

IT Liaisons Nov. 2009 meeting
9:30-10:30, THO 150

1. IT phone tree -- Penny

Penny explained the changes made to the IT phone tree with the move into Thompson. Calling Vocera to notify THO public service staff with Vocera badges did not work as Penny expected. Mark Boarman is checking the Vocera manual.

There were some problems with the IT phone tree test done last week. Penny will follow-up with those locations. The revised IT phone tree will be posted on the Staff Intranet soon and Penny will email IT Liaisons and others on the phone tree when that has been done.

IT Liaisons should make sure the phone tree is available near the phone number listed in the phone tree and that department staff know what the IT phone tree is and what to do if IT staff initiate the IT phone tree.

2. Change way applications are delivered -- Matt

Applications are currently delivered to your e-LAN account. CSS will be changing this so that applications are delivered to your PC. The change will be rolled out gradually and tweaked as needed. Applications should load faster.

3. Firewalls – Matt

The way firewalls are managed is changing. THO has a virtual firewall and it's faster. All other library locations are in buildings with physical firewall routers. Changing to virtual routing firewalls in those locations means the firewall will be faster and CSS/OIT will no longer have to replace physical hardware when there is a problem.

OIT networking staff will take care of all networking. There is no time frame on when this change will happen.

4. NAC -- Matt

A change will be made to the way PC authentication is done. No timeline yet, but it will Spring 2010 at the earliest.

5. Remedy system used by OIT for problem reporting -- Matt

OIT is replacing their Remedy software with Service Now on Dec. 14. The new software will be rolled out to OIT staff first, then the Libraries' IT WIT staff and eventually to others, including IT Liaisons. At some time in the future IT Liaisons will be able to log into Service Now and see the problems they have reported.

6. E-mail

The university is moving to Microsoft Outlook for e-mail sometime in the future. OIT will be running a Microsoft Outlook exchange server, probably using the instance purchased by Student Life. Outlook uses one mailbox and Outlook email is easily corrupted. Running an Outlook exchange server avoids that problem. To avoid corruption problems Outlook will be set-up so that it can be opened only on one PC at a time.

When Outlook is implemented CSS will copy Eudora files to Outlook. There will be Outlook training sessions.

At the same time the Oracle calendar will be replaced with the Outlook calendar, which works better with Palms, PDAs, cell phones, etc.

Matt reminded us that to use our J:\ drive Group space to share files within our department and with committees rather than email documents as attachments.

7. Questions

Slowness issues: The eLAN server is not as fast as our former server. CSS is trying to address this issue and changing the way applications are delivered is one part of that. The slowness happens in all libraries. CSS did some testing with Jody Faught and the ILS staff and response time was faster. However CSS is not sure if that solution is scalable and will result in faster response time as it is implemented in additional departments.

User login is slow the first time you log onto a PC. It is best if student workers to use the same PC as much as possible. Changing the way applications are delivered will reduce some of the slowness.

8. Eudora and viruses: Eudora saves email to a temporary spot and then discards messages with viruses. If Eudora is unable to handle a specific message with a virus Eudora replies that the message cannot be read. At that point Eudora is stuck. You must log into Webmail and delete the message with the virus.

9. Other email issues:

--Do NOT try to access Eudora on two PCs at the same time.

--Webmail will continue.

--Student email was moved to buckeyemail.

--Blocked email services: Some providers are blocking OSU email, but it is also true that OSU sometimes blocks email providers based upon spam and other network traffic. The problem should be reported to OIT, call their Help Desk 8-help or send email to 8help@osu.edu.

--80+% of campus network traffic is spam.

10. Windows Live pop-up – Deb

Deb Cameron showed how to disable the Windows Live feature in WORD and Excel 2007.

When making the following set-up changes you should not have a WORD or Excel document open because the software might crash and any changes you made and not saved would be lost.

WORD: do NOT have WORD open when you do this.

click the *Microsoft logo* in the upper left

click *WORD Options* button at bottom

click *Add-Ins* in left column

at bottom of next window open the drop down menu beside the *Manage* label

double click *COM Add-ins*

click *GO*
click *Microsoft Office Live Add-In*
click *Remove*
click *OK*

Excel

click the *Microsoft logo* in the upper left
click *Excel Options* button at bottom
click *Add-Ins* in left column
at bottom of next window open the drop down menu beside the *Manage* label
double click *COM Add-ins*
click *GO*
click *Microsoft Office Live Add-In*
click *Remove*
click *OK*

Next IT Liaisons meeting Feb. 2, 2010