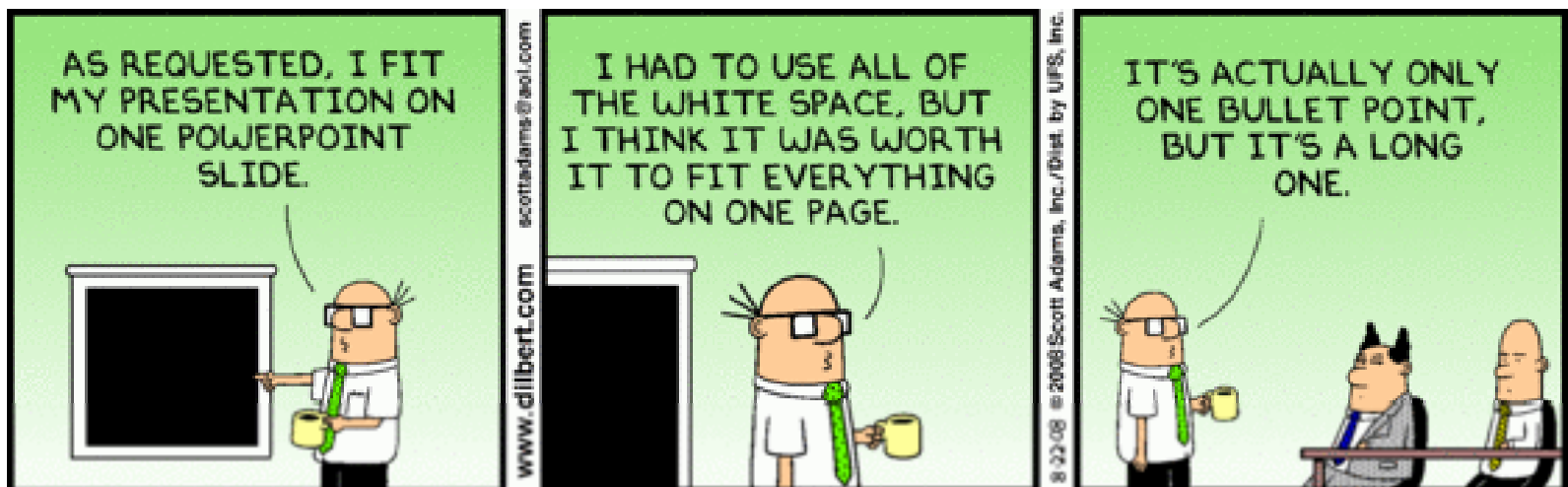


College of Liberal Arts Information Technology

Fall 2011 New Faculty Orientation
Thursday, August 25, 2011



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What is CLA IT?

CLA IT is comprised of a mix of staff and technology resources provided by the College of Liberal Arts and Computer Services.

We serve the students, faculty, staff, and facilities of the College of Liberal Arts. We also support the University Writing Center and Honors Program in Tuttleman Hall and all GIS (geographic information systems) use on main campus, the Health Sciences Center, and Temple Center City.



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CLA Technology Profile

- 271 Tenured or Tenure Track Faculty
 - 166 Non-Tenure Track Faculty
 - 300+ Adjunct Part Time Faculty
 - 205 Centrally Funded Graduate Assistants
 - 30+ Grant Funded Graduate Assistants
 - 100+ Administration and Staff
-
- 1,100+ CLA Affiliates with Office and Computer Access
 - 544 Lab, Classroom, and Kiosk Computers
 - 5,540 FTE Student Majors, 15.0% of all Temple Students (vs. Fox @ 17.8%)
 - 9,123 FTE Students Taught, 27.4% of all Temple Class Seats (vs. CST @ 12.6%)
- Over 1,500 Active Computers
 - 94.9% Windows PC-based, 4.9% Mac, with a trace of Unix
 - 49 Central Servers
 - 124 Shared Departmental and Lab Laser Printers
 - 950 Telephones, 1,900 Data Ports, 195 Wireless Access Points



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CLA IT Level of Support –Offices/Labs

CLA IT is committed to consistently providing one to four business hour response time for *desk-side* service. However, just before and at the beginning of the fall and spring semesters this can be very difficult to achieve and we will help you as best as we are able. At the end of the semester and exam time we are committed to providing 30 to 60 minute response time to desk-side service.

How do I get help in my office?

The Help Desk

<http://www.temple.edu/helpdesk/>

help@temple.edu

215-204-8000/tuhelp.temple.edu

TUhelp

How do I get help in a classroom?

Each classroom has a telephone and/or help button. Please use the telephone in the room and dial the classroom support group noted on the contact sheet next to the phone.



