College of Liberal Arts
Information Technology

Economics Department Meeting
Thursday, December 11, 2008

CLA IT is comprised of a mix of staff and technology resources provided by the College of Liberal Arts and Computer Services.

We serve the students, faculty, staff, and facilities of the College of Liberal Arts. We also support the University Writing Center in Tuttleman Hall and all GIS (geographic information systems) use on main campus, the Health Sciences Center, and Temple Center City.
2008 Economics Technology Upgrades

- Code-Blue Emergency Phones on 6th & 8th Floors
- Office Telephone Set Upgrades
- Wireless Throughout 6th & 8th Floors
- Four Shared Network Printers
- Access to CLA Shared Software Library
  Adobe Apps, SPSS, STATA, EndNote, Reference Manager, Quark, Matlab, ESRI ArcGIS, MapInfo, IDRISI, ATLAS.ii
- Faculty, Staff, and Graduate Student Computer Upgrades
- Migration of all faculty & staff from TUMail to Microsoft Exchange

CLA Technology Profile

- 255 Tenured or Tenure Track Faculty
- 178 Non-Tenure Track Faculty
- 150+ Adjunct Part Time Faculty
- 205 Centrally Funded Graduate Assistants
- 20+ Grant Funded Graduate Assistants
- 120 Administration and Staff
- 915+ CLA Affiliates with Office and Computer Access
- 475 Lab and Classroom Computers
- 4,791 FTE Student Majors, 16.2% of all Temple Students (vs. Fox @ 19.1%)
- 8,756 FTE Students Taught, 27.7% of all Temple Class Seats (vs. CST @ 13.2%)
- Over 1,400 Active Computers
- 96% Windows PC-based, 4% Mac, with a trace of Unix
- 16 Central Servers
- 110 Shared Departmental Laser Printers
- 900 Telephones, 1,825 Data Ports, 188 Wireless Access Points

Note: Fall 2008 Data
What does CLA IT Support?

All units within the College of Liberal Arts, plus the Writing Center on Main Campus and all GIS use at Temple.

<table>
<thead>
<tr>
<th>Academic Advising Center &amp; Center of Internships</th>
<th>French/German/Italian/Slavic</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American Studies</td>
<td>Geography &amp; Urban Studies</td>
</tr>
<tr>
<td>American Studies</td>
<td>History</td>
</tr>
<tr>
<td>Anthropology &amp; Anthropology Lab</td>
<td>Intellectual Heritage</td>
</tr>
<tr>
<td>Asian Studies</td>
<td>Inside-Out Prison Exchange Program</td>
</tr>
<tr>
<td>Center for the Humanities</td>
<td>Institute for the Study of Race and Social Thought (ISRST)</td>
</tr>
<tr>
<td>Center for the Study of Force and Diplomacy</td>
<td>Jewish Studies</td>
</tr>
<tr>
<td>Center for Vietnamese Philosophy and Culture</td>
<td>Journal of Aesthetics</td>
</tr>
<tr>
<td>Child &amp; Adolescent Anxiety Disorder Clinic</td>
<td>Journal of Ecumenical Studies</td>
</tr>
<tr>
<td>Greek &amp; Roman Classics</td>
<td>Latin American Studies</td>
</tr>
<tr>
<td>Creative Writing</td>
<td>Neuroscience</td>
</tr>
<tr>
<td>Criminal Justice</td>
<td>Philosophy</td>
</tr>
<tr>
<td>Criminal Justice Training Programs (Main &amp; Ambler)</td>
<td>Political Science</td>
</tr>
<tr>
<td>Criminal Justice Research Center</td>
<td>Psychology &amp; All Psychology Labs/Clinics (Main &amp; Ambler)</td>
</tr>
<tr>
<td>Critical Languages</td>
<td>Religion</td>
</tr>
<tr>
<td>Economics</td>
<td>Sociology</td>
</tr>
<tr>
<td>Environmental Studies</td>
<td>Spanish &amp; Portuguese</td>
</tr>
<tr>
<td>English</td>
<td>University Community Collaborative of Philadelphia</td>
</tr>
<tr>
<td>Environmental Studies</td>
<td>Women's Studies</td>
</tr>
<tr>
<td>First Year Writing</td>
<td></td>
</tr>
</tbody>
</table>

