ITS News Magazine

Fall 2005

The Official Source of News from Information & Technology Services

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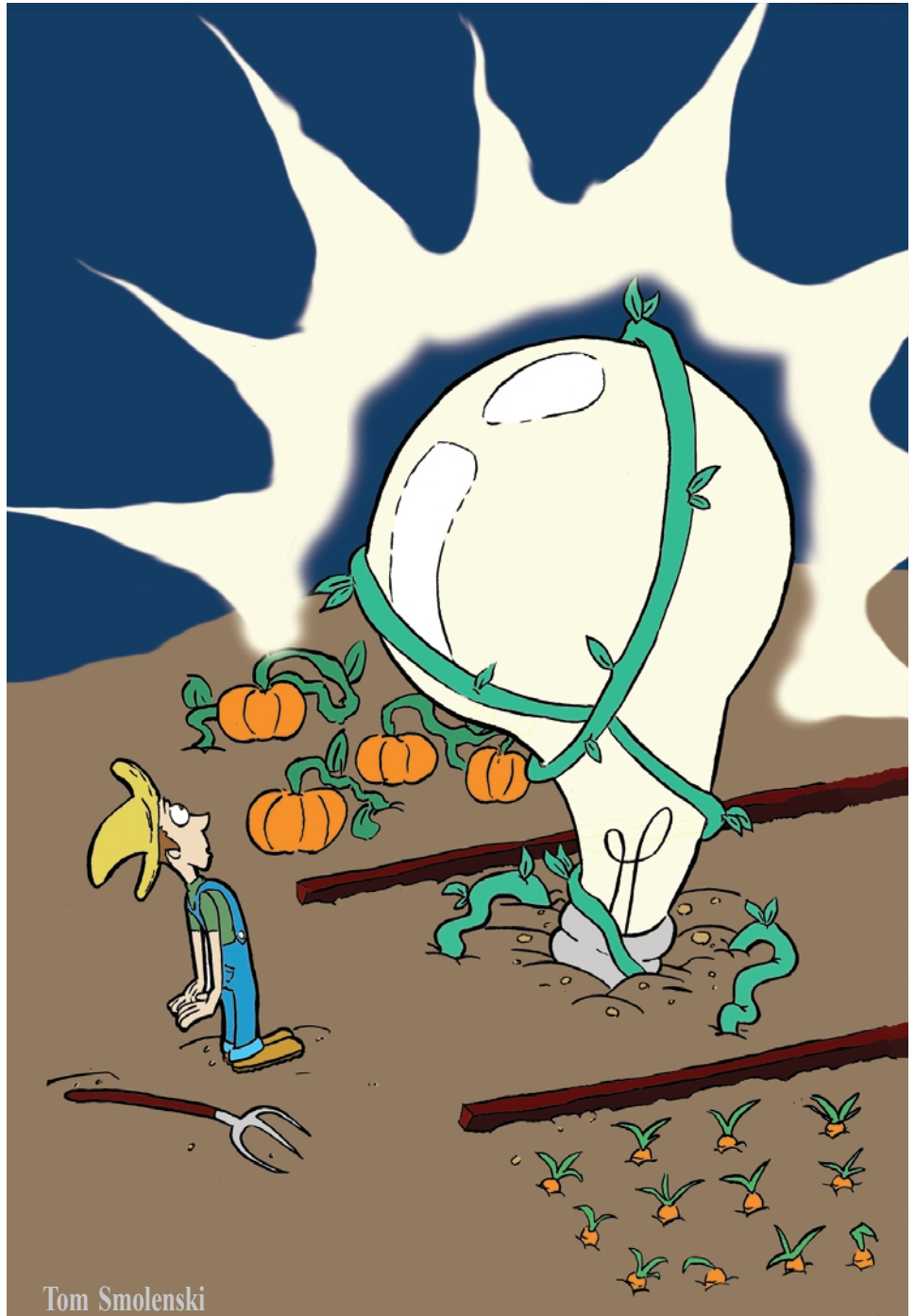**Canning Spam: Additional Filtering Solution Recommended**
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R·I·T

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A Message from the CIO…..

Welcome back from what I hope was a pleasant and somewhat relaxing summer. ITS has many important projects and strategic initiatives to look forward to during the 2005/2006 academic year. Some of those projects and initiatives are discussed in this opening issue of ITS News Magazine.

- You will be hearing more this year about **SIRP (Student Identification Replacement Project)** as the campus-wide team that was formed last year completes its work to replace the social security number as the primary identifier on student records.
- A **Privacy Committee**, comprised of student, faculty and staff representatives was formed over the summer. The initial task for this group is to create a new Privacy Policy for the Institute
- **Identity Theft** continues as a major problem across the U.S. In anticipation of new laws being passed in New York State requiring notification of potential misuse of information, ITS is focusing even more attention on protecting student, faculty and staff personal information.
- A special welcome to **Gurcharan Khanna, the new Director of Academic Research Computing**. We look forward to working with him on academic research computing projects.
- Institutional Research will continue to work with Academic Affairs to evaluate the effectiveness of **Learning Communities** and other retention initiatives
- A new and improved version of the **RIT portal myRIT** was unveiled during fall quarter. MyRIT continues to be a primary communication vehicle for students, faculty and staff.
- ITS now has a **Communications/PR Manager**. Michelle Cometa, previously Administrative Assistant to the CIO, has taken on this role.

A special welcome to new students, faculty and staff. Welcome to RIT and the services and support of Information & Technology Services.