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CLA IT Staff

Marc Getty	Director, Information Technology Building Manager, Anderson & Gladfelter Halls marc.getty@temple.edu – 215-962-5603	CLA Staff
Vinodh Ganesan	Web & Database Manager & Assistant Director vinodh@temple.edu – 215-204-5985	CLA Staff
Jack Knorr	Senior Technical Support Specialist & Assistant Director, Psychology jack.knorr@temple.edu – 215-204-7322	CS Staff
Cyril Ireland	Manager for Classroom & Event Support cyril.ireland@temple.edu – 215-204-5934	CLA Staff
Crystal Schulz	Manager for Computer Labs & Computer Classrooms crystal.schulz@temple.edu – 215-204-3213	CLA Staff
Frank Palazzo	Media Learning Center Manager, MLC/Satellite Operations frank.palazzo@temple.edu - 215-204-5439	CLA Staff



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CLA IT Staff

Lido Paglia	Manager Faculty & Staff Desktop Support lido.paglia@temple.edu – 215-204-8265	CLA Staff
Jose Oyola	Senior Computer Support Specialist – Classrooms jose.oyola@temple.edu – 215-204-8572	CS Staff
Bill Rasco	Computer Support Specialist – Classrooms william.rasco@temple.edu – 215-204-8572	CS Staff
Rodney Holloway	Lab & Classroom Manager – Evenings r.t.holloway@temple.edu – 215-204-3213	CLA Staff
Ben Peters	Technical Support Specialist – Faculty & Staff Desktop Support ben.peters@temple.edu – 215-204-1944	CLA Staff
TBA	Senior Computer Support Specialist – Desktop Support	CS Staff

12 full time staff (1 vacant position) and 12 student workers and interns



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Other CLA IT Areas

Media Learning Center

In AL-21 Anderson Hall, distributes audio and video resources.

<http://www.temple.edu/mlc/>

Educational Technology Center

The Cluster of Drop-In and Computer Classrooms in AL-21, AL-19,
AL-22 Anderson Hall, 210+ Stations

Weiss Media Services

A/V Support for Research Units Located in Weiss Hall

Anderson & Gladfelter Building Management

Space allocation and facilities coordination in Anderson and Gladfelter Halls



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CLA Lab Resources

12 Labs/Computer Classrooms, 4 Mini-Labs, 436 Total Stations

AL-21	100 Seats All PCs	Main Drop-In Computer Lab & Media Learning Center Part of ETC/MLC Lab Complex – <i>Renovated Summer '10</i>
AL-19	45 + 1 Seats All PCs	Computer Classroom – Lecture Hall Style Part of ETC/MLC Lab Complex – <i>Renovated Summer '11</i>
AL-22	70 + 1 Seats All PCs	Computer Classroom – Lecture Hall Style Part of ETC/MLC Lab Complex – <i>Renovated Summer '11</i>
AC 103	24 + 1 Seats All PCs	Language Lab Computer Classroom
AC 104	24 + 1 Seats All PCs	Language Lab Computer Classroom
GH 230	14 Seats All Macs	Video & Visualization Lab <i>New Construction in Summer 2008</i>



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CLA Lab Resources

12 Labs/Computer Classrooms, 4 Mini-Labs, 436 Total Stations

GH 336	21 + 1 Seats Workstations	Geographic Information Systems (GIS) Computer Classroom
GH 543	12 + 1 Seats	Criminal Justice Department Training Room
GH 847	30 + 1 Seats All PCs	Statistics Computer Classroom <i>New Construction in Summer 2008</i>
Weiss 640	30 + 1 Seats All PCs	Psychology-Oriented Computer Classroom
TL 201	16 Seats	Writing Center Drop-In PC Lab
TL 201D	23 + 1 Seats	Writing Center Computer PC Classroom
Ritter 865	2 Seats	Mini-Lab in Economics



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CLA Classroom Resources

In addition to the 11 smart computer classrooms, we have built and maintain 70 smart classrooms and meeting rooms in CLA areas for a total of 81 smart learning spaces in CLA, plus centrally owned/scheduled university level smart classrooms (i.e. Tuttleman Hall) and lecture halls. – See <http://www.temple.edu/clait/LearningSpaces/> for a comprehensive list.

