

FALL BRINGS NEW SERVICES & FACILITIES

EXCITING NEW RESOURCE CENTER FOR FACULTY

The Resource Center for Educational Technology opened its doors September 23, after many months of planning and several delaying hurricanes. The mission of the Resource Center is “to serve the University’s pursuit of academic excellence by facilitating the integration of technology into teaching, learning, and research through collaboration, consultation, skill enhancement, creative design, and content delivery.”

During the first week of operation, 70 faculty members have had an opportunity to drop in, work on a project, receive consultation, or have one-on-one training. Initial reactions have been very positive. “The new Resource Center advocates a bolder technology vision for the future of FIU. The level of customization, collaboration, services and resources available there is incomparable,” said Anthony Normore, Educational Leadership & Policy Studies.

Located in Green Library-150, the Center has 16 PC workstations, two iMacs, a flatbed scanner, a film scanner, Microsoft Office, Adobe Suite (including Photoshop, Illustrator, Go Live, Acrobat Pro 6.0), Macromedia Studio MX (including Dreamweaver, Fireworks, Flash, Freehand), and WebCT. Each PC is equipped with a Zip drive, DVD/CD-RW drive, floppy drive, and a multi-reader (Smart Media and Compact Flash cards). The iMacs have DVD/CD-RW drives, and both systems can accept USB ThumbDrives.

The room is equipped with a presentation podium that includes a Starboard, DVD/VCR, digital document camera, a Crestron control panel, and a ceiling-mounted data projector. The Starboard is a new instructional tool that is currently in use in CP-145 and HM-135 and is planned for installation in at least ten other classrooms. This tool effectively replaces a computer monitor at the podium, and functions much like a tablet PC. The PC screen is actually displayed in the Starboard, allowing a person to annotate on an MS Office file such as Excel or a web page. Each annotated page can be captured and saved as a file.

Team members in UTS Educational Technology Services have been planning and developing workshops specifically for faculty. Workshops are designed to introduce software tools like Acrobat Writer, and specific workshops have been developed to focus on a particular feature of a tool, e.g., “Crop, Chop and Straighten,” a Photoshop session, or “Photoshop/Fireworks: Imaging for the Web.”

There will be several “What’s New in WebCT 4.1?” workshops as

well as demos and discussion of specific WebCT tools such as the Assignment, Presentation, and “Equation Editor” Tools. Other offerings will include enhancement workshops such as “Developing a Faculty Teaching Portfolio,” and “The Brain, Learning and Instructional Design.”

Faculty members can also bring their own laptops and work in a quiet, open work space in the lab. An 8-10 person conference room with video and phone conferencing technology is available as well.

“This is something really new for the University,” said Debra Sheridan, Associate Director/UTS. “We are offering comprehensive assistance and support for state-of-the-art instructional faculty technology endeavors. Students have a lot of open labs available, but faculty members don’t really have a place to go to have access to higher-end equipment they don’t have in their own departments. Our Resource Center can give them first-hand experience with tools that will enhance both face-to-face teaching and online teaching.” *

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Resource Center Coordinator Ivan Santiago works with Dr. R. F. Buckley, Art History

UTS NEWS

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Hurricanes Affect FIU IT Services

Like many others in South Florida, UTS was really challenged by having to prepare for the series of four hurricanes, Charley, Frances, Ivan, and Jeanne, which passed nearby us during August and September. Our staff had really hoped to devote its full attention to typical beginning-of-semester activities and to helping customers with their first experiences with PantherSoft. Mother Nature had other ideas.

Charley (August 12-13) only gave us a brief scare, but Frances posed a real threat. The University and all non-critical technology infrastructure had to be shut down over the September 2-6 Labor Day weekend. Our area received tropical storm winds, so the caution was justified.

Hurricane Ivan posed another serious threat over the September 11-13 weekend. Evacuees from the Florida Keys, housed in the third floor of the PC Building, substantially affected our UTS Support Center operations, and we had to provide a temporary alternative service location. However, an extensive IT equipment/service shutdown was lifted a day early when that monster passed us by further west than expected. Jeanne gave us another bad scare on September 25-26 and required a one day shutdown of some services, but damaging winds stayed north of us.



