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Free workshops

cover tips and strategies for efficient searching. The Libraries offer workshops that cover various aspects of searching the hundreds of databases available through the Libraries. For more information or to register, go to this the registration page: <http://www.lib.umn.edu/registration/>

Information Technology

Explore a New Educational Technology Issue Each Month

TEL Seminars and the DMC Site

Beginning this fall, Digital Media Center (DMC) consultants will publish new information on our website each month about a current educational technology issue discussed at sessions of the Technology-Enhanced Learning (TEL) Seminar Series, including:

- an overview of the issue (why university instructors are interested in it and how they are using technology to address it)
- a bibliography of readings related to the issue
- profiles of campus instructors' related educational technology projects
- announcements about related campus events and DMC/Academic and Distributed Computing TEL short courses
- links to related campus resources

The first three issues (Table 1) are the topics of the fall 2003 sessions of the TEL Seminar Series.

- To find information about the current issue, see the DMC home page at <http://dmc.umn.edu>.
- To find information about past and future issues, see the spotlight section at <http://dmc.umn.edu/spotlight/>.
- To find the seminar schedule, see <http://dmc.umn.edu/series/fall03.shtml>.

Comparatively little attention has been paid to describing interdisciplinary approaches to the redesign of TEL courses.

Explore such current TEL issues at seminars and on the DMC site.

October issue: course redesign

As instructors we always face the challenge of refining learning activities and materials in response to practical experience, changes in curricula, and student feedback. Now another motivation to redesign courses is to take advantage of digital technologies or to refine existing technology-enhanced courses. The process engages us in the kinds of questions identified by researcher Carol A. Twigg and others:

- Does the use of technology improve student learning?
- How do we assess learning in this setting — is it primarily a matter of content acquisition, or do we consider questions of community building, student motivation, the ability to think like a professional, or other aspects of the learning process?
- Are the costs of purchasing, maintaining, and supporting the technology tools offset by the learning gains?

To date, research in this area has focused largely on demonstrating the efficacy of technology-based redesign initiatives for large-enrollment courses or on describing individual course redesign efforts. Comparatively little attention has been paid to describing, interdisciplinary approaches to the redesign of activities and materials formerly delivered in nondigital formats or to the revision of existing technology-enhanced learning materials and activities. The TEL seminar held on October 9 took an interdisciplinary approach to course redesign in order to initiate a discussion that is relevant to all instructors.

October 9 panelists and topics

At the seminar, moderator Melissa Avery (School of Nursing) and the following panelists considered the topics below.

- John Anderson and Carol Gross (Department of Biochemistry, Molecular Biology, and Biophysics)
- Aaron Doering (Department of Curriculum and Instruction)
- Craig Hassel and Linda Brady (Department of Food Science and Nutrition)
- Paul Brady (College of Agricultural, Food, and Environmental Sciences)

■ Minimizing the costs of course redesign

The panelists discussed how they and faculty colleagues and teaching assistants are identifying resources useful to students in a number of courses or recitation sections and developing a body of materials to cover these core concepts. This will improve content consistency across the curriculum and save colleagues time they can then use to expand the library of materials.

■ Improving time-flexibility and accessibility

They also discussed how such efforts are enabling campus or outstate students to access course activities and materials at more convenient times and from more convenient places but still participate in academically rigorous communities through:

- the use of electronic communication technologies;
- the development of assignments designed to facilitate the creation of portfolios; and
- the creation of multimedia modules that enable students from around the world to discuss a central topic from a variety of disciplinary and cultural perspectives.

■ Enlisting student support

The panelists also discussed how they are recreating student activities in advanced courses as content development assignments. This not only provides students with valuable professional development experiences but also provides instructors with electronic course materials they can make available to later course participants.

