

ResNet 2004 Program Schedule

Presentation Session 1 Saturday, June 19, 11:00 a.m. – Noon

Title: The Yale Central Authentication Service (CAS)

Presenter: Drew Mazurek

Institution: Yale University

E-mail: drew.mazurek@yale.edu

Format: Lecture

Theme: Technology & Security

1a Location: Friend Center 004

Description: This presentation will discuss the features, benefits, and principles of Yale's web single-sign on system, CAS. The Yale Central Authentication Service, or CAS, accomplishes two goals: it removes the burden of authentication from web applications, and it allows users to log on once across different applications. This presentation will cover CAS, its principles, and its benefits. There will be a brief walk-through of the CAS protocol; however, the presentation will be geared mostly to a non-technical audience.

Title: Digging up Worms, Herding BotNets, and more

Presenter: Daniel Medina

Institution: Columbia University

E-mail: medina@columbia.edu

Format: Lecture

Theme: Technology & Security

1b Location: Friend Center 006

Description: Columbia University's network is open (no login, no registration, plug in and get on the Internet) and desegregated (ResNet is not separate from the rest of campus). We use NetFlow data and flowscan modules to detect worm-infected hosts and other anomalies. Infected or aberrant hosts are quarantined and investigated. We will discuss the tools we use and how a good Netizen should handle security incidents.

Title: New Tools for Wireless and Laptop Printing Initiatives

Presenter: Bob Caron

Institution: University of Western Ontario

E-mail: bcaron@uwo.ca

Format: Lecture

Theme: Technology & Security

1c Location: Friend Center 008

Description: With students bringing notebook computers to campus, there is a constant demand for access to printing, and on staff to help students configure these printers. This session examines trends and new tools for

managing campus printing services to better meet the needs of campus IT and the expectation of students. A Web Portal allows students and staff to print documents, emails, email attachments and Web content securely from their Internet-enabled laptops or wireless PDA devices. For the IT manager, web-based printing can lower costs by simplifying the management of printing assets and reducing the number of print-related help desk calls-about 30% of which are related to output issues. How did we get here?

Title: Instant Messaging and Community in Residence Halls

Presenter: Greg Czyszczon

Institution: James Madison University

E-mail: czyszczgj@jmu.edu

Format: Lecture

Theme: Living, Learning, Technology

1d Location: Friend Center 101

Description: This program will look at current research that addresses the impact of computer-mediated instantaneous communication (CMIC) in the general population and will raise questions about the impact of such communication on college students' social relationships with one another. Emphasis will be on the impact of instant messaging systems on the residential community. Implications of excessive use will be explored, and areas of further study will be proposed. Lastly, we will explore how colleges and universities might design housing and residence life services to minimize some of the more pernicious effects of the technology.

Title: Security and the New Regulatory Landscape

Presenter: Gregory Alan Seibert

Institution: Kent State University

E-mail: gregs@kent.edu

Format: Lecture

Theme: IT Management

1e Location: Computer Science 104

Description: This session will cover security and privacy requirements as mandated by various federal laws including the Federal Privacy Act, FERPA, GLBA, DMCA, HIPAA, USA Patriot Act, and national implications of California Senate Bill 1386. This discussion will be broken into three modules. The first will include an overview of the various federal acts and how they apply to colleges and universities. The second will briefly cover how to conduct a security risk and privacy assessment. The last module will deal with how to plan for when things go awry. How should you prepare for a security penetration or compromise? What should you do if you receive a subpoena, request for legal discovery, a cease-and-desist letter, or an FOIA request?

Presentation Session 1 (Con't) **Saturday, June 19, 11:00 a.m. – Noon**

Title: This Is How We Do It

Presenter: Nelson Greenwell

Institution: DePauw University

E-mail: ngreenwell@depauw.edu

Format: Lecture

Theme: Support, Training, & Staff Development

If Location: Friend Center 108

Description: This presentation is a buffet ResNet style, on the way we accomplish ResNet at Depauw University. I will present information on how we support our students at DePauw. During this presentation I will highlight our install process, our opening day, virus support, and our support process.

