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Information Technology Newsletter

Data Destroyed? Don't Panic. Try Ontrack.

Do you have fail-safe backup procedures? Most people don't. Common barriers are time, access to appropriate media, and knowledge of potential dangers. As a member of the University community when your safeguard procedures fail, you have another source of help. Ontrack Data International has a good chance of rescuing your data, whether you are on campus or on the road. They have recovery labs in Minneapolis (Eden Prairie), Los Angeles, San Jose, Washington DC, New York, London, Stuttgart and Tokyo. They have successfully recovered damaged data and may be able to handle your disaster, too.

ADCS Link

<http://www.umn.edu/adcs>

Academic and Distributed Computing Services (ADCS) is pleased to introduce a program with Ontrack to provide University staff, faculty, and departments with Ontrack's data recovery services. Centralized billing has been established for the services



listed in Table 1. To participate in this program and continue the special University pricing, use the ADCS website's link to Ontrack. If you must call Ontrack directly at 1-800-872-2599, mention the University of Minnesota contract. Direct payment to Ontrack for fees incurred can be made by PO or credit card.

Data Recovery Specialists

Ontrack specializes in software and services that help computer users recover valuable data that's lost for numerous reasons, such as equipment breakdown, virus infection, power spikes or surges, faulty backups, vandalism, software failure or everyday human error.

Concerned about security? Ontrack received the James C. Cogswell Department of Defense Award for Outstanding Industrial Security <<http://www.dis.mil/page25.htm>>. Concerned about voiding a warranty? Ontrack's clean room and their agreements with vendors enable them to recover data without voiding a hard disks' warranty.

The University Agreement

The agreement is good for all campuses

Unless your computer's been burned, drowned, or subject to a similar disaster, your first step is to obtain the Data Advisor diskette. (It's available at no charge from all ADCS HelpLines and from Ontrack's website.) After starting up your computer with this self-booting diskette and obtaining its diagnosis, you can choose to proceed with Remote Data Recovery or In-Lab Data Recovery; you must pay for these services.

University Prices

The prices in Table 1 apply to the following operating systems: DOS, Windows 3.x, Windows 95 and 98 and Macintosh.

All University of Minnesota pricing for Standard Service and In-Lab Data Recovery will follow the data recovery pricing in Table 1. Data recovery services for other operating systems must be custom quoted.

Ontrack's descriptions of their data recovery services, as they apply to the University contract, are below. You will not incur any data recovery fee—beyond the \$100 evaluation fee—unless you authorize Ontrack to take additional data recovery steps.

To participate in the University's agreement with Ontrack use the ADCS website's link to Ontrack (www.umn.edu/adcs); and, if you must call Ontrack directly, mention the University of Minnesota contract.

Table 1

1. Evaluation fee is \$100 and is non-refundable; but if a user follows through on the data recovery, the fee is applied to the total cost of the recovery.		
2. Remote Data Recovery (RDR) fees range from \$400 to 1250, regardless of the size of the drive.		
3. In-Lab Data Recovery		
Drive Capacity	Base	Clean Room
GB=gigabytes		
3a. less than or equal to 1.0GB	\$675	\$1125
3b. 1.0 GB to 4.0 GB	\$1116	\$1566
3c. greater than 4.0 GB	\$1620	\$2070

- **Data Recovery Base:** prices represent costs associated with an *In-Lab Data Recovery* job which does not need evaluation in a Class 100A Clean Room.
- **Data Recovery Clean Room:** prices represent costs associated with an *In-Lab Data Recovery* job which needs evaluation in one of the Ontrack Class 100A Clean Rooms.

- **Remote Data Recovery:** In select data loss situations, Ontrack will enable and authorize the Customer to electronically access Ontrack RDR systems which allow for the remote analysis, repair and/or retrieval of data suffering from a data loss event.
- **In-Lab Data Recovery:** Under this service Customer ships the media involved in the data loss event to the nearest Ontrack lab where two sets of services will be made available to the Customer: Evaluation and Data Recovery.