Fortunately, all the storms passed far enough away from Miami to do any real harm. The major impact was on our personnel, many of whom had to put in late-night hours and weekend shifts to get everything shut down and then restored. The preparation experiences, however, did turn out to be excellent tests of the emergency plans we had been developing over the past several years in conjunction with FIU Environmental Health & Safety and the Emergency Management Group. We refined all our skills — from data backups, to covering and disconnecting equipment, to management conference calls for coordination of storm preparations. We even had special forecasts from one of our staff members who is a trained tropical meteorologist.

We are currently receiving community feedback on the service

shutdowns that were required under the University's current emergency plan and evaluating how smoothly we were able to put the UTS part of this plan into effect. This feedback and analysis will no doubt allow us to refine our emergency procedures and to improve on them. All of those involved in the emergency preparation activities and the follow-up evaluations should be very proud of themselves for working so hard to protect FIU's information technology resources.

But, don't let our good luck lull you into thinking that a natural disaster won't affect you and your personal computing! With this hurricane season in mind, just before all of the above drills began, UTS completed and published a very helpful document, *General Information on Backing up Your Computer Data*. Please take some time now and check this out at the UTS web site <http://uts.fiu.edu>. *

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Be AWARE! IT Security Activities Will Affect YOU!

The IT Security Office (ITSO) has been very busy during the spring and summer with many activities that will help safeguard FIU's information technology assets.

A comprehensive IT Security Office web site, <http://security.fiu.edu>, has been developed and put into place. Many of the activities mentioned in this article are described in detail at the site. There are also numerous, easy-to-read resources and tips posted there to assist you in having more secure computing and networking.

An IT Security Awareness campaign is beginning at the University. Soon, everyone (students, faculty, and staff) will be required to attend a training session and/or watch a security video. Then, they will have to go to the ITSO web site and acknowledge that they have become well-informed about IT security. A big communications effort will publicize this. Security awareness flyers and posters are already being circulated and put up in labs and other high traffic areas.

At the same time, staff of UTS Marketing & Customer Relations and the IT Security Office are giving 30-40 minute Security Awareness presentations to various student, faculty, and staff groups all over the University. If you would like to arrange for a presentation for your staff or organization, please e-mail utsfyi@fiu.edu.

On November 10, FIU will host an all-day Security Awareness Conference

in the UP Graham Center. There will be informative literature and presentations on a variety of important IT security topics. Keynote speaker will be Steven Martinez, Deputy Assistant Director, FBI Cyber Division.

“An Information Technology Security Awareness campaign is beginning at the University. Soon, everyone will be required to... become well-informed about IT security.”

Various new groups, including representatives from all segments of the University Community, have been formed to address various IT security-related issues. For more detailed information on the groups described below, visit the 'IT Groups' section of the ITSO web site.

The Security Architecture Council was tasked with designing an IT security infrastructure for FIU that maintains the operability, functionality and performance of the diverse University network while still protecting our IT environment using “best practice” methods. A comprehensive security plan was presented to the CIO in June. This contains: (1) a comprehensive operating system patch management/anti-virus strategy — tools and resources, and (2) means to protect critical IT resources — firewalls, intrusion detection, etc.

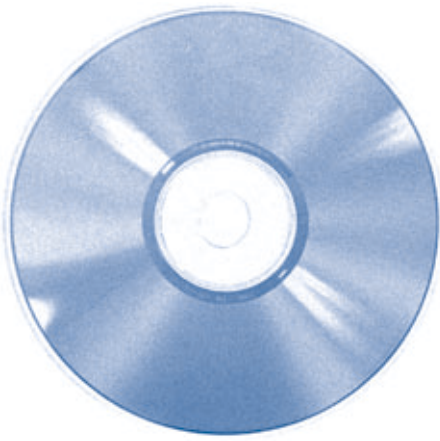
The IT Security Council has been meeting regularly to revise and/or formulate IT policies and guidelines. Several of these (IT General Security Policy and System and Application Management Policy) are now about to be presented to the Executive Council for final approval.

A special Security Incident Response Team (SIRT) has been established. This is composed of key personnel from the ITSO and appropriate UTS work groups. It will identify and lead the response to any significant assaults on FIU networked resources (fast spreading viruses, denial of service attacks, etc.).

The ITSO has developed a list server mailing list, *itsolist*, to distribute/discuss technical security problems and issues. Information on how to join the mailing list is available at the ITSO web site.

On May 19, we participated in a successful disaster recovery exercise at SunGuard, our IT security partner site in New Jersey. This was good server recovery training for UTS/ITSO personnel, and it will be repeated and extended in Spring 2005. *

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Need Software for your computer?