Birds of a Feather Session 1 (Lunch) **Saturday, June 19, 12:15 p.m. – 1:15 p.m.**

Title: After the Blitz is Over

Presenter: Rebecca Leyon

Institution: Dickinson College

E-mail: leyonb@dickinson.edu

Format: BoF

Theme: Support, Training, & Staff Development

Location: Friend Center Tent

Description: After the first flush of the Fall ResNet rush is over, things settle down, but students still need help, sometimes for more involved problems. This will be a discussion of different institutions' student computing support models, "for students by students" for the rest of the year.

Title: Student Management: Challenges and Successes

Presenter: Jennifer Ly; Brad Andrews

Institution: Stanford University; University of California, Berkeley

E-mail: jen@rescomp.stanford.edu;

brad@rescomp.berkeley.edu

Format: BoF

Theme: Support, Training, & Staff Development

Location: Friend Center Tent

Description: Managing students can be a difficult and rewarding task. In this BOF we'll discuss methods in managing, motivating, and mentoring students. We'll also discuss any issues and solutions to issues relating to the management of students.

Title: Learning and Living Lightly on the Residential Network

Presenter: Jim Axling

Institution: University of Portland

E-mail: axling@up.edu

Format: BoF

Theme: Support, Training, & Staff Development

Location: Friend Center Tent

Description: A discussion of ways to educate residents about using and maintaining their computers responsibly (e.g. using virus protection, respecting copyrights), without letting their mistakes kill the network for everyone else. We would like to initiate a discussion about the benefits and challenges of different attempts to balance technical needs with the university's goal to help residents learn about non-academic issues of personal responsibility, etc.

Title: Getting Students Wired about Wireless!

Presenter: John Merz; Caroline Couture

Institution: University of Pennsylvania

E-mail: jmerz@pobox.upenn.edu; caroline@pobox.upenn.edu

Format: BoF

Theme: Support, Training, & Staff Development

Location: Friend Center Tent

Description: Wireless is becoming something that seems to be more popular on campus but, paradoxically, those who install wireless sometimes have a problem getting students to use it or, once the students are using it, have problems supporting its use. We have an informal discussion of the ways in which various schools are getting the word out about wireless and supporting it.

Presentation Session 2

Saturday, June 19, 1:30 p.m. – 2:30 p.m.

Title: Caravel CMS and Technology Co-op: Value-added Open Source

Presenter: Michael Sherer

Institution: Goshen College

E-mail: msherer@goshen.edu

Format: Lecture

Theme: Technology & Security

2a Location: Friend Center 004

Description: This presentation will cover the Caravel CMS and its capabilities as they relate to higher ed and ResNet, and discuss our progress in setting up a viable technology development co-op. Caravel can be used for a wide variety of services-dynamically generated student web sites, ePortfolios, content management, project management, low-end course management. The Co-op has the potential to speed development while lowering costs.

Title: Perfigo as an Authentication/Verification Mechanism

Presenter: Eric Merillat; John Rocchio

Institution: Ferris State University; University of California, Santa Cruz

E-mail: merillae@ferris.edu; johnroc@ucsc.edu

Format: Panel

Theme: Technology & Security

2b Location: Friend Center 006

Description: Early reports from Ferris State and UC Santa Cruz on how the Perfigo authentication system worked in their environments.

Title: Four-Leaf Clover Represents More than Good Luck

Presenter: Erica Spencer; Adam Brock

Institution: Baylor University

E-mail: erica_spencer@baylor.edu, adam_brock@baylor.edu

Format: Lecture

Theme: Support, Training, & Staff Development

2c Location: Friend Center 008

Description: Each semester, ResNet student performance evaluations are conducted at Baylor University using a 360-degree model that takes into consideration co-worker observations, customer comments, self-evaluations, and supervisor analysis to give a complete picture of the employee's performance. This presentation will focus on Clover, a holistic way to evaluate student performance. Each "leaf" of Clover represents a different perspective vital to obtaining a complete picture of an employee's performance: customer, co-worker, self, and supervisor. The presentation will detail how to bring these four elements together using an evaluation form, how scores are determined, and the impact the reviews have on student pay raises. Additionally, a Residential Technology Advisor (RTA) will present his perspective as a student on the receiving end of this process.

