

From the Desk of the CIO

The UB 2020 IT Transformation Initiative and Cost Containmentment

Welcome to the Fall 2008 UB IT Newsletter. I hope you'll find useful information in this issue and welcome suggestions for future content.

In these times of serious fiscal constraints, UB 2020 initiatives to transform IT services become especially critical to the University. Grassroots teams of IT professional staff and faculty are working to achieve significant levels of cost containment and efficiencies:

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- Standardizing hardware and software and negotiating campus volume-discounted purchases

- Discounted hardware (workstation, laptop) purchases have resulted in approximately \$2M in savings for UB and energy savings have resulted from the purchase of Energy Star-rated equipment
- Campus software standardization and volume licensing contracts are also contributing to cost containment efforts

- Consolidating campus "commodity" IT services

- Citrix services – for delivering applications over a network and the Internet
- Database services
- Email services
- File storage services, to provide enterprise-wide storage, backup, archive, and recovery services
- Printing services: Annual savings of approximately \$375,000 have resulted from implementation of the iPrint management system in central IT public computing areas. iPrint is now being rolled out to departmental student labs, producing additional savings in consumables for the campus.
- Voice over IP (VoIP) system deployment to consolidate and replace telephone infrastructure and services



- Total Number of Centrex Lines Converted: 956
- Total Phone sets working on the system: 2751
- Total PBX/Key Systems Retired: 25 key systems

- Implementing administrative system transformations to increase efficiencies and campus productivity
 - eProcurement
 - ePTF
 - Strategic Information Reporting Initiative (SIRI)

To read more about UB 2020 IT Transformation initiatives, please visit the following web site, <http://www.buffalo.edu/ub2020/itst/>.

Elias G. Eldayrie
Chief Information Officer





What's New for *Fall 2008*

UBlearns

UBlearns has been upgraded to Blackboard Version 8

The most significant change in Version 8 is that the new Grade Center replacement for Gradebook has completely changed how instructors manage grades. See the [Blackboard video overview of the Grade Center](#) for more information. The [Teaching and Learning Center](#) provides "UBlearns Express" workshops, as well as training

about new Grade Center features: see the Center's [Fall Training Schedule](#) for workshop dates and times.

Important Note: Firefox 3.0 is not a [supported browser](#) for [UBlearns](#). Students are unable to upload assignment files using this version. The supported Firefox version (2.0) is available from the [UB IT software download page](#).

UBvod

Video on Demand service

The new UB Video on Demand service (UBvod) is now available for Fall 2008.

UBvod uses a dedicated media server to stream high-resolution videos, on-campus only, over the UB network. More than 75 course-related instructional videos from the Instructional Technology Support Services Media Library can now be accessed in Technology Classrooms via a quick link on the desktop, or viewed on your office computer using Internet Explorer or Firefox 2.

Hundreds of additional videos from the ITSS media Library will be added throughout the academic year as Media Library materials are digitized and cleared for copyright. This service will greatly reduce the need for faculty to travel to the ITS office to view instructional videos. For information about accessing this new service, please visit: the [UBvod web page](#).

iprint anywhere

This new service enables printing from personal computers (laptops, desktops) to printers in the [public computing sites](#) using the iprint management system. Although this is currently a pilot service that is not yet available for printing from Macs and within ResNet, the full production service will be rolled-out to Macs and ResNet. [iprint anywhere](#) requires the use of UBVPN and the Release Stations in the public computing areas. Please visit the [iprint anywhere web site](#) to learn more about this new service.



UB WiFi

Progress Update: Wireless Access Now Available in Founder's Plaza

The UB wireless build-out continues with the installation of wireless access points and outside antennas in Founder's Plaza. During the summer, full wireless coverage was extended to the Student Union, Richmond, and Red Jacket as well.

A recent survey (September 2008) of approximately 500 U.S. college students conducted by [Wakefield Research](#) in

conjunction with the [WiFi Alliance](#) reported that 90% of students surveyed said that WiFi access was as essential to their education as classrooms and computers. The survey found that students expect WiFi both from an educational perspective and a social perspective.

Although wireless access is available in most campus buildings, the estimated number of access points needed to blanket buildings on campus is 2298. The approximate number of access points



currently available is 750, with 300 access points being added each year.