Diane Barbour
Chief Information Officer
Information & Technology Services

ITS News Changes: From Newsletter to News Magazine and Online Format

By Michelle Cometa, Communications and PR Manager, michelle.cometa@rit.edu

"Trying to be a first-rate reporter on the average American newspaper is like trying to play Bach's 'St. Matthew's Passion' on a ukulele."

~ Ben Bagdikian, former dean of the University of California at Berkeley's School of Journalism

For the many years that *ITS News* has been in existence, the staff has tried to "play Bach" and make information technology news as interesting and rich as a symphony but without too many complicated rhythms. There have been successes and challenges as well as changes – this year will be no different. Starting this fall, *ITS News* will take on two new formats – a print magazine and online journal.

In recent ITS Customer Satisfaction Surveys (2004 and 2005), participants raised questions of why, as an IT organization, we did not have more of an online presence. It seemed a natural outgrowth of the IT business we are in to have this type of news channel and take advantage of its broad impact. In response to this, we've developed **ITS eNews Online.** ITS eNews Online will be a monthly newsletter, similar to the former print publication. It will be emailed to readers via the *ritstaff* mail list. Information will be about current IT projects, how to use various products and services supported by ITS and include links to more campus IT resources. The editors of the online issue are Dave Bradstreet, Team Lead for the ITS HelpDesk and Omar Phillips, Sr. HelpDesk Analyst - Communications Specialist.

"We're looking forward to the new online format and the ability to send the most current, and up-to-date information about projects and our services to customers," Dave said. "We'll be joining several other divisions with an online presence and think the new format will be a welcome addition to campus news."

Look for the new design developed by Omar Phillips, articles and links to various informational sites in the first issue. "We'll offer people a full graphical look for the issue as well as text-only," Omar said. "Regardless of the look, the information will be the same."

ITS News in its print format has gone from a three-page, typed and stapled note in the early 1970s to its current form of 16-20 bound pages. In 30-years, the newsletter changed just as much as the technology it was focusing upon. It's next progression will be a quarterly publication rather than a monthly publication. **ITS News Magazine** offers us the opportunity to do more in-depth articles, still related to information technology. The content will include information about IT projects and services, as well as interviews, editorials, customer participation and other features. Both the online and new print format will be a means to continually provide information about IT products and services – this will not change regardless of format and we look forward to providing new avenues of information for our customers.

Enjoy both issues and let us know what you think!
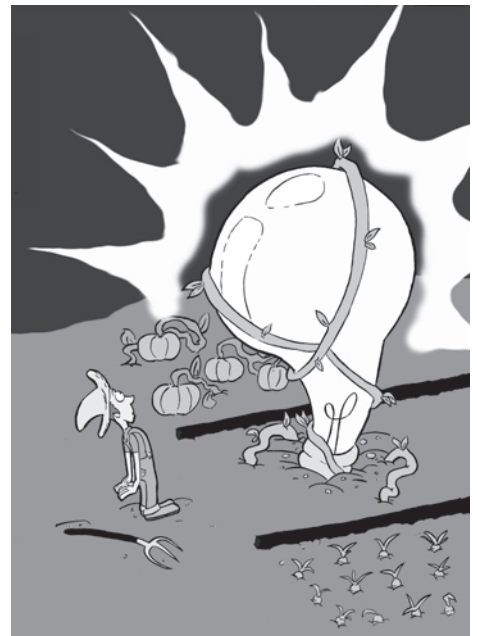
About the Artist....

Our cover art was designed by RIT Film and Animation graduate, Tom Smolenski. A fan of cartoons, caricatures and character art (among MANY other media forms), Tom's original work is entitled "Emerging Technology". Tom is also student manager of the New Media Lab in 7B, maintaining the equipment and providing technical support for faculty and students who use the lab for coursework. When he is not managing the lab, you can find him behind the counter at Java Wally's or working on animation projects such as "A Kiss Without a Mustache is Like an Egg without Salt" and his work-in-progress called "Good Morning Cephalgia."

More about the CLAWS System

The following link comes from the EDUCAUSE web site where the White Paper for the CLAWS/ Account Management System presentation is placed. This paper was presented at the 2004 Educause National Conference by Matt Campbell and Dan Tobin, both of ITS Technical Support Services. Go to http:// www.educause.edu/Library Search under Matt Campbell, and all related information about the presentation and the White Paper will be listed.

"CLAWS is not an acronym for anything," said Campbell when asked about the application's name. "We called it CLAWS because of the RIT tiger and the fact that the software has its "claws" sunk into every system."

ITS worked with the Technology Licensing Office to ensure that all aspects of this software could be issued through the GNU Public License. More information about GNU can be found at http://www.gnu.org

ITS CLAWS: Computer Account Management Tools Merged

Original Software Application to be Released as Open Source Product

By Matt Campbell, Technical Support Services, matt.campbell@rit.edu

University campuses across the world are faced with many unique computing challenges. Very high among these challenges is the need to track and maintain a very large number of computing users and their Internet enabled devices.

In any given academic year, RIT will have approximately 20,000 computer accounts and 25,000-30,000 Internet attached computers and devices. In order to provide responsive service to student, faculty, and staff computing needs of this magnitude, extensive automated tools are needed. For more than a decade, RIT has been developing its own tools to meet these needs.

In 1997 with the installation of network infrastructure in the residence halls, RIT quickly saw the need for automated software management of student computers. Forging ahead into uncharted territory, a system known as AutoReg was developed internally to provide students the ability to register and connect their systems with the RIT network with no staff support necessary.

The project was a booming success, and after presenting the software at a conference for campus residential networking, many universities adopted the RIT model for computer management. Today, several open source and commercial initiatives exist based loosely on the original RIT model.