Title: Plug In, Turn On, Watch Out: Reaching Students Before the Damage is Done

Presenters: Jean Neff; Lisa Elias; Carol Anderer

Institution: University of Delaware

E-mail: neff@udel.edu; lisae@udel.edu; canderer@udel.edu

Format: Panel

Theme: Living, Learning, Technology

2d Location: Friend Center 101

Description: The '60s was a revolutionary time where sharing, openness, and a carefree lifestyle were all the rage. Forty years later, students seem to be applying these same values when connecting their computer to the Internet. As we've all seen, managing the resulting damage to networks and personal computers can be a huge undertaking. Through videos, on-line instruction, and personal interaction with students, our proactive educational efforts can help reduce future problems. By combining methods of old-fashioned, face-to-face communication with newer technology, we increase the likelihood that our message will make a difference. Instrumental to the process was the establishment of key partnerships with other University departments. Join us as we share how these efforts have brought us closer to the goal of educating our students.

Title: Managing IT Security Incidents in Campus Housing

Presenter: Merri Beth Lavagnino

Institution: Indiana University

E-mail: mbl@iupui.edu

Format: Lecture

Theme: IT Management

2e Location: Computer Science 104

Description: We will provide an outline of how Indiana University manages the Incident Response function, specifically related to incidents originating from or attacking housing networks. We'll outline the policies that are in place; the procedures taken in response to reports of abuse or misuse of IU IT resources within the housing networks; and the partnerships used to carry out these procedures. Types of incidents covered will include virus infections, machines taken over by spammers, IRC bots, and copyright infringement. We will provide examples of awareness and training materials, as well as notices used to communicate with students. Finally, we'll address methods used to automate procedures, which we've found necessary to implement in our very large environment.

Title: Running a Successful Non-Mandatory Computer Purchase Program

Presenter: Luke Bodenstein

Institution: Princeton University

E-mail: lukezra@princeton.edu

Format: Lecture

Theme: IT Management

2f Location: Friend Center 108

Description: A presentation on the methods and processes behind conceiving and implementing a successful non-mandatory computer purchase program at Princeton University.

Presentation Session 3

Saturday, June 19, 3:00 p.m. – 4:00 p.m.

Title: Automatic Configuration of Student Machines

Presenter: Adam Brock

Institution: Baylor University

E-mail: adam_brock@baylor.edu

Format: Lecture

Theme: Technology & Security

3a Location: Friend Center 004

Description: This presentation will cover the benefits and advantages of utilizing and developing an automatic configuration CD for student machines running Windows. The presentation will cover a variety of topics including: problems encountered with development, future considerations, benefits to students, and benefits to your staff. Almost any setting can be configured from an automated configuration utility, so this is your chance to get student machines configured to the settings of your network! We will also discuss installation of antivirus software and security patches. A basic understanding of the Windows registry is recommended, but not completely necessary.

Title: Homegrown Tools for Integrating Virus Scanning and Network Registration

Presenter: Zachary Spalding; Kevin Pankonen; Kevin Atwood

Institution: Marist College; Northern Arizona University; Northern Arizona University

E-mail: zachary.spalding@marist.edu; kevin.pankonen@nau.edu; kevin.atwood@nau.edu

Format: Panel

Theme: Technology & Security

3b Location: Friend Center 006

Description: Marist College and NAU were just two of the many institutions looking for an effective way to allow students on their networks and yet make sure they were not vulnerable to worms or viruses. Faced with the same problem both institutions came up with two different answers to address the needs of the campus communities. Marist developed a homegrown system that runs on Linux and integrates the Nessus scanner software into the network registration process. NAU created XRNx, a .net application that checks for the presence of patches and if necessary automatically installs them.

Title: And the Award Goes To...: Getting a Handle on Student Evaluations

Presenter: Kathy Montgomery

Institution: University at Albany, SUNY

E-mail: keltik@albany.edu

Format: Lecture

Theme: Support, Training, & Staff Development

3c Location: Friend Center 008

Description: This presentation will describe how the University at Albany Student Help Desk developed a web-

based solution for creating an efficient staff evaluation process. In a large reorganization of the University's IT department, the newly created Student Help Desk had inherited a cumbersome evaluation process based on paper forms. An evaluation system was vital, yet the process needed to be streamlined. This presentation will detail how the Student Help Desk moved evaluations to the web using PHP, MySQL, and Microsoft Access, and how this affected the staff.