These services will be offered at four escalating performance levels:

1. Standard
 2. Priority: standard service pricing plus 50%
 3. Weekend: standard service pricing plus 75%
 4. Emergency: pricing is custom quoted.
- **On-Site Data Recovery:** In emergency situations, where RDR is not a feasible solution, Ontrack will quickly dispatch data recovery technicians and tools to Customer's location for the timely recovery of mission critical data.
 - OnSite Service pricing: custom quoted.

Data Advisor, a Diagnostic Utility

Data Advisor is a diagnostic utility that determines the source of data loss. You can pick up Data Advisor diskettes from all ADCS HelpLines; or you can download it from the free software section of Ontrack's website: <http://www.ontrack.com>

To use Data Advisor, you restart your computer using the self-booting Data Advisor diskette. If the drive is not physically damaged, Data Advisor tests system memory, hardware, data structures, and more and provides diagnostics for Ontrack engineers to determine the proper recovery procedures.

Recovering Data

To begin the Remote Data Recovery process you need

- a 1.44MB floppy disk drive
- a 9600 baud (or greater) modem
- a PC with a 386 or greater processor and 8 MB of RAM (random access memory)
- IDE/EIDE/ATA interface and SCSI drives with BIOS support
- one of the following operating systems: Windows 3.0, 3.1, 3.11, Windows 95, Windows 98, DOS versions 3.31 or greater — and, based on system configurations, Windows NT and OS/2

■ Academic and Distributed Computing Services, Simin Hickman, Mary Kelleher

Automatic Backup Services

For Networked Macs, PCs and Workstations
<http://www.umn.edu/cco/backup/backup.html>

If you've ever lost critical information on your computer because of a damaged disk drive or other problem, you know how important it is to back up your hard disk on a regular basis. Central Computing Operations' (CCO) automated backup and restore service uses network connections to easily and safely backup the contents of your computer's hard disk to an automated tape storage device.

You will save time and money; daily costs are less than the cost of a cup of coffee per machine. It's

automatic and convenient. We schedule your backup at your convenience. As a reminder, we'll send you an e-mail message the day of the backup, and another message to confirm.

Your data is secure. With our automated backup service, the data retrieved from your computer hard disk is stored on tape cartridges located in an environmentally controlled, secured, and fire protected computer room. Restoring lost files is quick and easy. All



you need to do is phone the CCO Customer Assistance Center at 612/624-0555.

To get started or for further information, see their website: <http://www.umn.edu/cco/backup/backup.html>

■ Central Computing Operations, J. B. Combs

Information Management System Plans

Susan Grotevant, OIT, IMS, <http://www.ims.umn.edu>

Serving Decision-Makers



The Office of Information Technology's newest unit, Information Management Systems (IMS), was created

recently by the merger of OIT's Data Warehouse with the Minnesota Center for Integrated Systems Technology (MCIST). One of the primary purposes behind the creation of IMS is to support and champion the use of information and business intelligence by decision-makers at all levels within the University.

The new organization also represents a significant step toward providing the University with technological tools determined by business needs rather than an environment where technology defines the limits of meeting information needs. Users will benefit from the combined business, technology, process design, and management expertise reflected in IMS reporting systems and through access to management consulting, business strategy, and process redesign services available to colleges and departments upon request.

Goals

IMS goals include the creation and development of a more diverse and robust reporting environment which will offer the university user community access to a wider range of web based management information reports that are easily accessed and understood. By maximizing the amount of management information available through web based reports, IMS also hopes to minimize the desktop support costs incurred by departments throughout the University. The reporting strategy envisioned by IMS staff also calls for developing the capability to "push" data to user desktops and significantly reduce the

amount of time currently required to search and retrieve needed information.

New Teams

Director Susan Grotevant has been working with both groups to create a new organizational structure, which included moving MCIST staff to the West Bank Office Building, home to the Data Warehouse group. Staffs from the two previous organizations have been re-deployed into three teams: the Data Warehouse Team, the Clarity Team, and the OLAP/COGNOS Team.

