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SITEMANAGER 3.0 (Maureen Scoones)

Back in March, members of ITS and Electronic Media began redesigning SiteManager, the tool that was built about five years ago to give departments the ability to edit their own Web pages that exist in <http://www.hamilton.edu>.

At this time, as departments are looking to cut costs, many are trying to move printed documents and paper processes to the Web. Some departments are looking for advanced Web features to attract an increasingly technology-aware audience. The goal of the redesign is to:

1. Empower the content editors to perform more advanced tasks with an improved user interface
2. Provide a more technically advanced experience for our site visitors
3. Standardize the way advanced features are implemented to reduce potential technology conflicts, and help people become self-sufficient
4. Provide a framework for a more advanced, consistent, and high-quality Web site

During the summer, content editors will be getting their first look at SiteManager 3.0 and once the tool is ready for prime time, campus-wide training opportunities will be available. Stay tuned for more details!

ITS STAFF SPOTLIGHT – (Maureen Scoones)

GRETCHEN MAXAM '98

Gretchen, or Gretchels Fairey as she is known in the virtual world of [Second Life](#), recently celebrated her 10 year anniversary at Hamilton. Following graduation, she worked in Residential Life as a head resident. Next up, a four year stint on the Help Desk, then the lab and classroom services manager, and now she works as a desktop integration specialist. Once an aspiring opera singer, Gretchen

spends her days working on one of 10 software images that are installed on every employee, lab, and classroom computer or setting up one of the 145 networked printers on campus. Although Gretchen is sometimes frustrated by the constant change of technology, she enjoys the challenge and opportunity to learn something new. She misses working directly with students, but knows that what she does impacts everyone on campus and proudly speaks of the strength of her current team, "we all have different skills, and as a group, we are really strong."

Gretchen's interest in the IT field began at a young age with a constant need to take things apart to see how they worked. Among her many talents, the ability to disassemble and assemble a [Rubik's Cube](#)! She even recently revived her lawn mower. She's not a gadget guru and you won't hear her dispensing much technology advice, but she does caution, "Make sure your anti-virus protection is up-to-date!"

When not working at Hamilton or at her Second Life job as a beach guard (now you have to e-mail Gretchen and ask for more details), you'll find Gretchen out and about on campus and in town with her two precious golden retrievers in tow. She recently "stole" her husband's golf clubs and took up the sport herself, saying, "there is nothing like the noise when you hit the ball." Fore!

UPDATE ON EMAIL AND PRINT TASK FORCES (Dave Smallen)

Email – Testing of Google email and calendaring services continues. Face-to-face sessions and surveys are being held to gather comments from pilot testers. A decision to move forward with implementation planning will be made in June.

Print Management – Test environments for two print management systems (Papercut and Pharos Uniprint) are being created. Once the environments are created more thorough testing will take place. We hope to choose a system by early summer.

ITS GREEN INITIATIVES – RECYCLED PAPER (Maureen Scoones)

As mentioned in last month's newsletter, ITS has been planning and implementing technologies and processes to help save institutional resources and reduce our carbon footprint. Included among them, is the use of recycled paper in laser printers campus-wide. In order to reap the full benefit of recycled paper use, the printer can be configured to know it is using recycled paper. Based on the paper type, the printer adjusts heat and pressure to fuse toner on the paper to give the highest quality print.

During the summer, offices with printers connected to Windows computers will be contacted to adjust the printer's settings accordingly. This change should not cause any noticeable differences in how you use the printer, but in order to minimize unforeseen problems, we would like to coordinate the timing of the transition with you so that it fits your schedule. It will also give us an opportunity to talk with you about your printing needs and address any other questions you have. For a more detailed list of ITS green initiatives, visit our [Green Initiatives Web Site](#).

WHAT DOES A MEETING COST? – (Dave Smallen)

ITS has been exploring various technologies to provide alternatives for face-to-face meetings when people are in different locations. As the cost of travel continues to rise and budgets continue to shrink it makes sense to consider alternative ways of "meeting." Suppose you need to meet with five other (groups of) people who are in different locations. What are the alternatives and the approximate costs?

