

# ITS News

INFORMATION TECHNOLOGY SERVICES

FALL 2009

## What's New for Fall 2009!

### Announcing the ITS Service Desk

Information Technology Services has simplified our help services. All requests for help and services are directed to the ITS Service Desk. Using the Service Desk helps us collect information from you and assign your request to the appropriate ITS group. If you need assistance from any ITS group, please submit your request at <http://www.albany.edu/its/help>.



### More Wireless Services!

The University's secure wireless network (WiUAlbany) is now available in more areas across the academic podium. Wireless access points were recently installed in various locations in the Arts and Sciences, Business, Social Science, Education, Physics, Chemistry, Biology, and Earth Science and Mathematics buildings.

### Log in to the New Virtual Information Commons

The Virtual Information Commons provides University students, faculty and staff with access to the licensed software provided on the Information Commons computers in the libraries. Log on to these programs from anywhere with an Internet connection using your NetID and password. Virtual seats are limited during the introduction and evaluation of this new service. Visit <http://www.albany.edu/its/virtic.htm> for more information.

Check out the ITS Website ([www.albany.edu/its](http://www.albany.edu/its)) for up-to-the-minute information on scheduled maintenance, unexpected outages, course offerings, phishing scams, and other important messages from ITS to the campus community!






## Blackboard Portlet in MyUAlbany

The Office of the CIO's Student Advisory Board ranks Blackboard as one of the University's most valuable IT services. Given this, ITS is utilizing the Blackboard "portlet" component of MyUAlbany. Students and faculty alike can move seamlessly between these two services by logging into the portal once. This new feature aggregates and displays information from Blackboard courses including announcements, calendar entries, and alerts for new discussion posts, assignments and course materials directly in the MyUAlbany portal.

## New Conference Call Services

ITS now offers conference call services at very competitive rates. We also offer these services through other providers who have additional features available. The Telecommunications Service Center can help you identify the conference call service that best meets your needs. For more information, call 437-3800.

## Data Center News!



The capital project to build a new Data Center continues to move forward. The project is currently in its "design" phase. EYP Mission Critical Facilities, a nationally-recognized firm with experience in designing Data Centers for research universities, is leading the design. As part of this phase, a Data Center master planning review was completed. Essentially, this review validated the program study of 2007 and made specific recommendations for the size and capability of the new Data Center. It also validated the steps ITS is taking to use virtualization technology as a key component of the IT infrastructure.

The Data Center is "mission-critical" for all aspects of University operation; from instruction to research to business operations. "The University wants, and needs, IT services 7X24" says CIO Christine Haile. "We are designing the new Data Center to support and grow with the University for the next 20 years." Site selection for the new Data Center is the next step, with specific site design to follow after that. Construction is expected to take place in the 2011-13 timeframe.

## October, National Cyber Security Awareness Month



Former national intelligence director, Michael McConnell, recently characterized the Internet as the "soft underbelly" of U.S. security. These remarks were made as the Obama administration tries to raise awareness about computer security during October, National Cyber Security Awareness month.

Here at the University at Albany, we are all entrusted to one degree or another with safeguarding personal and sensitive information, from health, employee, and educational records, to intellectual property, to research information. One of the most effective ways to protect this data is to minimize the number of copies of these record sets. All such records should be kept on secure, centralized servers.

Business and academic units should know where sensitive information is introduced, handled, or saved in their work flow operations, and take appropriate steps to assure that adequate protections exist to preserve the confidentiality, integrity, and availability of the information. These precautions are also consistent with UAlbany's Internal Control requirements and goals.

For further information in exploring additional ways to safeguard information, contact Information Security Officer Marty Manjak at [mmanjak@uamail.albany.edu](mailto:mmanjak@uamail.albany.edu).



**Computer Applications Training**  
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