Data Warehouse Team

The Data Warehouse Team is creating the new Oracle data warehouse to support the Peoplesoft Human Resources and Student Administration applications as well as maintaining the existing IDEA data warehouse. Data warehouse staff will also be supporting and assisting users as they transition from the Sybase to Oracle data warehouses and working with other IMS teams to replace the functionality of aging mainframe reporting systems scheduled to be phased out in 1999.

Users of IDEA website should also be experiencing more ZIP following the acquisition of a new, faster server, named ZOOM99.

Clarity Team

The Clarity Team has been busy coding the revisions necessary to create a new system-wide version of Clarity. Developing the system version of Clarity required not only updating existing code and doubling the volume of financial data maintained, but also supporting policy changes to simplify user access to public data in enterprise reporting systems.

Once Clarity is released system-wide, the staff is looking forward to expanding the content and functionality available to users as well beginning development of even more exciting reporting functionality planned for Clarity 2000.

OLAP/COGNOS Team

The OLAP/COGNOS Team represents the closest fusion of technology and business expertise in IMS, and they will be working to deliver powerful new web-based reporting and analysis tools to colleges, departments and users as a part of the Peoplesoft Enterprise Project.

Using multidimensional reporting tools like Cognos will provide significantly faster development of ad hoc and standard reports that permit users to easily drill down, slice and dice data from almost any angle, and graphically analyze data relationships "at the touch of a button." Other web based applications being evaluated will provide users with the ability to easily create customized mailing lists and labels that can be printed on a user's local printer.

Integrated Reporting Strategy

Although Information Management Systems has been organized into three teams focusing on different aspects of reporting, in actuality the teams will be working very closely with one another to create an integrated reporting strategy that is greater than the "sum of its parts" and provides significant value-added to the University user community. ■



The U's Joint Technology Planning Process

Jodie Berg Combs, OIT, Planning Officer

Background



As noted in the October issue of this newsletter, the Office of Information Technology is taking a lead role in involving groups throughout the University in joint planning for technology needs.

In initiating these efforts, OIT's Planning, Architecture and Communications (PAC) group approached Twin Cities campus associate deans at the Council of Undergraduate Deans meeting in June. At this meeting, PAC staff reviewed the University-wide academic technology initiatives underway, and proposed joint information technology planning sessions with the deans. Recognizing that groups throughout the University play a role in providing technology solutions, the deans committed to participating in the joint planning process.

The Process

Associate deans from the professional schools, Council of Undergraduate Deans members, and technology representatives from the coordinate campuses were invited to three OIT-sponsored planning sessions in July and August 1998. Sixty-four people attended, representing thirty-one different groups throughout the University. In preparation for these planning sessions, associate deans responded to PAC's list of questions regarding their unit's information technology planning processes, approaches, issues, and goals. The information they provided about their units served as the basis for small group discussions at the sessions, and is being used for follow-up discussions with the deans and associate deans.

During the meetings, the group got a sense of where planning for informa-

tion technology stands today by reviewing the Senate Committee on Information Technology year-end report; the Technology Enhanced Learning (TEL) and Minnesota Virtual University (MnVU) strategies; and University funding and biennial request processes. Small groups discussed critical aspects of information technology such as TEL, technology fees, networks, classrooms, student labs, support services, desktop standards, Internet 2, security and technology controls. The group then identified specific goals for FY99 and areas of interest for ongoing participation.

Outcomes

- The group provided input for, and reviewed the first draft of, the Technology Enhanced Learning and Technical Infrastructure components of the FY00-01 Biennial Request.
- OIT is working with the Vice Provosts in reviewing and integrating FY99 goals for faculty development, classrooms, student support, and computer labs.
- A group of associate deans met with representatives from the Office of Planning and Analysis, the Budget office, and OIT to help improve the current planning process by tying information technology to the Compact/Budget Process.
- Interim CIO Steve Cawley is currently meeting individually with deans, coordinate campus, and University Libraries representatives to determine their specific technology needs. As a result of these meetings, specific action items have been assigned to OIT unit directors.

