

A Message from the Vice Chancellor for Information Technology

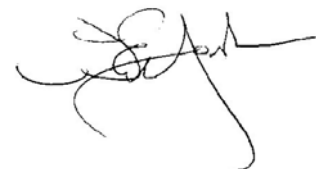
By William Yost

Welcome back to campus as we begin the spring semester. IU Kokomo's Office of Information Technology is always looking for ways to improve upon the services we provide. In the coming months, we hope to finalize plans for a campus-wide wireless service that will enable students, faculty, and

staff to be connected in every building. While this is a major focus, it will not be the only area where improvements are imminent. We will also be completing a significant upgrade to the classroom computers to facilitate instruction throughout the campus.

I'd also like to remind you to take advantage of

the information available at the Making IT Happen Fair that will be held in Alumni Hall on March 28. We hope this will be an enjoyable time for all who attend.



Setting up ADS accounts

By Shirley Sellers

New students will be able to create their ADS (Active Directory Services) accounts approximately 24 hours after the Office of Admissions enters their information into the PeopleSoft® system.

Returning students who have not registered for three consecutive

semesters will need to see their advisor. A student's advisor will then submit the proper paperwork through the offices of Admissions and the Registrar to update the student's record. Until this update is completed, the IU Kokomo Helpdesk staff will not be able to help a student with his or

her ADS account. Once the IU Kokomo Helpdesk staff can see a student's name in their directory, then we can help set up the account.

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ClearType®—A Microsoft® technology that is used to improve the appearance of text on your screen. It improves readability on color LCD displays with a digital interface, such as laptops and flat panel displays. Readability on CRT screens can also be somewhat improved. ClearType® is included in Windows XP® as well as in Microsoft® handheld computers.

Special Points of Interest

- Important Dates
- Check your Outlook Junk Mail folder daily



Helpful Technology Resource Links

Indiana University Kokomo Department of Information Technology (IT)
www.iuk.edu

IU Kokomo Student Web mail
<http://webmail.iuk.edu>

Lab Software Request Form
<http://www.iuk.edu/~kocser/pdf/softreq.pdf>

IU Knowledge Base
www.kb.iu.edu

IU Computer Buying Guide
<http://computerguide.iu.edu>

OneStart®
www.onestart.iu.edu

Oncourse
<http://oncourse.iu.edu>

IUware Online—Web-based software distribution for faculty, staff, and students
<http://iuware.iu.edu>

Faculty/Staff E-mail
www.exchange.iu.edu

IU Account Management Services
<https://itaccounts.iu.edu>

IU Passphrase Maintenance
<https://passphrase.iu.edu>

IU Information Technology Policy Office
www.itpo.iu.edu

IU Information Technology Security Office
www.itso.iu.edu

Microsoft releases become available on CD in April

By Craig Swoverland

The long awaited Microsoft Windows Vista® operating system and Office 2007 Enterprise® software are scheduled to become available on CD to IU Kokomo students, faculty, and staff in April 2007. The Microsoft Office® Suite was made available via download at <http://iuware.iu.edu> in December 2006.

Windows Vista® is the newest version of Windows. It's not an upgrade to Windows XP® but an entirely new operating system. If you use Windows XP®, you should find many similarities with Vista® and can expect to gain greater functionality in the areas of communication, multimedia, and security. A new interface, Windows Aero®, will be available. It uses 3-D graphics and other high-end visual effects to enhance your

interaction with the operating system.

The Windows Vista® operating system will be offered in two configurations to the IU community. Windows Vista Enterprise®, which is expected to be used on most systems on campus, will offer higher levels of data protection and application compatibility than were previously available. Windows Vista Ultimate® offers all features from the home and Enterprise® releases, including entertainment functions such as Windows Photo Gallery® and Windows Media Center®.

Microsoft Office Enterprise® 2007 includes the new versions of Access®, Excel®, InfoPath®, Outlook®, PowerPoint®, Publisher®, and Word®. In addition, Microsoft has added two new

programs to the suite: Microsoft Office Groove®, a collaboration tool, and Microsoft Office OneNote®, a digital notebook organizer.

The new products and their release to the IU community add to the value of being an IU Kokomo student. To purchase the software when it becomes available, visit the IU Kokomo Bookstore.

For information on the system requirements for Windows Vista®, visit www.microsoft.com/windowsvista/getready/capable.mspx.

For more information on the system requirements for Microsoft Office Enterprise® 2007, visit <http://office.microsoft.com/en-us/suites/HA101668651033.aspx>.

Get IT help after 5 p.m.

