



**INFORMATION
TECHNOLOGY
SERVICES**

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Autumn 2009

Welcome back!

Autumn is a beautiful time of year in New Hampshire and our PSU home is certainly no exception. Over the summer months, the ITS staff has been busy upgrading network gear, installing a new telephone system, building and upgrading technology enhanced spaces, replacing computer clusters, and preparing our databases for a huge upgrade to the Banner Student Information system coming in October. (More about that upgrade can be found on page 4 in this issue). In addition, the campus has hosted more an 1000 guests who have interacted in one way or another with our network and computer systems. To sum it all up . . . We've been busy!



Welcome back to campus!

We hope that you will find this Autumn Issue of ClarITy enjoyable and informative. Please feel free to send your feedback, suggestions and comments to us via email at helpdesk@plymouth.edu.

Finally, should you have questions or concerns or if you need additional information, we are always here to help. Simply call us (603) 535-2929 or stop by the Information Desk in the library. Have a great Semester!

ITS Fall Semester Project Calendar

Wed, September 2nd	HelpDesk and Learning Commons begins Fall Hours
October 16— October 20	Banner 8 upgrade—
Late October	Telecom issues new Campus Phone directory
November 26— November 28	HelpDesk and Learning Commons Closed for Thanksgiving Recess
December 9 — December 16	Extended hours at HelpDesk and Learning Commons in support of Final Exams
December 18	HelpDesk and Learning Commons begins Winter Hours



Pay-2-Print was implemented as a way to increase awareness of wasteful printing

Pay-to-print is now in effect

Work on the PSU Pay-2-print program is now complete and on July 1st, the e-commerce tool for the PSU pay-2-print system went live and is located in MyPlymouth in the Go-Sidebar under the Dashboard heading.

Students who exceed their \$20 (approx 400 b/w page) print quota each semester are now able to purchase additional printing privileges online at their convenience. More info can be found at: <http://www.plymouth.edu/infotech/policy/PSU/Pay2Print.pdf>

Questions about the Pay-2-Print program should be addressed to the ITS helpdesk at the main Information Desk in the library or by calling (603) 535-2929.



Pay-2-Print was implemented as a way to increase awareness of

PSU Text-Alert System

Fall has officially arrived and it will not be long before we will need to start thinking about winter. Winter brings the possibility of weather related delays and the start of the academic year is a good time to log into the PSU Alert System to make sure that your account it still active and that your information (cell phone number) is correct. To access PSU Text-Alert system, follow the steps below:

1. Login to myPlymouth and click on PSU Alert link in the go-sidebar. You will be redirected to the PSU Alert webpage page.
2. If you already have an account click on the "Update your account" link in the left navigation bar. Log in with your PSU Alerts username and password.
3. If you are signing up for the first time, click on the "Sign up for PSU Emergency Alerts" and you will be asked to create a new account.

The PSU text Alert System was upgraded this summer and now includes an additional feature which allows you to subscribe to an RSS-feed. RSS is being used everywhere these days, and now you can subscribe to your Plymouth State University Text Alert messages with your favorite RSS reader or import them into your Google, Yahoo or AOL. To add your feeds simply login as indicated above and then click on the orange "Services" tab. To add your feed to your RSS reader, copy the code in the box at the bottom of the page and paste into your RSS reader. Got questions? We can be reached at (603)535-2929 or via email at helpdesk@plymouth.edu



Employee Discounts now available on Adobe Software Products

Plymouth State University and On The Hub have teamed up to offer PSU faculty and staff an educational discount on a variety of software including Adobe software products. It is quick and easy! Just visit our on-line software store

at: plymouthstate.onthehub.com Need more information? Just call the HelpDesk!

PSU fights phishing with visual reminder in myPlymouth

During the month of June, ITS was alerted to a dramatically increasing number of students, faculty and staff who fell victim to phishing attempts to steal personal information — specifically by giving away their PSU usernames and passwords to unknown entities. These actions caused exhaustive work as ITS technicians scrambled to protect the PSU network, mail system and institutional data from being accessed by thieves.

On June 29th, Information Technology Services began an campaign against Phishing and Identity Theft by adding a visual reminder in each user's myPlymouth welcome page. Almost overnight, addition of this simple image radically decreased the number of PSU users who became victims of these Phishing attempts.



Although the “Convict” (as some callers to the helpdesk called the image) has been sequestered for now, you can expect to see him make a re-appearance early in the Fall term. Meanwhile, remain vigilant! **No one at PSU will ever ask you to share your myPlymouth password.**

Questions about Phishing and Identity Theft should be addressed to the ITS HelpDesk at the main Information Desk in the library or by calling (603) 535-2929.

PSU chooses new Anti-virus software.

Information Technology Services has selected Avira as its new supported anti-virus client for all PSU owned equipment. The change to Avira was based upon many factors, including a forecasted \$25,000 cost savings over the course of the 3-year license.

The Systems Team began deploying Avira to PSU owned machines via the network at the end of June. Users will know that Avira has been installed when they see the Avira Red Umbrella icon on their desktops.

If you have questions about anti-virus solutions, you can visit the ITS helpdesk at the main Information Desk in the library or call (603) 535-2929.



Identity Theft Facts

In 2006, over 70 million identities were lost due to the corporate mishandling of personal information, which has led to over \$1 billion in reported losses!



Avira has been selected as the ITS supported anti-virus on PSU owned equipment.



Beginning at 5pm on Friday October 16th, Banner will be taken offline to perform an upgrade to Banner 8. The upgrade will be complete, and Banner will be made available by 8am on Tuesday, October 20th.

