



## Access Rights

Do you carry sharp scissors with you wherever you go? Probably not. You could hurt yourself or someone around you. The same logic could be applied to access rights on computers. You usually don't need to be a user with full privileges. Too much power can be dangerous, perhaps allowing viruses and other attacks to more easily compromise your computer.

### Reasons to comply

IU IT Policy IT-12, drafted in 2002 states, "Perform day-to-day work as a non-privileged user and only use privileged accounts for tasks that require additional capabilities."

In addition, audit findings from the Campus Computing Center General Controls Report of February 2009 stated that faculty and staff members having administrative access to assigned computers created the potential for accidental computing misconduct and may grant hackers greater access to the IU South Bend computing environment.

### What does this mean to you?

Currently, most faculty and staff have full administrative rights to their office computer. This allows them to install software and change system settings. Users could, and have, unknowingly downloaded and installed malware (software containing viruses or applications to steal identities) which puts the employee and university data at risk. The Helpdesk performs approximately 2-4 rebuilds a week due to viruses or other malware on office computers. Although the viruses are usually caught soon after infection, the user is inconvenienced by being taken off the network until the Helpdesk rebuilds their computer.

### What must be done?

IT will be changing the access rights of employees on office computers to "user-only." We've already made this change on all Information Technologies staff computers to determine the effects and to find resolutions for problems that occurred as a result - and there were problems.

Our campus is not alone in this task. Other IU campuses are at varying stages of the same project.

IT is committed to providing the necessary support and consideration in order to be the least disruptive to faculty and staff, while at the same time complying with university policy and audit requirements.

### What Alternatives Are Available?

- The Helpdesk staff will install software for users within two work days of their request, but in most cases we would expect to do this immediately.
- Special software applications are being evaluated to allow updates of third party software that won't require administrative rights to install.
- Changes in specific access rights may be made so the particular application will function - such as mobile device updating.
- When the above alternatives are not sufficient for the faculty or staff member to operate productively, a local administrative account may be created.
- In cases where the user needs rights to multiple computers, such as departmental labs, a special ADS administrative account may be created.

### What is the timeline?

Beginning June 1, all replacement PCs and any PC that requires a rebuild will be set up with user-only rights. At the same time, we will proceed with changing users' rights a department at a time, beginning with Student Affairs, Administrative and Fiscal Affairs and Public Affairs and University Advancement, and then on to academic areas.

### What about classroom instructor stations and computing labs?

IT will also be changing the rights of users on the computers in all classrooms and computing labs to "user-only" beginning this Fall. During the summer one of our open labs will be set up for faculty to verify that their software will work properly with the limited access. If any applications are reported to have problems, IT will work with the faculty mem-

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*IT solicited feedback from faculty regarding ways faculty can save resources and help students reduce their printing. Thanks to Dr. Deborah Marr who responded with the following:*

## **Ideas on Conserving Paper and Ink for Faculty and Students**

**Deborah Marr**  
**Department of Biological Sciences**

At this time of the semester the piles of papers on my desk multiply like metastatic cells, and student notebooks are beginning to bulge from lecture notes, assigned readings, assignments and exams. Unfortunately, I am not alone with my paper problem. Approximately 15 million sheets (30,000 reams) of office paper are used every 5 minutes in the United States (EPA Paper Facts; Jordan Office Paper 2007). A few ways to decrease the amount of paper we use, and help students stay well within their GoPrint budget are included below.

**Syllabi:** On the first day of class in my Introductory Biology courses I hand out a single page that includes the Lecture Schedule, Lab Schedule and due dates for exams and major assignments. Students are required to read through the entire syllabus (posted on Oncourse) and answer questions about the syllabus by the second week of the course. They must send their answers to me by email through Oncourse. This accomplishes several goals: (1) I know that students have read the entire syllabus and can access Oncourse, (2) it encourages students to ask me questions about the syllabus, (3) it reduces the amount of paper required to print out the entire syllabus. For upper-level classes, I simply post the syllabus and class schedule on Oncourse – upper-level students understand how to use a syllabus so do not require a “syllabus” assignment. I let the students know that the syllabus will remain posted the entire semester, and encourage them to only print a hard copy of the class schedule (1 page).