Weiss Hall (12)	Anderson AB Tower (12)	Gladfelter Hall (22)	AC Classroom Wing (24)
Weiss 416	Anderson AL-19 (CC)	Gladfelter 107	AC 2, AC 3, AC 4, AC 6,
Weiss 517 <i>*new*</i>	Anderson AL-22 (CC)	Gladfelter 230 (CC)	AC 7, AC 8, AC 22, AC 23, AC
Weiss 615	Anderson 206 <i>*new*</i>	Gladfelter 213, 231B	24, AC 26, AC 27, AC 28, AC
Weiss 640 (CC)	Anderson 306, 342, 343	Gladfelter 240, 247	102, AC 103 (CC), AC 104
Weiss 642 Video	Anderson 406 <i>*new*</i> , 422	Gladfelter 336 (CC)	(CC), AC 106, AC 107, AC 108,
Weiss 704	Anderson 542, 543	Gladfelter 310, 326, 413	AC 202, AC 203, AC 204, AC
Weiss 711	Anderson 606	Gladfelter 513 (CC)	206, AC 207, AC 208
Weiss B032	Anderson 721	Gladfelter 553, 614, 659	Other (2)
Weiss B033	Anderson 806 <i>*new*</i>	Gladfelter 748 & 764	1810 Liacouras Walk Rm 301
Weiss B035	Anderson 821 - WS Lounge	Gladfelter 812	Tuttleman Hall 201D (CC)
Weiss B036	Anderson 906 <i>*new*</i>	Gladfelter 847 (CC)	
Weiss B037	Anderson 1123 - Screening	Gladfelter 913 Weigley	
Weiss B038	Anderson 1106 <i>*new*</i>	Gladfelter 914 & 946	
	Anderson 1221 - Dean's	Gladfelter 1007 – CHAT	



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CLA Core Servers

Selected Servers, Including Obsolescence Estimate Date

CLADATA	Active – 2012	File server for all areas not under HIPAA or at Ambler
CLAVPRINT1	Active	Print server for all areas not under HIPAA or at Ambler
CLAWEB	Active - 2012	Web and Database Server for all non-HIPAA areas
CLAHIPAA2	Active	File, Print, and Database Server for HIPAA Areas
CLAAMBLER	Active - 2012	File and Print Server for CLA areas at Ambler
CLATUNL	Active – 2011	Neuroscience Research Unix System
CLAMPIP	Active – 2013	Metropolitan Indicators Project Server
CLAVCENTER	Active – 2013	VMWare ESX & VMotion Control System
CLAVM1	Active – 2013	VMWare ESX Server – <i>With 15+ Hosts</i>
CLAVM2	Active – 2013	VMWare ESX Server – <i>With 15+ Hosts</i>
CLAVM2	Active – 2013	VMWare ESX Server – <i>With 15+ Hosts</i>

There is a total of 49 servers in CLA as of August 2011. 80% of these are virtual servers.



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Classroom and Teaching Resources

TUMail Powered by Goolge & Exchange

2 Central E-Mail Systems, Both Same @temple.edu Address
Exchange is Better for Calendar Sharing and Blackberry Use
Google is Best as Web-Based More Web 2.0

TUPortal/Blackboard Course Management System

Please Avoid Listservs for Class Use!

Includes Podcasting, Wiki, and Blog Support

Instructional Support Center

Hands-On Support for Faculty – <http://www.temple.edu/cs/isc/>
Ground Floor of TECH Center Next to Teaching & Learning Center

CLA Media Learning Center

Media Library: VHS, DVD, 16mm - <http://www.temple.edu/mlc/>

All Titles Held On Reserve

Three Title, Seven Day Take-Out Limit for Faculty

All Titles Listed in Online Diamond Catalog

<http://diamond.temple.edu>

Search the “CLA Ed Tech Center” Collection



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Classroom and Teaching Resources

Smart Classrooms

Reserve Early as Limited Smart Cart Use Permitted
Classroom Technology Support (CTS) <http://www.temple.edu/cs/cts/>

Smart Computer Classrooms

Teaching With Smart Technology and a Computer at Every Student Seat

TECH Center (Teaching, Education, Collaboration and Help)

Largest Student Computer Center in the Nation w/ 600 Desktops & 100 Laptops

<http://www.temple.edu/cs/techcenter/>

Drop-In Use for All Temple Affiliates

FLPoLB (Free Laser Printing on a Limited Basis) System

Students allocated 300 Sheets/Semester 7¢ per page thereafter, Double Sided by Default!

TUCapture with Apresso

All visual (projector) and audio (PA system) content presented in a lecture hall automatically posted on Blackboard within 60 seconds of the end of class.

Psych 70 in AL-7 on Friday, Feb. 16, 2007 - <http://snipurl.com/lavr3>

Psychology 60 in AL-17 This Morning - <http://snipurl.com/law4j>

Digital Recorders TUCapture Lite

Handheld Digital Recorders for Audio Capture and Podcasting



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Current Projects



Project Enterprise

Project Enterprise is a major university-wide initiative to integrate and upgrade all major administrative systems into a consolidated, state-of-the-art database-driven infrastructure based on SunGard's Higher Education Integrated Digital Campus platform. This \$38 million, five-year Enterprise Resource Planning (ERP) implementation will replace Temple's aging mainframe systems including the Financial Management System (FMS), the Human Resources System (HRS), and the Student Information System (ISIS), as well as numerous other sub-systems that have been developed over the last 25 years. Approved by the Board of Trustees in June 2007, Project Enterprise is scheduled to be completely implemented by December 2011.