Resources

Related resources on the DMC site include:

- a more detailed version of the course redesign information above with citations to source materials
- a bibliography of selected readings about course redesign issues
- profiles of the panelists' course redesign projects
- links to other DMC and campus course redesign resources

■ Chris Scruton, Lauren Marsh, Christina Goodland, Digital Media Center

Table 1:
DMC
Fall
Spot-
light
Issues

Topic	Seminar Information	Seminar Panelists	Links to DMC Resources
Course Redesign	October 9, 12:00–1:30 p.m. 101 Walter Library	<ul style="list-style-type: none"> • John Anderson and Carol Gross; • Deborah Dillon and Aaron Doering; • Craig Hassel, Linda Brady, and Paul Brady 	http://dmc.umn.edu/spotlight/course-redesign.shtml
Problem-Based Learning Activities	November 5, 12:00–1:30 p.m. 101 Walter Library	<ul style="list-style-type: none"> • Victoria Mikelonis and Lenna Constantinides; • Susan Rose and Simon Hooper; • George Rehm and Jenni Swenson 	http://dmc.umn.edu/spotlight/problem-based.shtml
Learning Object Technologies	December 2, 12:00–1:30 p.m. 274 McNeal Hall	<ul style="list-style-type: none"> • Victoria Mikelonis and Lenna Constantinides; • Susan Rose and Simon Hooper; • George Rehm and Jenni Swenson 	http://dmc.umn.edu/spotlight/learning-object.shtml

Students

get legal Microsoft products for as little as \$67–73!

Current University of Minnesota students can purchase Microsoft software legally for only \$67 to \$73. Feel free to pass this information on to U of M students. The Technology Helpline tells us that students are purchasing this software elsewhere because they're unaware of the University's special agreement and low prices.

Microsoft Academic Student Select Program

University Computer Services (UCS) is part of the University of Minnesota. UCS teamed up with Microsoft to offer reduced software prices on common Microsoft software (ranging from \$67 to \$73). This program is called the Microsoft Academic Student Select Program and is available for current U of M students only.

Microsoft software products include:

- Microsoft Windows XP Pro Operating System Upgrade
- Microsoft Office v. X
- Microsoft Office 2001
- Microsoft Office XP Pro
(Microsoft Office 2003 is scheduled to be available November, 2003)

To determine student's eligibility to participate in their program, all student software orders must be placed through an online order form at the UCS website: <http://www.umn.edu/ucs/>

■ Renee Rivers, UCS: University Computer Services/University Computer Stores

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

From Academics to Spies, We All Need Better Intelligence

Using the CSA databases for current awareness

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

A recently declassified report from the CIA, written by a researcher from the Hoover Institution, found an appalling lack of sophistication and low-level use of information technologies by the CIA's Directorate of Intelligence. The report found that our country's major "spy" organization's operatives typically worked at desks with two telephones and two computers. One machine for classified systems and the other for unclassified e-mail and web searching.

The reasons given for this state of affairs were lack of funds, lack of technology savvy, and organizational inertia. The report, titled "Failing to Keep Up with the Information Revolution," was published in the journal *Studies in Intelligence* and is available on the web at: <http://www.cia.gov/csi/studies/vol47no1/article07.html>

Don't let this happen to you! Save time. Be more productive and efficient in your work. We can help you achieve this goal.

Failing to keep up

The author, a former CIA analyst, found the software databases so "primitive" that operatives had better luck calling their co-workers for information than relying on available technology.

Literature alerts from CSA

In this issue of the OIT newsletter we continue to look at how alerting services — now frequently bundled in

Databases available through the CSA Interface

ARTbibliographies Modern

- 1974 to current
- ARTbibliographies Modern (ABM) provides full abstracts of journal articles, books, essays, exhibition catalogs, PhD dissertations, and exhibition reviews on all forms of modern and contemporary art, with approximately 12-13,000 new entries being added each year. Entries date back as far as the late 1960s.

ASFA: Aquatic Sciences and Fisheries Abstracts

- 1971 to current
- The premier reference in the field of aquatic resources. Input to ASFA is provided by a growing international network of information centers monitoring over 5,000 serial publications, books, reports, conference

proceedings, translations, and limited distribution literature.

ATLA Religion Database

- 1949 to current
- The premier index to journal articles, book reviews, and collections of essays in all scholarly fields of religion. Featuring articles written in 36 languages, ATLA includes over 400,000 article citations from over 1,400 journals, 600 of which are currently indexed. It also provides bibliographic coverage of over 200,000 essay citations from 15,500 multi-author works, over 375,000 book reviews, and features 128,000 subject-headings.