Even though the IU Kokomo Department of Information Technology offices close at 5 p.m., you can still request help from campus technical staff Monday–Thursday from 5–7 p.m. After 5 p.m., calls to the IU Kokomo Helpdesk

telephone, Ext 315, are transferred to the IU Bloomington Helpdesk for the next two hours. If you are having problems in a classroom and need to contact the technical staff working in the library after 5 p.m., call Ext. 315

and talk with the IU Bloomington Helpdesk. If it is necessary to dispatch the IU Kokomo technical staff to your classroom, the Bloomington staff will page those local staffers.

I am writing this article in early November around the time of my one-year anniversary with IU Kokomo. The past year has been enjoyable and rewarding for me, and some significant changes have occurred in IT. The exciting thing is that the best is yet to come! We are in the process of building a solid foundation for future technology and positioning ourselves to better support the future technology needs of the campus.

The Office of Information Technology (IT) consists of six operating units: Computer Services, Student Computing Services, Print Management Services, Audio/Visual Services, Telecommunications Services, and Web Services. When I was hired a year ago as the Director of Computer Services, I was given the responsibility for the first three of the operating units on that list. On August 1, 2006, the responsibility for Audio/Visual Services was assigned to me, and on November 6, 2006, the responsibility for Telecommunications Services was also assigned to me. In addition, my official title has changed to Director of Computing and Technology Services.

I believe these changes benefit the campus and affect the quality of service we provide each of you. By tying these operating units more closely together, we will

be able to offer better and more seamless services to you, contain costs, and make more efficient use of the IT staff and their skills. Let me provide you with a few examples of how I think service and support will be improved with this reorganization.

The first example directly impacts new employees. Currently, when new faculty and staff members arrive on campus, they must deal with two entities: Telecommunications for their telephone, voice mail, and long distance code, and Computer Services for their computer and ADS accounts. With these two operating units fully merged, one person in IT will be responsible for working with new faculty and staff members to satisfy all their technology needs.

Another case where integrating the operating units benefits you involves support for the classrooms. As I write this, the instructor's workstations in hi-tech classrooms, as well as all A/V equipment, are the responsibility of Audio/Visual Services. In a computer classroom, all computers—including the instructor's workstation—are the responsibility of Student Computing Services. The A/V equipment in computer classrooms, however, is the responsibility of Audio/Visual

Services. When these operating units are fully merged, the IT support people will be familiar with and able to support all of the technology in each classroom.

The last example involves how we will be able to address the technology needs of the campus by integrating existing systems that were once managed by different operating units. We have received many requests for a voice mail indicator light on telephones. This would require replacing every phone and would be quite costly. Now that the telephone system is being managed by the same group of people that manage the rest of the technology infrastructure, we can begin to evaluate more high-tech solutions, such as having voice messages go directly to your Outlook Inbox.

The examples above are just a few of the many possibilities. As we move forward, we will be looking for other ways to leverage this new organizational structure. The increased communication and collaboration between what were separate operating units of IT will result in better support for existing systems and a clearer vision as we analyze the needs of the campus and develop new services. As always, we welcome your feedback about these changes and your input about future directions.

Important Dates

**March 5—Software requests due for lab/classrooms for Summer I and II.
Visit <http://www.iuk.edu/~kocser/pdf/softreq.pdf>**

March 28—MITH fair in Alumni Hall from 10 a.m.–2 p.m.

Avoiding those pesky IT alerts in your Outlook Inbox

By Kathy Ross, CTIA

From time to time, the Department of Information Technology forwards e-mail alerts about scheduled maintenance or service difficulties on campus. Although these can be handy to confirm if there is an issue affecting a service you will be using, such as e-mail or Oncourse, what is relevant to a person down the hall might not be relevant to you. IT alerts are forwarded if they affect any IU Kokomo employees.

If you want to route those IT alerts out of your Inbox and into their own Outlook® folder as soon as they arrive, you can set up a rule in Outlook® to do so. Then, if you need to check on why Oncourse is slow or if Exchange has scheduled maintenance, you can go to your IT Alerts folder to find out. Meanwhile, IT alerts will not appear in your Inbox.

Here's how to set up an Outlook® rule to route the alerts into their own folder:

1. Make a subfolder under your Inbox folder called IT Alerts. To make a subfolder:

a. Right-click on the Inbox folder and choose New Folder.

b. The Create New Folder window (Figure 1) pops up. Name your

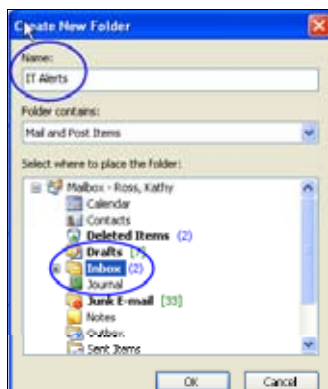


Figure 1

new folder IT Alerts. Leave all the other choices as they are. Make sure Inbox is highlighted or click on it to do so.

c. Click OK.

