

# Know IT



## Welcome Back!

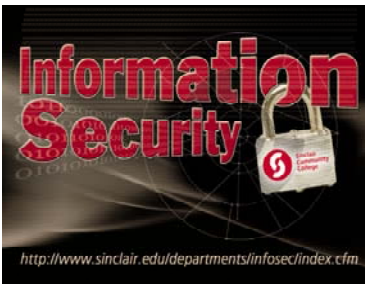
Welcome back to another exciting year at Sinclair. The IT Division was very busy last year and over the summer. We had many major accomplishments, including 138 major projects completed and hundreds more minor tasks completed. As you might expect, we have many more projects planned for this year, including the Library renovation, which not only includes new HVAC, lighting, carpeting, etc., but also some new features such as merging the Building 11 Teleport into the Library space, wireless access throughout, new state-of-the-art Writing and Developmental Learning Centers, establishing a student laptop loan program, providing a variety of comfortable seating arrangements, and putting a Starbucks Café right in the middle. Another project is installation of wireless access across the campus using a model similar to the City of Dayton, only with three levels of access (defined on page 5 of this newsletter). And a third project is Project “DAWN”, which stands for “**D**ata: **A**nalysis, **W**arehousing, and **i**Ntelligence. We will be implementing several products from SAS, Inc., including their Intelligence Architecture suite, Data Mining, Financial Management, and Strategic Performance Management.

I would like to emphasize that we have not only provided a 99.86% system availability environment, but we have won several national awards (noted in the Spotlight section on page 11 of this newsletter).

The IT Team is dedicated to doing all they can do to support students and help them be successful.



*Ken Moore*



# Information Security Corner

## Higher Education Institutes are Prime Information Security Attack Targets!

Between February 15, 2005 and September 12, 2005, there have been 74 'major' data breaches reported involving theft of personal information. Of these, 35—nearly half—have occurred at Higher Education Institutions (<http://www.privacyrights.org/ar/ChronDataBreaches.htm>). These College and University information security lapses have potentially compromised the sensitive personal information—Social Security numbers, credit card numbers, and bank account details—of *over 1.5 million individuals*. Clearly, colleges and universities are primary targets for attackers. Here are a few reasons why.

***The primary focus of the design and infrastructure of academic information systems is on sharing, not on security.***

The academic culture encourages and requires open information sharing, and campus networks are designed to support this free exchange of information. College networks are increasingly complex, designed and built to support widely disparate needs and expectations of its users. The typical college network is expected to:

- Provide virtually universal and instantaneous access to the information it supports.
- Foster enhanced communication, voice and digital, among students, faculty, and staff.
- Enhance student services and support via technologies such as online registration, automated grade reporting, transcript request, digital forms, and counselor scheduling.
- Promote administrative efficiency and enhance customer service.
- Support institutional advancement efforts such as recruiting, marketing, fostering external/community relationships, and fund-raising.

- Integrate the technologies by providing a central resource repository, single point-of-access, and campus-wide (increasingly global) service/support.

The information stored or made accessible to meet these requirements is extensive, and often very personal or sensitive. Because the focus is on sharing, many campus systems are designed primarily with the focus on ready availability of the information stored in these systems. Confidentiality/privacy concerns are often addressed as secondary considerations.

***Lack of training and accountability among students, faculty and staff.***

Information systems are ubiquitous in schools; essentially every campus constituent routinely uses them to help achieve their goals. Students, faculty, and staff *expect* to have access to information systems—and these expectations are increasing. Colleges increasingly strive to meet these expectations by providing more, better, faster, and accessible technologies. However, colleges generally do not provide adequate training or usage guidelines to the systems users. In effect, there is an expectation 'catch-22'—the users expect access to and availability of campus information systems, the college expects the users to know how to use and what the systems can be used (or not used) for. When training is provided, it often emphasizes how and/or what to do to use the features and abilities of the system. Security considerations are seldom addressed. Most colleges do not have formal institution-wide information security awareness training programs for users; users who are unaware of risks do not protect themselves from exploits.

