on the major search engines
• Resources available to you in improving your web marketing

Ample time will be left for questions and answers. This seminar will be targeted to academic program chairs, department heads, and/or individuals responsible for program and department web sites. This seminar is free. Additional information and reservations are available by calling 5-2229.

MacTech

By Jeremy Reichman, ITS Customer Support Services, jrracc@rit.edu

Setting up your office computer more quickly — so that you have less downtime when you get a new computer (or even just a "new-to-you computer") - is an important focus for ITS desktop support staff.

We started with some assumptions in revamping our Mac OS X setup process:

- Setting up a new computer should be as quick and painless as possible.
- We may be "setting up" the computer after it has already been in use for some time. We cannot lose customer data that is already on the computer.
- The process should produce consistently excellent results, with the least manual effort required.

To that end, we have undertaken several initiatives for Mac OS X. We have assembled an omnibus **Macintosh Common Package** installer, which lets us install the standard software most used in RIT offices. We also created **Re-ignition,** an automated tool that lets us complete the setup in record time.

Macintosh Common Package (MCP)

MCP is built on Mac OS X's integral *Installer* technology. This technology is openly available to anyone; the tools to create Apple Installer packages are included with Apple's Xcode Developer Tools, which are free. Many vendors — such as McAfee, with Virex — are already distributing their own applications in Apple Installer packages. We have also been in discussion with vendors to release their applications in this format. We can bundle existing packages, or ones we create, into "meta-packages". MCP is a meta-package that binds them together.

Perhaps the greatest benefit of having one large meta-package is that only one restart is required at the end of the entire process no matter how many of the component packages require a reboot. That speeds up our work, so you get your new computer faster.

Re-ignition

Re-ignition is a simple application that performs a lot of complex setup tasks behind the scenes. It was written in AppleScript Studio, a rapid-application development framework for Mac OS X. The most fantastic step it accomplishes is setting up both Apple Mail and Microsoft Entourage at the same time. After you run Re-ignition, you are all set to connect with RIT's mail system with no extra effort required, in two different programs.

Benefits

It takes far less time to set up a Macintosh than before. There are more features than before and we don't have to "re-image" your computer to do set up, which means you don't lose your documents. (However, we still recommend regular backups of your important files.) You quickly get your new computer ready, and you get a more complete setup than we could afford to do for each computer before.

Profiles in CO-OP

By Dianne Parker, Distributed Support Services, dlpdss@rit.edu

Each month ITS News features profiles of the co-op students who work within our Division. This month our featured co-op is Xiu-Qiang Zhang.

Xiu-Qiang comes to ITS from Schenectady, New York. He lives there with his family, including his parents and two sisters. His older sister graduated from Cornell University majoring in fashion and business and his younger sister is currently attending Syracuse University, undeclared engineering. His parents run a Chinese restaurant in Schenectady. His family is originally from Fujian, China. They have also lived in New Jersey, Brooklyn and Manhattan, before settling down in Schenectady.

Xiu-Qiang selected the Information Technology System Administration and Networking program because he has always been fascinated by computers. He used his first computer for many things, but mainly for game playing. He could play all the coolest games at the time.

However, like many things in computing, cooler games came out. Xiu-Qiang needed more horsepower to run these new games, so he did some research about computers - various hardware components, how everything worked together and was connected. He was "bitten by the computer bug" and he couldn't get enough. He found he had a knack for working with computers and really enjoyed it, hence IT, where he is now in his fifth year.

His parents have helped him tremendously in his pursuit of a college degree. In the Fuginese culture, "…the parents help finance their children throughout college, but it is expected that their children finance their parents when they are too old to work. I think it's great, because they help each other out in their times of need," he said.

In his free time, Xiu-Qiang enjoys anything having to do with new and emerging technologies. He likes checking out all the new stuff. He also likes reading and is a big movie and music buff. He likes to sit on his leather couch, watch movies or listen to music.

Xiu-Qiang's current position with ITS is as an Assistant Network Specialist. He chose to work for ITS for several reasons. He wanted to learn more about the RIT network and how RIT maintains its computing systems. He was fascinated by how well the RIT network is maintained and the abundance of computing resources available to the RIT community.

However, the "piece de resistance" for Xiu-Qiang was the network testing station. This station consists of old and new routers from different vendors, mostly Cicso. "They [ITS staff] said if I behave, they'd let me play with it, so that got me excited!"

Inspired By Excellence: Showcasing RIT Scholarship through the RIT Digital Media Library

By Marianne Buehler, Wallace Memorial Library, mabwml@rit.edu

The work of collecting, preserving and providing access to scholarship is a natural and primary function of libraries. Throughout the 20th century, libraries have evolved from totally physical spaces to a blend of physical and virtual environments. Both mediums are advantageous to the library user, but the online environment provides a gateway to a higher level of visibility and accessibility of scholarly materials. The RIT Library employs online venues whenever possible to provide research resources to the RIT community.