The 1990s saw an incredible increase in the number of computing services that the university campus was expected to deliver. As the number of services grew, so did the number of systems needed to provide these services. Once again, RIT saw the need for automated software to manage the thousands of computing accounts needed by the student population.

As with computer management, the commercial marketplace was unable to provide a solution, so RIT forged ahead in the year 2001 with internal development of a set of tools known as the Account Management System. Support staff now had the ability to manage most of a user's computing identities in one central location. Users were also given a number of self-help tools ranging from password management to email preferences in order to have better control over their computing life at RIT.

Today, in a move to even better integrate information services at RIT, the computer and account management tools are being combined into one software package called **CLAWS**. The integration of theses two systems will allow students to control virtually all aspects of their digital presence on campus in one seamless location.

RIT staff have presented at several conferences over the past eight years the benefits of these systems, and several other colleges and universities have expressed an interest in borrowing what we have done. In the interest of giving back to the greater academic community, ITS has been given the go ahead to release the CLAWS system under the GNU Public License. It is hoped that this release will lead to collaboration with higher education peers and further enhance the system to benefit RIT students.

Student ID Replacement Project

Dave Pecora, Associate Director, ITS (Dave.Pecora@rit.edu)

Go to just about any administrative office on campus, and you'll probably need to provide some identification. If you need to make an official transaction such as request a transcript or get your password reset, you certainly will. In many cases, the only ID number you can provide is your Social Security Number. Soon, this will no longer be the case. By May, 2006, Social Security Numbers will no longer be used on the RIT campus except where mandated by law.

A new number - University ID - will replace the Social Security Number as the most commonly used unique identifying number for transactions done on campus. The project is massive - over 900 programs supported by ITS alone need to be modified - but very welcome. "We are committed to doing what's necessary to protect the sensitive information we keep in the core systems of the university," said Dave Hostetter, Associate CIO of ITS and the project champion of the initiative. "It's a matter of trust. Expectations are high, and we intend to live up to them."

Other offices are very supportive of the change, despite the fact that many of their processes and procedures will need to change. One of the most affected departments is the Registrar's Office, that has responsibility for the maintenance of course schedules, grades, and ID card information. "This will require a great deal of effort and planning," said Joe Loffredo, Registrar. "We will need to print a new ID card for every student, faculty, and staff at RIT. But it absolutely needs to be done to protect people's personal information."

Legislation is also changing to reflect a growing concern over the protection of personal information. A New York state law requiring institutions to notify people when certain personal information is compromised is set to go into effect on December 8 of this year. "California passed the first such law a few years ago," said Jim Moore, Information Security Officer for RIT, "and now almost 20 states have similar laws in place."

The project has been identified as "the top ITS initiative until it is completed," according to Diane Barbour, Chief Information Officer for RIT. "While many of our projects are very important to the university," she stated, "this is such a massive effort, and we felt the need to make it clear that this is our number one priority. It is imperative that we dedicate our resources to this effort to make it successful."

Following is a brief Q&A about the project. For more information, please visit www.rit.edu/its/initiatives/sirp.

Q: Why does the university need to do this project?

Identity theft has become a major issue in the United States and in many other countries. Usage of Social Security numbers (SSN) in common transactions increases the chance that an SSN can be stolen, which could put a person's identity at risk. A New York State law requiring institutions to inform people of potentially compromised SSN information will take effect on December 8, 2005, and a federal law is also under consideration. RIT is taking this action to improve the security of the identities of all RIT students, faculty, and staff.

Q: What will replace the Social Security Number as identification?

Social Security Number has historically been used as a unique ID number for students, faculty, and staff. To eliminate use of the SSN except where absolutely necessary, we will create a new unique identification number: the RIT University ID (UID) number. The UID will replace the SSN for all (a) transactions involving student records or (b) transactions using the RIT ID card. SSNs will still be required information within university records, but the SSN will not be used at RIT to simply identify a person.

Q: What will be the format of this new number?

The RIT University ID will be a nine-digit number with the format nnnnn-nnnn. The nine digit format was purposely selected to minimize the impact on university systems that use SSN as an identifier today. The dash in the format nnnnn-nnnn will be used for display purposes only, and will not be stored with the number itself. The purpose of the dash is to make the number easier to remember, similar to how phone numbers are formatted.

ITS is "Canning the Spam": Additional Filtering Solution Recommended for Campus Use

By Tom Dixon, tom.dixon@rit.edu

ITS is working on a campus wide solution to provide better filtering options for junk email known as *Spam*. ITS continually watches current spam trends and manually enters filters to prevent spam from reaching your inbox. Manual filtering is not necessarily the most efficient way of providing spam filtering, nor does it catch everything that users would like it to catch.

Over the past several months, an ITS team has been investigating several commercial solutions to this problem. The list has been narrowed, and the team has recommended a product created by Symantec, called **Brightmail**. Brightmail will soon be incorporated into our hardware array to automatically filter unwanted spam messages from incoming email. This brings up the question, *"What does that mean for me?"*

Brightmail does two main things. First, the software scans incoming email for obvious Spam messages, many of which RIT currently blocks. Second, Brightmail will scan for "potential" spam. This scan quarantines email messages that the product believes is spam.

The scans will create a quarantine list. Users will be able to enter the quarantine list and determine if the message is indeed spam or not. Users may leave messages in quarantine which will eventually be deleted, and mark any other similar messages as spam. Releasing a message from quarantine will allow the message to return to your inbox, and thus all other messages similar to this will then be sent to your inbox in the future.

