

# ITS Update

Quarterly Update of the  
IT Services Division at TRU

Issue 07 - June 2010

THOMPSON RIVERS  UNIVERSITY

## In this issue

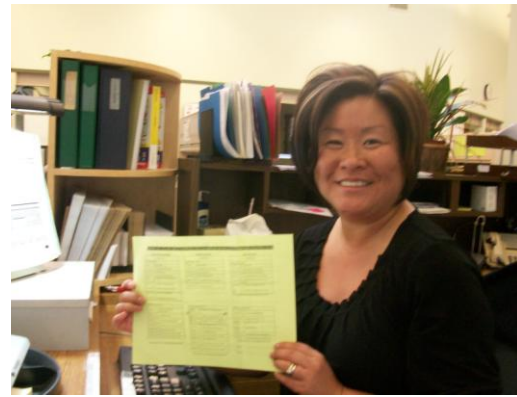
Campus Student Registration Goes Live!	P.2	New IT Services Website	P.5
Major Improvements to IT Disaster Recovery Capability	P.2	Elluminate Technology Shines	P.6
Windows 7 Update	P.3	Power Save & Smart Bars 'Green' Initiative	P.6
TRU Remote Access	P.3	New Computers for Lillooet, 100 Mile House & Ashcroft	P.6
New Faces in IT Services	P.3	New Service Provider for Desktops	P.7
Minimum Password Standards for TRU Systems	P.4	KCC to Provide TRU Laptops	P.7
Information Security Awareness Essentials	P.4	Tips from IT Services – TRU Switchboard	P.7
IT Services Partners with Environmental Sustainability	P.5	Multimedia Classroom Enhancements	P.7
Kudos to IT Services Co-op Student, Lea Baxter	P.5	Mobile TRU is Here!	P.8
Toshiba Multi-Function Devices	P.5		

# project SAGE



## Banner Implementation

## Campus Student Registration Goes Live!



*Pictured is Carol Ryujin-Kawa of the Registrar's Office holding the first registration form.*

The Project SAGE student team and IT Services took the next step forward to project completion by going live with Campus Student Registrations for Fall 2010. This by no means was as simple as throwing a switch. The Banner system had to be configured to meet TRU's complex requirements. Hundreds of fee payment rules had to be developed and tested. Registrarial staff had to be trained in the new system. Extensive testing and retesting was required to convert over 268,168 Colleague student records to the new Banner system.

On Monday, June 7th, admitted web registration priority students could register and pay for courses online through the myTRU portal. As of June 25, approximately 2,162 students have registered for 23,112 courses in the new system. Dennis Mayberry, TRU Registrar, said, "From my experience, the sign of a good system implementation is when nobody notices. We've had a couple thousand course registrations and have heard these have been without any major problems to-date. To me, this speaks to the success of the registration implementation."

This is a major milestone and we thank everyone on the student team for a job well done.

The Project SAGE student team is now focused on completing the major functionality for Open Learning Go-live as well as the conversion of academic history, Faculty services, and reporting.

**myTRU**

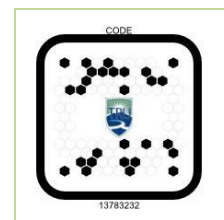
## Major Improvements to IT Disaster Recovery Capability

In early May IT Services lit up its new Cisco Core Switch Routers. In a nutshell all network connectivity in and out of TRU runs through a core switch. This device connects all buildings and the TRU Data Centre, as well as network connections to BCNET and the Internet. This equipment has historically been a single point of failure at TRU. If the one device fails, all services are disrupted. As TRU services need to be available around the clock, this has always been an unacceptable risk to our operations.

To address this risk, TRU has now installed two new Cisco core switch routers, one in BCCOL, the other in OLD MAIN that run in an active-active cluster. In non geek speak, this means that one device can fail and the other switch router immediately picks up the load. This will provide our students, faculty and staff with a more reliable network to conduct their studies, teaching and research.

This was a very challenging project. Congratulations to Wes Cole, David Burkholder and Cliff Harms for a successful implementation.

*View this newsletter on the web!*



*You can download BeeTagg Reader to your smart phone at*

<http://www.beetagg.com>

## Windows 7 Update



Further to our update to the TRU Community in December, IT Services continues to test Windows 7 – 64 bit. There are a number of desktops scheduled to be refreshed in the fall and the goal is to have Windows 7 installed on these machines. Some of the open computer labs will also move to Windows 7 this fall as well as some classrooms where Faculty have requested it.