2. Next, click on the Tools menu in Outlook®.

3. Select Rules and Alerts.

4. Under the E-mail Rules tab, click on New Rule (Figure 2).

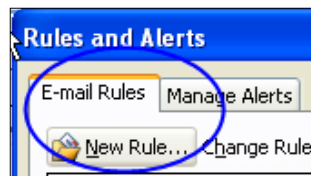


Figure 2

5. You will be using the template to create your rule. In Step 1, the choice is Move messages from someone to a folder.

6. In Step 2, click on the link "people or distribution list" (Figure 3).



Figure 3

7. In the Rule Address window, go to the From-> line near the bottom (Figure 4) and type IT Alert. Click OK.

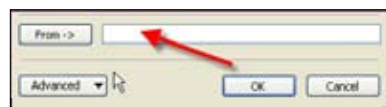


Figure 4

8. Back in Step 2 (Figure 3), click next on the link "specified." In the window that pops up, click on your IT Alert folder. You might need to click the plus sign (+) next to Inbox to see the IT Alert folder. Click OK.

9. In the Rules Wizard, click Finish.

10. In the Rules and Alerts window, your rule description should look like what is circled in Figure 5. Click OK.

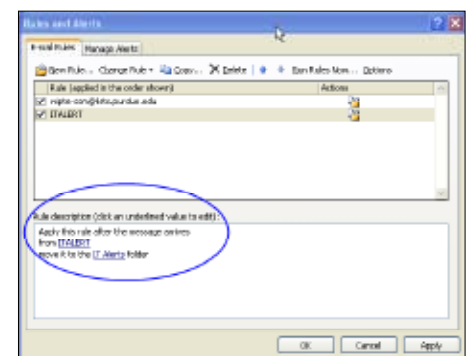


Figure 5

Now when an IT alert comes in, it will route directly to your IT Alerts folder and not sit in your Inbox. From time to time, do clean out old messages from your IT Alerts folder.

If you get e-mail from other senders, like distribution lists, which you want to route into their own folders, you can use this same procedure to create Outlook® rules to do so.

Check your Outlook Junk E-mail folder daily

Last October, all accounts on IU's Exchange messaging system (which provides e-mail to Microsoft Outlook® users, among others) were set up with a new spam filtering service. The same service was also applied to the student Web mail system. This filtering service replaces the former opt-in spam quarantine service. The service provides immediate access to quarantined messages, which can now be found in your Junk E-mail folder in Outlook®.

The vast majority of IU e-mail accounts are bombarded daily by unwanted messages, which wastes valuable university resources. In addition to the impact on e-mail service reliability and security, spam places the burden on students, faculty, and staff to identify and delete unwanted messages. Items that are in a Junk E-mail folder for longer than five days are now automatically deleted.

This automatic deletion relieves the spam burden and also frees valuable mailbox storage space.

The filtering service analyzes incoming e-mail for spam potential, and then assigns each message a score of 0–100 percent. Messages scored 45 percent or higher are delivered to your Junk Mail folder, where they are quarantined for five days and then automatically deleted.

You should check your Junk E-mail folder periodically for messages that you want to keep. If you find a message from a sender that should not be blocked, right-click on the message and choose Junk E-mail, click on Add Sender to Safe Senders List, and then drag the message into your Inbox folder. Marking the message as a Safe Sender should prevent delivery of those wanted messages to your Junk E-mail folder by delivering them to your Inbox.

If you receive e-mail in your Inbox from a sender that

you want filtered out, right-click on the message and choose Junk E-mail and then Add Sender to Blocked Senders List. After marking selected e-mails as Safe Senders or Blocked Senders, you should find the filter works quite well.

For more information, please refer to the following articles from the IU Knowledge Base:

- *At IU, what is the spam quarantine service?* <https://kb.iu.edu/data/ankf.html>
- *Using Exchange mail at IU, how does the spam quarantine service integrate with Outlook®'s Junk E-mail settings?* <https://kb.iu.edu/data/aufk.html>
- *Using Outlook® 2003, how can I control junk mail (includes information about setting up Safe Senders)?* <http://kb.iu.edu/data/amzk.html>
- *At IU, how can I recover deleted items in Outlook® if I am an Exchange user?* <https://kb.iu.edu/data/ainh.html>

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