Unified communications arrive

IU South Bend is getting a new desktop communication system that will change the way you communicate. The new system, called UniCom, will deliver voice, instant messaging, telephony, desktop sharing and audio/video conferencing to everyone on campus.

This new service uses Microsoft Lync to bring together all these services into one interface on your computer. UniCom not only provides new services in an easy-to-use format but also offers many advantages over the old telephone system like:

- Simple 10-digit dialing (no need to dial 1 or 9)
- No long distance charges between IU campuses
- Long distance authorization codes needed only on non-IU calls
- Instant messaging for all Lync users
- Video calling from your desk (webcam and microphone required)
- Join videoconferences from your desk
- Desktop sharing
- Integration with mobile devices

UniCom works directly with Microsoft’s Outlook, so that from UniCom users can see if their co-workers are available. UniCom will also send a message to users’ email inbox with a notice of a missed call or a transcript, if a voicemail has been left. For more information please visit: unicom.iusb.edu

To Get Started with UniCom:

PC/Windows users - Here is what you will need to do:
1. Restart your computer.
2. Open any browser and go to the following url: https://accountmgmt.exchange.iu.edu/E911/
3. Login when prompted.
4. Read and acknowledge the E911 statement.
If you get a message suggesting that you install the Lync client, please ignore as your system will update itself the next time it is restarted.

MAC users - Here is what you will need to do:
1. Open any browser and go to the following url: https://accountmgmt.exchange.iu.edu/E911/
2. Login when prompted.
3. Read and acknowledge the E911 statement.
4. You will be directed to the Lync client install webpage – please install.
5. If you are not directed to the Lync client install webpage then go here: http://iuware.iu.edu/Mac/Package/1633
As the spring semester ends and the summer semester begins, UITS starts what is usually the busiest time of the year, and this year is no exception. We have completed several major projects during the past year, such as the WCMS rollout, the replacement of 60 projectors and 80 computers in classrooms, the addition of 39 computers and related furniture in the upper floors of the library, as well as large display screens in the library student study rooms.

We are now preparing to embark on a series of new projects for the upcoming year. Unicom, IU’s unified communication system using Microsoft Lync, began its pilot phase in UITS in April. We are excited about all of the new functionality this system will offer users, as it integrates phone, voice mail, video conferencing with Outlook giving users flexibility in how they work. The Chancellor’s Cabinet, Academic Senate IT Committee and Deans will be added to the pilot in May. More volunteers or early adopters will be added during the summer, with full migration taking place over the fall semester finishing in December.

New iMacs running Lion will replace aging ones in the STCs this summer, including those in Greenlawn 132, DW 1225, NS0040, Library Media Commons and Information Commons, Writing Center, and Elkhart. All-in-one PCs will soon be replacing faculty and staff computers when they are due to be upgraded. These will have a built-in camera to take full advantage of the video function of Unicom. The small footprint will offer saved space on the desktop (or floor) for users’ work space.

We are also designing advanced teaching and learning spaces for the new Education and Arts Building. A student technology center which has been configured to provide 24-hour access, includes a variety of seating and work areas. Besides the traditional computer seating, the room will offer café seating, work spaces for students to charge and use laptops, and collaborative areas with large display monitors. See proposed layout inset.

As we work more closely with UITS, we continue to explore the adoption of virtualization for servers, desktops, and applications, new data storage alternatives, and improved desktop management – this all in an attempt to let you use technology where and how you work best.

We give a big “Thank You” to all who responded to the UITS survey in March and April. We look forward to receiving the results soon. Your responses help us prioritize future directives.

We would also like to congratulate our student consultants who have received awards this year: Brennan Lennox won the “Agent of Change” award from the Women’s Studies Department and Shannon Williams won the Excellence in Philosophy award along with Josh Bisig. Additionally two of our Lead Consultants were published in the Undergraduate Research Journal: Nathaniel Lamberight-Dale for his article entitled, “Sex, Buds and Rock N’ Roll: Images of American Freedom and Sexuality in Budweiser’s Television Advertisement, ‘Anticipation’” and Michele Harding for her article entitled, “Creating Amr: Challenging the Concepts of Gender Identity in a Patriarchal Society.” Kudos to them all.

Have a great summer!

Bev Church
IT Executive Director
Jeff Stahl, Senior Manager, Systems Administration

I manage and oversee the administration of the servers responsible for storing data and providing services for the IU South Bend Campus community. This includes installing and maintaining the systems in support of the mission of the campus.

What do you like about working in IT at IU South Bend?
I enjoy the variety of different challenges that come up from day to day. There is a great diversity of users on campus with different thoughts on what they would like to see their computing equipment do for them. I enjoy seeing our users use the equipment and technology in new and different ways.

