

## **INFORMATION TECHNOLOGY SERVICES**

### **eBulletin May 2006**

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### **2006 MEASURES OF SUCCESS SURVEY REPORT**

Since 2004, ITS has surveyed campus users annually to collect data to gauge customer usage trends and satisfaction rates. The 2006 Measures of Success (MOS) survey, circulated electronically in March 2006, received over 2,100 responses from faculty, staff, and students. The survey results and complete report, including the list of the four iPod shuffle winners, can be viewed at [2006 MOS Report](#).

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### **ORACLE INSTANT MESSAGING AVAILABLE AT SOFTWARE CENTER**

ITS now offers an instant messaging solution for Case users which supports both two- and multi-person chat sessions with on-campus colleagues and classmates. For more information and to download the program, visit the Software Center at <http://softwarecenter.case.edu>.

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### **SOFTWARE CENTER UPGRADES**

Since late January 2006, the following new or updated software has been added to the Case Software Center:

- Mathematica 5.2 for Mac
- Matlab upgrade to version R2006a
- Oracle Messenger for IM
- Labview 8 for Windows
- Case VPN program
- Symantec anti-virus for 64-bit systems
- Microsoft Learning Essentials for Educators and Students (coming mid-May)

Faculty, students, and staff can download these and other premier programs at <http://softwarecenter.case.edu>

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### **SPYWARE MANAGEMENT**

Spyware surreptitiously can capture and transmit personally identifiable information (ranging from surfing habits to credit card information) stored on a computer to a third party over the Internet. Combating spyware requires software and vigilance. Use an anti-spyware product from a trusted vendor. Since no one product seems to provide 100% protection, the most prudent strategy is to combine two anti-spyware scanners. Make sure you download from legitimate sites; otherwise you may find yourself installing spyware.

The Help Desk offers useful links for cleaning up spyware and pesky adware at <http://help.case.edu/safe/maintain/spyware/howto/removespyad/view>. Please keep in mind that many programs are offered free for download on personal computers, but require a license (charge) for installation and download on professional computers.

More spyware management tips are available in ITS' Information Security Guide at [www.case.edu/its/pubs/securityguidelines.pdf](http://www.case.edu/its/pubs/securityguidelines.pdf).

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## **FIGHTING SPAM @ CASE**

In spite of best efforts at curtailing the infiltration of spam, spam continues to grow at exponential rates, consistently outpacing the growth in legitimate mail volume at Case and elsewhere. In combination with your e-mail program's junk mail management tools, Case's spam filter can help manage spam proliferation. For complete instructions, go to <http://help.case.edu/email/filter>

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## **UNIFIED MESSAGING (VOICEMAIL) UPDATE**

As of May 1<sup>st</sup>, 5,335 voice mailboxes have been converted to the new Unified Messaging service. The Medical School conversion is currently underway and should be completed by mid-July. Once the Medical School is completed, all of the faculty and staff will have been converted. Students living in campus housing were converted to the new system last fall. Student mailboxes will be deactivated over the summer and reactivated as needed when the students return in August. For more information, please go to <http://www.case.edu/its/unifiedmessaging/>.

Helpful Hint: With the new Unified Messaging system, there is no need to remember a voicemail access number. To access your mailbox from your IP phone, simply press the Messages key. From an analog VoIP phone, dial star zero (\*0). From off campus, dial your own seven digit Case telephone number and when you start to hear your greeting, press the star (\*) key.

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## **ORACLE APEX DATABASE HOSTING SERVICE**

ITS is pleased to announce a new database hosting service that will be particularly beneficial for users and groups who require reliable entry, storage, retrieval, and manipulation of complex (or simple) data sets. The service, based on Oracle software technology known as Application Express – or APEX – is currently being used by researchers in the School of Medicine and administrative users at Kelvin Smith Library and at the School of Dental Medicine.

To find out if your group could benefit from this database hosting service and for more information, please contact [roger.bielefeld@case.edu](mailto:roger.bielefeld@case.edu).

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## **SELF-SERVICE ONLINE DIRECTORY UPDATE TOOL**

Office information displayed in Case's online directory can be revised online through the Human Capital Management (HCM) system. Modifications appear in the directory the next day. This tool is available to Case employees (faculty and staff) who have access to the HCM system.

For detailed information, please go to <http://tiswww.case.edu/phone/phonebook/local/updateaddr.html>

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## **End of May 2006 ITS eBulletin**

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