*Continued on Page 3*

*Continued from Page 2****Student attitude towards ‘hacking’***

Some students consider hacking a game, a competition where they set out to increase their reputations by proving their ability to break into systems. Some of this can be attributed to the origins of the term ‘hack,’ some to media portrayal, and some to simply the rebelliousness of youth. The word ‘hacker’ originally held a positive connotation; a hacker was a computer systems ‘expert,’ one of the elite pioneers of the computer age. However, as computers became mainstream and prolific, the media co-opted (some say corrupted) the term into the current negative connotation. Most today consider hacking as unauthorized breaking-in to other people’s computers, or illegally copying or destroying data or creating malicious code such as viruses, worms, and spyware. The media also created the initial image of the stereotypical hacker, a young male 14-30 years old, who lacks social skills and is obsessed with computers. In media fiction, the hacker often achieves the social status they seek due to their hacking exploits. This image sometimes appeals to students, particularly to those who may appear to fit the ‘nerdish’ stereotype. Most hackers start by trying to get into their own records. Since the schools they attend are likely to have the majority of the information in their ‘permanent’ records, the school is an early hacking target. Once successful (on these often inadequately protected systems), the hacker tends to migrate to more complex systems.

***‘We’re a school, not a Bank’***

This is perhaps the main reason academic institutions are prime targets—students, faculty, and staff do not recognize the quantity, value, and sensitivity of the information they collect, use, and store—attackers do! *The most effective information breaches begin by exploiting people, not technology.* The attacker simply convinces an individual with authorized access to do something that permits unauthorized access. This is easier if the individual being exploited does not realize the true scope and value of the information. While most people readily recognize and agree that banks and other financial institutions need to have strict

security controls on personal information, they fail to see that the college generally stores and accesses far more—and more sensitive—information than a bank. A bank actually has fairly limited access to personal information. Typically only the account holder’s name, address, phone number, Social Security Number, account numbers (of accounts the individual maintains with the bank), and possibly a credit report (on loan accounts). A college has access to *all* this information—and much more! The college may have the account numbers of multiple bank accounts for an individual, as well as multiple credit card account numbers. Colleges maintain grades and transcripts, not only from the college, but also from secondary schools and any other colleges the individual attended. Counseling records, personal health information and emergency contact information is stored on college systems. Financial aid systems not only maintain sensitive personal information on individual students, but in many cases, also on the students’ parents and siblings! These financial aid systems are also prime targets for identity thieves because the funds often are transferred directly to the applicant.

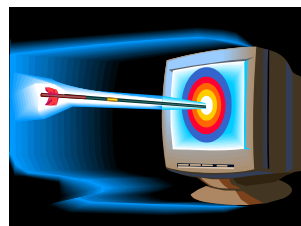
**Are you doing your part to protect Sinclair’s Information Assets?**

**Do you know what the current threats are? (Hint: Are you familiar with the terms virus, worm, Trojan horse, spyware, proxy, keylogger, and do you know how to protect from them?)**

**Do you practice ‘safe computing’ at work and home?**

**Have any Questions? Want more information? Visit <http://www.sinclair.edu/departments/infosec/index.cfm>**

***Dan O’Callaghan***  
***Chief Information Security Officer***



## Wireless Network Access Now Available in Select Areas on Campus for College-Owned Laptops and Tablet PCs

**For college-owned laptops/tablet PCs received BEFORE August 1, 2005, you will need to read and follow the steps below BEFORE you can use wireless network access:**

1. You need to bring your laptop/tablet PC into the Information Technology Services department, Room 13000, between the hours of 8:00 AM and 4:30 PM, Monday through Friday, to have it evaluated for wireless access capabilities. **Wireless network access requires that the laptop/tablet PC have the Sinclair XP Image and a wireless access card installed. NOTE: You will need to bring your laptop in to be evaluated even if it already has the XP Image installed on it. Other issues such as wireless cards and hardware will need to be evaluated before wireless access is granted. NOTE: Some older laptops cannot be configured for wireless access due to software and hardware issues.**
2. **If your laptop does not have the XP Image installed on it, it will need to be re-imaged with the XP Image. You will need to back up your data and any nonstandard applications you have installed on your laptop.** For more information on backing up your data, read the document found at the following link: [http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/imageprocessrevised.pdf](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/imageprocessrevised.pdf)

3. Wireless access is NOT available at this time for student/guest access or for other wireless devices such as PDAs, smart phones, personal laptops, laptops without the Sinclair XP image, etc. Procedures for student/guest access and access for other wireless devices will be available soon. Look for announcements on our.sinclair.edu or my.sinclair.edu.
4. **The wireless access evaluation for your laptop/tablet PC will take at least 3 working days.** You will be contacted after it has been evaluated with the status of your laptop/tablet PC's wireless capabilities.

