

EVERYTHING IT @ U OF T

# In the Loop

INFORMATION TECHNOLOGY SERVICES

June 2012 Volume 1, No. 1

Debut Issue

# WELCOME

## Welcome to **In the Loop**, ITS' new monthly newsletter

**ITS is a broadly-mandated organisation, providing services that range from desktop support to enterprise systems and services.** There are over 150 people providing different services and creating new systems on a regular basis in the ITS unit alone, and over 400 more people providing services in the divisions.

With all the activity going on, we appreciate that it is difficult for staff in ITS and beyond to know about all the offerings and projects underway or in planning stages. That's why we've started this regular newsletter.

In the Loop will feature new services being introduced so that you know about them, how they work and what they are intended to accomplish. We'll update you on ITS top priorities and projects in the pipeline. And, we will write about the things you want to hear about. This newsletter is part of a layered communications approach – one that includes our [Web site](#), RSS and Twitter feeds, and periodic road shows and general staff meetings.

It is our intent to keep everyone **in the loop** and actively participating and contributing to awareness and collegiality in our ITS department. If

you have ideas for stories, items to contribute, or questions that you would like answered or discussed, please forward your thoughts to [Tamara Adizes](#), the ITS Portfolio Communications Officer.

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### Recap: TechKnowFile



# 2012

Thank you to University of Toronto Mississauga for hosting TechKnowFile 2012 in conjunction with OUCC 2012. **What a success!**

If you are interested in participating in the next year's planning committee, please contact us at [its@utoronto.ca](mailto:its@utoronto.ca). **Planning will begin in September in 2012.**



## The Portal Upgrade:

The Portal **was successfully upgraded** to version Blackboard Learn 9.1 service pack on May 11, 2012. The new version features a new streamlined look, automated grading, negative marking, and timed auto submit. For full details on the upgrade please go to:

[www.portalinfo.utoronto.ca](http://www.portalinfo.utoronto.ca)

## Mobile Learn - U of T: as mobile as you are

To complete the latest upgrade, the Portal is now mobile enabled. The Blackboard Mobile Learn app enables students to receive course notifications and updates to course content from their mobile device. The app can be used with both wireless and cellular networks. ■



## No more Quotas + New Wi-Fi "UofT"

The University of Toronto has removed the weekly usage cap on our wireless networks. Historically, most clients were afforded a limit of 2GB of traffic per week.

This policy was put in place at a time when there were fewer high-bandwidth applications serving an academic function, Internet traffic was more

expensive, and the tools to prevent one client from crowding out others on a network were not as refined as they are today. As we are reaching the culmination of a significant wireless infrastructure modernization project, these quotas have now been removed in order to offer better support for academic and related activities.

In addition, ITS has implemented a **new Wi-Fi network** called "UofT". Users will no longer have to authenticate in a web browser when using wireless on campus. The user's device should now recognize the wireless connection and automatically authenticate. The UofT network will eventually replace UTORwin as part of a larger institutional wireless upgrade initiative. **To take advantage of the new wireless infrastructure, you will need to [register your UTORid here](#) . For [step-by-step setup guide, please click here](#). ■**

## WIRELESS 101

**STEP 1: Register your UTORid**  
[Click here](#)

**STEP 2: Add the New Network**  
NEW Network Name: UofT

**STEP 3: Authenticate Once**  
Use your UTORid + Password

**STEP 4: Enjoy the Service!**

## IT Projects and governance updates

### 1. ITS Committee Meeting Schedules and Agenda Items

We will start scheduling the next round of ITS **Priorities and Accountability (PAC)** Committee and **Process and Technology (PTC)** Committee meetings over the course of June 2012.

Current information on ITS committees is [available online](#).

We encourage all members who would like to submit an agenda item for any ITS sponsored committees to use the [online submission form](#)

### 2. Video-conferencing Solution

The ITS communications team is currently finalizing the marketing and promotion materials for the new CISCO Telepresence video-conferencing solution. The targeted campaign will launch in **July 2012**. For more details, [please click here](#).

