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## Visit our Website

<http://www.shepherd.edu/itservices>

## Contact Us

304-876-5457

Ruth Scarborough Library Ground Floor (next to Academic Support)

[support@shepherd.edu](mailto:support@shepherd.edu)

Mac Support:

304-876-5111

## *Our Mission Statement*

Provide the Shepherd community of learners with excellent support for the use of information technology.

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## *A Note from IT Services Director, Robert Spiker*

Days turn into weeks, weeks turn into months, and soon another academic year has gone by. What was intended as a start-of-year newsletter is now an end-of-year newsletter. We've been busy in IT Services this past year, most notably with a required upgrade to Banner and RAIL (and a move of those systems to faster, newer machines), and an electrical system upgrade so that occasional campus power outages don't take down our server room. We figure instead of talking to the campus about our work, it was better to follow the Nike philosophy: Just Do It.

Of course the summer is no picnic for us, either. With fewer faculty and students on campus, that's when a lot of major work takes place on campus and we're no exception. First up will be the usual computer lab replacements (although this summer is a light one, with just two labs to replace). We'll expand wireless coverage to include Stutzman-Slonaker and some of the residence halls, with more to follow next year. When people come back in the fall, you can expect to see an upgrade of Sakai to version 2.7 (in conjunction with the Center for Teaching and Learning, and the rSmart support services group), a new student conduct system, an upgrade of Exchange to version 2010, student email moved to an outside system, and (most importantly) an expansion of our Internet bandwidth. Our Internet connection has been saturated 18 hours a day, every weekday this year, and an increase in bandwidth has been sorely needed.

We hope everyone has a good summer.

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## *New IT Work Request System: Track-It 9*

When IT is not able to repair your problem over the phone or you have a request, a Track-It work order entry is generated for an on-site visit or to notify our Systems and Networking department about your request.

You will now receive an email when the entry is generated, modified or closed. The email will contain this message:

**This e-mail is to inform you that an update has been made to your work order. Please read all notes. We may require information from you on your work order. All changes will be Date/Time stamped.**

The Track-It work request email will also provide you with these links. Please use the first link in the email to reply.

**Click on this link to submit additional information related to this Work Order.**

**Click on this link to request an updated status for this Work Order.**

**Click on this link to request an updated status for all of your recent Work Orders.**

You may always contact User Support at 304-876-5457 or [support@shepherd.edu](mailto:support@shepherd.edu) if you have any questions, concerns or comments.

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## *Summer IT Projects*

IT Services has several projects to work on this summer. Here are a few of them:

- **Residence Hall and Stutzman-Slonaker Wireless Network Installations** - Expanding wireless access is a key point in the University's strategic plan. Installations will begin with residence halls on East campus in Summer 2011.
- **Sakai 2.7 Upgrade** – Upgrade will begin May 10, 2011 by rSmart Corporation.
- **Expansion of internet bandwidth** – Bandwidth saturation affects faculty, staff and students. This project is a much needed improvement for all.
- **Outsourcing Student Email** - This will be a process of moving student email services to an outside vendor. Students will be able to keep their Shepherd email accounts after graduation.
- **Technology Oversight Committee Lab Replacements** - The Nursing Lab in the Erma Ora Byrd Nursing Building and the Art department's Photo Lab in the Center of Contemporary Arts will be replaced with new computers after the new fiscal year starts this summer.
- **Exchange Server Upgrade** – The test environment is being built now.

## *Update Your Laptop When Off Campus This Summer!*

Remember to update your Symantec Antivirus and Windows or Mac operating systems this summer while you are away from campus. Failing to do so allows your computer to be vulnerable to viruses, malware and other threats. The beginning of the semester we focus on the students and we may not be available right away to help you with any issues you may have with your laptop.

### **Windows Users:**

#### **Antivirus Updates:**

- **Symantec Client Security**

Go to the **Start** button and then **All Programs**.

Scroll down to **Symantec Client Security** and click on it.

Open **Symantec AntiVirus**. Click on **Live Update**.

Click on **Next**. It may take a few minutes to update. Once it has updated, click on **Finish**.

- **Symantec Endpoint Protection**

Go to the **Start** button and then **All Programs**.

Scroll down to **Symantec Endpoint Protection** and click on it.

Click on **Symantec Endpoint Protection**. Click on **Live Update** in the left column.

Click on **Start**. It may take a few minutes to update. Once it has updated, click on **Close**.

#### **Windows Updates:**

Go to the **Start** button and then **All Programs**.

Select **Windows Update**.

Once Windows has finished checking for updates, click on **Important** and **Critical updates**.

In the new window, check **Important** and **Critical updates** and then **OK**.

Follow the prompts to download and install the updates.

You may have to **Restart** your computer to finalize the installation.

### **Mac Users:**

#### **Antivirus Updates:**

Go to **Applications** and select **Symantec Solutions**.

Click on **Live Update** and then **Update Everything Now**.

It may take a few minutes to update.

When updates have been completed, click **OK** and close **Live Update**.

## Mac Software Updates:

Go to the **Apple** and click on **Software Update**.  
Follow the prompts to download and install the updates.  
You may have to **Restart** your computer to finalize the installation.

## Microsoft Office Updates:

Go to **Applications** and select **Microsoft Office**.  
Open an Office application such as **Word**.  
Go to **Help** and select **Check for Updates**.  
Follow the prompts to download and install the updates.



### Look for Mac User documentation on our website in the Fall of 2011!!

The documentation will include connecting to network drives, configuring email and troubleshooting tips.  
Please send any ideas or comments regarding this to [support@shepherd.edu](mailto:support@shepherd.edu)

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*We are here for YOU!*

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