

Security Track | *Current Presentations*

Title: Bridging the Gap Between Information Technology and Physical Security

Presented By: Anthony Joy and Mike Serdio, Lakeland Community College

This presentation from Lakeland Community College offers a real world example of how colleges are bridging the gap between IT and Physical Security. With the events of Virginia Tech and others, IT departments are faced with SMS Messaging Systems, Phone/Speaker Alerts, IP Surveillance Systems, and Door Locking Systems. This presentation shows how these systems can be implemented and some of the major vendors to choose from. It also offers a glimpse into how these systems can impact storage, bandwidth, and the overall IT infrastructure.

Title: Information Security Outreach: Conversations & Conversion

Presented By: Shawn Sines and Kristina Torres, The Ohio State University

Information Security Awareness is a difficult subject to discuss: so many terms, user do's and don'ts. How does an organization create a culture which values protecting its information assets? What innovative ways can we communicate the security agenda to our communities? What techniques promote information security at all levels?

Title: Endpoint Encryption: Minimizing End User Impact While Increasing Manageability

Presented By: Christopher Bues and Ryan Miles, Kent State University

This presentation talks about a case study of Kent's rollout of McAfee Endpoint Encryption to the university, highlighting the use of Active Directory, Password Management, and Data Recovery tools to ensure a successful rollout.

Title: Computer Forensics: Best Practices

Presented By: Kelly Tipton and Michael Duncan, Wright State University

Computer Forensics is simply the application of computer investigation and analysis techniques in the interests of determining potential legal evidence. In this presentation, we will show how computer specialists draw upon an array of methods for discovering data that resides in a computer system, or recovering deleted, encrypted, or damaged file information. We'll also discuss how Wright State University is using computer forensics and applying it to our security needs at the university.

Title: Deployment of the Microsoft Forefront Client Security Suite in a Campus Environment

Presented By: Jeff Coyne & Robert Phillips, University of Toledo

This presentation will discuss how the University of Toledo made the transition from McAfee to Microsoft Forefront, and gives information on helping you decide if you want to do the same. Topics covered will be:

- Deciding which server configuration is needed for your deployment.
- Describing deployment techniques and procedures to enable smooth delivery of the client.
- Outlining issues of the deployment and transition, and the benefits of the improved reporting and endpoint security resulting from the deployment.

Title: Provisioning and De-provisioning of Common Credentials and User Maintenance of Common Credential Attributes in a Higher Education Setting

Presented By: Kevin L. McLaughlin, University of Cincinnati

This presentation is an overview of Identity Management, what it is, what the goals are and what benefits it can bring to an organization. There will also be a discussion of IDM efforts at UC, including things to plan for and challenges to expect.

Client Services Track | *Current Presentations*

Title: Delivering Online Training Using a Wiki

Presented By: Ranee Wyer, Jonathan Jackson, Lisa May, and Nancy Pestian, Wright State University

Utilizing the open source software MediaWiki, the same software used at the online encyclopedia Wikipedia, the Wright State Help Desk has developed online training resources for both departmental and university use. We first utilized the wiki software internally, to provide documentation in a central repository for internal support. This knowledge base grew to encompass online training materials for our student employees as well as policy and procedure information for existing employees. With the assistance of the Controller's office, we have shifted university Finance training for SCT Banner from a non-specific classroom training environment to an online resource center utilizing the wiki software. The need for this transition came from a lack of specific training materials and limited training dates. An online resource also allows accessibility for reinforcement of the training and a resource for individuals who do not use the SCT Banner Finance system regularly.

Title: Technology Assistance with a Human Touch

Presented By: Will Davis, Wright State University

The Student Technology Assistance Center (STAC) is a cross-platform, technology-rich computing facility offering just-in-time support to students with multimedia projects in a unique, peer-to-peer mentoring environment. In this session, STAC Coordinator Will Davis will discuss the past, present, and future of this innovative, award-winning center, and the valuable lessons learned.

Title: It's Like This: 10 Analogies to Explain Technology and How to Use Them

Presented By: Charles Tuite, Ball State University

We need to clearly relate to our users whether explaining an issue or giving a 50,000 foot view. However, technical jargon often interferes with this process. This presentation contains ten analogies for commonly used technology, and how to put them to use, whether working with a user or giving a 50,000 ft. explanation.