CLA IT Staff

| Marc Getty | Director, Information Technology  
Building Manager, Anderson & Gladfelter Halls  
marc.getty@temple.edu – 215-962-5603 | CLA Staff |
|------------|---------------------------------------------------------------------------------|-----------|
| Phil Fizur | Web & Database Manager & Assistant Director  
philip.fizur@temple.edu – 215-204-5985 | CLA Staff |
| Jack Knorr | Senior Technical Support Specialist & Assistant Director, Psychology  
Jack.knorr@temple.edu – 215-204-7322 | CS Staff |
| Cyril Ireland | Manager for Classroom & Event Support  
cyril.ireland@temple.edu – 215-204-5934 | CLA Staff |
| Crystal Schulz | Manager for Computer Labs & Computer Classrooms  
crystal.schulz@temple.edu – 215-204-3213 | CLA Staff |
| Frank Palazzo | Media Learning Center Manager, MLC/Satellite Operations  
frank.palazzo@temple.edu - 215-204-5439 | CLA Staff |
CLA IT Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lido Paglia</td>
<td>Manager Faculty &amp; Staff Desktop Support</td>
<td><a href="mailto:lido.paglia@temple.edu">lido.paglia@temple.edu</a> – 215-204-8265</td>
<td>CLA Staff</td>
</tr>
<tr>
<td>Jose Oyola</td>
<td>Senior Computer Support Specialist – Classrooms</td>
<td><a href="mailto:jose.oyola@temple.edu">jose.oyola@temple.edu</a> – 215-204-8572</td>
<td>CS Staff</td>
</tr>
<tr>
<td>Bill Rasco</td>
<td>Computer Support Specialist – Classrooms</td>
<td><a href="mailto:william.rasco@temple.edu">william.rasco@temple.edu</a> – 215-204-8572</td>
<td>CS Staff</td>
</tr>
<tr>
<td>Rodney Holloway</td>
<td>Lab &amp; Classroom Manager – Evenings</td>
<td><a href="mailto:r.t.holloway@temple.edu">r.t.holloway@temple.edu</a> – 215-204-3213</td>
<td>CLA Staff</td>
</tr>
<tr>
<td>Nefertiti Stanford</td>
<td>Computer Support Specialist – Desktop Support</td>
<td><a href="mailto:Nefertiti.stanford@temple.edu">Nefertiti.stanford@temple.edu</a> – 215-204-3213</td>
<td>CS Staff</td>
</tr>
<tr>
<td>TBA</td>
<td>Computer Support Specialist – Desktop Support</td>
<td>TBA Web &amp; Database Manager</td>
<td>CLA Staff</td>
</tr>
<tr>
<td>TBA</td>
<td>Web &amp; Database Manager</td>
<td></td>
<td>CLA Staff</td>
</tr>
</tbody>
</table>

13 full time staff (2 vacant positions) and 27 student workers

CLA IT Level of Support –Offices/Labs

CLA IT is committed to consistently providing one to four business hour response time for desk-side service. However, just before and at the beginning of the fall and spring semesters this can be very difficult to achieve and we will help you as best as we are able. At the end of the semester and exam time we are committed to providing 30 to 60 minute response time to desk-side service.

**How do I get help in my office?**

**The Help Desk**
http://www.temple.edu/helpdesk/help@temple.edu
215-204-8000/tuhelp.temple.edu

**TUhelp**

**How do I get help in a classroom?**

Each classroom has a telephone and/or help button. Please use the telephone in the room and dial the classroom support group noted on the contact sheet next to the phone.
Other CLA IT Areas

**Media Learning Center**
In AL-21 Anderson Hall, distributes audio and video resources.

**Educational Technology Center**
The Cluster of Drop-In and Computer Classrooms in AL-21, AL-19, AL-22 Anderson Hall, 210+ Stations

**Weiss Media Services**
A/V Support for Research Units Located in Weiss Hall

**Anderson & Gladfelter Building Management**
Space allocation and facilities coordination in Anderson and Gladfelter Halls

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CLA Lab Resources

12 Labs/Computer Classrooms, 4 Mini-Labs, 411 Total Stations

<table>
<thead>
<tr>
<th>Lab</th>
<th>Seats</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL-21</td>
<td>100</td>
<td>Main Drop-In Computer Lab &amp; Media Learning Center</td>
<td>Part of ETC/MLC Lab Complex</td>
</tr>
<tr>
<td>AL-19</td>
<td>46 + 1</td>
<td>Computer Classroom – Lecture Hall Style</td>
<td>Part of ETC/MLC Lab Complex</td>
</tr>
<tr>
<td>AL-22</td>
<td>59 + 1</td>
<td>Computer Classroom – Lecture Hall Style</td>
<td>Part of ETC/MLC Lab Complex</td>
</tr>
<tr>
<td>AC 103</td>
<td>24 + 1</td>
<td>Language Lab Computer Classroom</td>
<td></td>
</tr>
<tr>
<td>AC 104</td>
<td>24 + 1</td>
<td>Language Lab Computer Classroom</td>
<td></td>
</tr>
<tr>
<td>GH 240</td>
<td>10</td>
<td>Video &amp; Visualization Lab</td>
<td>Newly Constructed in Summer '08</td>
</tr>
</tbody>
</table>