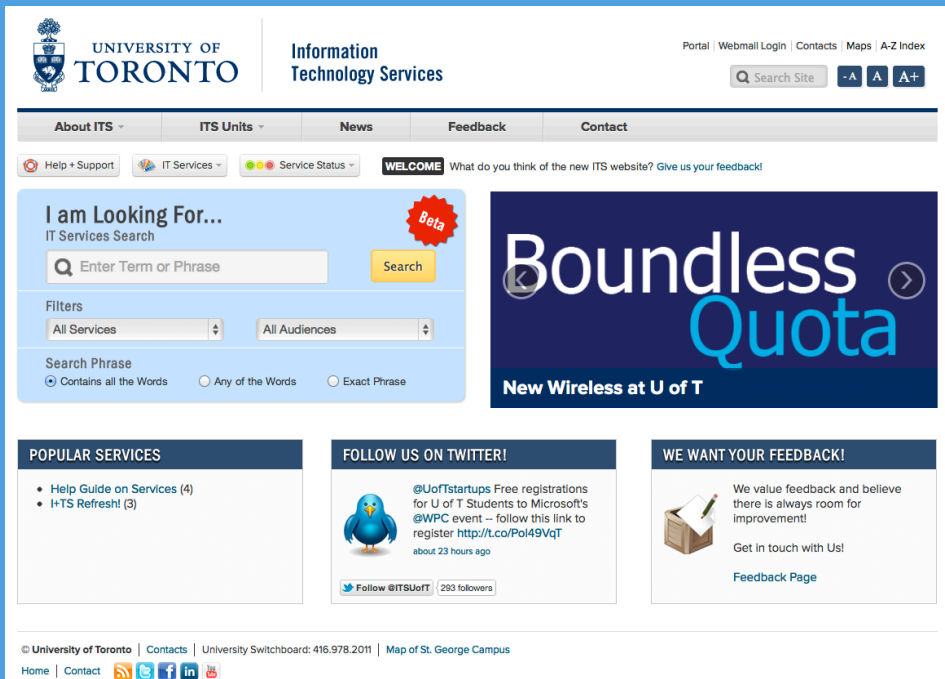


## System Status

Did you know that Information Technology Services has a **System Status Alert** page? Go to [www.its.utoronto.ca](http://www.its.utoronto.ca) to view up-to-date information on ITS

# SNEAK PEEK @

**NEW ITS Website:** We are working hard to complete the new website fully equipped with an IT service catalogue, great news feature and a fully consolidated central IT web presence. **Coming Soon!**



## UTmail+ Implementation Update:

ITS is pleased to report that **over 60K current students** have migrated to the new UTmail+ service from UTOReMail. **Starting in early June**, our technical team will migrate the remaining students in batches until all accounts have switched over. The goal is to complete current student migration before the upcoming academic year. When students access WebMail they will be re-directed to the UTmail+ enrollment screen in daily batches of 1,000 until completion.

**NEW - UTmail+ for ALUMNI:** Following extensive consultation and collaboration with DUA, UTmail+ is now available to all new alumni. Starting with the **Class of Summer 2012**, all graduating students will receive a new e-mail address with a @alum.utoronto.ca domain. Students already using UTmail+ will see a seamless transition. For more information, please [click here](#). ■

# UTmail+

## 63,898

Students Enrolled

## 450

average daily uptake

UTmail+	E-mail	WebApps	SkyDrive
A quick feature guide	1 New Webmail interface 10GB inbox	1 Microsoft Office Suite	1 7GB of Online Storage
	2 Calendar feature	2 Collaboration environment	<b>Bonus</b>
	3 IM Web-based messaging	3 Share, Edit...	1 Use your UTORid to access all UTmail+ services

## ALERT: ANTI-VIRUS

As of **June 1, 2012** there will be **no more virus definition updates to Symantec Endpoint Protection** due U of T license changes.

[Click here for important details on next steps.](#)

## ITS welcomes and bids farewell to...

### Retirements:

Thank you to the following staff for their dedicated service to both U of T and Information Technology Services. We wish you all the best!

**Beth Learn (April 2012)**

**David Sutherland (April 2012)**

**Robert Burbank (June 2012)**

**Ian Fann (August 2012)**

**Connie Del Fuoco (August 2012)**

### New Staff:

Please help us welcome our news staff to the portfolio:

**Mark Johnston**

**Alex Dault**

**Danial Farid**

**Bruce Hoppe**

**Ahalya Rajkumar**

**Pallavi Thirunavukarasu**

**Francine Leclair**

**David Yin**

**Sambit Patnaik**

**Javier O. Ramirez Martinez,**

**Mezba Mahtab**

**Michael O'Cleirigh**

**Elizabeth O'Gorek**

**Petru Sugar**

**Mansurjan Mamatkulov**

**Michael Wyers**

## WHAT IS...



powered by  
**ngsis**

## Name the New ROSI Winner Announced!

Vice-Provost, Students Professor Jill Matus announced the winning entry in the **Name the New ROSI Contest** at the University Affairs Board meeting on Tuesday, April 18.