**All college-owned laptop/tablet PCs received AFTER August 1, 2005 are automatically configured for wireless network access and do not have to follow the steps above.**

**To learn more about wireless access with your laptop/tablet PC, go to the link below:**

[http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/wrless/wrless.htm](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/wrless/wrless.htm)

A list of the areas where wireless network access is available can be found at the link below:

[http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/wrless/accesspts.htm](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/wrless/accesspts.htm)

*Cheryl Stewart*

## Food For Thought.....

“Leadership is the capacity to translate vision into reality.”

~Warren G. Bennis~



## Wireless Network Access to Expand on Sinclair Dayton Campus

Wireless network access on the Sinclair Dayton campus is about to expand. Information Technology Services currently supports wireless network access, but access has only been available in limited areas or for specific uses such as classrooms that provide student use of wireless laptops.

All current wireless access areas support only one access level which is for College employees using College-owned laptops or tablet PCs with the Sinclair Administrative Software Image. Information

about this level of wireless access has been publicized recently on the College News and in another article in this newsletter. ITS is now in the process of making two additional wireless access levels available to Dayton campus users.

The three wireless access levels are described in the table below. The levels provide access based on the type of user and the type of device connecting to the network.

Access Level	User	Device
<b>Level One</b> This is the highest level of access. The user must login with their Sinclair network username and password. Access is similar to access to a wired campus network connection.	<b>College Employees</b> This includes all faculty, staff, and student employees. It also includes student use of login IDs that are assigned to campus lab computers.	<b>College-Owned Laptops and Tablet PCs with the Sinclair Administrative Software Image</b>
<b>Level Two</b> “Web Only” access similar to the type of access when connected to the Internet off-campus. The user must login with their Sinclair network username and password.	<b>College Employees</b> This includes all faculty, staff, and student employees. It also includes student use of login IDs that are assigned to campus lab computers.	<b>Wireless Devices without the Sinclair Administrative Image or Not Owned by the College</b> Examples would include PDAs, non-imaged laptops, personal laptops, smart phones.
<b>Level Three</b> This is a “Guest” access granting “Web Only” access similar to when a user is connected to the Internet off-campus. A login is NOT required.	<b>Anyone</b> This includes all students and the public.	<b>Any Type of Wireless Device</b>

Level One is the only access level currently available in select areas on the Dayton campus; Level Two should be available within the next month and will allow College employees to connect to the network using wireless devices such as PDAs or personally-owned laptops.

Levels One and Two were included in the original wireless implementation plans, but Level Three or “guest” wireless was not. While ITS has had an interest in providing guest wireless access since the implementation’s beginning, there were concerns about the cost of the necessary infrastructure as well as the cost of user support. These concerns led ITS to research vendors willing to incur these costs and

provide the support required for this type of wireless access. In late August, the college signed a contract with Harborlink to provide the Level Three or “guest” wireless access in various public spaces in all of Sinclair’s Dayton campus buildings.

The contract with Harborlink will not only provide the Level Three wireless access at no cost to the College, but it will also allow ITS to extend the wireless access areas for Levels One and Two into 30 additional areas on the Dayton campus at no additional cost. Harborlink is also working with the City of Dayton to provide free wireless access throughout downtown Dayton. This would

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eventually expand the guest access available inside Sinclair campus buildings to the outside areas around the buildings.

ITS will be publishing additional information as wireless access levels are added and as more information becomes available on the College News, in my.Sinclair, on our.sinclair.edu at the following link:

[http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/wrless/wrless.htm](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/wrless/wrless.htm)

For questions or additional information, contact Scott McCollum, Director, Information Technology Services, at 512-3068 or at [scott.mccollum@sinclair.edu](mailto:scott.mccollum@sinclair.edu).

*Scott McCollum*



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## Sinclair Community College Virtual Tour Now Available Online

The new Sinclair Community College Virtual Tour is an interactive, visual experience that allows users access to an on-line orientation of the Sinclair campus. Incorporating pictures, text, and virtual reality panoramic views, the tour offers a rich, interactive, visual experience for users that captures the essence of Sinclair's campus layout, features, and locations.