Title: Accelerated Training Within the IT Service Desk

Presented By: Tyler Nelson, The Ohio State University

By limiting initial training to on the job basic resources, trainees are able to be viable help desk agents at an accelerated rate. After the employees have received the basic training they are able to start performing the tasks of the IT Service desk. Employees will then be able to receive specialized training by request or as needed by being identified as training opportunities through Incident Management. The presentation will show the benefits of an accelerated training process from hire date to the time an employee becomes a successful help desk agent; highlighting how this method is cost effective while producing fully trained employees.

Title: Considerations for Supporting Personal Blackberry Devices

Presented By: Benjamin Pijor, Kent State University

The need for mobility and productivity demands has caused a boom in smart phone use. With this increase, more and more personal devices are brought into the mix for users who are not deemed "necessary" to have

university paid service, yet feel the need or pressure to stay connected. With this increase in demand, Kent State is trying to find the right balance in how we can accommodate these personally owned devices, yet meet the requirements of data security, licensing costs, device management, training and support. This presentation will discuss how Kent State is tackling the influx of users who want to attach their personal Blackberry devices to our BES.

Leadership and Management Track | *Current Presentations*

Title: Flex and Telecommuting: the New IT Office

Presented By: Melissa Berling and Gary Grafe, University of Cincinnati

With budgets continually dropping and being told to do more with less for several years now our staffs were burnt out and frustrated. And to top it off no change was projected for the near future. We had to do something to change the morale of our staff. Last year we decided to offer flexible work hours and telecommuting. This presentation will discuss our implementation, lessons learned and its success.

Title: Aligning Resources with Service Request Management

Presented By: Bob Black, Miami University

How to establish a common framework for designing a service requests management process that provides the following benefits to your IT organization:

- Establishes a single point of entry
- Lowers costs
- Reduces turn-around times
- Keeps customer informed

Title: Managing Student Employees' Schedules

Presented By: Jewell Barlow, Ohio University

When To Work (W2W) is a commercial web-based employee scheduling application. W2W enables employees to choose when they prefer to work, and then assigns shifts based on those preferences. W2W's automated scheduling algorithms incorporate employees' preferences in order to produce the best possible work schedule. Employees can specify their preferences from any web browser.

Title: Optimizing IT Investment in Turbulent Times

Presented By: Steve Fischer and Lisa Wang, The Ohio State University

As budgets are tightened and spending is scrutinized, IT's spending is usually monitored closely. IT is foundational to most universities' daily activities, its footprint is large, and it's expensive. Consequently, IT must have a strong insight into vital areas of investment, and where investment can be reduced if necessary. The Ohio State University Office of Student Life has focused on building an application and project portfolio management framework over the past two years. This has brought IT and the business together to identify and focus on value added projects and steer clear of those less critical to maximize operation efficiencies with limited IT resources. In our presentation we'll discuss how portfolio management has given IT confidence in decision making, and provided a transparency into what IT is working on and why.

Application and System Support Track | *Current Presentations*

***Title:* Cloud Computing: Online Applications for a Variety of Computing Needs**

***Presented By:* Jerry Hensley, Wright State University**

This presentation will evaluate cloud computing initiatives and the pros and cons of using them in higher education. Attendees will get an updated look at what is being offered in the cloud ranging from Google Apps to large amounts of free online storage.

***Title:* Exchange of Electronic Transcripts via Ohio Board of Regents (OBR) Articulation & Transfer Clearinghouse (ATC)**

***Presented By:* Terry Young, Wright State University**

This presentation will show how Wright State University and Sinclair Community College implemented the trading of PESC XML transcripts through the Ohio Board of Regents Articulation and Transfer Clearinghouse. Wright State uses Banner and DARS while Sinclair is a Datatel school using Credentials to send Transcripts.

***Title:* How to Conduct a Post Project Review: Guiding Principles and Process**

***Presented By:* Joyce Childs, Ohio University**

The purpose of a post project review is to provide a mechanism for continued process improvement by documenting lessons learned. A post project review gives the project team the opportunity to accomplish several important final steps.

- Formally recognize the completion of the project phase.
- Review the project's success in a systematic and comprehensive manner.
- Document opportunities to improve the project management process.
- Identify any "loose ends" that may have been overlooked during the heat of "go-live."
- Promote the best practices of project management.