Banner 8 Upgrade and What it means to you

On October 16th at 5:00PM, Banner will be taken offline to perform an upgrade from Banner 7 to Banner 8. The upgrade will be complete, and Banner will be made available by 8:00AM on Tuesday, October 20th.

What does this upgrade mean?

Banner is a software application written by SungardHE that uses an Oracle database to gather, store and present information through forms (Banner INB), reports and web self service (Self Service Banner). Every 18-24 months the vendor (SungardHE) releases a new major version to deliver functional and technical improvements to Banner. Plymouth State must implement these versions to retain support from the vendor and to remain in compliance with Federal Regulations (i.e. Financial Aid, Tax Laws). On September 10, 2010, SungardHE will stop supporting our current version (Banner 7).

Why does Banner need to be down for so long?

Banner has a number of modules, General, Student, Financial Aid, Accounts Receivable, and Advancement. Each of these modules contains 100's of forms (screens) that store data in 100's of tables. With the change from Banner 7 to Banner 8, the underlying Oracle Database moves to a new "character set". This requires that over 100 million of rows of data in thousands of tables be converted to the new "character set". A number of forms are changing, and a number of other tables and programs are being updated. This work must be performed while no one is logged into the system.

By taking Banner down at 5:00PM on Friday, IT staff can work around the clock over the weekend to implement the changes and run the character set conversion. Then IT staff must verify that a number of related systems properly re-connect to the updated environment. These systems include: myPlymouth, Blackboard, Workflow, Document Imaging, InfiNET Payment Gateway and more.

All of this work over the weekend is to prepare the system for Client Acceptance Testing on Monday by a designated set of client representatives. Once they verify that all critical aspects of Banner 8 are functioning, Banner (and Banner based services) will be made available to the campus by 8am Tuesday morning.

Will Blackboard/myPlymouth/myMail be down during this time?

No. Blackboard, myPlymouth, and myMail (Zimbra) will all remain available during the Banner upgrade. Some integrations and components presented through myPlymouth will be unavailable or limited in use, including: myProfile, Self Service, registration, grades, course query, and student query. If you experience difficulty with a service during the upgrade window that is not listed, please contact the Help Desk at 535-2929 for assistance.

Choosing a New Operating System—A PSU Perspective

About every 24 to 36 months Microsoft and Apple reveal a new operating systems for Windows and Mac computers. This fall you are probably hearing a lot of buzz about Windows 7 and Apple's Snow Leopard—as both of these operating systems offer new and improved features.

Information Technology Services is currently testing both of these new operating systems for compatibility with the various tools we all use to do our jobs—accessing student information via Banner, logging into Banner Finance and HR, using the VPN from off campus, etc. A great deal of testing must happen before we can be confident that our customers (that's you!) will be able to use these new operating system without any problems.

Once testing is complete, and the necessary adjustments are made to our PSU systems, we will begin to deploy the new operating systems in a way that makes sense for our customers and according to the capability of their computers. It is important to keep in mind that new operating systems often have specific computer requirements, so the upgrade process will have to take into consideration the age of the computer.

At this point our plan is to begin deploying newly purchased computers with the updated operating systems beginning sometime during the Spring Semester. PSU clusters and classrooms will be upgraded next Summer.

Got questions? We can be reached at (603)535-2929. or via email at helpdesk@plymouth.edu



ITS is currently testing Windows 7 and Mac Snow Leopard for compatibility with PSU systems.

How well do you know your ITS colleagues?

There are 35 PSU employees who work for Information Technology Services. Some of them may be familiar to you since their jobs take them out and about on campus, however the vast majority of IT staff work behind the scenes insuring that IT services function properly. These folks do jobs such as maintaining the physical aspect of the network; maintaining vast amounts of Banner data, and managing the over 1,000,000 emails that come into PSU mail servers each week. Can you guess which ITS staff member these facts pertain to?



- His hometown is in Lebanon, NH and he has a younger sister.
- He is an amateur photographer whose photos have appeared on the PSU Website and in print publications.
- He is a member of an African Drumming band called *Poté*
- He is the proud dad of a one-year old daughter
- He is a UNH Alumnus

Stumped? Look for the answer in the Spring issue of ClarITy!
The answer to the Summer ClarITy quiz can be found on the back cover!

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Plymouth State
UNIVERSITY

ITS: *Partners in reliable, innovative technology and services.*

Information Technology Services (ITS) provides the technological infrastructure, applications and support for learning, teaching, research and administration at the University. ITS units are comprised of the Help Desk at the Learning Commons, academic computing, network, administrative systems, telecommunications, training and desktop support and the computer repair center.

ITS also supports [myPlymouth](#), a web portal through which courses, communications and online services are available.

Have questions or need help? Email the helpdesk at helpdesk@plymouth.edu or call us at (603)535-2929



Did you guess correctly?

Ted Wisniewski was the ITS colleague featured in the Spring issue of ClarlTY . . .



- His hometown is in Connecticut
- He is the oldest of three children
- He built volcanoes in his backyard as a kid
- His first car was a red 1966 Saab
- He worked as a paperboy while in high school
- He has appeared in one theatrical production
- He is a PSU Alumnus

Ted has worked for Information Technology Services since February 1990 and was originally hired as the computer lab manager while he was a student pursuing his Bachelor's degree in Computer Science. Ted's current role as manager of the Systems Group includes supervising system administrators, desktop support technicians and the ITS Repair Center staff. He lives in Plymouth with his wife Marsi and his two teenage daughters.