The Sinclair Virtual tour is arranged around a series of main locations and location tour stops. Each main location includes an informational description, as well as resources available at that particular location. For many main locations, tour stops are included that highlight areas of particular interest through images, descriptions, and panoramic views. For instance, Building Seven is a main location shown on the tour that contains two tour stops; the Tartan Campus Store and the Tartan Market Place. In order to appeal to a broad sense of navigation styles, users have the ability to navigate the tour via a main navigation tree, by popular destination or through the use of a vector map that provides a birds-eye view of the campus.

The tour was developed by Web Systems using Macromedia's Flash as well as photographic images photographed with a 360 camera. On the back-end, Flash Remoting is used to communicate dynamically between the application and the server pulling pictures and data from the SQL Server database. To make the application easy to maintain, an administrative tool was developed in ColdFusion that provides an interface to update and maintain photos, links and resources for the tour.

Overall the tool has been a major success in blending the needs of marketing with the expertise of IT, while providing a valuable service to all constituents. The Virtual Tour has been enthusiastically received across campus and promises to enrich the experience and awareness of Sinclair's community of students, faculty, and staff.

Check out the virtual tour now by going to <http://tour.sinclair.edu>.

*Kathy Kaiser*

# Student Information Technology Orientation Services Provided by Information Technology Services

In an effort to increase student awareness of the available information technology services, the Information Technology Services department is providing three new IT orientation services.

1. Beginning August 22, 2005, Teleport staff will be conducting Information Technology Orientation Sessions for students in the Teleport, Room 13-223. The sessions are open to all current Sinclair students and do not require advance registration.

Topics covered in the IT orientation sessions will include:

- An introduction to the web portal, my.Sinclair
- Email access for students
- Web Advisor
- my.Sinclair announcements and other information
- Other IT services for students

The sessions will be offered on the following days and times from August 22 until the last week of Fall quarter classes:

Mondays 5:30 PM - 7:00 PM  
Tuesdays 10:00 AM - 11:30 AM  
Wednesdays 10:00 - 11:30 AM  
Thursday 5:30 PM - 7:00 PM

These session dates and times will also be posted in the Teleport and on my.Sinclair.

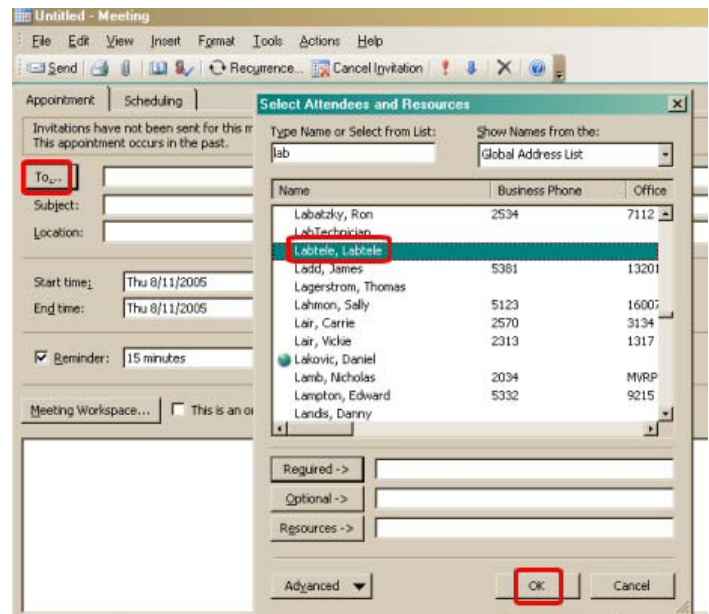
2. In addition to the IT orientation sessions, students can also come to the following labs during open hours for assistance or any questions regarding IT services for Sinclair students. Call to get a schedule of open hours.

**CIL Open Lab** - Room 14-109  
(Phone # 512-5079)  
**Teleport I** - Room 11-346  
(Phone # 512-2002)  
**Teleport II** - Room 13-223  
(Phone # 512-5394)

3. Faculty can also schedule the Short-Term Schedulable Lab (STSL) and bring in your entire class to Teleport located in room 13-223. Faculty can do an orientation session themselves or they can request the Teleport staff to do the orientation. Important information about the STSL:

**NOTE: An advance notice of 48 hours is required to schedule the STSL.**

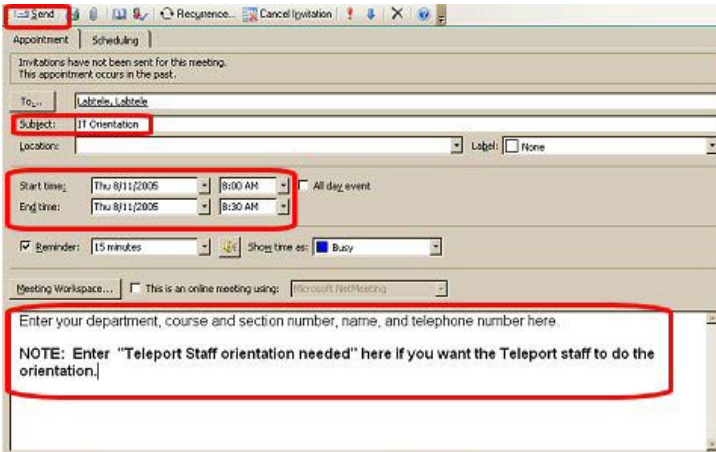
- The STSL has 16 student workstations and one instructor podium.
- You can schedule the STSL by creating a "meeting request" in Outlook and selecting LABTELE, LABTELE in the To: field.



- Select the date and time that you want to schedule the STSL. Enter 'IT Orientation' as the subject. You will also need to **enter your department, course and section number, name, and telephone number** in the message portion of the meeting request. **NOTE: If you want the Teleport staff to do the orientation, also enter "Teleport Staff orientation needed" in the message section also.** Click **Send** to send the meeting request

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- Teleport staff will respond to your request.

The above information can also be found on our.sinclair.edu at the following link: [http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/stdort/stdort1.htm](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/stdort/stdort1.htm)

Faculty and students can also contact the IT Help Desk at 512-HELP (4357) or at [helpdesk@sinclair.edu](mailto:helpdesk@sinclair.edu) for questions and assistance.

*Cheryl Stewart*



## Pay-For-Print at Sinclair

After extensive research, Information Technology Services has purchased a system that provides the ability to charge for excessive printing in the College’s computer labs and classrooms. This pay-for-print solution from GoPrint Systems, will help to discourage users from wasting college resources by charging for excessive printing, and allow IT to recover some of the ever-increasing costs associated with this kind of printing.

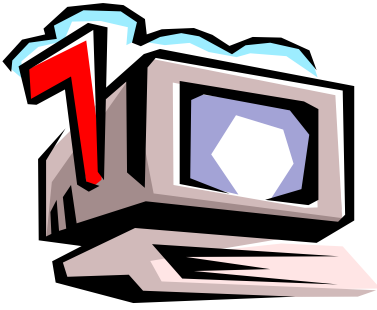
Pay-for-print systems are used in many colleges and universities throughout the country, but most of these systems require a very costly “print release” station. IT determined that this method was too costly and was not conducive for Sinclair students’ needs. While taking into consideration such issues as students printing in error and the increasing costs of printer supplies, the goal was to also ensure that the pay-for-print system chosen would be cost effective and user friendly. After researching all of the options available, it was determined that GoPrint is the only system on the market that allows students to pay for print jobs by using their Tartan Card and the ability to release print jobs by using the Portal ID and password from their computer workstation.

The GoPrint system will be implemented winter quarter 2006 in all of the open labs. These areas include the Teleports, the CIL Open Lab, and the Learning Resources Center. Sinclair students will receive some free printing each quarter to cover the costs of basic printing needs.

Additional information about this project will be forthcoming in the next several months as the system is installed and implemented. For additional information feel free to contact Jeanna Reedy x2082.

*Jeanna Reedy*





## Hints from the Help Desk

### College-Owned Laptops Need to have their Anti-Virus Definitions Checked at Least Once a Week

Each college-owned laptop is installed with a number of software products to protect the laptop itself and the campus network when the laptop is connected to it from viruses and other security threats. McAfee VirusScan anti-virus software is one of these software products. When the McAfee software is installed on a college-owned laptop, it is set up to receive important automatic anti-virus software definition updates when it is connected at least once a week to the campus network.

**In addition to connecting your laptop to the campus network weekly, it is also extremely important that you check the anti-virus software definitions on your laptop at least once a week to make sure they remain up-to-date since some applications can interfere with the anti-virus definition update process. McAfee releases anti-virus definition updates daily Monday through Friday so if your laptop's definitions are older than the previous weekday, they are not up-to-date.** Outdated anti-virus software definitions pose a serious security threat to the laptop and the campus network.