What brought you to IU South Bend?
I was enticed by the variety of responsibilities in the job posting, and have not been let down! Working on an Indiana University campus, there are many opportunities to work with new and different technologies. Some recent and upcoming examples include the expanding use of iPads and the upcoming UniCom telephony deployment.

What do you like to do in your free time (hobbies, interests)?
I enjoy spending time with my family, reading, travelling, and working with technology.

Can you tell us something about yourself that might surprise others?
I recently learned about the sport of curling and participated in an Introduction to Curling class at a local ice rink.

Change your passphrase now to avoid Fall disruptions

Is your passphrase at least two years old? If so, be sure to change it before you head into summer. Starting September 10, passphrases for CAS-authenticated sites will automatically expire two years after they are created. This security measure will protect your valuable data against hacking and misuse.

Retain your access to important resources such OneStart, Oncourse, and Student Information Services.
Change your passphrase now.

You can reset your passphrase at any time with the Self-Service Passphrase Reset tool at:
http://passphrase.iu.edu
Learn more about mandatory passphrase expiration at:
http://uits.iu.edu/passphrase

My favorites ... Top 5 (Android) Apps from Staffer Lucas Eggers

Here are my top 5 android phone apps that my life is incomplete and worthless without:

(In order of most life saving to somewhat life saving)

1. **Weather Channel App** (practically checked hourly) - Animated radar & more! The Weather Channel provides the most accurate and relevant weather information whenever weather matters to you.

2. **Chase Bank App** - Your bank now fits in your pocket. You can access your accounts from your phone virtually anywhere, anytime.

3. **Yahoo Fantasy Football App** - Create or join a NFL league and manage your team with FREE live scoring, stats, scouting reports, news, and expert advice.

4. **Google Search App** - The fastest way to search the web and your phone. Search the web and your phone with the official Google Search app. Get phone search results plus web search and web site suggestions as you type. Google Search will learn which items you click on most to make it even easier to get what you want quickly.

5. **Twitter/Facebook Apps** - Twitter instantly connects you to the people, news and events you care about. Get updates from your friends, industry experts, favorite celebrities, and what's happening around the world.

Facebook for Android helps you connect with your friends and share on the go. Upload a photo, keep up with friends' photos and status updates, look up a phone number, and more – right from your Android device.
How do you use information technology in your work?

Information technology has become an integral component in how I teach. I present materials in class using Microsoft Office, the Internet, and other tools. I develop instructional videos to help guide my students through some of our course material when they are studying. I distribute materials using OnCourse and I communicate with my students using email.

Tell us about a positive experience you have recently had with UITS (IT).

ALL of my experiences with the IUSB-UITS folks have been positive! They are all well-informed, helpful, and patient professionals who have always responded quickly to each and every question I have posed (and something tells me I ask more questions than the average faculty member). And no, I’m not just saying this in anticipation of the next time I will need to make a call to ask yet another question!

PC or MAC?

PC. But I like listening to podcasts on my iPod, and I recently got an iPad.

What technology can you not live without and why?

About four years ago, I bought a notebook “convertible” computer. The computer is equipped with a stylus and a special screen so that I can write on PowerPoint presentations, Word documents, or Excel worksheets. I use this inking feature in class to write notes during projected presentations for my students. I also use it to mark up papers that I can collect and return electronically through OnCourse. It has become an important aspect of how I communicate with my students.

How will your relationship with technology change in the next 5 years?

Wow, you can respond to this question in so many directions! You can go all “Dr. Phil,” and talk about how your personal connection to technology will change: “we will go through some rough times during new adoptions and upgrades, but we will remain true life partners…” Yeah, I didn’t think that’s what you meant.

I have barely entered the wonderful world of “social media.” I have a very superficial facebook presence. I’ve never tweeted or tumblred (if that’s a word), and I haven’t become pinterest-ed. I’m sure there are even newer media and platforms out there of which I am not aware. I’d imagine that these media will become even more pervasive over the next five years. Whether they will influence my teaching is an open question, but I’d imagine they will affect my life.

Teaching with Technology Fair

On Thursday, April 26th, faculty and staff demonstrated new technology tools at the Third Annual Teaching with Technology Fair & SEED Grant Call for Proposals held in the Fireside A & B near the University Grill.

The Tech Fair provides an opportunity for faculty to see demonstrations; “test drive” the technology and ask questions. Amy Pawlosky of UCET, Jim Yocom and Randal Slisz of Instructional Media Services were on hand to demonstrate streaming media, mobile devices, tablets, and other media software and hardware.

This event is sponsored by Distance Learning and the University Center for Excellence in Teaching, in collaboration with UITS, and funded by Distance Learning. Details may be found on the UCET website.