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CLA Lab Resources

12 Labs/Computer Classrooms, 4 Mini-Labs, 411 Total Stations

<table>
<thead>
<tr>
<th>Building</th>
<th>Seats</th>
<th>Room Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>GH 336</td>
<td>21 + 1</td>
<td>Workstations</td>
</tr>
<tr>
<td>GH 513</td>
<td>12 + 1</td>
<td>Criminal Justice Department Computer Classroom</td>
</tr>
<tr>
<td>GH 847</td>
<td>30 + 1</td>
<td>Statistics Computer Classroom</td>
</tr>
<tr>
<td>Weiss 640</td>
<td>30 + 1</td>
<td>Psychology Computer Classroom</td>
</tr>
<tr>
<td>TL 201</td>
<td>16</td>
<td>Writing Center Drop-In PC Lab</td>
</tr>
<tr>
<td>TL 201D</td>
<td>23 + 1</td>
<td>Writing Center Computer PC Classroom</td>
</tr>
</tbody>
</table>

Mini-Labs in Academic Advising, Intellectual Heritage, Psychology, Economics

CLA Classroom Resources

In addition to the 10 smart computer classrooms, we have built and maintain 54 smart classrooms in CLA areas for a total of 64 smart rooms in CLA, plus centrally owned/scheduled university level smart classrooms (i.e. Tuttleman Hall) and lecture halls.

<table>
<thead>
<tr>
<th>Building</th>
<th>Room Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weiss Hall (12)</td>
<td>Anderson AB Tower (13)</td>
</tr>
<tr>
<td>AC Classroom Wing (23)</td>
<td>AC 2, AC 3, AC 4, AC 6, AC 7, AC 8, AC 22, AC 23, AC 24, AC 26, AC 27, AC 28, AC 102, AC 103 (CC), AC 104 (CC), AC 106, AC 107, AC 108, AC 202 AC 203, AC 204, AC 207, AC 208</td>
</tr>
<tr>
<td>Other (2)</td>
<td>I810 Liacouras Walk Rm 301</td>
</tr>
</tbody>
</table>


Gladfelter Hall (14): Gladfelter 107, Gladfelter 240, Gladfelter 310, Gladfelter 336 (CC), Gladfelter 413, Gladfelter 513 (CC), Gladfelter 553, Gladfelter 764, Gladfelter 812, Gladfelter 847 (CC), Gladfelter 913, Gladfelter 914, Gladfelter 946

Tuttleman Hall 201D (CC)
CLA Core Servers

Including Obsolescence Estimate Date

<table>
<thead>
<tr>
<th>Server Type</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLADATA</td>
<td>Active - 2011</td>
<td>File server for all areas not under HIPAA or at Ambler</td>
</tr>
<tr>
<td>CLAPRINT</td>
<td>Active - 2011</td>
<td>Print server for all areas not under HIPAA or at Ambler</td>
</tr>
<tr>
<td>CLAWEB</td>
<td>Active - 2011</td>
<td>Web and Database Server for all non-HIPAA areas</td>
</tr>
<tr>
<td>CLAHIPAA</td>
<td>Active – 2008</td>
<td>File, Print, and Database Server for HIPAA Areas</td>
</tr>
<tr>
<td>CLAHIPAA2</td>
<td>Active – 2013</td>
<td>File, Print, and Database Server for HIPAA Areas – New</td>
</tr>
<tr>
<td>CLAAMBLER</td>
<td>Active - 2010</td>
<td>File and Print Server for CLA areas at Ambler</td>
</tr>
<tr>
<td>FL-SLE</td>
<td>Active – 2008</td>
<td>Language Lab Server &amp; Software KeyServer</td>
</tr>
<tr>
<td>CLATUNL</td>
<td>Active – 2011</td>
<td>Neuroscience Research Unix System</td>
</tr>
<tr>
<td>CLAMPIP</td>
<td>Active – 2013</td>
<td>Metropolitan Indicators Project Server</td>
</tr>
<tr>
<td>CLAVCENTER</td>
<td>Active – 2013</td>
<td>VMWare ESX &amp; VMotion Control System – New</td>
</tr>
<tr>
<td>CLAVM1</td>
<td>Active – 2013</td>
<td>VMWare ESX Server – New</td>
</tr>
<tr>
<td>CLAVM2</td>
<td>Active – 2013</td>
<td>VMWare ESX Server – New</td>
</tr>
</tbody>
</table>