UTS offers discounted and free software to the FIU community—

Adobe products, Microsoft products, math/statistics applications, anti-virus, and much more!

**For a complete list and pricing information, visit the “Software” link, or contact us via an Online Service Request at the UTS web site:
<http://uts.fiu.edu>**

FIU Receives Digital Content Leader Award

Teamwork and faculty support earned recognition for the UTS Educational Technology Services Workgroup as a “Digital Content Leader for 2004” by e-learning system provider WebCT. This is the second year in a row that FIU has been honored with a Digital Content Leader award. Winners were selected for understanding of their school’s e-learning mission, demonstrated ability to reach an extensive number of faculty with the message about digital content solutions, vision for the role digital content solutions will play over the next few years, and dedication to moving the e-learning mission of their school forward through their role on campus.

Digital content solutions involve the use of digital content created by a publishing house to accompany a textbook on a particular topic. This content might contain such things as: chapter objectives and outlines; media (video, audio, animations, graphics, etc.) developed to exemplify concepts within chapters; web links to specific information related to topics covered in text chapters; PowerPoint presentations covering salient points within chapters; a question database covering the entire text; and online chapter quizzes.

The “Digital Content Leaders” were formally announced and honored with a luncheon and certificate presentations at IMPACT 2004: The 6th Annual WebCT User Conference in Orlando (July 11-15, 2004). Representing UTS at the conference were: Mary Haley, Training Manager; Bruce Duffy, Instructional Designer; Sandra McGowan, Training Coordinator; Mabel Morales, WebCT Administrator;

and Irina Rabinovich, WebCT Server Administrator.

At the conference, Sam McCool, University of Nevada, Las Vegas; Adelia Ruiz, Ph.D. candidate from the FIU Modern Languages Department; and Sandra McGowan, FIU UTS, delivered a combined showcase presentation: Part I — “Customizing e-Packs to Fit Your Needs” and Part II — “Teaching Spanish Partly Web-Based: Transition from Tradition to Innovation.”

FIU has been using WebCT in online teaching and learning since 1998. Our use of WebCT has greatly expanded in the last four years as faculty have seen the benefits of making course materials available to students anytime, anyplace, and of making course communication and management much more convenient for all. Please see our comprehensive web pages at <http://www.uts.fiu.edu> [Faculty & Staff pull-down, ‘Teaching with Technology’ link] to learn about how you can begin using, or how you can refine your use of, this exciting instructional resource. *

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New Online System Improves Training Registration Process

UTS has implemented a new Online Training Registration System powered by Peopleware Pro from Peopleware, Inc., an industry leader in providing software for managing events, conferences, and continuing education programs. Since its implementation, the new system has improved the registration process for

those who enlist in the classes and workshops UTS offers the University Community. Anyone who wishes to register for any of the sessions offered by the UTS Training Center, the Resource Center for Educational Technology, or PantherSoft, can do so online with minimum effort.

The Training Registration System is set up like an online shopping menu, similar to that of Amazon.com. Faculty and staff can browse through a selection of available workshops and have the ability to register for various sessions at one time. If a workshop is already full, you have the choice of being put on a waiting list. Also, you create your own username and password, and are able to look up an online history of workshops for which you have registered. Other abilities of the system are: e-mail confirmation, e-mail reminders, and real-time data on session availability.

“The new system is really easy and very convenient to use,” said Tangela Wright, a receptionist at the Duplicating Center, who recently used the new system to sign up for one of the UTS Training Center workshops.

The process is not only simplified for the registrants, but also for the UTS staff managing the workshops and keeping track of the registration. Before they got the new system, the UTS Training Center staff would receive individual messages from each person wanting to register for a workshop. “Before we got



PeopleWare, we’d receive e-mails and then have to copy all the information from those into our master database. Now, once the person registers online, all the information is automatically recorded in the database,” comments Nelly Linares from the UTS Training Center.

The new training registration system puts FIU on a par with other PeopleWare universities such as North Carolina State, Brooklyn College, University of Georgia, and the University of West Florida, and its successful use by UTS may be emulated by other FIU departments. *

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IP Phone Tips

Did you know that your IP phone can display your missed calls?

FIU's new Cisco IP phones have the ability to display caller ID information for missed calls.