- Ongoing information from the planning sessions is available on OIT's Planning Web site: <http://www.umn.edu/oit/pac/planning.html>

Next Steps

- OIT Planning staff will conduct follow-up meetings with targeted associate deans regarding FY00 Compact initiatives.
- Steve Cawley will complete his one-on-one meetings with the deans and coordinate campuses to determine their specific technology needs, and assign resulting action items to the appropriate OIT unit directors.
- OIT will work toward improving the key services as identified high priority for FY99 by the planning group.
- OIT will continue to work with key groups and service providers across campus in its planning efforts (these include Council of Undergraduate Deans, Senate Committee on Information Technology, the associate deans planning group, student governance, and other central providers such as the coordinate campuses and libraries).
- OIT will continue to work with the Vice Provosts and others in reviewing and integrating FY00 (and on-going) goals for faculty development, classrooms, student support and computer labs, through quarterly meetings.

How to Report Computer Misuse and Abuse

Procedure 2.8.1.1: www.fpd.finop.umn.edu/groups/ppd/documents/Procedure/Rept_Violations.cfm

University Procedure 2.8.1.1 is reprinted below; it includes procedures for reporting computer misuse and unauthorized use.

Reporting Violations

Violations of this policy may involve any of the issues described in Appendix A of this policy. Violations can be reported to the appropriate contact listed below:

University of Minnesota - Twin Cities Campus

- Computer misuse/unauthorized use
Contact your departmental system/network administrator or technical support staff. In an emergency contact the Network Help Line by phone (612) 625-0006, or by e-mail (nts@nts.umn.edu). Report nonemergency (such as spamming) to abuse@tc.umn.edu.

- Violence or threats in the workplace
Contact University police regarding threats to personal safety: for emergencies, call 911; for non-emergencies, call (612) 624-3550. For consultation on potential threats to personal safety, call the Threat Assessment Group at (612) 625-2000, then press #2.
- Potential legal consequences for the University
Contact the Office of the General Counsel at (612) 624-4100.

To report violations on other campuses, see the contacts section of the policy.

Updated September 30, 1998,
Policy and Process Development Office,
Comments: process@tc.umn.edu

UNIVERSITY OF MINNESOTA

Acceptable Use of Information Technology Resources

Academic/Administrative

**Computer misuse/
unauthorized use**

In an emergency contact the Network Help Line by phone (612) 625-0006, or by e-mail (nts@nts.umn.edu).

Report nonemergency (such as spamming) to abuse@tc.umn.edu.

Procedure 2.8.1.1

The following are responsible for the accuracy of the information contained in this document

Responsible University Officer
Executive Vice President and Provost

Responsible Office
Office of Information Technology

Lumina Gets New Look and New Features

Changes to the Libraries' Web Page

Nancy K. Herther, University Libraries, <http://www.lib.umn.edu>



This Fall there have been major changes and additions to our web page of services that you will want to know more about.

The Libraries' web page is the portal to a vast array of services, research tools and links to collections and resources around the world. This Fall our web page took on a revised, new look; and we added or enhanced many of our services. Most services are available *only* to current students, staff and faculty of the University of Minnesota's Twin Cities campus.

Library Services

Here's a quick look at what's available under the **Library Services** heading.

Ask Us!

Do you need help finding information? Current students, staff and faculty of the Twin Cities campus – or non-University researchers with question about specific resources of the Libraries – are able to use online forms to get brief answers to factual questions or suggest sources to consult. The Libraries hope to be able to respond to your request within 24 hours (or within 3 working days if a subject specialist needs to be consulted). This is no replacement for in-person or telephoned reference assistance. However, if you have some time to wait and cannot reach us through more traditional means, this may be an option for you.

Borrowing Information

The general policies for checking out materials at major library locations – Walter, Wilson, and St. Paul Central Libraries – are given here. Links are provided for users to get borrowing information from other campus libraries. If you've wondered what you need to check out books, what the loan periods are or fine schedules, here is the place to go.

Recall Books

University Libraries' patrons can recall a book currently checked out to another patron. A recall will allow the current user to keep the book for approximately two weeks from the date it was checked out. You can fill out an online request form to recall books from all units except the Bio-Medical Library (which

has its own policies). Not all items are available for recall, such as items on reserve; but this will help you understand the procedures for getting some book or other material you need *now*.