EconLit

- 1969 to current
- EconLit, published by the American Economic Association, provides bibliographic coverage of a wide range of economics-related literature. EconLit covers both economic theory and application. Virtually all records include abstracts. Also included are fulltext of book reviews published in the *Journal of Economic Literature* since 1993.

LLBA: Linguistics and Language Behavior Abstracts

- 1973 to current
- Linguistics & Language Behavior Abstracts (LLBA) covers all aspects of the study of language including phonetics, phonology, morphology,

the search software from vendors — can help you with your ongoing research, saving you time, energy, and effort. Back issues of this newsletter provide guides for searching in the Ovid databases and alerting services from journal vendors.

CSA: Cambridge Scientific Abstracts

One of the Libraries' online database vendors of increasing importance and dominance is Cambridge Scientific Abstracts (CSA). Currently the Libraries contract for 13 databases from this vendor. (For a complete list of current databases see "Databases available through the CSA Interface" in this issue.) Each database allows you to set up profiles or lists of key ideas or of people and run weekly, automatic searches through the database. The results are automatically sent to your e-mail address. In this issue, we'll give you an overview of how to have searches set up, saved and automatically run on a regular basis.

Getting started

If you need help developing a good search strategy in the CSA databases, check out the list of guides in Figure 1. Feel free to try different search strategies. If you have multiple research interests, you may want to set up different strategies and alerts for each topic.

To save a search click the Search History/Alerts button on the left-side navigation column. (To see the button you may have to scroll down the page.) Any

Figure 1: Help searching the CSA databases

For help in searching the databases using the Cambridge Scientific Abstracts databases, click on the "Help" button for a listing of available help sheets. For more help, check out one of these sources:

- "Cambridge Scientific Abstracts" is a 4-page PDF file that provides information on searching databases in this system: <http://www.library.unisa.edu.au/database/dbguides/CSA-guide.pdf>
- "Searching CSA Databases," from Queen's University Libraries (Canada) provides good, basic information on searching in these databases: <http://library.queensu.ca/inforef/guides/csa.htm>
- "How to Search CSA's Sociological Abstracts," from NC State University provides an excellent step-by-step guide for searching this particular database (but the advice and tips relate to all the CSA databases): http://www.lib.ncsu.edu/staff/jmcgeachy/socio/sa_help.htm

syntax and semantics. Complete coverage is also given to various fields of linguistics including descriptive, historical, comparative, theoretical, and geographical linguistics.

Oceanic Abstracts

- 1981 to current
Oceanic Abstracts is focused exclusively on worldwide technical literature pertaining to the marine and brackish-water environment. The journal focuses on marine biology and physical oceanography, fisheries, aquaculture, non-living resources, meteorology and geology, plus environmental, technological, and legislative topics.

PAIS International

- 1972 to current
PAIS International database contains references to more than 460,000 journal articles, books, government documents, statistical directories, grey literature, research reports, conference reports, publications of international agencies, microfiche, Internet material, and more. Newspapers and newsletters are not indexed. PAIS International includes publications from over 120 countries throughout the world.

Physical Education Index

- 1970 to current
Since 1970, CSA Physical Education Index has been covering this area. Records are indexed and classified from peer-reviewed journals, report

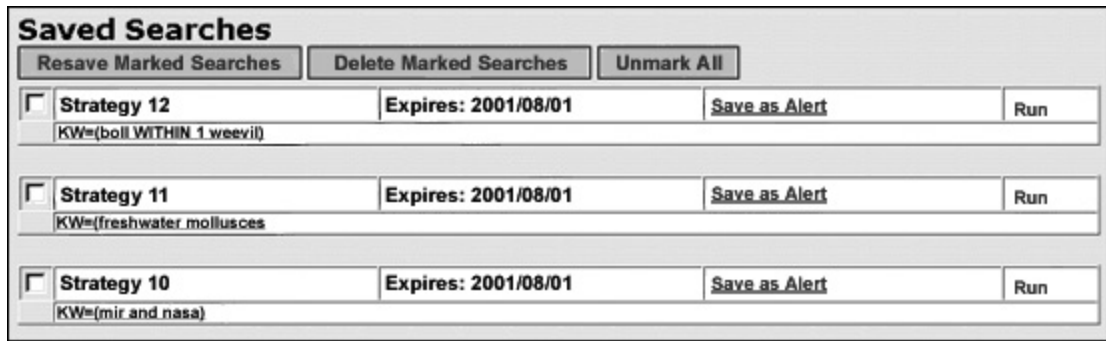
literature, conference proceedings, trade magazines, patents, articles from the popular press, and many other publications.