The Brightmail project is being developed to help RIT users get security back in their email. Using this solution will make your inbox virtually spam-free. This is a solution which many users have been asking for. In fact, it was the number one concern in the 2005 Spring ITS Customer Satisfaction Survey (distributed to students, faculty and staff this past year). ITS has heard your concerns and is actively working to make your online-life better.

Spam By The Numbers

Current industry estimates indicate that approximately 90% of all email received via the Internet is spam. As you can see in the table below, ITS is getting much better at catching spam at the gateway to RIT. We are, however, a long way from catching the 90% that the industry has estimated.

We are currently able to filter out 59% of all messages as spam. We estimate being able to block more spam with the added filtering capabilities of Brightmail.

Why are we being so aggressive?

The numbers speak for themselves. In four years, RIT has seen an increase in total messages received by nearly 5 million messages per half-year period. However, the number of legitimate email messages has remained constant at approximately 500,000 per half-year period.

While the legitimate mail messages are expected to remain relatively constant, projections show that spam messages will continue to rise almost exponentially. Our current system can not continue to hold back the flood water. It is time to build a permanent dam to block these messages. As you can see in the table below, Brightmail will be the dam to aid in securing our network even further.

About Brightmail

Brightmail is a spam-filtering product being used in 20 countries with 300 million customers. It is integrated as part of the spam filters for nine of 12 major Internet Service Providers. This project is continuing in a test phase through Fall Quarter.

Year	Incoming Mail	Removed Spam	Total Delivered Messages	% of Messages as spam
2001 (1st half)	1,530,000	260,000	1,270,000	17%
2002 (1st half)	2,240,000	400,000	1,131,000	18%
2003 (1st half)	3,470,000	920,000	2,460,000	27%
2004 (1st half)	6,290,000	2,900,000	3,390,000	46%
2005 (1st half)*	6,390,000	3,760,000	2,630,000	59%
2005 (2nd half)#	Est.6,390,000	Est.5,900,000	Est.500,000	Est. 99.9%

* Before Brightmail
\# After BrightMail

Is Your RIT Email Address the "pits"?

Name-based email means not having to say you're sorry

By Dave Pecora, Associate Director, ITS dlpits@rit.edu Dave.Pecora@rit.edu

When I joined RIT in January of 2002, I gave my new email address (dlpits@rit.edu) to many of my colleagues so I could keep in touch with people I had met and worked with over the years. Inevitably someone would write back "So Dave, exactly why are the last four letters in your email address pits?" Having nothing clever or handy as a response, I would usually attempt to explain the 3-initial plus department account naming algorithm developed years ago at RIT. This tended to bore the very people I wanted to keep in touch with, but I had no better answer.

Name based email turned out to be the answer.

Email addresses: There are multiple email addresses per account.

Every account has more than one email address. All accounts have a basic account name email address. All users can optionally set up a personalized email address. And, as of about a year ago, all faculty and staff accounts have a name based email address.

1) Account name email address

Every account has an email address based on its account name. This is the email address still most commonly used at RIT. Account name email addresses follow the format <account name>@rit.edu. My account, for example, is "dlpits" which means I have an email address of dlpits@rit.edu. This email address is automatically generated for each account and cannot be changed. But that doesn't mean you're stuck with it - all accounts have alternative email addresses which can be used to send email to you and printed on business cards.

2) Personalized email address.

Each account can have a personalized email address, which follows the format <your choice>@mail.rit.edu. You can choose what goes before the "@" sign.

Personalized email addresses are optional – you don't need to have one. If you chose to set up a personalized email address, go to http://start.rit.edu and click on "Manage your mail preferences". (Be careful on this page as some of the options can change where your mail is delivered). About midway down the page, you see the option to set your personalized email address. The only rules here are: 1) letters and numbers only - no special characters, and 2) what you enter cannot already be used by someone else. Personalized email addresses have been available for years – mine is dpecora@mail.rit.edu.

3) Name based email address.

Personalized email addresses are great – but the fact that its format contains "@mail.rit.edu" can make it more difficult to remember. Most email addresses are not formatted with the word "mail" after the @ sign. Also, because the format allows for personal choice, there are many different formats at RIT. I chose dpecora@mail.rit.edu, but I could have just as easily chosen davepecora@mail.rit.edu or dlpecora@mail.rit.edu, or made up a name for myself. Such flexibility is handy, but can make it difficult for someone to remember your email address.

Name based email addresses are, well, based on your name. They follow the format "<first name>.<last name>@rit.edu". They require no set-up – if you are a faculty or staff and have an RIT computer account, you have a name based email address. (Student accounts do not have name based email addresses – for privacy reasons.)

The name used for your name based email address comes directly from the Oracle HR system. Your official name on file with the university is what is used. Middle names or initials are not used by default. If your nickname is not your official name on file with HR, you can change your name entry in the directory to use a common nickname.

To change your name in the directory, go to http://start.rit.edu and choose "Manage your identity preferences". Here you will be given a limited set of options for your name. The only person to ever call me David was my mom so I changed my name from David to Dave. This gave me an email address of Dave.Pecora@rit.edu, which I find much more professional and aesthetically pleasing than dlpits@rit.edu.

Common nicknames are available via the drop down choices on the page. If you go by a name that is not available on the form, you can contact the ITS HelpDesk (by phone at 475-4357 or 475-2810 TTY, or online at http://www.rit.edu/its/help) to request that your name be changed in the directory.

So go ahead – use the name your parents gave you. Put it on your business cards and in your email signature. And save time by not having to explain it to your friends.