Continued Smart Classroom Expansion

As we reach nearly 100% of all less than 28 seat rooms having fixed technology we are designing a new smaller-scale smart room for conference/seminar rooms. Gladfelter 659 and Weiss 642 were built as technology demonstrators of these new rooms and we hope to have more of these rooms up and running soon.



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**"With Great Power, Comes Great
Responsibility"**

**Uncle Ben to Peter Parker
The Amazing Spider-Man**



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Computer Security is Everyone's Responsibility



7 Online Blunders

Common Mistakes Can Ruin Your Computer or Invite Identity Theft

1. Assuming Your Security Software is Protecting You
 - *Make sure it is active and updated – updates must be <2 weeks old*
2. Accessing An Account Through An E-Mail Link
 - *No matter how official looking it can't be trusted, go directly to website*
3. Using a Single Password for All Online Accounts
 - *Use unique passwords for all online sites*
4. Downloading Free Software
 - *Many downloads can be spyware or not truly free*
5. Thinking Your Mac Shields You From All Risks
 - *Still must have anti-virus - Safari insecure, use Firefox*
6. Clicking on a Pop-Up Ad That Says Your PC is Insecure
 - *Always use X in upper right, or Alt+F4, never click on add-provided button*
7. Shopping Online The Same Way You Do in Stores

From Consumer Reports, September 2008



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Computer Security is Everyone's Responsibility



The threats are everywhere:

Viruses/Trojans Rarely Occur of Late Growing Threat on Macs	SPAM/UBE Unsolicited Bulk E-Mail Everywhere & Not Going Away
Spyware Occasional & Preventable Avoid Entertainment Sites	Phishing Scams Very Common and Preventable Never Click on E-Mail Links
Adware Occasional & Preventable Avoid Entertainment Sites	Data Loss Occasional & Preventable Backup, Backup, Backup!
Malware Occasional & Preventable Avoid Entertainment Sites	Active Hacking Rare, Vigilance Required Most Commonly Inside Jobs



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Computer Security is Everyone's Responsibility



What CLA IT Has Done for Security:

- Stopped Using Social Security Numbers (TUID is primary identifier)
- Implemented a state-of-the-art managed anti-virus system
- Developed and deployed a hybrid of anti-spyware, adware, malware software packages
- Implemented Advanced Multi-Layer Spam Filters
- Designed and Implemented a Comprehensive Patch Management System
- Currently Implementing an Advanced Identity Management System Syncing All Usernames/PWs (TUsecure)
- Strict Technology Obsolescence Policies

Computer Security is Everyone's Responsibility



What you need to do for computer security:

- Never Collect or Share SSNs/DOBs/Drivers License Numbers, Even Partial Numbers with ANYONE
- Never Share Any Password
- Never Open Unexpected Files, Even from Trusted Sources
- Use Unique “Strong” Passwords for Every Account



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Computer Security is Everyone's Responsibility



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Computer Security is Everyone's Responsibility



CREATE YOUR TUSECURE PASSWORD

The TUsecure Account Management system will change your passwords on all systems maintained by Computer Services. (What systems are affected?)

Passwords must contain: (Need help creating a password?)

Mixture of uppercase
and lowercase letters

At least one
number

TUowlsr#1

←—————→
Eight to fifteen characters in length

- The only special characters permitted are: \$ and #
- You cannot reuse the last three passwords.
- Passwords cannot be sequential.
- Certain dictionary words (i.e. Temple) and your username are prohibited.



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Computer Security is Everyone's Responsibility



What you need to do for computer security:

- Report ALL Suspicious Computer Activity Immediately
- Verify That Computer Security Systems are Working – Windows Update, Anti-Virus, etc.
- Avoid Entertainment Related Sites, they Often Spread Spyware
- Leave Your Desktop Computer on 24/7/365 - Reboot as needed but leave the computer on at all times
- Leave Your Laptop Computer on as much as possible

Computer Security is Everyone's Responsibility



What you need to do for computer security:

- Save ALL data on Network Drives so they can be backed up. Never store anything on the local computer – Especially laptops
- Never Store data Exclusively on floppy/zip/CD/DVD/USB Keys
- If you Must Store Data on Removable Media, Encrypt It!
- Keep a Screen Saver with Password Protection and a Short Timeout



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Questions / Suggestions

How Can CLA IT Help You?

How Can CLA IT Improve Itself?

Please Update Your Cherry & White Entry!!

Self-Service at <http://directory.temple.edu>

Cherry & White Pages

A Directory of Students, Faculty, & Staff

Help Desk <http://tuhelp.temple.edu> / 215-204-8000
Ground Floor of TECH Center (just south of Anderson)

Presentation Available Online
<http://www.temple.edu/clait/newfaculty/>



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