Renew Books

University Libraries' patrons can renew materials that they have checked out, extending the due date by which materials must be returned. You can request renewals of material from all units online, except the Bio-Medical Library, which has its own policies.

Request Books, Articles

Information on borrowing books or getting copies of articles from journals in the University Libraries system is given here. This includes information on free services and fee-based services available to people anywhere around the world. You are also given online forms for requesting materials not owned on campus (interlibrary loans). This page also solicits ideas or suggestions on our collections, your ideas for new materials to consider for our collections, etc.

Course Reserves

Often students are given assigned readings, copies of which are made available through the Libraries. Check out this page for information on this service of the Libraries. Here are some of the features:

- *Traditional Reserves* – Materials placed on reserve at the request of instructors to support the academic programs of various departments are kept in the reserve units of various libraries across the system. The preferred location of reserve materials is the library building or unit where most of the subjects materials are held. This page will give you information and links to the various library reserve sites.

- *Electronic Reserves* – The University Libraries are planning to introduce electronic reserve as an option for course readings. This will allow instructors to have articles, syllabi, sample tests, and class notes placed online so that students can access them remotely. We are currently acquiring the hardware and software for this service. We plan to have a limited pilot project Winter quarter 1999, and to subsequently expand the



service to most library reserve units on campus. So watch this site for more information.

● *Copyright Permissions* – As an aid to faculty, this page includes links to the University Copyright Permissions Center, which works in conjunction with Copies on Campus to obtain copyright permissions for items to be placed in course packets.

Library Workshops and Instruction

The libraries offer a wide variety of free classes and orientation programs which are listed on this page and most allow for online signups. Examples of courses available through Bio-Medical Library include:

- What's news: keeping up with the latest in health sciences literature
- Using Endnote software to organize your articles and write bibliographies
- Searching Psycinfo, Social Sciences Abstracts and other non-medical databases

Information on this page is also given on orientation, class and other instructional programs in the humanities, social sciences and education. If you want to get some information on what class research assignment support might be available to you, check out this page!

The workshop page also links to the Libraries' **Research QuickStudy**, a self-guided tutorial designed to help anyone more effectively use library materials and conduct secondary research.

Distance Learning Services

The Distance Learning Services page provides access to equal to that provided for on-campus students. In this effort, new services being tailored to these students are described and accessed through the distance learning page. As stated on this page, the Libraries strongly recommend: "that all students, including those participating in distance learning, use the Libraries' Home Page as the gateway to library information resources and services. The page you are currently viewing provides access to information of special interest to distance learners, and intends only to supplement the Libraries' Home Page."

Services targeted to distance learners include • book or article delivery to off-campus locations • links to sources of computer help • research assistance • information on local libraries, etc. Information targeted for faculty includes • information on what your students can (and cannot) do in terms of secondary research support from a distance • information on library instruction and consultation services • and links to campus distance learning sites.

Disability Services

The University Libraries is committed to serving users with disabilities by providing special assistance to facilitate use of the collections and services. All staff working in public service areas of the Libraries make every effort to accommodate reasonable requests from users with disabilities. If your disability is not apparent, please identify yourself as having a disability when you seek assistance.

★ New, Free Using MNCAT Handouts

Susan Gangl and the staff of the Humanities/Social Sciences Reference Service (first floor Wilson Library) have created a set of three very useful handouts to help you in accessing MNCAT via the web or via Telnet and in using the periodical indexes in LUMINA. If you'd like a copy - *and you have a campus mailing address* - just send me (Nancy Herther) a note with your campus address, and I'll send you a copy. Copies are also available in the reference room on first floor Wilson.

★ New Electronic Journals

Using the **Electronic Journals** option in LUMINA you now have access to the following four journals. For more information, see the journal information notations with each journal in the listing.