Title: The Campus Napster Experience

Presenter: Logan R. Hazen; Chuck Sy; Samuel Haldeman

Institution: University of Rochester; University of Rochester; Pennsylvania State University

E-mail: loga@reslife.rochester.edu;

sy@reslife.rochester.edu; skh126@psu.edu

Format: Panel

Theme: Emerging Frontiers

3d Location: Friend Center 101

Description: If Higher Education doesn't address the issue of illegal file sharing by college students, Congress and others have promised they will legislate solutions. None of these solutions fits the philosophy and culture of higher education. In an effort to test the legal-ethical question "If students have a legal alternative to illegal file sharing, will their behavior change?" Penn State and the University of Rochester are the first two institutions to adopt a legal music file sharing program-in both cases Napster-to test the question. This program will present the philosophy, technology and implementation strategies behind adopting an institutional Napster program. Included will be descriptions of the vendor selection process, including student involvement; technology required; use of Shibboleth as the link between the universities and Napster; student and bandwidth usage trends; and successes and failures to date.

Title: The Future of Labs

Presenter: Jacqueline Ann Irwin; Mike Hachtel; Reuben Painter

Institution: Ball State University; Bowling Green State University; University of Connecticut

E-mail: jirwin@bsu.edu, hachtel@bgnet.bgsu.edu, reuben.painter@uconn.edu

Format: Panel

Theme: IT Management

3e Location: Computer Science 104

Description: This panel will reflect on the trends in residential computing labs from a variety of aspects: As more and more students bring computers with them to college, do we need as many labs and printers? Instead, should we be re-designing labs as collaborative workspaces with wireless capabilities? As we contend with shrinking budgets and an increasingly eco-conscious world, should we charge for printing? What is the importance and impact of

Presentation Session 3 (Con't) **Saturday, June 19, 3:00 p.m. – 4:00 p.m.**

print management systems? If we continue to support residential labs, should they become more specialized work-centers? Do we move from staffed to unstaffed labs? How do we deal with issues of personal security? These are but a few of the topics to be considered in this panel, which will be represented by participants from Ball State University, Bowling Green State University, and the University of Connecticut. Please join us for a lively presentation and discussion session!

Title: Buffalo Wings, Brewskies, & Bandwidth: Building the New ResNet

Presenter: Tom Klimek; Tom Marentette

Institution: University of Notre Dame

E-mail: tklimek@nd.edu, tmarente@nd.edu

Format: Structured Discussion

Theme: Technology & Security

3f Location: Friend Center 108

Description: Discussion of upgrading the network infrastructure for ResNet, and the technical considerations that evolved while planning the project. Includes the following topics: Routing/Switching, IP management, Traffic management, Security/Virus control. This is a BoF session we would like to make as interactive as possible. Bring your ideas and experiences.

Presentation Session 4 **Saturday, June 19, 4:15 p.m. – 5:15 p.m.**

Title: The Student Job as a Teaching Tool

Presenters: Corey Maul; Beth Schaefer

Institution: Washington University in St Louis;
University of Wisconsin-Milwaukee

E-mail: cmaul@wustl.edu; beths@uwm.edu

Format: Lecture

Theme: Support, Training, & Staff Development

4a Location: Friend Center 004

Description: The STaRS Program at Washington University provides career opportunities for students through practical business and information technology learning experiences that provide a more proficient workforce for St. Louis businesses and the broader community. In order to achieve this, the STaRS Program accepts and trains undergraduate students that are interested in technology and have a desire to learn. Once they have been trained, they interview for STaRS positions located in different departments within the University to assist with various IT functions. University of Wisconsin-Milwaukee's Student Technology Services is a work-based learning program, staffed and managed entirely by students, which delivers technology-based services to the university and the surrounding educational community. Real work experience, combined with specialized training,

empowers STS employees to provide high quality services at a fraction of the cost of permanent staff. Its innovation lies in its benefits to both the employer and the employee. Similarly, IT professionals in the industry who are seeking to fill the expanding void of qualified IT personnel in the workforce can look to STS as a new source for educated, qualified, and experienced graduates. This presentation will discuss both programs and how we formalize our student workforces as a method of teaching real-world work skills. We will also cover how our Professional Development training programs supplement this learning process and the professional and business-oriented benefits to students and cooperating departments as a result of participation in these programs.