In terms of rolling out Windows 7 across campus, the priority will be to those desktops scheduled to be replaced, however, if there are specific needs or requirements to upgrade an existing leased computer to the new operating system, these will be done as requests and as time permits.

### TRU Information Technology Services

PO Box 3010  
900 McGill Road  
Kamloops, BC, V2C 5N3  
<http://www.tru.ca/its>

## TRU Remote Access

IT Services has introduced a web enabled remote access solution that allows Faculty, Staff and Students to securely access files on their Novell network drives. It also gives access to applications that are normally only available on the internal network. In order to use this, your computer must have an up-to-date anti-virus application and the firewall must be turned on.

### Connecting to TRU Remote Access

Start up a browser (preferably Internet Explorer), then go to one of the following links:

TRU Staff and Faculty – <http://truvpn.tru.ca>

- Login with your Novell username and password

TRU Students – <http://mytruvpn.tru.ca>

- Login with your Novell username (different from myTRU) and password (as you would on our wireless network)

TRU Guests – <http://intruvpn.tru.ca>

- Login with your assigned Guest username and password

Find out more by going to:

<http://www.tru.ca/its/hdesk/remotearchive.html>

## New Faces in IT Services

Please join us in welcoming...



Rita Hodge  
Leasing Clerk



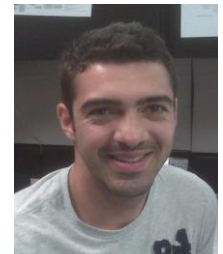
Lea Baxter  
Co-op Student



Aaron Shack  
Co-op Student



Nicole Robinson  
Divisional Secretary II



Behlul Yavasgel  
Software Analyst III



# Minimum Password Standards for TRU Systems – Is Your Password Secure?

Passwords are one of the easiest and most common methods used by hackers to gain access to systems. Create strong, secure passwords that are easy for you to remember! Change them at least every 90 days. Passwords should be easy to remember, hard to guess, memorized and kept a secret! Here's how:

- ✓ Use a minimum of 8 characters and a combination of at least 3 of the following:

CAPITAL LETTERS  
lower case letters  
Numbers 0123456789  
Special characters !@#\$%^&\*()\_+={}|'":?;/;'\"[

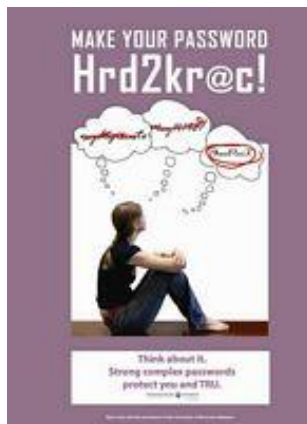
e.g., Gr3enEGg\$@NdH@m! or l@mS0/you.

- ✓ Change your password(s) every 90 days.
- ✓ Don't use proper names or dictionary words—in any language, or international characters
- ✓ Never share passwords or use the same password for all systems you access

## Be even more secure

Consider using a "pass phrase" instead of a password. Passwords can be hard to remember and type, so don't forget that you can use passphrases instead (passphrases are short fun sentences with spaces between the words). Imagine an incredible or funny scene and make that your easy-to-remember passphrase! Here are some examples:

- ❖ 20 carbs a day max
- ❖ a 200% raise is nice
- ❖ I only love Star Wars



As part of its commitment to the TRU Audit Committee, the ITS Department will be working towards enforcing password standards. Stay tuned for communications to the TRU community in the early fall.

*Used with the permission of the University Wisconsin-Madison*

# Information Security Awareness Essentials

The first Information Security Awareness Essentials session was offered in October 2009. There have since been a total of 30 sessions held and approximately ¼ of all Staff and Faculty have now attended. The one hour sessions focused on key concepts, policies, standards, and best practices to build awareness, develop common information security language, and improve information security at TRU.

A big thank-you to the Information Security Training Team who assisted in developing the session content:

- ❖ Bob Barlow
- ❖ Ken Brooks
- ❖ Hugh Burley
- ❖ Karl Fultz
- ❖ Heath Hamoline
- ❖ Brenda Mathews
- ❖ Marlies McArthur
- ❖ Rick Walker

An extra special thank-you to Bob Barlow and Brenda Mathews who graciously volunteered their time to present many of these sessions.

