News from IT,
February 28, 2006

Software Requests Due March 24:

We'd like to advise all faculty that requests for new software for the fall 2006 semester are due no later than Friday, March 24. While IT does not fund software purchases – these are the responsibility of the department and the Provost – we need to be in the loop to insure we have sufficient time and resources reserved to get installations completed and debugged for semester startup. Please contact Alex Miller with your requests: amiller@mansfield.edu . And if anyone needs software installed or updated for summer, please let us know about that ASAP. Thanks!

Wireless Expansion Continues:

Since the last News, wireless access has been completed for the Grant Science Center student lounge area and the common areas on the west end of Decker Gym. The Kelchner Fitness Center and the areas immediately surrounding the Field House will be next to receive wireless access. Additional green spaces around campus will receive wireless access once the weather improves. Check out http://wireless.mansfield.edu to find out more about wireless hot spots and how to gain access.

Wireless Cards for Campus Laptops Available:

IT has a small quantity of excess network cards for laptop PCs that we will make available for any University-owned laptop that does not currently have wireless capability. If your department or organization has a university-owned laptop and wants to take advantage of wireless access, please call the HELP desk. Cards will be distributed on a first-come, first-served basis.

Additional PC's available in Elliott Hall:

As part of a lab expansion initiative by the Provost's office, IT is rolling out additional work stations for the labs on the first and second floors in Elliott Hall. The Elliott 207 second floor lab is being increased from 24 to 30 work stations. The first floor lab, located in Elliott 108 will expand from 25 to 42 work stations with an additional heavy-duty network printer, making it easily the largest computer lab on campus. Electrical and network connections have been completed, and imaging the computers is in-process as time allows. All the new stations should be ready-to-roll when everyone returns from the mid-semester break.

IT Begins Cautious IP Telephony Rollout:

VoIP is on the way! Or, could it be a new twist on the old Chinese curse, "May you live in interesting times!"? The Telecom group within IT has been experimenting with Voice-over-IP telephones and technologies for some time now. The technology has finally matured to the point where phones are being distributed among IT staffers to insure the product is stable working alongside other university network traffic. Planned tests include "real" physical telephones as well as "soft phones" – application software running on a PC that mimics the functions of a telephone.

Most people's exposure to VoIP are those clever Vonage ads seen on TV. Use of Vonage and related services require the presence of a stable, high-speed Internet service, either a business LAN, cable modem or DSL service. VoIP is also increasingly present in the telephone network of traditional carriers such as Sprint and MCI, and low-cost long distance providers such as OneSuite, each using Internet-based transport behind-the-scenes while continuing to use the conventional telephone network for the "last mile". In this way, these carriers can provide some of the cost advantages of VoIP in areas not yet covered by competitively priced, high-speed Internet access, all while maintaining the 99.999% reliability of the conventional telephone network.

Today, VoIP technology does not come close to matching the reliability we have come to expect from our telephone network – IP

phones do not function during a power failure, for example, and under degraded network conditions, calls may fail or sound like a short-wave radio (remember those?) – but there remain many advantages beyond per-call costs for the business and educational user, such as the easy integration of telephones into data applications and the elimination of the need to run parallel, duplicate networks for voice and data traffic. Savings can be significant when considering the construction of new buildings in remote areas, where laying large, expensive copper cables would be necessary to connect to the traditional telephone network. We foresee IP phones' big advantage here as their ability to be placed in areas of the campus where copper is at a premium; by placing a small additional load on the data network, we eliminate our need to tear up the campus to install additional new cable!

We believe wired and ***wireless*** VoIP technologies will eventually replace telephones as we know them today. IP telephony is completely shaking up the business model that phone companies have relied on for over 100 years. It remains to be seen just how this will all turn out, but stay tuned! We expect to announce the availability of other exciting IP-telephony technologies over the coming months.

IT Statistics: In an attempt to quantify technology at Mansfield, the IT division has created a report listing some of the main functions and services the division is responsible for providing. This is not a complete list, but does cover items of most interest to our users.

IT statistics

Description	Count	Date of observation
ACTIVE IP-enabled devices on Mansfield's LAN	2632	Monday, February 20, 2006
Registered computers in the residence halls	1211	Monday, February 27, 2006
Managed network switches	242	Monday, February 13, 2006
Network-attached printers	102	Monday, February 13, 2006
Wireless Access Points installed	36	Monday, February 13, 2006
Servers	33	Monday, February 13, 2006

Storage Area Networks (Three terabyte)	1	Wednesday, February 15, 2006
Network Attached Storage devices (Snap servers)	26	Wednesday, February 15, 2006
Served software applications	83	Wednesday, February 15, 2006
Video conference systems	4	Wednesday, February 16, 2005
Fall 2005 Datatel users - average per day (observed at 4:00 pm)	44.94	Thursday, February 16, 2006
RYE Novell server - peak network connections	777	Monday, February 27, 2006
Computer lab workstations	446	Wednesday, February 22, 2006
Classroom cart systems	79	Monday, February 13, 2006
Projectors (other than cart systems)	5	Thursday, February 16, 2006
Fall 2005 Evaluations scanned	334	Thursday, February 16, 2006
Fall 2005 workorders created (not all problems are logged)	679	Monday, February 13, 2006
Fall 2005 PCR print jobs	34,230	Thursday, February 16, 2006
Fall 2005 PCR pages printed	119,079	Thursday, February 16, 2006
E-mails received (per observed day)	150892	Wednesday, February 15, 2006
Blocked E-mails with virus payload (per observed day)	547	Wednesday, February 15, 2006
Student E-Mail accounts	3402	Monday, February 13, 2006
Faculty/Staff E-Mail accounts (Exchange accounts)	513	Thursday, February 16, 2006
Telephone lines - Internal	1748	Thursday, February 16, 2006
Telephone lines - Public	225	Thursday, February 16, 2006
Telephone lines - Private	48	Thursday, February 16, 2006

IT_Statistics
Thursday, March 02, 2006