- (Face-to-Face) You agree on a common location to meet and travel to that location. The associated costs depend on the distance that people have to travel, the method they use to travel and any hotel or food costs. There is also the time for each of the people spent getting to the meeting. Generally such a meeting could collectively cost thousands of dollars. Such costs generally make sense for meetings that require many hours or days to resolve complex issues.
- (Telephone Conference Call) Hamilton contracts for a service that costs roughly .08/minute/location. Costs can be less using some conferencing features of our own telephone system. You can't see the other people but you save all travel/food/housing costs normally associated with the face-to-face meeting.
- (Web conferencing) This service, commonly called a webinar, requires that each participant/location have an Internet-connected computer. In addition to all the features of a telephone conference call this service provides the ability of participants to view and share electronic documents (e.g. Powerpoint) and communicate electronically as well as using voice. You don't see the other participants. Hamilton contracts for a service that costs roughly .20/minute/location for both voice and electronic capability.
- (Videoconferencing) This service requires that each participant be at a location that contains a videoconferencing facility. We use a service that finds such facilities for each participant given several days notice. In a videoconference you see each of the participants and can display information to them. The costs of a videoconference vary depending on the requirements but for five locations the cost can be as much as two thousand dollars for a one hour meeting. There are desktop variations of videoconferencing that can provide many of the same capabilities at lower cost.

There are variations of the above which can reduce costs, and capabilities can vary, but knowing the alternatives can provide a better match between what is really needed and the cost of achieving it. Generally speaking, the shorter the length of the meeting the higher the payoff will be for the alternatives.

COOL TOOLS FROM ITS (Maureen Scoones)

BIG BROTHER

[Big Brother](#) is a program that monitors all of the servers and network hardware (switches, wireless access points, Blackboard controllers) for the Hamilton Network. When hardware or software goes down, Big Brother will show this on its Web page.

Network switches provide connectivity to the campus network and Internet in the different buildings and the Blackboard controllers give the Hamilton Community the ability to use the Hill Card to eat in the dining halls, use vending and washing machines, and enter residence halls. Among the servers monitored, everything from SSS (Student Storage Server) and ESS (Employee Storage Server) to those running our e-mail system, Web pages, Web Advisor, and our payroll system. It is not uncommon for the Help Desk to receive a call asking, "Is the server down?"

You too can take a look at the status of one of the many servers, switches, and controllers. A color-coded system shows, at a glance, the status of the devices. Green is good, yellow - attention is needed, red means trouble, fushia - no report, clear - unavailable, blue - offline. For example, find ESS in this [list of servers](#) to see its current status. A more detailed description of Big Brother appears on the [ITS Web Page](#). Pretty Cool!

ITS TIPS (Debby Quayle)

How to include a link in your message that, when clicked, will automatically address a new message to someone else.

Have you ever wanted to include an e-mail address in the body of a message so that it appears as a clickable link? Doing so will make it easy for recipients of your message to reply to an address other than your own. When the link is clicked, a new message window will open with the TO line already addressed to the other e-mail address.

For example, here is how you can include text in your message that says, "For more information write to: its@hamilton.edu". (You can click the link at left to see the result.)

- **In Communications Express (Web mail):** In the message you are composing, type the full address you wish to include and then select the text by highlighting it. Assuming you are using Rich Text mode, click on the globe icon (if you mouse over the icon it is labeled "Insert Hyperlink"). In the window that opens, erase the "<http://>" that is provided and replace it with **mailto: its@hamilton.edu**. Click on OK and send your message.
- **In Thunderbird:):** In the message you are composing, type the full address you wish to include and then select the text by highlighting it. Click on the **Insert** menu and choose "**Link...**". In the window that opens, type **mailto: its@hamilton.edu** in the space provided. Click on OK and send your message.

Going away? Here's how to create a "Vacation Message" - or an automated e-mail reply

A vacation message is actually an automated reply that is sent as a reply to whomever sends mail to your account. It can be turned on and off (to correspond with a vacation - or with those times you are away from e-mail) or it can be turned on permanently (e.g. when you need to inform others of your new e-mail address).

To create a vacation message please follow the instructions found at:

<http://www.hamilton.edu/college/its/documentation/e-mail/general/external/HTO-CreateAutoReply-ALL.pdf>.