There has been an international Open Access Initiative (OAI) scholarly movement over the past few years to remove prohibitive journal costs and research access barriers to institutions and individuals. Its intent is to also create an online environment that is used as a vehicle to house academic scholarship created by researchers, faculty, staff and students. The OAI philosophy is to provide free access to 100% of all posted materials. There are some exceptions for proprietary items that require limited viewing rights, but the premise is to freely share peer-reviewed research and projects.

> Throughout the 20th century, libraries have evolved from totally physical spaces to a blend of physical and virtual environments. Both mediums are advantageous to the library user, but the online environment provides a gate way to a higher level of visibility and accessibility of scholarly materials.

The OAI movement energized Hewlett Packard and MIT to create and maintain an open source OAI-compliant software that institutions may download and use. DSpace was conceived, providing a mechanism for a university's scholarship to be posted online for its own community to view scholarly activity and to have a global presence, thereby maximizing research impact.

Scholarship has become a significant priority for RIT faculty. Aspects of research encompassing discovery, applications, integration, and teaching are now an even larger part of faculty's yearly plans of work. A great deal of money and energy is tied to digitized and non-digitized scholarly materials across the campus.

The Library's response to sharing this erudition was to create a digital archive using the DSpace software to preserve and maintain RIT's scholarship in perpetuity. Examples of materials that are encouraged to be included in the archive are preprints, post-prints, monographs, conference proceedings / presentations, reports / documentation, working papers, images, photos, audio, video and respective supporting data.

Desire2Learn Selected for *my*Courses Upgrade

By Richard Fasse, Online Learning, rhfetc@rit.edu

Provost Stan McKenzie has approved the recommendation of the Courseware Management System (CMS) Replacement Team to replace Prometheus with Desire2Learn. The CMS Replacement Team included Online Learning, Information and Technology Services, and Wallace Library Staff. In addition, faculty who volunteered last spring to participate helped evaluate the Requests for Proposals that led to narrowing the field of possible vendors from seven to the final two, Blackboard and Desire2Learn.

In October, faculty and staff attended public demonstrations of the products and completed evaluation forms to help rank the key features of the two products. In every measurement gathered, Desire2Learn was rated slightly higher than Blackboard.

Existing courses in myCourses will be automatically converted to the new system so courses, files and materials already posted in myCourses will be in the new system.

The new system will be integrated into myCourses for Summer Quarter. Key new features include:

- Option for anonymous postings in selected discussion threads
- Upload and download gradebook to Excel
- Drop lowest score(s) in any gradebook category such as quizzes
- Improved "announcement" capabilities
- "Branding" by college/department
- New question types in Online Testing including matching and ranking
- Additional features include progress tracking, survey tools, feedback systems, journals, portfolios, web pages, shared file storage, glossary, faculty customizable online Help, etc.

Training will be available in the middle of Spring Quarter for faculty who want to start preparing for summer or fall courses using the new system.

Desire2Learn has a reputation for being easy to use and easy to learn, so Getting Started materials will be available in the Online Learning Faculty Lab and on the Web for those who want to get started on their own. Stay tuned for more announcements as the implementation proceeds.

Inspired By Excellence: Showcasing RIT Scholarship through the RIT Digital Media Library

(Continued from page 8)

Student theses, dissertations and Capstone Projects are an under-utilized but significant source of primary research; consequently, we should maximize public access to this valuable RIT resource. The RIT DML can provide online access to student research, enhancing student peer-to-peer and student-faculty interactions. Posted research ensures a permanent record that can be shared with colleagues and employers, potentially strengthening careers.

Why would researchers want to use the RIT DML?
- Public access to RIT scholarly activities is maximized - these activities are searchable by keyword, author, title, and more
- It is quick and easy to submit materials, either by the author's self-submission online or by having the Library post the author's materials
- Over 80% of journals allow self-archiving in some form
- Recent studies have shown that scholarly material in an OAI-compliant digital media library is cited 336% more frequently than those in traditional formats
- Research is easily shared by emailing the persistent identifier (unique and permanent) url to colleagues

RIT will benefit from showcasing its community scholarship online by:
- Having greater visibility in academia
- Offering researchers a swift contribution and dissemination venue
- Allowing RIT scholars to raise their own visibility/credibility
- Having the potential to liberate research from access tolls and barriers
- Providing RIT students with access to other RIT student and faculty output
- Providing opportunities for exhibiting student/faculty collaboration
- Offering traditional and creative peer review opportunities within RIT and across institutional lines, all to the benefit of our programs and students

For more information about the RIT DML, please contact Marianne Buehler at mabwml@rit.edu, or (585) 475-5589.