Pollution Abstracts

- 1981 to current
Pollution Abstracts combines information on scientific research and government policies in a single resource. Topics of growing concern are extensively covered from the standpoints of atmosphere, emissions, mathematical models, effects on people and animals, and environmental action in response to global pollution issues.

CSA Figure 1:

Saved Searches Screen



searches you have performed during this session are displayed under the heading of Current Searches. Mark the strategy(ies) you wish to save (Figure 1) and click the Save Marked Searches button. Enter your e-mail address and a password of your choice and click Continue. Your password must be between 4 and 8 characters long and can include letters or numbers.

You will see that there are two options for saving the search.

For saving the search — which will save the search in the system but will not run them automatically — use this radio button; you will be asked for your e-mail address and to assign a personal password.

To save the search as an *automatically* run alert, click on the Save as Alert hyperlink. You then will be asked to enter your e-mail address and assign a personal password at the next screen. It is wise to record this (print the screen) to keep in case of system failure or problems in the future.

Then, press the Continue button. The next screen confirms your search and your e-mail address. You may add a name for your search alert, a wise choice if you intend to run multiple searches. When you are finished, press the Save alert radio button. At the next screen you are able to modify, renew, or delete any searches you have already saved as alerts. (Figure 2)

Continued — databases available through the CSA Interface

Social Services Abstracts

- 1980 to current
Social Services Abstracts provides bibliographic coverage of current research focused on social work, human services, and related areas, including social welfare, social policy, and community development. The database abstracts and indexes over 1,500 serials publications and includes abstracts of journal articles and dissertations, and citations to book reviews.

Sociological Abstracts

- 1963 to current
Sociological Abstracts provides abstracts of journal articles and citations to book reviews drawn from over 1,700 serials publications; it

also provides abstracts of books, book chapters, dissertations, and conference papers. Records added after 1974 contain in-depth and nonevaluative abstracts of journal articles.

Water Resources Abstracts

- 1967 to current
Water Resources Abstracts provides summaries of the world's technical and scientific literature on water-related topics covering the characteristics, conservation, control, pollution, treatment, use and management of water resources. Abstracts are drawn from journals, books, conference proceedings, and technical reports in the physical and

life sciences, as well as from engineering, legal and government publications.

Zoological Record Plus

- 1978 to current
Zoological Record Plus (ZR Plus) provides extensive coverage of the world's zoological and animal science literature, covering all research from biochemistry to veterinary medicine. The database provides an easily searched collection of references from over 4,500 international serial publications, plus books, meetings, reviews, and other non serial literature from over 100 countries.

CSA Figure 2: “Save As Alert” Screen in CSA (note options to modify, renew or delete)

Strategy 1 (weekly)	Expires: 2003/01/01	Modify	Renew	Delete
KW=(run* and connective tissue*)				
Comments:				
Databases: Physical Education Index Web Resources Related to Physical Education				

List saved searched

To view previously saved searches:

- click the Search History/Alerts button
- then click List Saved Searches
- enter the e-mail address and password you used to save your searches
- then click Continue

Your search strategies will be numbered and displayed in reverse chronological order. The expiration date of the search and the actual search strategy will be shown.

Your searches may be resaved, deleted, or you may run the search strategy in the databases you are currently searching. If you chose to run the search, the search will not be performed in the original database used when you saved the search. It will only check for citations added since you last ran the search.

List saved alerts

To view previously saved alerts:

- click the Search History/Alerts button
- then click List Saved Alerts
- if prompted enter your e-mail address and the personal password you used to save your alerts
- then click Continue

Your alerts will be listed in reverse chronological order. Here you can choose to modify the strategy or your comments, or delete the alert.

