

# TECHNICALLY SPECIAL STUDENT EDITION!

# Speaking

An Information Technology Publication • University of Louisville

## IT aims for student satisfaction!



Information Technology asked and you answered! The 2008 satisfaction survey solicited input regarding technology services at the University of Louisville. Over the course of the year, IT used your feedback to improve offerings and help plan future services. In your responses, many of you had questions regarding the same services:

- ◇ email
- ◇ spam filter
- ◇ passwords
- ◇ Uniprint costs
- ◇ wireless
- ◇ ULink availability

IT would like to talk about those services with you today.

### Email

University of Louisville currently utilizes the Novell GroupWise email platform.

This past spring faculty, staff and students participated in a large-scale Microsoft Exchange Proof of Concept

(POC). Based on the positive pilot results of the POC IT is developing a three-year implementation plan and seeking sources of funding.

In the interim, IT continues to fine-tune GroupWise to improve the user experience. One such way has been to increase the attachment limit size from 20MB to 30MB.

### Spam filtering

Information Technology takes the time and hassle out of managing your spam by offering a filter that exists separately from your email inbox. This means messages identified as spam are not delivered to your inbox, but are held in a separate location for you to review and manage at your own convenience.

While the spam filter does require a separate log in, the benefits far outweigh the additional log in:

- ◇ Spam messages no longer appear in your email inbox at various

times during the day.

- ◇ You can review messages when it is convenient for you.
- ◇ You do not have to delete your own spam. Any messages older than 15 days are automatically deleted for you.
- ◇ False positives can be sent directly to your inbox with the click of a mouse.

For detailed instructions on managing your spam, go to <http://louisville.edu/it/spam>.

### Password changes

In the past, password changes were required every 90 days to secure UofL data. In response to your feedback, IT was able to increase the time between password changes to 180 days while still maintaining the highest level of security for your data. Now you only need to change your password twice a year which is much easier on the memory while still meeting minimum standards for data security.

### Uniprint

At ten cents per page University of Louisville students pay five cents a page less for Uniprint services than students at other similar-sized universities in the Commonwealth of Kentucky. IT is committed to maintaining the lowest possible cost for Uniprint. Negotiations are currently underway with our supported

(Continued on page 2)

Volume 1, Issue 1

October 2009

### Mark Your Calendar:

- Coming soon - IT will no longer support unsecured IMAP and POP3 methods used to retrieve, store and manipulate email messages. Check the email settings within your current email client to ensure that you have selected the secure protocol option. Stay tuned for detailed instructions.
- October 21, 2009 - IT sponsors "Work Without Your Mouse Day". For more details visit <https://louisville.edu/it/support/training/wwwymd>.
- October 28, 2009 - During our annual open house, Information Technology will celebrate the new student 'gathering place' in the Miller Information Technology Center lower level. Drop in, see the newly renovated space and see why 'It's Not Just a New Look'!

### Technology Tip:

Check the strength of your passwords by using Microsoft's password checker: <http://www.microsoft.com/protect/fraud/passwords/checker.aspx>

### Inside this issue:

- Passwords and you: A partnership for protection 2
- IT Open House: See why it's not just a new look! 2

## Survey (continued)



vendor to optimize the inventory of printing devices and to offer the highest quality of printing at the lowest possible cost.

### Wireless

Information Technology is currently investigating the financial requirements for providing pervasive wireless access to the UofL community. If the project is funded, wireless coverage would be expanded throughout campus over a period of 24 - 36 months.

### ULink availability

Information Technology understands your need to access UofL systems such as ULink and BlackBoard at all times. During the past calendar year BlackBoard was available 98% of the time and ULink was available 99% of the time.

Each Friday, from 10 p.m. to 2 a.m., IT performs preventive maintenance on all major systems including email, BlackBoard and ULink. During this period UofL systems are brought offline to perform upgrades and maintenance so that they perform more effectively for you during the rest of the week. Other than the weekly "planned outages", IT services are consistently available for you.

To further enhance system availability, IT is working toward a three year goal of creating a redundant data center. This new data center would eliminate the need for weekly planned outages as well as increase the system availability you experience.

Information Technology looks forward to your customer satisfaction survey feedback each year. The next survey is coming soon. We hope to hear from you again this year!

## Passwords and you: A partnership for protection

Passwords are the keys to the online kingdom. You may use a variety of passwords everyday in your personal life to read email, check bank balances, shop and pay all manner of bills. By design, your passwords make sure you are the only person with access to your private information. In the hands of the wrong person, your password can unlock private information such as credit card numbers and bank account numbers, or allow someone to steal your identity.

### Sensitive university data

The University of Louisville has a world of private information to protect. Like your online banking account, the university employs multi-layer password protection by requiring users to create a complex password and change it every 180 days. Unlike your online banking account, a password hack at UofL can potentially impact the entire university community. For this reason, UofL's password policy

must be more stringent than those found in your personal life.

Students, faculty and staff use their university passwords to access financial data, grades, human resource information, proprietary research findings, and so much more. Protecting this information is one of Information Technology's critical functions—one that cannot be accomplished without your assistance.

### Password policy

Passwords containing a combination of letters, numbers and special characters are more difficult for hackers to guess. Changing your password on a regular basis makes it more of a "moving target" for hackers. Additionally, UofL helps protect your password by locking your account after three unsuccessful attempts to log in using your user ID and an incorrect password. Once locked, only the HelpDesk can unlock your account and only at your request.



## IT Open House: See why its not just a new look!

Stop in Miller Information Technology Center (MITC) on Wednesday October 28 from 10 a.m. to 2 p.m. and see why recent building renovations are more than just a new look. During the third annual open house, see firsthand the innovative new ways in which IT is working to meet student, faculty and staff needs.

The open house will include free snacks and giveaways, tours of IT, technology demos, and a showcase of Information Technology products and services. All attendees will have a chance to register to

win a basketball signed by Coach Pitino or a football signed by Coach Kragthorpe. Be sure to visit this event to learn how you can leverage:

- design services
- document management
- in-house technology
- printing
- research and development
- research computing
- and much more!