Plus four dedicated servers for LCD lobby displays in Anderson, Gladfelter, Weiss, and 1810 LW.

Classroom and Teaching Resources

TUMail/Exchange
2 Central E-Mail Systems, Both Same @temple.edu Address
Exchange Allows You to Setup Sharing
200 MB Quota for All Faculty on TUMail - 2 GB Quota for Exchange Users
All Full Time CLA Faculty Can Be Moved to Exchange – Just Ask! (TUhelp)

TUPortal/Blackboard Course Management System
Please Avoid Listservs for Class Use!
Includes Podcasting, Wiki, and Blog Support

Instructional Support Center
Hands-On Support for Faculty
Ground Floor of TECH Center Next to Teaching & Learning Center

CLA Media Learning Center
Media Library: VHS, DVD, 16mm
http://www.temple.edu/dlmlc/

Thee Title, Seven Day Take-Out Limit for Faculty
All Tiles Listed in Online Diamond Catalog
http://diamond.temple.edu
Search the “CLA Ed Tech Center” Collection
Smart Classrooms
Reserve Early! Only Limited Smart Cart Use Permitted
Classroom Technology Support (CTS) http://www.temple.edu/cs/cts/

Smart Computer Classrooms
Teaching With Smart Technology and a Computer at Every Student Seat

TECH Center (Teaching, Education, Collaboration and Help)
Largest Student Computer Center in the Nation w/ 600 Desktops & 100 Laptops
http://www.temple.edu/cs/techcenter/
Drop-In Use for All Temple Affiliates
FLPoLB (Free Laser Printing on a Limited Basis) System
400 Sheets/Semester, Double Sided by Default

TUCapture with Apreso
All visual (projector) and audio (PA system) content presented in a lecture hall automatically posted on Blackboard within 60 seconds of the end of class.
Psych 70 in AL-7 on Friday, Feb. 16, 2007 - http://snipurl.com/1avr3
Psychology 60 in AL-17 This Morning - http://snipurl.com/1aw4j

Digital Recorders TUCapture Lite
Handheld Digital Recorders for Audio Capture and Podcasting

CLA IT Current Projects

Expanded Hours
Earlier 8:00 AM M-F Starting Time (previously 8:30)
Later 9:30 PM Close Time During Semester (previously 9:00)
Later 7:00 PM Close Time on Fridays and Breaks (previously 5:00)

Wireless
All areas in Anderson and Gladfelter, CLA areas of Weiss, Ritter, and 1810
New Security Paradigm -- WiFi4Owls Replacing Wireless4Owls

Class Capture
Apreso Lecture Capture
Handheld Recorders

Smart Classroom Construction
15 New Smart Classrooms in Anderson Classroom Wing
6 New Smart Classrooms in Weiss Basement
New Computer Classrooms in Gladfelter 230 & 847
New Smart Computer Classroom in Anderson 422

Emergency Phones
Installation of 55 Emergency Phones in All CLA Areas
Project Enterprise

Project Enterprise is a major university-wide initiative to integrate and upgrade all major administrative systems into a consolidated, state-of-the-art database-driven infrastructure based on SunGard's Higher Education Integrated Digital Campus platform. This $38 million, five-year Enterprise Resource Planning (ERP) implementation will replace Temple's aging mainframe systems including the Financial Management System (FMS), the Human Resources System (HRS), and the Student Information System (ISIS), as well as numerous other sub-systems that have been developed over the last 25 years. Approved by the Board of Trustees in June 2007, Project Enterprise is scheduled to be completely implemented by June 2011.
7 Online Blunders
Common Mistakes Can Ruin Your Computer or Invite Identity Theft

