Spyware and Email SPAM -
Spyware and email SPAM calls constitute the largest technology support issue on campus. During March, approximately 50% of all help desk calls involve Spyware or SPAM issues. The average support call for SPAM or Spyware is requiring more than 4 service hours to mend. Desktop Services is working with other OIT areas to find a campus-wide resolution. For prevention, desktop services is encouraging campus offices to install Adaware, Spybot, and the new Microsoft Spyware blocker in order to clean Spyware off of their office computers and prevent reoccurrence. Additional information can be found in archived versions of the OIT newsletter found on the OIT website (http://oit.deltastate.edu)

Issue 10, April 8, 2005

Tips and Tidbits
Why Not Try a New Mouse?
If you do a lot of Internet surfing, you might want to try replacing your mouse, getting a mouse with a trackball or two buttons in the middle. These mice let you scroll web pages without having to actually click on your scrollbar.

A New Team Member
A new Collegis staff member for DSU, Shane Floyd, has joined the OIT team. Shane, formerly of Regions Bank, will serve as a desktop technician in the User Services group and will be joining Ray Wolfe in supporting most of the campus desktop computers and printers, as well as many other issues. We welcome Shane to the campus.

Networking Project Updates

Gigabit Ethernet Conversion OIT will continue to move building from the ATM network to Gigabit networking equipment. We will continue to move forward with the upgrade of network to Gigabit through out the following months. Additional equipment has been ordered and has arrived and continues to arrive to replace older 3com and problematic equipment on campus.

VPN Concentrator – OIT is still configuring and testing the Cisco 3015 VPN concentrator to allow access from off campus of services offered on the campus network.

Administrative Computing Significant Activities

TouchNet Payment Gateway The TouchNet project has been completed. Registration fee payments are now being accepted via the web through the SCT Banner Self-Service modules. It is integrated with Banner.

Banner Hardware Bid We are in the process of awarding the bid to BCI for the new banner hardware. Once completed, ordering of the new hardware will begin. This implementation will allow for Banner Web to be implemented and thus remote access to the Banner module through the web will be available.

New Kent-Wyatt Hall Line Printer A new high speed line printer has been implemented in the 2nd floor copy room of Kent-Wyatt hall. This will accommodate the large print jobs that were currently being sent to the line printer in Kethley. This will provide more convenience for those needing large volume printouts.

WEBCT HELPDESK—OPENS

For WEBCT Support 24x7 call:
Local on campus dial — 4800
When off campus dial— 1-866-264-1465

If you have questions or comments feel free to contact Glenn Trammel at 662-846-4840 or email at gtrammel@deltastate.edu