Every account has more than one email address. All accounts have a basic account name email address. All users can optionally set up a personalized email address. And, as of about a year ago, all faculty and staff accounts have a name based email address.

@rit.edu

ITS Length of Service Honorees

The secret of joy in work is contained in one word - excellence. To know how to do something well

Ed Buffan

Several staff celebrate length of service with RIT and ITS this fall. From 30 years to five years, the men and women of this group have distinguished themselves as integral parts of the ITS organization. They have been recognized for their customer-oriented approach to service and their abilities within an ever-changing IT industry. Each of their managers has written a bit about their responsibilities within ITS and their positive impact on the organization and RIT.

Ed Buffan: 30 Years Length of Service

By Kevin Schoenfeld, Technical Support Services, Kevin.schoenfeld@rit.edu

It isn't often you run into a professional in the computing industry with decades of experience under their belt, much less one who has been at RIT from its earliest days of information technologies. This year, Ed Buffan reaches the 30-year milestone with the ITS Technical Support Services.

Well, I should qualify: Although functionally Ed has worked for the same department for these thirty years, it wouldn't be fair to say he's worked for ITS for all of that time; the department has changed names at least twice. Some of us remember when ITS was called Information Systems and Computing (ISC), but Ed might be one of the few around when it was called the Office of Computing Services (OCS).

Ed currently is a member of our Systems Administration team, and has responsibilities to help keep critical computer services up-and-running in the Data Center. His current domains of expertise include the VMS and Digital Unix systems that ITS hosts. He also has a great breadth of knowledge of other Data Center systems and operations, particularly with the backup/ recovery environment.

He didn't start back in 1971 as a Systems Administrator, however. Ed began his tenure at RIT as many of us have - as a student, and was here for the "birth" of Computer Science House in 1973. After studying Mathematics in the College of Science, he started working in the Data Center as an operator in 1975. Things in the Data Center were different, and in its infancy, the main system was a Xerox Data Systems (XDS) Sigma 6.

Things have obviously changed quite a bit now that the Data Center hosts over 130 nodes. Ed noted, however, that while the size of the campus, its buildings, student body, and what is now known as ITS has grown in size, the machines have gotten smaller and smaller.

Ed has seen both fun times – he had been integral in fielding a winning ISC/ITS softball team to play against other departments; and not such fun times- like when a water main broke outside the Ross Building where the Data Center resides, while at RIT.

ITS congratulates Ed on 30 years with RIT, and thanks him for his dedication and support.

Vince Incardona Celebrates 20 Years at RIT

By Dave Pecora, Associate Director, ITS – Dave.Pecora@rit.edu

When Vince Incardona started at RIT as a professional photography student in 1979, the campus was a very different place. "Lots of the buildings you see today were not here back then, or even just a few years ago. The campus has physically changed a great deal, and while growth is good it brings a set of challenges," Vince said.

Vince later changed his major, and graduated from RIT with a Bachelor of Technology in Computer Science in 1984. Vince then took a job as a salesman at a computer store in downtown Rochester. Vince was "too honest" for computer sales, and decided very quickly that it wasn't for him. "I found myself always trying to save the customer money," he said, which resulted in less income. He decided to return to academia, and joined ITS (called Information Systems and Computing, or ISC, at the time) in 1985.

Vince Incardona

Vince is the Team Lead for the ITS Desktop Support team. This August, Vince celebrated his 20th year on staff at RIT, not including his years as a student employee. All of those years have been spent with ITS, although the division has been through three different name changes since he started as a student employee in the early 80's. While his employer and division have remained the same, his job never seems to stay the same for very long.

Cutting edge technology is what first attracted Vince to work at RIT, and the constantly changing technical environment is one of the things that keep him here today. "Universities like RIT get the best hi-tech toys, more often than corporations, which tend to lag or hang back when it comes to technology," he said.

During the 90's, Vince became interested in organizational behavior and entered the MBA program at RIT. "I eventually became much more aware of how people and processes interact with technology to make it effective. Very few problems can be solved by technology alone." Vince received his MBA with a concentration in Management of Technology in 1997.

Vince's view is that while much has changed at RIT, some elements of the culture have remained the same. "RIT culture has always been one that rewards action and results. It's not a place where people come to 'find themselves'. People seem to know what they want, and they go after it," he said.

Interaction with his student employee staff is one of the most enjoyable aspects of Vince's job. Many of his students have come back specifically to thank him for the on-the-job lessons they learned while working within the ITS Desktop Support team. "Some of them categorically state that if it weren't for working here, they would not have graduated." To Vince, this is probably the most rewarding aspect of his work at RIT.

Congratulations to Char Ipacs
on 15 years with RIT

By Dan Tobin, Associate Director, Technical Support Services, dan.tobin@rit.edu

Please join me in congratulating Char Ipacs of the ITS Communications Services team in recognizing 15 years of service with RIT. Although Char has always been on the telecommunications team, that team has changed through the years. She started at the Telecommunications Services Help Desk when the team reported to Physical Plant, now Facilities Management Services, (FMS). She was responsible for taking customer telephone requests, service calls and preparing work orders.

Char joined ITS when the Telecommunications team was transferred from FMS. In October of last year, the team made another significant transition when Telecommunications Services and the Network Team were combined to form ITS Communications Services. Char's responsibilities now include voice mail administration, move-add-change configuration for telecommunications, configuration of automatic call distribution (ACD) trees and scheduling of contractors, among other things. She also is learning more about the networking side as we continue to cross train within the converged Communications Team.

Char's most memorable projects include the telephone switch replacement project and voice mail implementation project, which ran concurrently. She also remembers the CIMS Building project as the first major construction project that she participated in.