- **Economic Journal**, Vols. 1-102, 1891-1992 Publisher: Royal Economic Society
- **Nous** (a philosophy journal), Vols. 1-26, 1967-1992 Publisher: Blackwell Publishers
- **Philosophical Perspectives** Vols. 1-6, 1987-1992 Publisher: Ridgeview Publishing Company (Note: In 1996 it became a supplement to *Nous* and is currently published by Blackwell Publishers.)
- **Philosophical Quarterly** Vols. 1-42, 1950-1992 Publisher: Philosophical Quarterly

■ Nancy K. Herther, n-hert@tc.umn.edu — University Libraries, <http://www.lib.umn.edu>





LUMINA is the on-line computer system of the University of Minnesota Libraries--Twin Cities, and includes MNCAT, the catalog of most of the books and periodicals in the Libraries' collections. Access to MNCAT is available free of charge with no password. Due to contracts with commercial vendors, many of the other databases available through LUMINA may be accessed only by University of Minnesota faculty, staff, and students; this restricted access also requires a campus e-mail username (ID) and password.

This site includes information on Assistive Technology Reading Rooms, state-of-the-art electronic reading and information processing aids for people with disabilities on campus, as well as links for information on services available in Wilson and Walter libraries.

Suggestions and Comments

The Libraries are dedicated to helping you with your research and learning here on campus. We value your suggestions and encourage you to recommend a purchase, suggest an improvement, or pass on any comment about the Libraries.

The About the Libraries Section

The new web home page includes two other sections that I want to mention; they're on the far left side of the home page. First is the **Building News** link; it gives you complete, up-to-date information on all of the moves and changes in collections and services due to the renovation of Walter, Architecture and other libraries, as well as information on our exciting new Minnesota Library Access Center on West Bank. So what else is new? Check out the **What's New** link to get information on significant new materials, activities and other events of note.

Lastly

None of the services discussed here are intended to discourage your inperson or telephone contact with the Libraries. We believe this is still the best way to get the information, advice and materials that you need, particularly for advanced forms of research. However, as the web and distance education become more pervasive, the Libraries is dedicated to making our web page your portal to our services and collections.

Don't forget about the wonderful set of home pages for all of the various libraries which together form the Libraries system. Home pages for the **Government Publications Library** give you access to research tools, databases, links to various websites from local, state, national and international governmental bodies. The **Bio-Medical Library** has its own alerting service, giving background citations to hot scientific information in today's news. And this is just the start. Check us out! In person or online, we are here to serve!

■ Send communications about this column to:
Nancy K. Herther, University of Minnesota Libraries; 4-2020; n-hert@tc.umn.edu

★ More Options For Full-Text Newspapers

Those interested in full-text access to the *New York Times* (NYT) and *Washington Post*, currently have a variety of options. Here is a run-down: Online, the NYT is available full-text online through our **FirstSearch** account (select the **New York Times** database option from the **Indexes** section of LUMINA). This gives you full-text of the most recent 90 days. **Lexis-Nexis** provides full-text coverage from June 1980 to the present for NYT.

The Post is indexed in our **Newspaper Abstracts** database in **Indexes** and is included full-text in **Lexis-Nexis** since

January 1977. The Post's web page also has recent full-text coverage.

And don't forget that in addition to online access, there is **CD-ROM** full-text access to both of these titles in the Wilson Library Newspaper Room. The *New York Times* is available full-text from 1994 to July 1998; the *Washington Post* is available from 1992 to June 1998. The CD-ROM is updated quarterly.

The **Newspaper Room** (in the basement of Wilson) also has the Newsbank CD, which provides full-text access to selected articles from over 500 U.S. and Canadian newspapers, news sources

and news wires, including regional sources.

Because the present American newspaper access situation is so complex, Wilson Reference has **three guides** available outlining and describing both paper and electronic access to • American Newspapers • Minnesota News Indexes • and Twin Cities Newspapers. Check it out at this website: <http://www.lib.umn.edu/news/news.html>.

■ Nancy K. Herther, University Libraries, with thanks to Wilson Reference Services' Barb Kautz for providing us with this reminder



Year 2000 Testing: What About Personal Computers?

Ken Hanna, OIT Year 2000 Coordinator
<http://www.umn.edu/oit/year2000>



As we prepare to enter 1999, more and more people are becoming interested in “y2k” or “Year 2000” issues. I am going to do an article every month in a regular column to help you to prepare.