Information Security Awareness Essentials sessions will not be offered during the summer months but will resume in the September time frame.

If you are interested in attending a future session, email Hugh Burley, Senior Technology Coordinator – Information Security Office at [hburley@tru.ca](mailto:hburley@tru.ca).



*Bob Barlow,  
Faculty,  
Computer Systems:  
Operations and  
Management Diploma*



*Brenda Mathews,  
Faculty,  
Computer Systems:  
Operations and  
Management Diploma*

## IT Services Partners with Environmental Sustainability

IT Services has partnered with Environmental Sustainability to develop an application that will help TRU with recording and documenting carbon dioxide emissions being released into the atmosphere at Thompson Rivers University.

Aaron Shack has joined IT Services on a student co-op term basis to conduct research, develop an application, test system functionality and create a reporting front-end for the Carbon Emissions Tracking project. The application will have the ability to store, monitor, and report on environmental data from BC Hydro, Terasen Gas, electric and fugitive emissions, as well as building and car emissions. Aaron will also be responsible for writing the end-user documentation for the developed system.

Aaron is a co-op Computer Science student and is also a graduate from CSOM. He is located in OL222e and will be working with IT Services until September 3rd. Welcome Aaron!

## Toshiba Multi-Function Devices

As of early June, over 75 multi-functional devices (MFD's) were installed across the campus. At the time of installation, the MFD's had limited functionality and could only function as a photocopier. Over the next few weeks, IT Services will be networking the new devices to allow them to print, fax, scan and copy.

There is a fair bit of work involved, including cabling, testing, and implementing security features before the MFD's are fully functional. There is no requirement for users to re-install the new device as this process will be done automatically during the networking/testing process. However, should you experience problems with your printer connection, please see the following for installation instructions:

<http://www.tru.ca/its/hdesk/iprint.html>

Once the networking process is complete, a representative from the service company will be in contact with the departments to arrange additional training.

## Kudos to IT Services Co-op Student, Lea Baxter!



Lea Baxter claimed 3<sup>rd</sup> place for her poster submission on TRU's Mobile Web Strategy at this year's BCNET Student Poster Competition. Lea was awarded her prize during the BCNET/CANARIE Conference Reception on May 4, 2010 in Vancouver, BC.

This year's poster competition showcased innovative technology applications that utilize networks. In order to qualify, students had to have created a unique application that could run over a network, i.e., wireless networking applications, iPhone tools and hand-held appliances applications, high-performance computing and green network technologies.

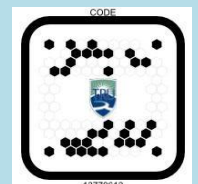
Lea's prize winning poster was displayed during the 2-day BCNET/CANARIE conference to maximize exposure. It was anticipated that over 400 people from academia, government and industry attended the conference.

Congratulations Lea!

## New IT Services Website

TRU's Information Technology Services website has undergone some changes! You can see these changes for yourself at <http://www.tru.ca/its.html>. This is only Phase I of the improvements planned and it is anticipated that additional adjustments will be applied as site content is reviewed/revised and other ideas/tools are implemented to improve the site.

Your comments, ideas and suggestions are appreciated and can be sent to Marlies McArthur, Manager, IT Client Services at [mmcarthur@tru.ca](mailto:mmcarthur@tru.ca).



## Illuminate Technology Shines at International Conference

Illuminate was a hit at the MTMI-TRU 2010 International Conference at the School of Business and Economics on June 12-13, 2010.

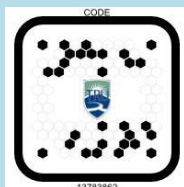
This year's conference experimented with Online participation and nearly 50% of the participants presented their research work Online. The Online part of the conference was a great success, thanks to Illuminate. Of the feedback received, 75% of the participants rated the online component as excellent, with 25% rating it very good. "But for technology, their work would have gone unpublished. This conference also proved that geographical tyranny can be overcome by technology," said Ravi Siva Prasad, a member of the MTMI-TRU organizing committee. "With the success of this conference, TRU proved to be the pathfinder in organizing Online International conferences in Canada."

Heath Hamoline, Senior Client Support Analyst and resident Illuminate expert joined the conference organizing committee as the technical expert. Heath also acted as a Moderator in one of the presentation rooms and impressed the participants.