Switching databases

The Saved Searches feature does *not* save your search results, only the search strategy. For instructions on saving search results, see the Save, Print, & Email help page. It is also important to remember that the databases do not all have the same field codes.

Since the terminology may differ between disciplines, you are wise to refine the search for each database you need to search. In fact, if you are searching a database other than the one the search was originally performed in, you may not get *any* results if your search strategy used field codes that are specific to your original database.

Making changes

In the future, to change your search strategies or end the service, simply select the Search history/Alerts button from the main search screen.

- Select the appropriate button from these choices: List current searches, List saved searches, List saved alerts.
- At the next screen, type in your e-mail address and personal password and press Continue.

Your list will appear, and you will be given options for resaving, deleting, or running your search.

Expiration date and limits

Searches are saved for only six months, but you will be alerted by the system when the expiration date is nearing, so that you can go back into the system to resave it as desired. Each user may save up to twenty search strategies for a period of six months.

Help

If you need help with these or any library database, feel free to contact the information experts in the Libraries anytime!

■ Communications about this column should be addressed to: Nancy K. Herther, Social Sciences Librarian & Bibliographer, 170b Wilson Library, West Bank; 612-624-2020; n-hert@umn.edu

Internal Access to University Information

▼ The role of the Enterprise Systems Password

Procedure 2.5.2.2: “University data is generally created via the University’s centrally-administered Enterprise systems. This procedure provides information on how University Community members can request and be authorized for access to the systems and data needed to perform their jobs...” Source: http://www.fpd.finop.umn.edu/groups/ppd/documents/procedure/Getting_Access.cfm

Background

Some University information is available to anyone; it is public. To access non-public University data you need two things: a University Internet ID (sometimes still referred to as your X.500 username) and a password. Your Internet ID can have two centrally managed passwords: an Internet Password and an Enterprise Password. Everyone who has an active Internet Account also has an Internet Password. Fewer people have an active Enterprise Password; and to actually use that password to access enterprise/institutional data, you must have been granted access to the data, systems, or resources that require an Enterprise Password.

Additional security

When you use your Enterprise Password, the Central Authentication Hub (CAH) verifies that you have been approved for access. This access is not automatic, and it does not follow you if you transfer to another job. To request access you typically submit the required form(s) to OIT Data Security. The forms are available online: <http://www.umn.edu/datasec/security/Requestingaccess.html>

Additional security measures are required for the Enterprise Password. One feature that makes that password “stronger” is that it expires after 100 days; the expiration includes a time as well as a date. This “timestamp” sometimes means that people who used their Enterprise Password in the morning cannot reauthenticate in the afternoon because the “timestamp” has expired.

Peoplesoft example

Once you have typed in an approved Internet ID and Enterprise Password, you’re authenticated to use Peoplesoft. CAH then passes an “attribute” to the Peoplesoft application, and it creates a “cookie” that is stored in whatever browser (such as Internet Explorer or Netscape) was used to access Peoplesoft. The attribute is used by Peoplesoft to link to an individual’s access profile, allowing the user to manipulate the specific Peoplesoft data to which they have previously been granted access.

Although the cookie is valid for three hours, after a certain period of inactivity, Peoplesoft users can be “timed out” in less than three hours. OIT Data Security has a FAQ that covers time outs, cookies, and other information as it relates to Peoplesoft access: http://www.umn.edu/datasec/security/PSv8_FAQ.htm

Internet versus Enterprise Password

When do you use an Internet Password or an Enterprise Password? Read on for examples.

Internet Password

Use your Internet Password to access many resources, services, and systems, such as — accessing your on-line pay statement; authenticating your access when you dial into the University’s modem pool; and signing into myOneStop or myU Portal. Many people think of the Internet Password as their e-mail password, since they use it to access their University e-mail account. Note: the Internet Password has no expiration date.

Enterprise Password

Set up and use an Enterprise Password (also called the Enterprise Systems Password) to access University secure websites and resources that require an even higher level of security. Relatively little data and few systems require this higher level of security. The largest group of new Enterprise Password users are those who must access the

■ About the figures used in the article

The figures used in this article are representative of the windows you will get; the exact content and layout will change slightly, depending on several factors, such as whether you got to the window by clicking an “update” button or by accessing <http://www.umn.edu/validate>.

