

January 25, 2012

Dear Campus Community:

### STORAGE MIGRATION

UW-Whitewater has successfully completed a storage migration to a new system that will position the University for long-term growth. Here are the highlights of the storage migration initiative:

- November/December – Campus-wide “Drive CLEAN UP” campaign conducted – over 300 GB of data removed. Congratulations to **Irene Bowden**, Financial Aid, who won the drawing for an Apple iPad for participating in the storage clean-up drive.
- January 6-9 – H: and T: drives, and shared and departmental drives migrated successfully.
- January 13-17 – G: drives and data volume drives migrated successfully.
- **January 26 – Novell client uninstalls. The uninstall will be scheduled to automatically launch to all Windows XP office computers on Thursday, Jan. 26 at 4 a.m. To learn more, visit (<http://geturl.uww.edu/18r>).**

Thank you to the campus community for your help and support in making this initiative a success!

### iConnect SELF-SERVICE

Coming soon! Enhancements to IT Self-Service through **iConnect** are progressing, with two new services scheduled to launch in early 2012.

- **iConnect-Tech Support** will offer a new way to **request technology purchases** using the TSC online ticketing system.
- **iConnect-Access** will offer a quick and easy way to create temporary **Guest Accounts** for visitors to UW-Whitewater who need access to campus wireless, general access lab computers and lab printing.

## iconnect Access

iConnect-Access enables you to complete tasks related to your Net-ID such as:

- Change or reset your password
- Set password challenge questions
- Set email spam filter levels (Ironport)
- Sign up for WarhawkLife for alumni
- NEW! Create Guest Accounts**

## iconnect Tech Support

iConnect-Tech Support enables you to make a request for service or report a technology issue by creating a ticket and submitting it online to the TSC Helpdesk.

- Report a technology problem
- Surplus technology
- Check status on a request or problem
- NEW! Request Technology Purchases**

## COMPUTING ENVIRONMENT UPDATES:

**Mac OS X Lion**, the latest release of the Mac operating system, became available for installation on UW-Whitewater faculty and staff campus computers in December. An informational webpage has been created with important documentation including the top features and changes you need to know about Lion -

<http://www.uww.edu/icit/training/osxlion.html>. iCIT Training is publishing a short weekly video podcast to highlight Lion's numerous new features and improvements. Since its release in December, the podcast has been viewed on iTunes U more than 1,000 times. If you use a Mac at work, or at home, we encourage you to check it out: all episodes can be viewed on [iTunes U](http://www.itunes.com) (requires iTunes software), or directly in your browser, on Vimeo (<http://vimeo.com/channels/letlionroar>).

**Windows 7**. Starting Monday, Jan. 30, University computers ordered through iCIT will have **Windows 7**, the most current Microsoft Windows operating system. On existing University computers, for now, Microsoft Windows XP will continue to be used. Beginning on March 1, members of the campus community interested in upgrading the operating system on University-owned computers to Windows 7 will be able to request the upgrade through the TSC Helpdesk. After July 1, 2012, Windows XP will no longer be supported as the primary operating system on campus. Training materials highlighting the new features of Windows 7 have been published at <http://www.uww.edu/icit/training/win7.html>. Online and in-person training sessions are planned to support the campus community with the adoption of Windows 7.

## FEEDBACK/QUESTIONS:

Please continue to provide feedback on our service, whether it is delivered online or through the Call Center. Your input helps assure that service is meeting your needs!

Your feedback /questions	Response
How do I access the drives on the new network storage remotely using the VPN?	There is no change to your files or how you find your files after the migration, and it has not affected email or Web files. However, the process for accessing drive files remotely using the Virtual Private Network (VPN) has changed. Instructions can be found at <a href="http://www.uww.edu/icit/services/access/remote.html">http://www.uww.edu/icit/services/access/remote.html</a>
When I go to old emails or meeting notices, the links to documents no longer work. How can I retrieve those documents now that the storage has migrated to the new system?	With the migration of our stored files from one system to another, the links to documents in previous emails or meeting notices will not be connected. However, the path has not changed. Simply cut and paste the link into Windows Explorer and you'll be able to connect to the document.
I like using the phone to contact the TSC, but would prefer to have simpler phone queue options.	Based on feedback from the campus community, a new interactive voice response (IVR) will launch next month in the TSC-Helpdesk Call Center, with simplified phone queue options and enhanced functionality. Among the improvements, callers will be able to reset their passwords right over the phone. As an extra bonus, the background music in the phone queue will feature students from the UW-W Music Program.

Thank you for your continued feedback. For questions or comments, contact the TSC Helpdesk at 262-472-HELP (4357) or email at [helpdesk@uww.edu](mailto:helpdesk@uww.edu).

Sincerely,

**Elena Pokot**, CIO and

**Kent Steinike**, Customer Technology Service Support Director



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