"With his expertise and technical skills, he made sure that all the proceedings went off very smoothly without any problem. Heath's skills ensure that there was not even a single interruption," said Ravi. "I, on behalf of the organizing committee, thank you and IT Services for making Heath's services available to the organizers of the MTMI-TRU 2010 International Conference."

For more information on how you can use Illuminate to support your teaching, research or services, see the following website:

<http://www.tru.ca/its/hdesk/illuminate.html>



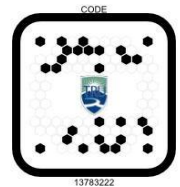
## Power Save & Smart Bars 'Green' Initiative

Power Save is a non-disruptive computer energy management software program that analyzes CPU, disk, keyboard, mouse, and application activity before taking power management actions (placing your monitor, then your CPU, into Standby mode after detected non-activity).

Did you know that computers / monitors without Power Save consume twice the electricity of computers / monitors with Power Save (18.9 kWhs vs. 9.58 kWhs)?

Currently, 54% of all computers have Power Save installed and functioning, which translates into reduced energy consumption and a savings of \$8,300 per year.

IT Services, working with Environmental Sustainability, is taking one step further in its attempt to reduce overall energy consumption by replacing traditional power bars with smart bars. 57% of work stations will have power bars replaced with smart bars, reducing each workstations' energy consumption by 2/3 every week!



## New Computers for Lillooet, 100 Mile House & Ashcroft

In support of the work of TRU's Regional Centres, IT Services is providing 45 off-lease machines to the Lillooet, 100 Mile House and Ashcroft Centres. This equipment will replace older equipment in the centres.





## New Service Provider for Desktops



Voda Computer Systems has been selected as TRU's new managed services vendor to provide desktop replacements and installations for the next number of years. The new desktop replacement standard is a Dell 380 Desktop with a 19 inch monitor.

Voda staff will work with IT Services to ensure a smooth transition from your old computer to your new computer as the replacement cycle occurs.



## KCC to Provide TRU Laptops



KCC has been selected to provide TRU's standard laptops and notebooks. As part of a one year pilot project, when a current leased computer is up for replacement, a laptop option is now being offered as a choice instead of a desktop.

TRU has standardized on the Lenovo product line for these devices. For more information, see the following link:



<http://www.tru.ca/its/hdesk/supportedhardware/leaselaptop.html>

## Tips from IT Services - TRU Switchboard

Here are a few tips that will assist the TRU Switchboard in providing improved telephone service to our public, Students, Faculty and Staff.

Please be aware that if you contact anyone outside of TRU using a TRU telephone, the number listed on their call display will be the TRU's Switchboard, 250-828-5000.

If you haven't left your name and direct telephone number with the person that you called, the caller has no recourse but to call the TRU Switchboard. Unfortunately, the TRU Switchboard is unable to assist the caller because there is no way to determine who from TRU made the call. If at all possible, please leave as much contact information with the person that you've called so they can return your call.

We thank you for your help in our efforts to better assist our callers.

## Multimedia Classroom Enhancements

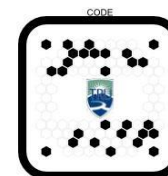
A number of new classrooms in the Williams Lake and Kamloops campuses will be upgraded over the summer to support multimedia (LCD Projector and screen, audio, controls, computer desk, etc.). The rooms slated for upgrade are:

AE263	OM2517	WLK1264
OM1761	OM2552	WLK1292

We also plan to upgrade the audio in the following classrooms.

OM1330	OM1355	AE361
OM1335	S232	TT219
OM1340	AE305	TT255
OM1345		

In addition, 10 projector upgrades are planned, 3-5 Elmos will be replaced, and two new Crestron units will be purchased.



Information on the technology available in our classrooms can be found at:

[http://www.tru.ca/its/mediaservices/multi\\_media\\_classrooms.html](http://www.tru.ca/its/mediaservices/multi_media_classrooms.html)



*Kamloops at dusk*



# Mobile TRU is Here!

## Introducing 14 Features

- (Phase I)
- |                   |          |
|-------------------|----------|
| Lab Stats         | Security |
| Wireless Printers | Facebook |
| Events            | Twitter  |
| News              | Flickr   |
| Food Services     | YouTube  |
| WolfPack          | Telbook  |
| Campus Map        | Feedback |



**What is Next?** As we continue to gather feedback, we will be working on bringing additional and improved services to Mobile TRU.

TRU IT SERVICES  
APRIL 2010