**Lectures:** I save PowerPoint slides as a handout with 4 slides per page and post this as a pdf file. This prevents students from printing out 1 slide per page (decreasing paper wastage by a factor of 4). I keep slides posted throughout the entire course, and encourage students to refer to the lecture slides online rather than print out everything. Other faculty have saved their PowerPoint presentations as an outline – this can save a lot of paper and works well if you have primarily text on your slides.

**Assignments:** I have changed the format instructions for most of the papers that I assign. For final papers, I require 1.5 spacing rather than double-spacing, no longer require a separate title page and encourage double-sided printing. This decreases page length by 2 or more pages per student. I also encourage students to send me their drafts and final papers electronically. Each year, I have been increasing the number of papers graded electronically vs. hard copy. If anyone has suggestions on how to grade papers more efficiently online, I would love to hear your suggestions (I am still faster at grading a hard copy at this point).

Encourage students to bring their laptop to class. The students in my classes deserve the credit for this idea. Instead of printing out a paper, students bring up the paper on their laptop and refer to the paper as needed during class.

Reduce Ink Use for Office printers: An idea I got from the IUSB Center for a Sustainable Future reduces ink usage by 20%. You can download an ecofont, and choose this font for printing documents. [http://www.ecofont.eu/downloads\\_en.html](http://www.ecofont.eu/downloads_en.html)

I haven't eliminated the use of paper entirely, but each semester I try different approaches to decrease the amount of paper I am requiring students to print, and decrease the waste of paper on my end. Please send your ideas for how you and your students reduce waste of paper and ink.

Facts on paper usage and recycling in the United States.  
<http://epa.gov/osw/conserve/materials/paper/faqs.htm>

Photograph Exhibit by Chris Jordan (see Office Paper 2007)  
[http://www.chrisjordan.com/current\\_set2.php](http://www.chrisjordan.com/current_set2.php)



# Getting To Know Our Staff

In this and future newsletters, we will be spotlighting members of our IT staff. Some faces may be familiar to you, but others may not, as they work behind the scenes. But all are important to the team that supports technologies on the IU South Bend campus. We'd like you to get to know them. The first two employees to be profiled are our two Andys.



## Andy Evans

Andy is a Helpdesk Support Consultant and has been with IT full time for five years. You may have seen him before that when he started as a part-timer installing equipment for faculty and staff. He is quite comfortable supporting software and hardware, both PC and Mac, as well as printers. His hardware experience has made him invaluable during times when the hardware technician position was vacant. His pleasant attitude and quiet demeanor has endeared him to the many users he assists. Andy is primarily responsible for tech support in Northside, Greenlawn, and Riverside Hall.

**What do you like about working in IT at IU South Bend?** I enjoy the great coworkers I work with, and all the great challenging problems that I get to deal with on a daily basis. Everyone of the dozens of VPN issues I see each day is different, I swear!

**What brought you to IU South Bend?** I started off as a student here 10 years ago. I enjoyed the academic environment so much, when a job opened up, I decided to go for it, the rest is history.

**What do you like to do in your free time (hobbies, interests)?** I have an endless list of hobbies and interests. A few that I am currently into would include: developing web pages like my restaurant review site [www.foodaroo.com](http://www.foodaroo.com), programming, photography, alternative energy projects like my solar powered lawnmower and soon to be electric car, buying and selling things on eBay and Craigslist, working on cars and many more.

**Can you tell us something about yourself that might surprise others?** I am a tea connoisseur.

## Andy Walton

Andy is also a Helpdesk Support Consultant and has been in this position for five years. In case you don't recognize his current photo, we've added his "before" picture. He is continually looking for better, faster and more efficient ways to do things. His research and creativity greatly enhanced the rebuild process. And when looking for a more effective tool for student consultant communication, he downloaded and configured an application which eventually became the campus bulletin board. Andy keeps faculty, staff, and students smiling and is the primary support provider for Wiekamp Hall, Schurz Library and Purdue Tech building. He also is currently serving as the co-president of the Professional Staff Council.