Also, in the near future you may see changes in the “password” selection options shown in Figure 2 and in the formatting of the window shown in Figure 3. We are refining these options to make your selections easier.

non-self serve portions of Peoplesoft. You also need that Enterprise Password to access Financial Forms Nirvana (FFN), the Enterprise Grants Management System (EGMS), the Electronic Document Management System (EDMS), and more. Note: the Enterprise Password expires every 100 days.

▼ **Student workers and Peoplesoft:** departments that have student workers who also have non self-serve access to Peoplesoft may want to review the Data Security website's information on setting up a functional ID for Peoplesoft access: <http://www.umn.edu/datasetec/security/RequestingSponsored.htm>

Change/set Enterprise Passwords

To change or set your Enterprise Password you can fill out the online form available from your personalized Internet Account Options web page. To actually get the form, you must type your Internet ID and Internet Password in the spaces provided for that information. Many University web pages have links to this form. You can also access it by typing this web address: www.umn.edu/validate.

Figure 1 shows a window *similar* to the one you will see when you access the "validate" page; however, the example in Figure 1 is the result of accessing a web page that requires an Enterprise Password.

Figure 2 shows the options you can control once you access your Internet Account Options page; one option is "Password Change." Figure 3 shows the window you get when you select the "Password Change" option. Note: the shortened window in Figure 3 does not show the "Submit" button that is on the bottom of the page.

Expiration strategies

Enterprise Passwords expire after 100 days; to maintain unbroken access, change the password before it expires. Putting the expiration date on their calendar works for many people. You can get the Enterprise Password's expiration date in several ways: Figures 4 and 5.

Figure 1: Login

This version of the Internet Login window is triggered when access requires the Enterprise Password.

Figure 2: Options you can set or update

Figure 3: Enter password in appropriate boxes

Figures 4 and 5: Enterprise login successful windows

The windows in Figures 4 and 5 have a valuable piece of information: the date your Enterprise Password will expire. If you are in the habit of clicking “continue” or bypassing these windows without looking at them, you might want to occasionally look at them.

Figure 4

Logout Update Account Continue

Validation level: Enterprise Systems password

Enterprise login successful. Your Enterprise Systems password will expire on Sun Dec 21 10:18:25 2003.

You have successfully completed web validation and your main browser window now displays the page that required authentication. Select **CONTINUE** to return to the main browser window. Do not forget to **LOGOUT** or someone else may use this browser session on your behalf. There are three ways to end your authenticated session:

- Return to this screen and use the **LOGOUT** button.
- Close ALL application windows.
- From any browser window, go to: <http://www.umn.edu/logout>

You may select the **UPDATE ACCOUNT** button if you wish to change your password or other Internet Account options.

You won't see these windows if:

- you're not eligible to access the resource, data, or application that required an Enterprise Password
- you entered an incorrect Internet ID or an expired or incorrect Enterprise Password

Figure 5

Logged in as: Mary M Kelleher

You may now return to the site that required authentication. To logout, quit your browser or visit <https://www.umn.edu/logout>.

NOTE: If you have an old bookmark that suddenly stopped working, visit the site manually and set a new bookmark.

Update [Internet Account](#) information

Enterprise login successful. Your Enterprise Systems password will expire on Sun Dec 21 10:18:25 2003.

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If you don't change the password before it expires, you can still type your old password in the “Enter your current Enterprise Systems password” field (Figure 3) and then enter a new password in the appropriate fields.

If you don't remember your old password, call the Technology Helpline and select the option for Enterprise Passwords. A consultant will set a new password for you after verifying your identify. Note: consultants cannot see your old passwords, but they can set new ones.

Select a good password

When you set an Enterprise Password you must follow some rules. (For more password suggestions, see “You are the weakest link” in our July, 2002 newsletter.)

- The Internet and Enterprise Passwords are case sensitive; they must be a mixture of letters and numbers and have 6 to 8 characters.
- The Internet and Enterprise Passwords can never be the same. Under rare circumstances you can type the same password for both and click the submit button before the system prevents it. If you do that, your passwords won't work.
- You cannot reuse an Enterprise Password that you have used in the last three cycles of setting the Enterprise Password, regardless of how many days passed between each cycle.