Internet Connection Upgrade

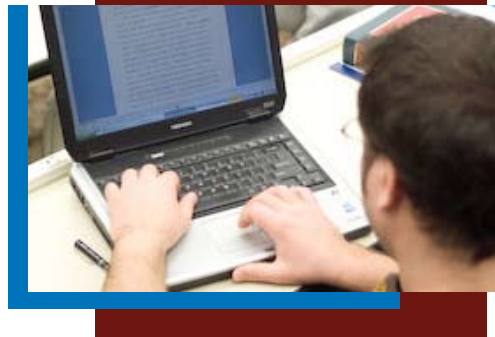
UB's Internet (I1) link was upgraded from 300Mbps to 600 Mbps to deal with saturation of the I1 link during peak hours. UB also participates in the following consortia to provide UB community members with access to advanced research networks: [NYSERnet](#), [Internet2](#), and the [Northeast LambdaRail](#) (for connectivity to the [National LambdaRail](#)). UB is also a

[NYSGrid](#) member and a member of the [InCommon](#) federation. NYSGrid creates an advanced research infrastructure by combining member resources to provide grid computing. InCommon provides standards for federated identities that make sharing protected information across institutions easier.



Central UB IT Account & Email News

- Self-service password resets are now available: set up your password reset [secret answers](#) now and you'll be able to use the online password reset feature in the future as needed.
- Improved [spam filtering](#) and [email filters](#): UB's spam filtering/quarantine service uses [PureMessage](#) to examine incoming email messages to determine the likelihood that a message is spam. Each message is assigned a numeric spam score in the message header. Messages rated with a 50% - 98% likelihood of being spam are quarantined; those rated [99% or higher are discarded](#). Quarantined spam is not



delivered to your mailbox, so your email quota is unaffected. Instead, the spam is stored on another server for 14 days. You can [retrieve messages](#) and set the quarantine period. Spam messages are automatically deleted at the end of the quarantine period. No action on your part is required to delete messages in the spam quarantine.

IT Security News Student Contest

Educause 2009 Computer Security Awareness Student Video & Poster Contest

The [EDUCAUSE/Internet2 Computer and Network Security Task Force](#), in cooperation with the [ResearchChannel](#), is conducting its third annual contest in search of posters and short computer security awareness videos developed by college students, for college students. The [contest](#) is sponsored by the [National Cyber Security Alliance \(NCSA\)](#) and [CyberWATCH](#). Winners will receive cash prizes. The posters and videos will be featured on the [Security Task Force](#) web site and may be used in campus security awareness campaigns.

Please tell your talented students about this contest. The deadline for submissions is April 30, 2009.



New Information Security Requirements

What You Need to Know

The number of security breaches at colleges and universities has risen for the second year in a row according to [Educational Security Incidents](#), a web site that tracks information breaches as they are reported. This year security breaches have already occurred at approximately 150 institutions. We know that members of the UB community are concerned about threats to their personal privacy, from "[phishing_email_scams](#)" that attempt to trick recipients into revealing personal information to security breaches that compromise stored personal information. At University at Buffalo, protecting personal privacy and preventing identity theft are priorities, and we are taking a proactive approach to enhancing protection for students, faculty, staff, patients, and others in our community.

Campus leadership has approved the

[Protection of Regulated Private Data Policy](#) and [Standards for Securing Regulated Private Data](#) to reinforce the University's commitment to protecting the most personal data of our community members. This includes protection of SSNs, credit/debit/bank card numbers, state drivers' license numbers, and other personal data that may be used in identity theft. Privacy standards and security procedures provided in these documents serve to preserve and protect this institutional information.

Members of the UB community with access to personal data and information must be aware of current campus security policies, practices, and issues to protect the data and information. University at Buffalo expects all employees who have access to and responsibilities for electronic administrative information to manage that information according to the rules regarding storage, disclosure, access, transmission, and other associated minimum information security and privacy standards set forth in this policy and standards document. Please note



that all campus IT policies are available on the <http://www.itpolicies.buffalo.edu> web site.

Since the target audience for these requirements is IT support personnel, members of the University at Buffalo community with access to regulated private data elements should work with their local IT support providers to comply with the stringent security requirements. A tutorial on [Information Security—Everyone's Responsibility](#) is also available to help individuals understand their role in meeting the technical requirements.

UB 2020 Student Services Team News

The Student Services Transformation to fundamentally transform services in areas related to admissions and recruitment, advising, course scheduling and curriculum, reporting, degree audit, grading, registration, MyUB self service resources, student accounts, student financial aid, student health, and student records

has moved into implementation phase with PeopleSoft's student information system,, Campus Solutions. Detailed information about the project and the proposed implementation timeline can be viewed at the [UB 2020 web site](#) and in the [latest Student Services Transformation presentation](#).