**What do you like most about working in IT at IU South Bend?**

I enjoy helping people, and demonstrating new ways to take advantage of available technology.

**What brought you to IU South Bend?**

As a student with a high aptitude for things computer/technology related, it seemed only natural to apply for a job in IT.

**What do you like to do in your free time (hobbies, interests)?**

I enjoy disc-golf, geocaching, live music, and brewing beer - all with my family, as much as possible. (*Editor's note: What is geocaching? Check it out on Google!*)

**What can you tell us about yourself that might surprise others?**

My grandfather, as an infant, was found abandoned on the St Joseph County courthouse steps. So much for traceable genealogy.

# What's New?

## Multi-function Copiers

Deb Richards recently spearheaded the move to multi-function units on our campus. Information Technology (IT) supports this endeavor and has already worked with Deb to begin the set up of network connections and printer drivers for departments.

As announced by the Chancellor on April 15<sup>th</sup>, the Copy Center will begin reporting to IT beginning May 1<sup>st</sup>. Kathleen Weidner, Classroom Technology Services Manager, will assume responsibility for this area as a part of User Support. Copiers have moved from the single purpose, standalone copier of the past to multi-function units that can also perform as printers, scanners and faxes. By consolidating many units into one, the university can experience a reduction in power usage and regain physical space.

## Faster Connectivity to Elkhart Center

The IU Elkhart Center's connection to the IU South Bend campus was upgraded on April 24, 2009. The new dedicated circuit is 14 times faster than the previous dedicated circuit. This allows the IU Elkhart Center to enjoy improved phone and data connections.

## Survey Responses Needed by May 8th

To provide the highest quality IT services, the Academic Senate IT Committee and Information Technologies have developed an online survey to better assess the technology uses and needs on our campus. An E-mail has been sent to each department/division to be passed on to all full-time and part-time faculty and staff to take the survey. It should take approximately 15 minutes to complete. The IT Committee and Information Technologies hope to get participation from faculty, professional staff and hourly staff. A summary of the results will be made available via a Bulletin Board announcement during the summer and provided to the Academic Senate in the fall. While we realize this is a busy time of the semester, we hope our campus community can provide this very important feedback. If you haven't already filled out the survey, please do so by visiting the following URL: <http://www.the-survey-group.com/IUSB/IT/>

## Continuing Bookstore Computer Sales

Beginning the week of December 8, 2008, computers have been sold in the Barnes and Noble Bookstore on the IU South Bend campus on a continuing, as available, basis. Rather than trying to sell all of our surplus and off-lifecycle computers on one or two days a year, we spread the sales out over the year. Visit the IT web page, <http://it.iusb.edu> for up-to-date information on computers currently on sale, their configuration and cost.

## FootPrints Replaces Falcon

A new Helpdesk incident tracking system, FootPrints, will be replacing Falcon Thursday, April 30 on our campus. IU South Bend will be one of the first campuses to implement this new university-wide system which should offer more automation, more communication, and better tracking of user requests. The intended results is better service to our faculty and staff.

# Turn It Off And Save!



If all faculty and staff were to turn off their computers as suggested (lab computers are already turned off every night), the potential savings to the campus (cost of electricity) would range from \$15-18,000 annually.

IT recommends that you power off, or shut down, your office computer when leaving each night **EXCEPT** for Wednesday night.

On Wednesday when you leave, please "restart" your computer which logs you off but leaves the computer powered on so that it can receive security updates overnight. All other nights you can "shut down" your computer.

For even more savings, you should power off your monitor and printer as well.

Lab computers are powered down at end of day and they automatically turn on at 7 a.m. to be ready for use in the morning.

Classroom tech desk computers are also now powered down after classes and they power back up automatically in the morning to be ready for classroom instruction.

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## IT Helpdesk

DW1245 Hours:

8:00 am—8:30 pm, Mon-Thurs.

8:00 am—5:00 pm, Friday

Phone: 574-520-5555

*After-hours calls are  
transferred automatically  
to UITS Support Center*

E-mail: [helpdesk@iusb.edu](mailto:helpdesk@iusb.edu)

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