This month’s article is on desktop computers. In future articles, I’ll explore other issues. If you want to hear about something, let me know at the e-mail address: y2k@tc.umn.edu

This y2k address is monitored by several OIT (Office of Information Technology) folks, so feel free to send any questions there.

Testing the Hardware

You may be wondering if your desktop computer is going to work on January 1, 2000. There are many aspects to this question, but in this article I’ll concentrate on testing the computer itself, not the programs that run on it or the operating system (e.g. Windows 95 and 98).

First let’s ask the Apple Macintosh folks to once again stand up and take a bow, but please don’t start with the “I told you so’s” quite yet. The hardware and operating system are widely acclaimed to be fine. The application software can have issues, the same as PC software, so you’re not home free, but the worry list is a lot shorter. Long live the Mac.

Owners of so-called “IBM compatible” desktop machines (over 90% of the market) are not so lucky. Leaving aside the operating system and the applications (i.e. programs like Excel, Meeting Maker, etc.) for future

articles, today we’ll just discuss the machine itself. How do you know if your system is going to heed the wake-up call on January 1, 2000?

Don’t Risk Losing Data

One would think that a program running through the network would be able to test things out, and such programs do exist. However, unless such programs simply attempt to look up the hardware information in a table, there are risks. Risks like loss of data and software that locks you out.

If real testing is done by changing the clock to a date in the year 2000 or beyond, there is the possibility that these bad things might happen. You may not be able to use software that is licensed for a set period of time if the software detects that the expiration date has arrived. Or you may lose all the mail or accounting entries because a housekeeping program thinks it’s time to clean up. So whether you are testing using a program or manually setting your clock forward on your PC, back up first; and think about what you have.

What do I recommend? A low tech bootable floppy disk with the tests on it. This is only for hardware that is IBM PC compatible, and that uses the IBM architecture for clocking, including desktops and servers with the operating systems DOS, Windows 3.1, Windows for Workgroups, Windows 95 and 98, and Windows NT. Although Apple computers,

UNIX machines, and other non-PC equipment cannot use the test, they also need it less, since Apple and many UNIX brands are compliant (check the vendor’s websites to be sure).

The floppy disks for testing are available at the ADCS walk-in consulting offices in 152 Shepherd Labs (East Bank), 50 HHH Center (West Bank), and 50 Coffey Hall (St. Paul) on the Twin Cities campus and at the central computing offices on the Duluth, Morris, and Crookston campuses. Slide the floppy in when the machine is powered off, punch the button, and read the screen. Then you will know. The operating system (e.g. Windows 95 or 98) is never loaded, so this is a lot safer method.

A Personal Example

Let me give a personal example. My PC at home is made by one of the largest manufacturers in the world and is less than two years old, but it flunked one of the tests. The screen told me that the machine will not roll over from 1999 to 2000 by itself. I don’t consider it a big deal, because all I have to do is double-click on the clock icon or time in the lower right of my screen and reset it on January 1, 2000. Still, I’m glad I know I need to make the change.

One more recommendation. If you get errors that you don’t understand, seek advice. For example, to help interpret whether you are half (or all the way) up the creek, consult with your desktop support or technical support person. You can also e-mail one of us at: y2k@tc.umn.edu ■



Integrated Access Request Packet

A Service for University Departments

Send Comments and Suggestions to: x-secur@cafe.tc.umn.edu

Improvements



Central Computing Operations (CCO) Data Security and Continuity Planning is pleased to announce the first in a series of improvements to the Integrated Access Request

Packet. Beginning November 20, 1998, a new release will be:

- Available in hard copy from the CCO Customer Assistance Center at (612) 624-0555
- Available for downloading from the web at <http://www.umn.edu/cco/security/security.html>
- Supported by CCO Data Security and the functional security areas which are part of the integrated process

Effective January 15, 1999 CCO Data Security will no longer process any AR001 with a form date prior to November 1, 1998.