Check out the RIT Digital Media Library (RIT DML) located on the Library's homepage http://wally.rit.edu/ or directly accessed at http://ritdml.rit.edu/

MacTech

(Continued from page 6)

Both MCP and Re-ignition are available to any computer support provider on campus, and we have also had requests for it from off-campus. We hope that we can continue to improve your Macintosh experience like we have with MCP and Re-ignition!

More information on Macintosh computers at RIT:
<http://www.rit.edu/its/services/desktop_support/mac/>

You may subscribe to the MacTech discussion list:
<http://www.rit.edu/its/services/desktop_support/mac/mactech.html>

Web Server Upgrade Progressing

(Continued from page 2)

Providing MySQL database support for 'official' RIT web sites

In order to support the increasing number of dynamic websites, we will be providing MySQL support for use by 'official' RIT web sites

Adding a "staging" server for official sites

A staging server will allow developers to test their sites on the same environment as production before pushing the sites live.

Several behind-the-scenes process improvements are also underway including developing a set maintenance/patching process and better documenting the software upgrade cycle. Working with the Web Advisory Committee, the project team is also working to develop a stronger hierarchy and structure for the overall site to be a model for college and department sites. This will involve the elimination of the tilde (~) account structure that currently exists.

A significant outcome of the project would be to build a more robust environment and set of resources for sites currently running on the RIT web environment and to allow sites running on departmental servers to move into a central environment for better security and support. The current goal is to have the new web server environment fully functional and ready for migrations from the old environment to the new environment beginning this summer.

Computer Based Training: Monthly Update of New Programs

By Steve Wilkins, ITS Customer Support Services, sawacc@rit.edu

Welcome to a new year. Have you joined the ranks of those taking advantage of RIT's computer based training? Computer based training allows you to learn at your own pace, at a place and time that is convenient for you. Courses are constantly being added to the library. Some of the newest offerings include:

- Acrobat 6.0: Professional for Creative and Print Professionals (Macintosh) (For Use with Screen Readers)
- Acrobat 6.0: Professional for Engineering Professionals (Windows) (For Use with Screen Readers)
- Audition 1.5: Basic Audio Editing
- Encore DVD 1.5: Basic DVD Creation
- Fireworks 3: Introduction (Macintosh Edition) (For Use with Screen Readers)
- Visual Page Design with GoLive: Level 1 (For Use with Screen Readers)
- ACT! 6.0: Level 1
- InfoPath 2003: Creating Forms
- Keep Going with QuickBooks 2004 for Windows
- Notes 6.5: Mail and Calendars
- PhotoDraw 2000 Version 2.0: Introduction (For Use with Screen Readers)
- Visio 2003 Professional: Level 1
- Windows 2000 to Windows XP: New Features
- Windows XP Professional: Level 1
- Crystal Reports 10: Level 1
- Crystal Reports 10: Level 2
- Microsoft Project 2003: Professional
- Project+ Certification (Part 2): Project Planning
- Project+ Certification (Part3): Project Execution and Control
- Project+ Certification (Part 4): Project Closure, Acceptance, and Support
- Applying Leadership Basics (Second Edition)
- Basics of Effective Communication (Second Edition)
- Conducting Performance Reviews (Second Edition)
- Conflict Intervention (Second Edition)

In addition to the courses listed above, other courses have been added to the Programming and Web Development library and the Networking and Operating Systems library.

To access the E-Learning Zone you need an RIT computer account. Access and use of the various training resources are free for the RIT community. The library is located at: http://www.rit.edu/elearningzone

Give the E-Learning Zone a try. Let ITS know your feedback, by contacting the ITS HelpDesk at 5-HELP (4357) or 5-2810 (TTY) or by emailing helpdesk@rit.edu

ITS Provides Student Employee Customer Service Training

By Fran Versace, ITS Customer Support Services, fcvhelp@rit.edu

"Make customer service the focus of all we do."
ITS Mission Statement (Shared Values)

With nearly 300 student employees working for ITS each year in a wide range of positions, it is very important to make certain that each and every student has a clear understanding of the Division's Mission and Shared Values. Making customer service the focus of all we do needs to be a value that is shared from our newest student hire in Resnet to the CIO who heads our organization. ITS is aware that customer satisfaction is the "Degree of Happiness" experienced by the customer that is produced within and throughout an organization among all departments, all functions, and all people.

ITS has always taken time to provide our new hires with the specific technical and procedural training they need in order to do their job well. However, we found that students may not have had an opportunity to work closely with customers in previous work experience and lacked some of the necessary tools to provide the best service possible. With customer satisfaction in mind, ITS believes that it is necessary for new student employees to participate in customer service training.

The workshops currently being offered are: "An Orientation to ITS," "Delivering Excellence in Providing Customer Service," "Dealing with Difficult Situations in the Workplace" and "Effective Communication – Tools and Techniques." The Communication workshop will be offered this quarter for the first time.

