

the original benefactor for the Jack D. Lampros Hall. With this additional donation, we are able to keep with the most recent updates in technology tools our instructors can use educating the "Net generation."

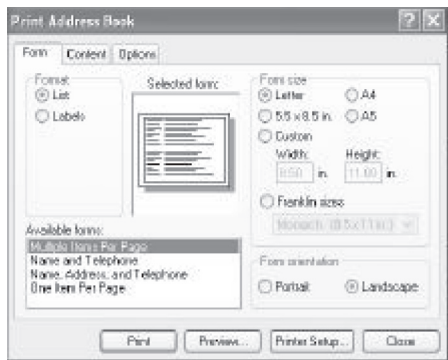
These rooms are now complete and ready to use. Feel free to stop by Lampros Hall Room 202 and take a look. The DIY room is scheduled as a resource through GroupWise, with a username of LP202DIY (Busy Search for LP202DIY@weber.edu) and training is available from the Multimedia Services professional staff. Contact Bob King for more information, rking@weber.edu .

## TechnoTips

### Printing Labels/Lists in GroupWise

By Judy King, Technology Training

In the GroupWise 7 desktop client (not WebAccess) you can print labels or lists from the GroupWise Address Book. Enter the Address Book by clicking the icon on the far left of the main toolbar. Highlight the address book from the list on the left that contains the addresses you wish to print. Then, from the FILE menu at the top, select Print.



A screen will offering to print only selected addresses or the address book (which you have highlighted on the left), click the Address Book.

The Print Address Book box opens with the tabs: Forms, Content and Options across the top. Under Form, click beside List or Labels to select the style from Available Items. Then go to the Content

tab to select the fields in the Address Book to be printed by clicking the box beside each one. The next tab is Options, allowing customized header/footer information. There is a Preview button for you to observe how the information will look before sending it to the printer. For more information on this or other useful GroupWise tools, please contact the IT Service Desk at x7777.

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### IT Service Desk Stats

Total Incidents Jan 1 to Jan 26 = 2051  
Total Issues Resolved so far = 2041  
302 Workorders completed  
1467 Resolved by phone, chat, or email  
272 Walkins  
343 Chat Requests

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### Newly Appearing in IT

**Mark Read**, Position: Database Analyst - Information Systems and Services

**Levi Slade**, Position: Web Developer – Web Applications Group

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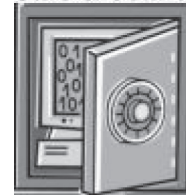
### Blackberry Server Upgrade

By Edd Ramer, Systems & Network Management

WSU has 63 users of our BlackBerry Enterprise Server integrating their GroupWise email, calendar and contacts with their smartphone. Over the weekend of January 17-19 the server was upgraded to the newest version of the BlackBerry software.

While BlackBerry Technical Support had assured this upgrade was easy and should go smoothly, we did have some problems. We greatly appreciate the users' patience while we worked to resolve these problems. All users should be restored and working by the end of January. For assistance with your Blackberry smartphone connection to the Blackberry server, please e-mail to [ERamer@weber.edu](mailto:ERamer@weber.edu) .

### Safe & Sound



By Julie Park

### Just Because You Can, Doesn't Mean You Should

The easy and efficiency with which computers and networks can be used to gather, store, search, compare, retrieve, and share personal information can make computer technology especially threatening to anyone who is concerned about keeping their personal information out of the hands of those who are perceived as potential threats.

Ethics provide a guide for people that help them know the boundaries of what is right and wrong, or basically setting the rules for a game. Just as athletes need to know the rules of the game to know how to score, employees also need to know computer ethics to know what they can do to protect their own and the University's information.

Please respect the rights of others and do not use other people's computers, read or use their information without their consent, or download music or software without either paying for it and/or following the license agreement.

For more information on this and other security topics, contact the Information Security Office at [jpark@weber.edu](mailto:jpark@weber.edu) .

# Weber State University's IT'S NEWS

a monthly publication of the WSU Information Technology Division

# UPDATE



## Eat a Live Toad!

By Bret Ellis, Information Technology Vice President



Mark Twain once stated "Eat a live toad first thing in the morning and nothing worse can happen to you the rest of the day." He's also attributed with the statement "If you have two frogs to eat in the morning, eat the ugliest one first."

A recent survey of information technology (IT) leaders in higher education identified three "worrisome" and "keep you awake at night" issues for technology leaders and I think of these as "toads."

The first issue is stretched staffs and reduced budget resources; which we are experiencing first-hand here at WSU. The second issue addresses assessment and benchmarking which focuses on challenges such as assessing the IT organizational model, evaluating the administrative and academic benefits of IT, identifying effective metrics for benchmarking IT services, and adopting formal assessment methodologies. Though persistently assessing our operations in support of the University's mission, we must be adaptive and changeable to meet pedagogical demands efficiently and keep the integrity of our electronic business systems.

The third and final issue is compliance and policy development including regulations such as the alphabet soup of ADA, CALEA, DMCA, FERPA, HIPAA, SEVIS and the USA PATRIOT Act. At this time an even more

challenging compliance act called the "College Opportunity and Affordability Act" which could dramatically affect IT organizations is making its way through congress. (*EDUCAUSE Quarterly*, vol. 31, no. 2 (April-June 2008))

So why share these new "toads" in our IT's News? While we still need to ensure that IT services continue to be available on a day in and day out basis, it is important that we give attention to challenging issues which do not directly appear related to IT services. It would be easy to avoid giving serious attention to these ugly toads, but no doubt addressing them sooner than later will benefit the University and prevent them from baring their ugly heads in ugly ways.

## Bulletin Links: Back by Popular Demand

By University Communications

You have probably noticed that the electronic bulletin board in the eWeber portal has been replaced by an e-mail bulletin similar in format to the daily bulletins of previous years. This change came about based on requests from users.

Kathy Edwards and Sara Lleverino of University Communications conducted a focus group with faculty and staff in summer 2008 to get feedback about the bulletin format. Based on their feedback, the new bulletin is operating outside the eWeber portal, the links to messages are placed in the Bulletin Board e-mail message and events submitted to the bulletin are placed on the campus events calendar automatically.

While the format of the bulletins has changed, the process of entering items remains the same. A complete list of those trained to input bulletins is available at <http://weber.edu/bulletinboardhelp>

## Banner Upgrade to 8.1



**Scheduled Feb 20-22!**

## Multimedia Services: Now in HD

By Bob King, Multimedia Services

In accordance with the transition to HDTV, Multimedia Services has re-designed a room in their Lampros facility to a small TV Studio with new fluorescent lighting and an HD video camera. Also, MMS has added another room by slightly remodeling the area to make room for a "state-of-the-art" DIY studio (Do It Yourself digital recording room) excellent for podcasting or creating video lectures. In this room faculty and staff can record audio and video from a microphone and camera, DVD player, or computer as well as record class lectures, introductions for online courses or supplementary instruction material for students.

All of the new equipment was purchased with money from a generous donation from Jack Lampros who was