Outside of RIT, Char is a true "soccer mom," following her daughter in three different leagues, often volunteering to help out. She is also active in her community and has been on the East Irondequoit School Board for five years. Char is also a former president of the East Irondequoit PTA.

Char Ipacs

Although Char now lives in Irondequoit, she grew up in Henrietta and still comes back every day! Congratulations again. Thank you for 15 years of dedication and all of your hard work.

Doug Heckman, TSS Operations Specialist, Celebrates 10 Years

By Debra Fitts, Associate Director, ITS Data Center Operations, debra.fitts@rit.edu

Doug Heckman, Operations Specialist in the ITS Data Center, is celebrating his tenth anniversary of employment at RIT. Doug was hired in July, 1995 as a junior computer operator, progressed to computer operator and senior computer operator and, in 2005, moved to his current position as operations specialist.

Until recently, Doug's work had centered on the mainframe, and included batch work and printing high volumes of output. It required him to work various shifts and weekends throughout his career, including many years of Friday nights! His work continues to expand in order to keep pace with the numerous changes in the Data Center. He frequently uses his knowledge in Unix, Windows, security and scheduling to provide excellent service in Operations.

Jim Collins Celebrates Five Years with ITS

By Dan Tobin, Associate Director Technical Support Services, dan.tobin@rit.edu

Doug Heckman

In the past year, Doug has resumed his college studies and is enrolled in the Applied Networking and System Administration program at RIT. Doug and his wife, Carin, live in Henrietta, and are proud new parents of a baby girl, Riley.

Please join us in congratulating Doug on his 10 years of service for RIT. ITS is pleased to have him as a member of the Data Center Operations team and we thank him for his years of service to RIT.

Please join ITS in congratulating Jim Collins on five years of service with ITS. Jim is currently a Communications Analyst III/Project Specialist. Like many ITS employees, Jim actually started his career at RIT a little earlier as a co-op and student employee working for Physical Plant (now FMS).

While at Physical Plant, Jim was a co-op Project Manager working mainly on renovation projects. This was great on-the-job training for his first position with ITS as a Communications Analyst, where he was responsible for telephone moves, adds and changes in addition to new construction and renovation projects. Jim still maintains these responsibilities, but now has a more significant focus on project management. Jim has managed several new building projects and major renovations projects for the

Jim Collins

Communications Services team, including the new Golisano building, buildings 13, 86 and 89, Greek Housing, the final phase of University Commons and the RIT Inn and Conference Center.

Outside of work, Jim enjoys auto racing, playing golf and spending time with his daughter Caitlin, who plans on attending RIT starting in Winter Quarter to study marketing.

Jim's interest in golf has also helped to benefit RIT. For two years Jim and Ted Weymouth (FMS) have organized a golf tournament for RIT contractors and vendors, with the proceeds benefiting RIT's *Powered by the Future Capital Campaign*. To date, their efforts account for over $8,400, with ITS's portion of this year's proceeds benefiting the Philip Rosenzweig Memorial Scholarship. (This scholarship, which will be awarded to IT students once it is fully endowed, is in honor of Philip, an RIT alumnus who died in the American Airlines flight 11 crash into the World Trade Center on 9/11/2001.)

When you work with Facilities Management on a new building or renovation project, Jim is most likely the point person within ITS to ensure that your phone and network needs are met when you move in. He is one of the many dedicated, hard working people who work to provide timely, quality services to you, our customers.

Mobile Services Project Update

Mobile Email and Data Access Expands at RIT

By Jack Mangione, ITS Project Specialist, jack.mangione@rit.edu

Mobility is the new buzzword in the business world and at RIT. Mobility is the ability to provide for anytime, anywhere computing capability, and anytime, anywhere access to system applications especially email and instant messaging.

The mobile application environment to date has been seen as portable computing. Laptop computers are taken on the road; work can be accomplished from home over increasingly faster broadband connections, or utilized from many remote sites. The laptop has become an extension of a desktop computer with the same operating system, application build, help desk staff support and the same IT tools, even though it is often used in very different circumstances.

ITS is in the early stages of a transition from existing portable computing environments to one where a diverse mix of devices is present e.g., Palm and Microsoft Pocket PC handhelds, BlackBerry email devices, Nokia and Palm smart phones. It is expected that within the next 2-3 years, users may have multiple data access devices which will be used on a regular basis. Regardless of the number of mobile devices, campus customers will need system support.

As part of the **Mobile Services Project**, ITS will make customers' Exchange email and calendars available to most handheld devices. Security measures are also being taken into account through the project.

Mobile services will first be made available to Pocket PC and Palm devices for connectivity to Exchange email and calendaring through the users' preferred cellular carrier. BlackBerry device connectivity is in testing now and will be available soon.

Faculty, staff and students will be free to choose the handheld device of their choice, along with the cell carrier of choice. Information on account activation and email connectivity will be available on the ITS web site along with cellular vendor support information, device information and security recommendations.

Stay tuned for further communications announcing this mobile service offering. If you have any questions contact your system administrator or send an email to me at jack.mangione@rit.edu.

Profiles in CO-OP

By Dianne Parker, Distributed Support Services, dianne.parker@rit.edu

*Each month, ITS News features profiles of the co-op students who work within our Division. This month our featured co-ops are **Colleen Robinson** and **Dave Walker**.*

Colleen Robinson comes to ITS from East Amherst, New York, just outside of Buffalo. She lives there with her parents and two younger brothers who are still in high school.   She is currently enrolled at RIT as an Information Technology major. She recently started her third year.

