Indiana Help Desk Professionals Analyst of the Year
By Mary Nixon, Supervisor of Help Desk

This past January, IT Services’ Melissa Litmer was awarded Analyst of the Year for the State of Indiana by the Help Desk Institute. The announcement came at the Indiana Help Desk Professionals’ annual award luncheon in Indianapolis. Each year, the global Help Desk Institute (HDI) works jointly with all HDI local chapters to identify and award the industry’s top first-level support analysts. The requirements include an exceptional understanding of industry standards, commitment to excellent service, and consistency in exceeding performance objectives.

Melissa has worked for the ITS Help Desk since 2004 and received her Associate’s degree in General Studies from IPFW in 2005. She became a certified Help Desk Analyst in May 2006 and is currently pursuing her Bachelor’s degree in General Studies. Melissa’s supervisor, Mary Nixon, is proud to say that Melissa goes above and beyond the call of duty, so please help us in congratulating Melissa on a job well done.

Faculty and Students Benefit From STEPS
(Student Technology Educational Programs)

Are your students having difficulties with basic computing skills? If so, recommend that they attend free technology workshops right here on campus. The Center for Academic Support and Advancement (CASA) in conjunction with IT Services, is offering the following STEPS workshops over spring semester:

- Microsoft Word
  (Introduction to Word Processing)
- Making the Most of Your IPFW Account
  (E-mail, I: drive, and my.ipfw.edu)
- The Basics of Research Using the Web
- Microsoft PowerPoint
  (Creating a Presentation)
- Creating a Simple Web Page
- Endnote
  (Bibliographies Made Easy)

inside This Issue...
Implementation of Microsoft Windows Vista & Office 2007

By Joseph McCormick,
Manager of User Technology Support

Over the past few months, IT Services has participated in numerous conversations regarding Purdue and IU implementations of Windows Vista, Microsoft’s latest operating system release, and Office 2007, the latest release of office suites by Microsoft. Here is IPFW’s up-to-date implementation timeline:

**Spring Semester: Limited installations of Office 2007 on faculty and staff workstations**
Final testing is in progress to release the product via IPFW icon program groups. There will not be a general deployment schedule for faculty and staff, but they will have the option to upgrade as soon as the application becomes available.

Look for an announcement in the next issue of INFOshare.

**Fall Semester: General deployment of Office 2007 in lab environments**
ITS supported labs will be re-imaged to include the new software between Summer II and Fall semester.

**Early in 2008: Limited installations of Windows Vista on faculty and staff workstations**
No specific date has been set at this time due to complications with software application compatibility that will prevent us from moving any sooner. Most notably, Novell, who provides our logon client, has two products that we use which will not be fully Vista-compatible until the summer of 2008.

**Fall 2008: General deployment of Windows Vista in lab environments**
IT Services will install Windows Vista in labs during the two-week window of opportunity between Summer II and Fall semester.

Both Purdue University and Indiana University have similar plans for deployment of Windows Vista. Given the large number of changes with this new operating system and the large number of applications and devices supported, testing and preparation for deployment will take many institutions into 2008. Questions? Please e-mail Joseph McCormick at: mccormij@ipfw.edu.

---

Wireless Network Expansion

ITS is continuing to expand the IPFW wireless data network across campus. Currently, our wireless network consists of 118 access points installed throughout nearly all the buildings on the Fort Wayne campus and at and Warsaw Center. The wireless technology that we installed during the summer and fall of 2006 has greatly improved the level of service and reliability of the wireless connections. Our data indicates that while classes are in session, there are between 100 and 150 concurrent users of the wireless service.

*An additional 60 access points will be installed during April and May*, with emphasis on the Classroom-Medical Building, Science Building, and IPFW Student Housing. If you are aware of any specific areas on the Fort Wayne campus that need wireless access and currently don’t have it, please contact Glenn Morgan at 481-5766 or e-mail morgang@ipfw.edu.

---

ITS People on the Move

ITS is proud to announce that Sean Witkovsky has accepted the position of Networked Application Specialist within the User Technology Support group. Sean has worked for a number of years for the University, both as a desktop technician and more recently as a systems administrator. In his new role, Sean will be responsible for maintaining the online software most commonly referred to as the IPFW Icon applications. In each issue of INFOshare, faculty and staff see a listing of software updates. Sean and ITS student staff technician Jacob Pitcher are the gentlemen working behind the scenes to make these changes possible. Welcome, Sean!
We've all received messages trying to sell us something like pharmaceuticals, electronics, pornography, etc. These unsolicited messages have been dubbed spam and spammers are the people who send these to us. So how do they get our e-mail addresses? Many spammers rely on social engineering to gather e-mail addresses—they simply trick us into providing it. In other cases, spammers will gather addresses from places on the internet where they are plentiful. They'll also guess at e-mail addresses in the hope they'll find a few legitimate ones or purchase lists of e-mail addresses from third parties.