***Title:* "SmartForms" for Banner Workflow**

***Presented By:* Wallace Neikirk, Wright State University**

"SmartForms" is a technique of using SCT Workflow that allows for dynamic custom forms (DB aware HTML) and approval activities generated based on the content of those forms. This technique is used to overcome the static nature of SCT Workflow's Custom Activity & Approval Activity. We accomplished this by using a combination of in-house built Web Services and SCT Workflow SOAP API calls. We developed these "SmartForm" services using SCT Workflow 4.4.

***Title:* Extending Your Portal Beyond Traditional Audiences**

***Presented By:* Kent Covert, Miami University**

Most Universities now have a portal for their students, faculty, and staff. In this presentation, we'll discuss what Miami University has done to extend our portal to both incoming students and family members of current students and what we've learned from the experience.

Technology in Action Track | *Current Presentations*

Title: New Directions for Discovering Information

Presented By: Peter Murray, OhioLINK, and Sue Polanka, Wright State University

OhioLINK is deploying a state-of-the-art unified search interface for all OhioLINK content and that of its members. This presentation will describe the results of the late 2008 ITN process and plans for implementation in the second half of 2009. The presenters also seek input from campuses on local impacts of the new service.

Title: No Moving Parts: How We Deployed a Thoroughly Virtualized ECM Solution on Linux Running on z9 and Windows

Presented By: Todd Phelps and Charles Tuite, Ball State University

Ball State has deployed a content management system into a virtualized environment using existing hardware. This presentation provides information on the 'hows', a good exploration of the 'whys', and a blueprint for its future maturation that may help others working with this issue.

Please note that the following is a joint presentation from Ohio Wesleyan and Youngstown State

Title: Measuring Wireless Network Success & From Zero to 802.11n in Six Months

Presented By: Dr. Jason Rakers, Youngstown State University, & Jason Lamar, Ohio Wesleyan University

"Measuring Wireless Network Success"

According to the Campus Computing Project's survey data for U.S. colleges and universities, there has been continued growth in wireless Ethernet network deployments since 2002. However, information relating to how universities can measure the usage and acceptance of their wireless networks to demonstrate project success is limited. Results of a case study conducted at YSU among housing residents will be presented. Research focuses on the usage patterns of students and examines the factors of "facilitating conditions," "wireless trust," and "intention to use" in explaining student acceptance of wireless.

"From Zero to 802.11n in Six Months"

Discover how a small liberal arts college moved from a very limited 802.11b/g wireless deployment to a campus-wide, high-density, protected 802.11n installation in a few months — while navigating through the alphabet soup of EAP, MS-CHAPv2, TKIP, and more. Discussion will focus on security and authentication deployment strategies.

Title: Desktop and Application Virtualization

Presented By: Joshua Spencer and Aaron Flynn, University of Toledo

This presentation will discuss the progress that the University of Toledo has made regarding application and desktop virtualization. Application virtualization has played a significant role in reducing deployment time as well as support calls for several clinical applications. The results of the desktop virtualization pilots indicate that this technology may be a viable solution to replace physical academic computer labs.

Title: Video Conferencing Perspectives: from Skype to Telepresence

Presented By: Pankaj Shah and Robert Dixon, OARnet

OARnet is active in several areas related to video conferencing: 1) Video Conferencing Services used for broadcasting, education and research, 2) Low cost Telepresence, and 3) Telehealth Video Resource Center (TVRC), which is a collaborative effort between OARnet, World Bank and Internet2 with users across the globe. Telepresence has become a buzz word, and it means different things to different people. Telepresence will be defined and placed into perspective with other forms of video conferencing. The current status of interoperability among the various systems will be described. The Ohio Board of Regents funded a program in which we investigated all available telepresence systems. The goal of the Board of Regents was to see if telepresence is feasible and affordable for Ohio Universities, and to provide a working recommended system for demonstrations. We determined that LifeSize corp provides the most practical solution, and we installed two of their rooms. They are now available for demonstration to anyone.

Title: Green IT Aspects of Virtual Desktop Infrastructure

Presented by: Greg Campbell, Ohio University

VDI has become a large part of the Green IT ideology. This research attempts to verify the often-hyped power savings of desktop virtualization by combining literature review and data collected from a field trial. Discussion will include implementation of VDI on a larger scale and its consequences in energy use.