What's New

- The STARS Access/Compliance Request form has been integrated into this release. Now, users requesting access to STARS on the Mainframe gain the convenience of using only one form.
- All sections requesting information on "why the user is requesting this access" have been combined onto one section.
- Each page now has a header, making it easier to find the relevant pages/sections.

Our objective is to provide one integrated, automated and convenient process for our customers. Each time a functional security area is willing to integrate their forms, compliance agreements and processes with ours, we are closer to that objective. We appreciate their assistance and cooperation, and your patience as we move in this direction.

Submitted by Carol Singleton, Central Computing Operations, Data Security

Information Technology Newsletter

Hardcopy Add/Change Subscription Request

Add

Change (include mailing label if possible)

Name _____

If University of Minnesota Twin Cities Campus Mail:

- Use your departmental mailing address. Do not use your personal office address.
- Mail processed through the Hospital mailroom must be addressed to a UMHC Box number.
- *Optional:* Include Campus Mail Code

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Department Mailing Address _____

If U. S. Postal Service:

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City _____ State _____ Zip _____

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▼ Help

Phone: Area Code = 612

- Computer Misuse or Abuse (also see Procedure 2.8.1.1)
- Emergency (NTS Network Help Line) 625-0006
 - Non-emergency, e.g., spamming: abuse@tc.umn.edu
- CCO (BASIS/AIS/CCS), M-F, 7 am–4:30 pm 624-0555
- central systems: PA, DataWarehouse, PeopleSoft
 - web: <http://www.umn.edu/cco>
 - by email: x-help@cafe.tc.umn.edu

Internet, E-mail and

Microcomputers and Distributed Systems 626-4276

- call-in: 8 am–11 pm ← Monday–Thursday
- call-in: 8 am–5 pm ← Friday
- call-in: noon–5 pm ← Saturday
- call-in: 5–11 pm ← Sunday
- walk-in 152 Shepherd Labs: 8 am–5 pm, M–F
- walk-in 50 Coffey Hall, St. Paul: 8 am–5 pm, M–F
- walk-in 50 HHH, West Bank: 1-5 pm, M-F
- web: <http://www.umn.edu/adcs/>
- by e-mail for U of M: help@tc.umn.edu

Password: Forgot it?

- Call the ADCS helpline 626-4276
- NTS: 24-hour Repair Desk 625-0006
- web: <http://www.nts.umn.edu>

▼ Dial-in Computer Access

- Internet/SLIP: up to 56,000 bps at v.90 612 852-5252
- Internet/SLIP: up to 28,800 bps (v.34) 627-4250
- Internet/SLIP: ADI & ITE (with MKO) 623-0291
- SecurID Access HiSpeed (v.32) 19200-N81 626-1061
- 2400-N81(no parity/8 data bits/1 stop bit) 626-7770

▼ Web and Internet Addresses

Quick Guide

- Modem Usage (current activity on your account)
<http://www.nts.umn.edu/services/modemusage.html>
- Internet/E-mail account management/validation
<http://www.umn.edu/validate>
- Information Technology Newsletter
<http://www.umn.edu/oit/newsletter>
- LUMINA (Library) – <http://www.lib.umn.edu>
via Telnet/TN3270: admin.ais.umn.edu
- OIT – <http://www.umn.edu/oit>
- UM Bookstores – <http://www.bookstore.umn.edu>
- UM News Server – news.tc.umn.edu
- UM Twin Cities – <http://www.umn.edu/tc>

▼ General

Phone: Area Code = 612

- Threats, UM Police Department 911 on campus
- off campus 624-3550
- ADCS Hands-on Training and Seminars 625-1300
- self-paced training and customized training
 - web: <http://www.umn.edu/adcs/info/training.html>
- Computer Accommodation Program
- voice/tty 626-0365
- Computer Repair Services/Engineering Serv 627-4525
- Computer Store, Williamson Hall 625-3854
- Digital Media Center 625-5055
- NTS (Networking & Telecom Serv) Helpline 626-7800
- Statistical Software Support:
- including SAS and SPSS 624-3330
-
- Interim Associate Vice President and
Chief Information Officer, Steve Cawley 625-8855

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