1. The unsubscribe link: One of the best methods a crafty spammer has to get your e-mail address is by using that innocuous "click here to unsubscribe" link. This is social engineering at its finest. We know if we receive an e-mail from a well-known company there will be a means provided to get off their mailing list. These companies have clearly defined privacy policies that state they won't send you any messages you didn't ask for and if you ever want to stop receiving the messages you can have them stopped at any time. The people selling products via spamming have no such privacy policies. When you click that link in the spam to unsubscribe, all you're doing is telling the spammer they have reached an active mailbox. This makes your e-mail address a valuable commodity—they now know a person is reading the mail. Your address can now be sold for a premium because it has been verified as active. It's a dirty trick, but it works so well.

2. Images in e-mail messages: Another sly way spammers will determine an e-mail address is valid is by including images in the body of an HTML message, sometimes so tiny you don't really notice them. The image code contains your e-mail address and when you view the image in your e-mail messages, the spammer can tell the image was loaded by viewing their server logs. All the images that were loaded provide a list of valid e-mail addresses.

3. Signing up for contests, drawings and newsletters: Spammers draw you in by saying you could win a TV, iPod, or something equally appealing and then making you enter your e-mail address to see if you have won. Signing up for some mailing lists and newsletters work the same way. Spammers will lure you in with the promise of coupons and special deals via e-mail and then start sending you messages you don't really want.

4. Buying products online: Spammers also rely on ecommerce for e-mail addresses as well. Every online retailer requires an e-mail address to make a purchase. Some of these sites will sell your address if you're not careful.

5. Crawling the internet: In addition to using social engineering to get your e-mail address, spammers will cull addresses from the internet. One way to do this is by using computer programs called bots (short for robots) that will crawl (browse link by link) through web sites looking for e-mail addresses. In this way, they can gather addresses from web sites, bulletin boards and surprisingly, even mailing lists that keep publicly accessible archives. Bots can also be programmed to hang out in chat rooms and gather e-mail addresses from people chatting.

6. Computer generated e-mail addresses: Spammers can generate e-mail address combinations (john@domain.com, joe@domain.com, etc.) via computer program and then send a messages to those addresses. By seeing which ones bounce back as invalid and which ones generate valid responses in the form of the unsubscribe link, an image being loaded or an actual reply from the person, they can put together lists of valid addresses.

7. Asking servers for usernames: With a little bit of know-how, spammers can send commands to servers asking for usernames. How these work varies, depending on the server and the commands used but it is possible to gather usernames of people currently logged on, all users named John, etc.

8. Selling addresses: Of course all of the methods above can be used to gather e-mail addresses but the easiest way to get e-mail addresses is to buy them! Remember that an e-mail address that is verified active is worth more money than one that's not.

There are other ways spammers can gather e-mail addresses but the above are some of the most common ones. In the next issue of INFOshare we will talk about how you can avoid some of the pitfalls listed above.
Adobe Acrobat Reader 8
The IPFW Student Access Lab image has been updated with Adobe Acrobat Reader 8. Faculty/staff may install this application through: IPFW Icons > Internet

Mozilla Firefox 2.0.0.3
Available for students in: Student Access Labs > Internet Available for faculty/staff in: IPFW Icons > Internet > Installs

RAMAS Metapop 5
(Population modeling application) Available for students in: Student Access Labs > Academic > Biology Available for Biology faculty only in: Dept Apps > Bio For more information see: www.ramas.com/ramas.htm#metapop

Autodesk 3D Studio Max 9
(3D modeling application) Available for students in: Student Access Labs > Graphics > Installs Available for faculty/staff in: IPFW Icons > Graphics > Installs. For more information see: www.autodesk.com/3dsmax

Autodesk AutoCAD 2007
(Drafting application) Available for students in: Student Access Labs > Graphics. For more information see: www.autodesk.com/autocad

Apple QuickTime 7.1.3 & Adobe Flash Player 9.0.2.8 - The IPFW Student Access Lab image has been updated with the latest version of QuickTime and Flash Player. QuickTime automatically launches upon opening QuickTime MOV files. Flash Player is automatically installed in Mozilla Firefox, Microsoft Internet Explorer, and Netscape Navigator in the Student Access Labs.

*Adobe Photoshop CS2 (Photo-editing application) Available for students in: Student Access Labs > Graphics > Adobe Creative Suites 2 > Installs. For more information see: www.adobe.com/products/photoshop/overview.html

*Adobe Illustrator CS2
(Vector image editing application) Available for students in: Student Access Labs > Graphics > Adobe Creative Suites 2 > Installs. For more information see: www.adobe.com/products/illustrator/overview.html

*Adobe InDesign CS2

*Intergraph Geomedia Professional 6.0
/Desktop GIS system/ Available for students in: Student Access Labs > Academic > SPEA > Installs. For more information see: www.intergraph.com/gmpro/

NOTE: In the Student Access Labs some new applications have both an “install” icon and a “run” icon. This change affects any application marked with a blue asterisk (*).