**ACORN** (**A**ccessible **C**ampus **O**nline **R**esource **N**etwork) is the winning entry, submitted by **Kerry D'Costa**, a student in the Doctor of Dental Surgery (DDS) program in the Faculty of Dentistry. Congratulations, Kerry! He will be the proud owner of a new iPad.

"The name was selected," says Professor Matus, "because the committee liked its simplicity, the acronym works and it ties in well with our oak imagery—we have acorns in our tree in the U of T logo."

The adjudication panel for the **Name the New ROSI Contest** met in early April and reviewed the **nearly 1000 entries for the contest**. Submissions were received from undergraduate and graduate students representing a range of programs from across the University's three campuses.

In addition to Kerry's winning entry, the committee would also like to acknowledge the entries from comparative literature graduate student **Sarah O'Brien** and UTM undergraduate management student **Angelika Orgacki**.

Details on the implementation of the name for the NGSIS student suite of services will be rolled out over the next several months. ■

Source: Vice-Provost, Students Blog

Posted by: Joan Griffin

<http://www.vpstudentsblog.utoronto.ca/?p=284>

## U of T Map goes Mobile:

In 2011, NGSIS and Office of Space Management (OSM) collaborated on a project to create a user friendly St. George Campus map. Since the release of the map and great success, Academic and Collaborative Technologies (ACT) group from ITS initiated the process to convert the new map into a mobile app.

The Google-based, layered map helps members of the U of T community, particularly people who are new to the campus, navigate using meaningful search words, such as 'bookstore' and 'registrar'. The first map layers include accessibility, food, wireless, student services (including registrars), car parking, bike racks, TTC subway stations, green sites (including green roofs and battery drop-off sites), safety, study spaces and washrooms.

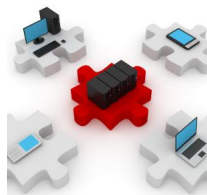
We are pleased to announce that the **U of T Map is now available in Apple's App Store**. This project is a phenomenal example of what can be achieved by cross departmental collaboration. The next phase of this project is to add more layers to the map and expand it to UTSC and UTM campuses. For more info please go to: <http://map.utoronto.ca>

To download the map in Apple App Store, [please click here](#) ■

## The Benefits of Virtual Hosting

As server multiply, so do the costs associated with running them: the cost of the computers themselves, the racks to mount them, the power and cooling infrastructure to operate them, and the space to locate and secure them.

The Enterprise Infrastructure Solutions (EIS) group offers a virtual machine hosting services based on VMware's industry-leading virtualization technology. This service is designed to help U of T faculties, departments and divisions conserve scarce resources by consolidating computing infrastructure into the University's central data centre. This allows departmental IT staff to



concentrate on administering operating systems and 3rd party applications and services without needing to purchase, support and maintain the underlying hardware. Virtual servers can be provisioned in a fraction of the time it would take to specify, order and setup a standalone physical server.

Virtual Machines are particularly appropriate for hosting development or testing spaces, collaboration and online publication tools, web sites, print and mailing list servers, file sharing, and other applications. The more powerful physical servers are typically dedicated to resource-intensive application or complex computing environment such as audio/video content streaming. **For more information on the service offering and pricing details, [please click here](#).** ■ Photo Credit: iStock

Photos

## How did we do?

This is our first newsletter and your feedback is important. Please let us know how we can improve.

**We also welcome your story ideas.** If you have any projects you would like to feature, please contact us and we will make sure to include it in our next issue.

The next newsletter will be issued on:  
**September 4, 2012.**

For feedback and to subscribe to the newsletter, please contact: Tamara Adizes at [its@utoronto.ca](mailto:its@utoronto.ca)

Thank you for reading!

### Volume 1, Issue 1



Tweet, Tweet!

[Follow ITS on Twitter](#)

[TAMARA ADIZES](#)

EDITOR AND LAYOUT,

**IN THE LOOP**

**ITS PORTFOLIO COMMUNICATIONS**

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