Colleen selected Information Technology as she has always been interested in computers and she is especially interested in web design. The IT program allows her to develop skills in that area, and it also allows her to explore the human factors side of IT, that of assisting people in using computers everyday.

In her free time Colleen enjoys Irish dancing. She has been dancing for 10 years and is a championship level dancer. What she loves most about Irish dancing is that she gets to compete all over the world, make new friends, and teach dancing to the younger children in her dance school. Her ultimate goal is to join a traveling production like *Riverdance* or *Lord of the Dance*.   She also likes reading and swimming

Colleen's current position at ITS is called Resnet co-op. She chose to work at ITS for several reasons. She had previously worked for Resnet as a residential computing consultant. When she heard they were looking for a co-op, she decided it would be a great opportunity for her to help compile all the information about residential computing and gain more experience in web page development. She enjoys working for ITS because, "It is always a challenge and every day I learn something new. Everyone I have interacted with who works for ITS is helpful and friendly. I can always ask someone for help. It is great to create something that will not only benefit the students, but also the people who work at Resnet," she said.

Colleen would recommend a co-op with ITS to others because, "It is great to get experience in your field before you leave RIT and I have learned a lot working for ITS during the school year and also on co-op."

Being able to manage her classes, work and dancing has been Colleen's most significant accomplishment to date, she said. "I am able to balance all of these and even have time to relax with my friends. I am also proud to travel to international Irish dance championships while balancing everything."

Colleen is a great asset to the ITS Resnet team.

Colleen Robinson

Profiles in CO-OP

Our second featured co-op is **Dave Walker**. He comes to us from Princeton, NY where he lives with his parents and one younger sister. Dave started in the Computer Science program and has since changed to the IT Networking and System Administration program as networking was of particular interest to him. He also just began his third year at RIT.

Dave is a system programmer in the ITS Technical Support Services (TSS) area. He chose this particular co-op because he heard it was fun and he wanted to see how the software we use works. He has enjoyed working in TSS and likes the environment.

"It is great working in the Data Center. The people are fun and I never know what to expect from them," he said. Dave would recommend this co-op to others. "Yeah, it has been a great time. I learned a lot about how the workplace is in an education environment compared to a corporate one."

Dave programs in his spare time. He is currently working on an integrated address and contact list sub-system for GNI/Linux OS. He recently went to Defcon, a hacker conference which he enjoyed tremendously. He also has worked to attain Eagle Scout in the Boy Scouts of America, something which he is very proud of accomplishing.

We are very happy having Dave on our team in ITS and look forward to working with him as a part-time student employee through the fall.

Dave Walker

Vince Incardona Celebrates 20 Years at RIT

Vince's career may have started in the days of paper tape and punch cards, but new challenges at work keep him up-to-date. This year, Vince and his ITS Desktop Support team have played a key role on a couple of campus-wide projects: the launch of a new ITS file services environment, and the implementation of a security tool to centrally manage desktop anti-virus software. He is also charged with the responsibility for servicing an increasing number of desktop devices without expanding his resources, which requires a great deal of creativity. Challenges like these are sure to make Vince's twenty-first year at RIT very different from the first twenty.

RIT Joins Supercomputing World Community Grid

Millions of personal computers sit idly in businesses and homes worldwide. What if each of the world's estimated 650 million PCs could be linked to focus on the most complex biological, environmental and health-related issues?

RIT is a new partner of World Community Grid, joining the IBM Corp. and a group of other universities, foundations and companies. The World Community Grid establishes an infrastructure that provides researchers with an available pool of computational power that can be used to solve problems plaguing humanity.

RIT will initially launch the project with a controlled group of computers in an ITS-managed lab in Nathaniel Rochester Hall. After a pilot period, Information & Technology Services and the Information Security Office will evaluate next steps for further application on RIT-owned computers. For more details, visit http://security.rit.edu.

"World Community Grid provides RIT with an efficient and effective way to make a difference in solving complex problems around the globe," says RIT President Albert Simone.

Grid technology joins together many individual computers, creating a large system with massive computational power that exceeds the power of a few supercomputers. World Community Grid will address global humanitarian issues such as new and existing infectious disease research, genomic and disease research, and natural disasters and hunger.

The benefits are proven, says Susan Puglia, an IBM vice president and a member of RIT's Board of Trustees. In 2003, IBM was one of the sponsors of a smallpox study that took advantage of grid computing. The study, using today's largest super computers, would have taken years to complete. With grid computing, this study was completed in less than six months, explains Puglia.

"We are pleased to bring RIT on board," says Puglia. "World Community Grid will be the world's largest public computing grid benefiting humanity."

After only a few weeks, the NRH computer lab has produced an amazing amount of data. The lab is assigned points daily based on individual and overall run times and time calculated to perform a task. These points assist in calculating the contribution to the project. There are currently 71,134 participants offering 115,019 computers, located throughout the World. To date, the Grid has resulted in a run time comparable to 12,273 years.

Stay tuned for further information on how the NRH computer lab on campus is contributing in the world effort to better our planet!

Portions of this article provided by University News Services, posted on 14-JUL-05

Student ID Replacement Project

Q: If the new number is nine digits in length, might it be the same as someone's SSN?

No, steps are being taken to ensure that this does not occur.

Q: Will everyone get a University ID number?

Yes, all RIT students, faculty, and staff will receive a unique University ID number. In addition, everyone with an RIT ID card will be assigned a University ID number. This includes alumni, retirees, contract employees, and any other individuals that have an RIT ID card.

Q: I'm an employee. Will my University ID number be different from my employee number?

Yes.

