

News from IT,
February 28, 2005



University moves toward Outlook – The University IT Division has started implementing Microsoft Office 2003, the Microsoft *Outlook* messaging client and Microsoft *Exchange Server* for faculty and staff. Microsoft Outlook is a robust messaging client that includes Email and calendaring, as well as other collaboration and time-management features. Exchange is the “back end” server technology allowing users to collaborate with others across the campus, and eventually throughout the State System. As part of the rollout, Outlook Web Access (OWA), a feature-rich, web-based messaging client providing access functionality both on- and off-campus through a web browser, will also be made available. We expect to have all faculty and staff converted to the new products by Fall 2005. Student labs will be transitioned to MS Office 2003 by Fall 2005.

Students and general user Email accounts will not migrate to Exchange, but will remain on the IMail system.

To keep everyone posted on our progress, we have created a web page containing information regarding the Outlook/Exchange project, at: <http://it.mansfield.edu/exchange> . This location includes FAQ's, Tutorials, project schedule and other information.

SPAM continues to plague Email systems – Bought any good snake oil lately? It seems there are more people out there in cyberspace selling it every day. For those of you frustrated with, or offended by, the SPAM you receive through your university Email account, consider this: Only 16.5% of all Email received on campus survives the university's primary SPAM filter! Of the Email that gets through, about 1/3 is [SPAMTAG]ged! The [SPAMTAG] you see added to the subject line of Emails indicates the system has weighed the chances of the message being SPAM and decided there's a sufficient possibility of it being legitimate Email that it should not be

deleted. The [SPAMTAG] is there to warn you there's a distinct possibility that what you're about to open is SPAM.

Spammers constantly try new ways to beat the system, and as a result, there will never be a perfect spam filter. There will also continue to be a percentage of spam Email that an automated system will be unable to recognize; One person's trash is another's treasure, after all. As the debate rages over exactly what can and should be done about SPAM and other unsolicited email, know that the folks in IT are doing their best to insure that all your legitimate Email makes it through, while limiting your exposure to all those latter-day purveyors of snake oil.

IT technicians change geographic assignments –

The flow of new technology never stops. As a result, the IT staff responsible for keeping your buildings humming must respond to new challenges, including increasing responsibilities in some areas, and decreased need for their services in others. To direct our efforts in the fairest, most equitable and effective manner, we occasionally re-group and change how we assign calls to an area. We have recently reorganized ourselves, and as you will see in the chart below, some technicians have changed their areas of responsibility. These changes are effective immediately:

Julie Jerzak	Grant, Retan, Child Care Center, Dormlink and Residence Hall Labs
Calissa Lazowicki	North Hall Training Lab, Butler, Residence Life GAs & ADRLs, Brooks, Decker, Guest House
Loren McNett	North Hall 5th floor, President's House, Manser, Memorial CLL, Alumni Hall Union Building, Memorial TC (floor 1)
Alex Miller	Memorial TC, Alumni Hall (Admin floors G & 1), Robert Packer
Tim Seymour	Allen, Belknap, Pinecrest(Admin)
Brad Stettler	Elliott, Straughn
Tom Wilson	South Hall (Hemlock), Pinecrest (Hemlock), Alumni House, Fitness Center, Doane Center, Beecher, Doane Center lab
April Case	North Hall Floors 1 - 4

We still ask that all requests for assistance be placed through the HELP desk, at x-4357, email: helpline@mansfield.edu , by

using the form at: <http://it.mansfield.edu/contact.cfm> , or by pressing the “IT help request” icon on your PC’s desktop. This way, your trouble report will be logged, and if your building technician is unavailable to handle a critical problem, someone else will respond to your call.

A call for software requests – It’s that time again... If you are in need of updates to existing software or new software for summer or fall classes, please let us know so we can schedule testing and implementation needed to incorporate the product into the university’s application suite. Please remember! IT does not fund new software or updates to speciality applications. These requests must be directed to the Office of the Provost. We need to know your plans, however, so time can be scheduled. Please contact Alex Miller at x-4836 or via Email: amiller@mansfield.edu by March 28. IT may not be able to accommodate late requests in time for class startups, so please do your part and help us help you.