1. Assuming Your Security Software is Protecting You
   • Make sure it is active and updated – updates must be <2 weeks old
2. Accessing An Account Through An E-Mail Link
   • No matter how official looking it can’t be trusted, go directly to website
3. Using a Single Password for All Online Accounts
   • Use unique passwords for all online sites
4. Downloading Free Software
   • Many downloads can be spyware or not truly free
5. Thinking Your Mac Shields You From All Risks
   • Still must have anti-virus - Safari insecure, use Firefox
6. Clicking on a Pop-Up Ad That Says Your PC is Insecure
   • Always use X in upper right, or Alt+F4, never click on add-provided button
7. Shopping Online The Same Way You Do in Stores

From Consumer Reports, September 2008

Computer Security is Everyone's Responsibility

The threats are everywhere:

<table>
<thead>
<tr>
<th>Threat</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viruses/Trojans</td>
<td>Rarely Occur of Late</td>
</tr>
<tr>
<td></td>
<td>Growing Threat on Macs</td>
</tr>
<tr>
<td>SPAM/UBE</td>
<td>Unsolicited Bulk E-Mail</td>
</tr>
<tr>
<td></td>
<td>Everywhere &amp; Not Going Away</td>
</tr>
<tr>
<td>Spyware</td>
<td>Occasional &amp; Preventable</td>
</tr>
<tr>
<td></td>
<td>Avoid Entertainment Sites</td>
</tr>
<tr>
<td>Phishing Scams</td>
<td>Very Common and Preventable</td>
</tr>
<tr>
<td></td>
<td>Never Click on E-Mail Links</td>
</tr>
<tr>
<td>Adware</td>
<td>Occasional &amp; Preventable</td>
</tr>
<tr>
<td></td>
<td>Avoid Entertainment Sites</td>
</tr>
<tr>
<td>Data Loss</td>
<td>Occasional &amp; Preventable</td>
</tr>
<tr>
<td></td>
<td>Backup, Backup, Backup!</td>
</tr>
<tr>
<td>Malware</td>
<td>Occasional &amp; Preventable</td>
</tr>
<tr>
<td></td>
<td>Avoid Entertainment Sites</td>
</tr>
<tr>
<td>Active Hacking</td>
<td>Rare, Vigilance Required</td>
</tr>
<tr>
<td></td>
<td>Most Commonly Inside Jobs</td>
</tr>
</tbody>
</table>
Computer Security is Everyone's Responsibility

What CLA IT Has Done for Security:
• Stopped Using Social Security Numbers (TUid is primary identifier)
• Implemented a state-of-the-art managed anti-virus system
• Developed and deployed a hybrid of anti-spyware, adware, malware software packages
• Implemented Advanced Multi-Layer Spam Filters
• Designed and Implemented a Comprehensive Patch Management System
• Currently Implementing an Advanced Identity Management System Syncing All Usernames/PWs (TUsecure)

What you need to do for computer security:
• Never Collect or Share SSNs/DOB/Drivers License Numbers, Even Partial Numbers with ANYONE
• Never Share Any Password
• Never Open Unexpected Files, Even from Trusted Sources
• Use Unique “Strong” Passwords for Every Account
Computer Security is Everyone's Responsibility

Starting today, all passwords must contain letters, numbers, doodles, sign language and squirrel noises.

Imfree@8

Temple’s new password requirements:

- Mixture of capital and lower case letters
- Use of $ # and @ is permitted
- At least 1 number
- Note: sequential passwords are prohibited
- 8 or more characters in length

You cannot reuse your last three passwords

Passwords must be changed at least every 180 days. Administrative mainframe users (ISIS, HRS, FMS) must change passwords at least every 90 days and continue to use their SecureID cards.
What you need to do for computer security:

- Report ALL Suspicious Computer Activity Immediately
- Verify That Computer Security Systems are Working – Windows Update, Anti-Virus, etc.
- Avoid Entertainment Related Sites, they Often Spread Spyware
- Leave Your Desktop Computer on 24/7/365 - Reboot as needed but leave the computer on at all times
- Leave Your Laptop Computer on as much as possible

What you need to do for computer security:

- Save ALL data on Network Drives so they can be backed up. Never store anything on the local computer – Laptops especially
- Never Store data Exclusively on floppy/zip/CD/DVD/USB Keys
- Keep a Screen Saver with Password Protection and a Short Timeout
Questions / Suggestions

How Can CLA IT Improve Itself?

How Can CLA IT Help You?

Please Update Your Cherry & White Entry!
http://directory.temple.edu

Cherry & White Pages
A Directory of Students, Faculty, & Staff

Presentation Available Online
http://www.temple.edu/clait/newfaculty/