Q: When will I use my University ID and when will I use my employee number?

The RIT University ID will replace the SSN for all (a) transactions involving student records or (b) transactions using the RIT ID card.

Employee number will still be used for employment related transactions such as the I-9 and Employee Action Forms (EAF) used by Human Resources.

Q: What if my University ID number is compromised? Can I get a new one?

Yes, if your number is compromised or stolen, it will be possible to request and receive a new University ID number.

Q: Will everyone in the university need to get a new ID card?

Yes, all RIT ID cards will need to be reissued. This is because the current card contains your SSN on the barcode (front of the card) and on the magnetic stripe (back of the card). The new card will contain the University ID number in the barcode and on the magnetic stripe, but will not contain your SSN.

Q: Will the new ID card be the same format as today?

Probably not. The look and format of the RIT ID card is currently being

reviewed by the Registrar, and may be changed.

Q: Will everyone need to get their picture retaken?

No. Even if the format of the RIT ID card is changed, it will not be necessary to get a new picture taken. The Registrar will be able to issue RIT ID cards using your existing photo on file.

Q: When will the conversion take place?

Implementation will take place from May 27 - June 4, 2006, which is immediately after the end of the Spring academic quarter. This was determined to be the best time to implement, as this is a break week, and the May 27-29 weekend is a long weekend due to the Memorial Day holiday.

Q: What systems will be down during the conversion, and how long will it take?

We expect that the major systems supported by ITS will take between 2-3 days to convert, and will be down

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Maria Aglietti	CAST		James H Moore	F&A	Information Security Office
Bradley J Coudriet	CIAS		Jennifer Ford	F&A	Audit
Linda Georgakis	CIAS		John Zink	F&A	Risk Management
Michael Dear	CIAS		Jonathan Maurer	F&A	Risk Management
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Nick Francesco	COB		Kathleen Cole	F&A	Student Financial Services
Maryjane Frind	COE		Laura O'Donnell	F&A	F&A Systems and Technology
N Richard Reeve	COE		Lyn Kelly	F&A	Controller's office
John Smithgall	COLA		Martin Becker	F&A	FMS
Dale Cenzi	COS		Mary Niedermaier	F&A	Housing Operations
Peggy Glitch	Development & Alumni Relations	Alumni Relations	MaryBeth Nally	F&A	Student Financial Services
Sharon Lonthair	Development & Alumni Relations	Development Services	Peter Briggs	F&A	Campus Stores
Daniel Shelley	EMCS	Admissions	Renee Brownstein	F&A	HR
Dianne Ellison	EMCS	Graduate Enrollment	Robert Laros	F&A	Bookstore
Emanuel Contomanolis	EMCS	Co-op and Career Services	Russell Tripoli	F&A	Housing Operations
Joanne Stuewe	EMCS	Student Employment	Sean Davie	F&A	F&A Systems and Technology

during this conversion period. This includes SIS, STARS, and Faculty Advising. Conversion time will also be needed for Financial Aid, Admissions, and the Oracle HR system.

Many other systems supported by other colleges and divisions will also need conversion time. Please check with the systems administrator or support team for these systems for more information on outage time.

Q: Will I ever be asked to supply my Social Security Number at RIT again?

Yes. SSN will be kept on file as a part of official university records for each RIT student, faculty, and staff. SSN will also be used where absolutely required, for example when applying for financial aid and for payroll processing.

Q: How is the project organized, and do I have a representative?

A task force was established in the fall of 2004 to guide the university through this project. See the chart at left and below for members of the task force.

RIT Hosts Explore Rochester IT Symposium October 28 at GCCIS

As part of a continuing effort to retain talented IT graduates in the Rochester area, Explore Rochester IT is sponsoring a Symposium on Friday, October 28th 2005. Explore Rochester IT was created by the Chief Information Officers (CIOs) of the major Rochester area employers. Open to students in the information technology field, the Symposium is an opportunity to have "future IT professionals talk to current IT professionals about their jobs in Information Technology," said RIT Chief Information Officer, Diane Barbour. Students will participate in panel discussions with local corporate and academic Chief Information Officers. They will also have an opportunity to meet IT staff who are using innovative technology. The objective is to acquaint IT students with the various types of jobs and opportunities in the IT profession.

"Every year, our local colleges graduate students with IT degrees and many of these students leave the area to pursue jobs out of state, " said Fran Versace, ITS Student Employment Manager. "This program is an effort to retain the best and the brightest here in the Rochester area, and to encourage local IT businesses to hire these talented young people."

The Symposium is focusing on third and fourth year IT students from Nazareth, St. John Fisher, Roberts Wesleyan, University of Rochester, RIT, SUNY Geneseo and SUNY Brockport. "We expect to have more than 150 students participating," Versace said. While this is not a job fair, we believe the students will be excited about the exposure to local IT leaders and their staff. We expect them to leave here with a sense that "Rochester, NY is a great place to work in IT."

The corporate and academic sponsors and participants in the Symposium are Wegmans, Energy East, Paychex, Excellus, Frontier, Eastman Kodak, Bausch & Lomb, and Xerox as well as RIT. For more information, contact Fran Versace at fran.versace@rit.edu

Name	Division		Name	Division	
Sean T Cartwright	F&A	Payroll	Michelle Cometa	ITS	
Tina Karol	F&A	Purchasing	Patrick Saeva	ITS	
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David Hostetter	ITS	Project Champion	Gregory Moss	Student Affairs	Athletics & Recreation
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John Whitely	ITS	Institute Research	Roberta Dinoto	Student Affairs	Margaret's House

DSS Computing Labs

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

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- 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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