To view missed calls:

1. Press the Directories button.
2. Enter 1 on the keypad to select Missed Calls.
3. A list of all missed calls with number, day and time of the call will be displayed.
4. To dial any of the missed calls, highlight the number and press

the Dial soft key (Use the EditDial soft key to insert a 9 [local calls] or 8 + 1 [long distance] in front of missed calls placed from outside the University).

Note: The missed calls display will contain calls from all telephone lines that appear on your phone.

Do you know how to transfer a call that you have received on your IP phone?

It's really simpler than you think:

1. Press the Transfer soft key (caller is automatically on hold and cannot hear you).
2. Dial the number to which you wish to transfer the call (this establishes a New Call).
3. Listen to ringing.
4. Announce the caller.
5. Press Transfer soft key again.
6. Hang up.

If the party refuses the call:

Press the Resume soft key to return to the original call.

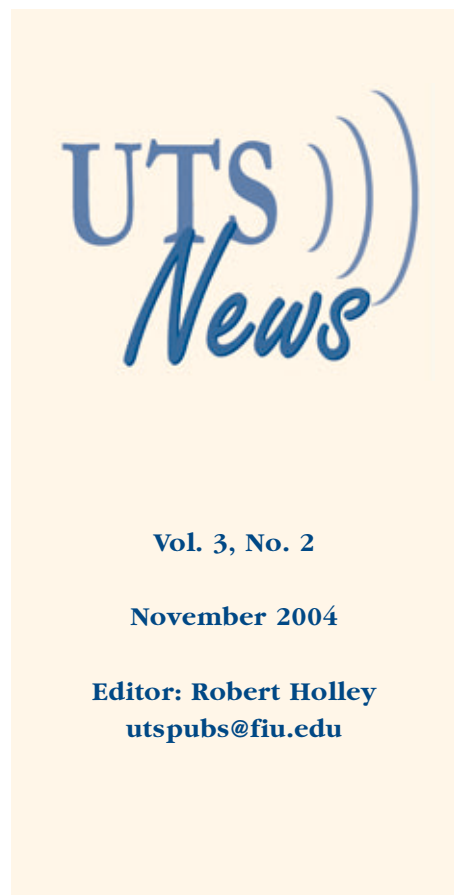
Don't Forget to Check Your Monthly Statements Online

Have you logged onto the UTS Online Billing System lately? Make sure to sign on periodically and verify your department's monthly charges. This new billing system conveniently provides the following information for your department:

- Current information on telephone lines and features
- Telephone service statements and up-to-date Suncom/Long Distance information
- Web access to service charge information
- Detailed online billing history
- All applicable charges consolidated into one report or service statement

Departmental contacts for each area should perform the following functions:

- Access your department's billing statements on the web
- Print and distribute billing statements to staff on a monthly basis
- Serve as a point of contact between UTS and your department



In accordance with the University's policy on personal calls, it is the responsibility of all University-issued cellular phone users to verify their monthly cellular usage in order to reimburse the University for any personal calls made.

Visit <http://utsbill.fiu.edu> to log onto the UTS Online Billing System today! *

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UTS Voice Services

Cellular Phone Services Moved to UTS

Over the summer, the administration of FIU-issued cellular telephones was transitioned from the Department of Purchasing Services to University Technology Services (UTS). We are happy to report that the transition was a smooth one. On July 1, 2004, UTS began supporting the following services for the FIU cellular user community:

- Approving requests for services and equipment
- Reviewing and billing monthly cellular charges to individual departments
- Discontinuing unneeded cellular service
- Providing technical assistance upon request

Currently, users requesting an FIU cellular phone may choose from our Cingular and Nextel providers. Employees interested in acquiring a cellular telephone should initiate a Service Request via our On-line Service Request System at <http://uts.fiu.edu>, or by calling the UTS Support Center at 305-348-2284.

For additional information on University rate plans, service coverage areas, and policies/ procedures for obtaining an FIU-issued cellular telephone, please visit the UTS web site <http://uts.fiu.edu> [Faculty/Staff pull-down, 'Voice Services,' 'Cellular Services']. *

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What's Next...

- LOOK FOR OUR NEXT ISSUE IN FEBRUARY
- PLEASE SUBMIT YOUR OWN FIU COMPUTING EXPERIENCES TO utspubs@fiu.edu FOR PUBLICATION
- SECURITY AT THE DESKTOP
- FACULTY SHARE THEIR IT SUCCESS STORIES