Figure 6: Change confirmed.

Note: you may be able to use the new password immediately or you may have to wait to use it.

Directory Update Status for kelle015

The following changes have been submitted to the directory:

- Password changed to <not shown>.

Note that your changes may take some time to be processed. Normally, changes are processed in less than a minute. However, during times of high usage, delays of 5 to 15 minutes may occur.

Once you have selected an acceptable password, you will get a message similar to the one shown in Figure 6.


Peoplesoft and the Enterprise Password

Since the procedures for accessing Peoplesoft changed with the switch to the web-based version, many long time Peoplesoft users are confused about changing their Enterprise Password after it has expired. They are accustomed to the old reminder system. There is no such reminder system for Enterprise Passwords. Instead people must rely on other system feedback, such as the expiration dates shown in Figures 4 and 5.

- Tips from the Technology Helplines, M. Kelleher



Internal versus External Customers



A service center exists to serve its customers. The whole center is involved in a collaborative process to meet its customers' needs. In addition to the external "real" customers, we also have internal customers. Within the service center we relate to each other, and we also provide services to each other.

Often the needs of the "internal" customer compete with the needs of the external customer. The question arises: how do we balance the internal requests for service with the demands and needs of our "real" customers?

The way I look at this issue is: if by providing service to you internally, I enable you to meet the needs of the external customer, then I will treat your request the same way I would treat a request from an external customer.

It's all about the customer. My number one priority as a service center must be the customer.

Now, beyond servicing the needs of the customer, there is also a need to maintain harmony within the organization. The real customer will always be my number one priority. The internal requests for service

that don't relate directly to servicing the customer will be my second priority.

It's not that we ignore internal requests for service. In any job there are things that you have to do to adequately meet the requirements of the position. Not all of these things may relate directly to servicing the needs of the "real" customer. Those things do need to be addressed, but not at the expense of your core mission.

If you make a request internally for service, especially if you want it to be a high priority, remember that the external customer gets first priority. Unless your request relates directly to servicing their needs, your request should only get second priority at best.

If we all had lots of time and unlimited resources, this would not be an issue. However, when time and resources are tight, we must set priorities. With a service center, we exist because of the the customer's needs; therefore, priority has to be given to them.

My rule of thumb is: never sacrifice the needs of the external customer. Work to keep harmony within the organization, but never sacrifice the real customers.

■ Shih-Pau Yen, Academic and Distributed Computing Services and Networking and Telecommunications Services

The views expressed in this column are the personal opinion of the author and not the official view of the Office of Information Technology.

▼ **Help**

Computer Misuse or Abuse (also see Procedure 2.8.1.1)

- Emergency Network Help Line 612-625-0006
- Non-emergency, e.g., spamming abuse@umn.edu

1-HELP 612-301-4357

Dial 1-HELP. Listen to the voice menu list of options.
Press the number of your desired option.

- Technology Help www.umn.edu/adcs/help

▼ **Modem pool for active UM accounts**

Internet/PPP: up to 53kps if v.90 612-627-4250
(56k K-flex, Flex56, X.2 protocols are unsupported)

▼ **Quick Guide**

- Internet/Email account options www.umn.edu/validate
- Office of Information Technology www.umn.edu/oit
- One Stop Services onestop.umn.edu
- Techmart www.techmart.umn.edu
- Computer Accommodation Program cap.umn.edu
- University Computer Services www.umn.edu/ucs
- MNCAT/LUMINA (Library) www.lib.umn.edu
- UM News Servers news.umn.edu

Associate Vice President and
Chief Information Officer, Steve Cawley 612-625-8855

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2. the recipient's department
3. the departmental mailing address (note: this address is usually different from your personal office address; the Campus Mail section of your on-line directory entry lists your campus mail address)
4. your campus delivery code — if you know it (we can look it up; we need it because the newsletter is a bulk mail item)

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Oct. 2003 [pantone 295]

Add

Delete/Cancel *

Change Name *

Change Address *

Change Other *

* If you cancel or change a campus address, please tell us the **Rec#**. Tear off the end page and send the entire mailing label to us. Or send email to: oitnsltr@umn.edu

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