Training is provided by Fran Versace, manager of the ITS Student Employment Program. Successful completion of these sessions is given consideration during performance appraisals, promotions, and job rotation opportunities.

ITS takes great pride in hiring outstanding students and we hope that the skills training we provide serves them well in their future careers. We already recognize the benefits that our customers have received.

Profiles in CO-OP (continued from page 7)

Xiu-Qiang has enjoyed his co-op with ITS. His managers are very skilled and knowledgeable. He says, "If you ever find a time when they are free, you can really learn a lot from them. Christine Montopoli and David Thelen [ITS Networking team] are really skilled and friendly. They are both easy to talk to and approach. They encourage me to ask questions and learn as much as I can in this coop."

When asked about his most significant accomplishment to date, Xiu-Qiang notes, "…making it this far in my college career. I have only one more quarter of classes and one more block of co-op left. Hopefully I will be walking the stage this May."

Xiu-Qiang would recommend a co-op with ITS to others because, "all the staff in ITS are smart, knowledgeable and friendly. You can really pick up and learn a lot of the skills that they don't teach in the classroom."

RIT has benefited greatly from having Xiu-Qiang on the networking team.

HOLD THE DATES

Web Applications and Integration Week:
Creating Technology Solutions that are Integrated and Essential
March 14-18, 2005

Web Applications Week is another weeklong series of ITS Technology Seminars, with workshops about successfully integrating student systems and using online applications for education.

Featuring higher education systems consultant, **John Marrazzo**, the week will highlight tactics for aligning e-business applications with strategic goals and using technology to enhance learning. This presentation is: March 16, 12:30 – 3 pm in 76-1125.

Another featured speaker is MSNBC analyst, **Omar Wasow** who will discuss technology and the Digital Divide: Reality, Fact or Fiction. He will discuss how colleges and universities prepare to meet the needs of students who may not be as tech-savvy as their peers.

Other sessions for the week are:

- **Duane Cook**, local consultant and president of Strategic EBusiness will take on the topic of aligning e-business with strategic goals from outreach to how prospective and current students interact and transact business via the web. (**Session date: March 15 10 a.m. – Noon, Location TBD)**
- **Web Usability Studies –** Student research about the benefits of web usability studies is explored; moderated by Professor Evelyn Rozanski, Golisano College (**Session date: March 14 10 a.m. – Noon, 76-1125)**
- **Web Log Trends and Uses for Coursework** – Trends in the growth of this online media channel as well as its integration into coursework is explored by Professors Susan Barnes (College of Liberal Arts) and Elizabeth Lawley
- **Panel Presentation** – Student Systems Initiatives for RIT – A discussion moderated by ITS director of Customer Support Services, Dave Hostetter about the **current and future plans of integrated student systems.** Learn about the strategic initiatives underway or on tap across the university from the people who are "project champions." (**Session date: March 18 10 a.m. – Noon, Location TBD)**

More items are being added to the agenda, including an informational session about the new course management system, Desire2Learn, and will be posted to the ITS web site. To pre-register for any of the sessions listed above, contact Michelle Cometa at macits@rit.edu.

New AntiVirus Software Release Available for Windows XP, 2000, and NT
(Continued from page 1)

Eligible Computers
Our licensing agreement covers use of the VirusScan product on:

- All computers owned the University
- All computers owned by current students of the University,
- All home computers owned by faculty and staff of the University.

Installation on any computer other than the above is a violation of our licensing agreement, and constitutes a policy violation of the RIT Code of Conduct for Computer and Network Use.

Finance & Administration Personnel
If you are part of the Finance and Administration division, the FAST team has installed the product on your system and will address any support issues. We encourage you, however, to take advantage of the right to install the software on your home system.

For Macintosh Users
RIT has also licensed the McAfee antivirus software for Macintosh computers - Virex. Macintosh users can install Virex on eligible computers by visiting the following page: http://www.rit.edu/its/services/security. We encourage all Macintosh users to take advantage of this offer and load the software on their RIT and home systems.

Support and Additional Information
If you have any questions about the installation or other aspects of the product, please either contact your systems administrator or the ITS HelpDesk at 585-475-4357 (5-HELP), via TTY at 585-475-2810, or online at www.rit.edu/its/help. Residential students can also contact Resnet at 5-2600, or via TTY at 5-4927. The HelpDesk is open until 8:00 pm from Monday through Thursday, and will assist RIT faculty and staff with installing the software on their home systems.

For additional information on how to protect your computer, visit the following websites:

ITS Security and Virus Protection site: http://www.rit.edu/its/services/security/tips.html.

Information Security Office site: http://security.rit.edu.

ITS News

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	7:30 a.m.–8 p.m.
Friday	7:30 a.m.–5 p.m.

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