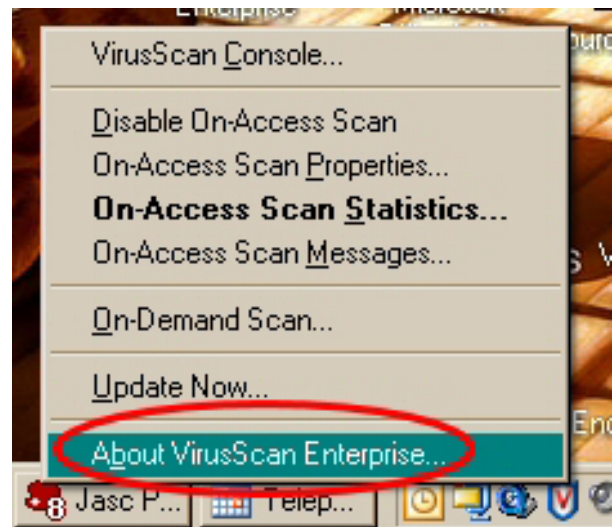
**To check the anti-virus definitions on your laptop, follow the steps below:**

**NOTE:** If you need help with this process, contact the IT Help Desk at 512-HELP (4357) or at [helpdesk@sinclair.edu](mailto:helpdesk@sinclair.edu).

1. Right-click on the McAfee symbol in the Taskbar tray at the bottom of your laptop screen.



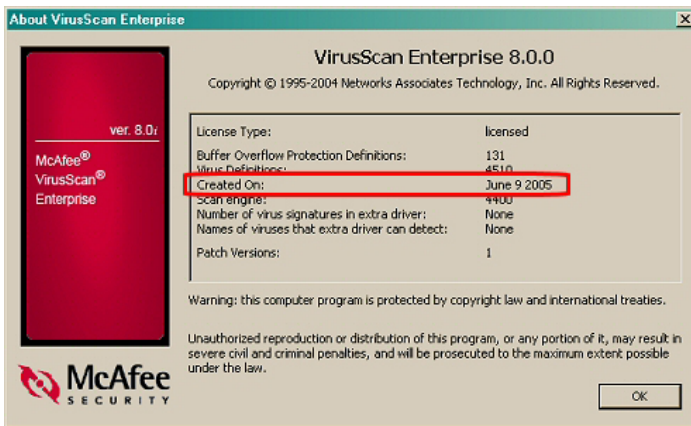
2. Select About VirusScan Enterprise.



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3. The screen pictured below will open.



For additional information about maintaining your laptop, see the ‘College-Owned Laptop Procedures’ document at the following link: [http://our.sinclair.edu/sites/its/itswebsite/it\\_policies/procedures/its/lptopproc.pdf](http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/lptopproc.pdf)

For additional questions, contact the IT Help Desk at 512-HELP (4357) or at [helpdesk@sinclair.edu](mailto:helpdesk@sinclair.edu).

*Cheryl Stewart*

4. Review the date listed on the **Created On** line in this screen.
5. **If the date listed on that line is older than the previous weekday, your college-owned laptop’s anti-virus definitions are not up-to-date.**

Example: The date that you are checking the virus definitions is 6/4/05 but the date listed on the **Created On** line is 5/31/05.

6. **If the definitions are not up-to-date, you need to bring your laptop into the Information Technology Services department, Room 13000, between the hours of 8:00 AM to 5:00 PM, Monday through Friday, to have the anti-virus software definitions updated.**
7. **IMPORTANT NOTE:** You should use the steps listed above to check your college-owned laptop **at least once a week to make sure that it has received the necessary anti-virus updates.** If at any time you find that your anti-virus definitions are not being updated, you should bring your laptop into the Information Technology Services department.





## The Awards Keep Mounting for IT



Picture by Rex MtCastle

The awards keep mounting for the Information Technology Division. Above are several awards that were won by the IT Division Staff including: League for Innovation Innovator of the Year Award for the Web Content Management System, Educause Award for Excellence in Information Technology Solutions for the Student Success Plan, and the Institutional Excellence in Telecommunications Award from ACUTA.

Now there will be two new awards to add to this tally. The latest awards are the NCMPR award for Sinclair's new virtual tour at [tour.sinclair.edu](http://tour.sinclair.edu) which will be presented at an award ceremony in October,

and the Macromedia Innovation in Higher Education Award for the rich internet application design used for the Student Success Plan.

If you would like to see these awards for yourself please feel free to stop by Systems Development & Maintenance in Room 14026 where they are proudly on display.