Title: Open Source Collaboration and Learning Software: The Sakai Project

Presenter: Melody Childs

Institution: Indiana University

E-mail: mchilds@indiana.edu

Format: Lecture

Theme: Living, Learning, Technology

4b Location: Friend Center 006

Description: The Sakai Project is a \$6.8M community source software development project founded by The University of Michigan, Indiana University, MIT, Stanford, the uPortal Consortium, and the Open Knowledge Initiative (OKI) with the support of the Andrew W. Mellon Foundation. The project is producing open source Collaboration and Learning Environment (CLE) software with the first release in July 2004. The Sakai Educational Partners' Program extends this community source project to other academic institutions around the world. This presentation will outline the goals, development timeline and implementation strategy for this unique and significant project.

Title: Building Relationships: Construction is an Enterprise Effort

Presenter: Barry Johnson

Institution: University of Chicago

E-mail: bjohnson@uchicago.edu

Format: Lecture

Theme: IT Management

4c Location: Friend Center 008

Description: We'll discuss integrating network (data/telecom) wiring/access in a new campus building project or a major renovation. Reviewing a construction project at Chicago, we will show typical data networking of student rooms, laundry facilities, dining halls, hall computer labs, and other common areas. We'll touch on some more ephemeral elements like engaging others to help keep your project on track. We'll note effective means of using the time in and out of project meetings to advance and vet your department's goals. A primary goal of this

Presentation Session 4 (Con't)

Saturday, June 19, 4:15 p.m. – 5:15 p.m.

session will be to help you identify some practical tools-in particular, checklists and spreadsheet templates-to help get your ideas off the ground. Members of the session will be encouraged to contribute their experience or knowledge. Material from session contributors will later be incorporated and offered to those interested.

Title: Automated Network Campus Registration using Bradford Campus Manager

Presenters: Mark Bauer; Adam Forsyth; Joe Soffey

Institution: Skidmore College; Luther College; Bryant College

E-mail: mbauer@skidmore.edu; forsytd@luther.edu; jsoffey@bryant.edu

Format: Panel

Theme: Technology & Security

4d Location: Friend Center 101

Description: This panel discussion will follow the methods three different Colleges used to select Bradford Campus Manager to automate registration of computers. Included will be discussions of topology, previous experiences, and methodology, as well as monetary and political implications. Each College will explain their own unique approach to the decision making process and give the reasoning behind the choices that were made. (One College used NetReg for several years, one had a home grown registration system, and one had no registration system at all).

Title: NetSQUID: Network Security Quarantine/Isolation Device (Automatic Detection, Containment and Notification of Infected Hosts)

Presenter: Michael J Sconzo; Ellen Mitchell

Institution: Texas A&M University

E-mail: msconzo@net.tamu.edu; ellenm@net.tamu.edu

Format: Panel

Theme: Technology & Security

4e Location: Computer Science 104

Description: We describe a system that is currently in use in the residence halls to detect, contain, and notify users of a network based virus on their system, using open source software. Upon detecting an attack/worm/virus, etc. on the wire a dynamic firewall rule is constructed to block that user from propagating the infected traffic further into the network. The user is notified via website that they are infected, and once no more alerts are generated the user's access is automatically restored.

Title: Assimilation: Obstacles in Integrating Assistive Technology into University Computing Resources

Presenter: Allan Chen

Institution: Stanford University

E-mail: kaiyen@stanford.edu

Format: Lecture

Theme: Emerging Frontiers

4f Location: Friend Center 108

Description: Traditionally, the provision of assistive technology for students with disabilities-an area that covers a broad range of products including speech recognition, alternative mouse/keyboard input, and screen readers-has been handled with centralized labs or "high tech centers" that require students to go to a particular location. At Stanford, the Office of Accessible Education seeks to expand the availability of these services into the main University computer labs in libraries, community centers and, notably, residences. This plan faces a number of obstacles-identification of eligible software and/or hardware, the often-idiosyncratic licensing systems employed by assistive technology vendors, demanding hardware requirements and, of course, cost. This presentation seeks to examine these various obstacles, detail the path we have chosen to take and the decisions we have made.

Birds of a Feather Session 2 (Breakfast)

Sunday, June 20, 8:00 a.m. – 8:45 a.m.

Title: Hosting ResNet 2006

Presenter: David Futey

Institution: Stanford University

E-mail: dfutey@stanford.edu

Format: BoF

Theme: Housekeeping

Location: Wilcox Hall Private Dining Room

Description: Ever get the urge to host 300 ResNet friends at your place? Well now is your chance. Come to the ResNet Hosting BoF as present and past hosts will discuss the trials and many tribulations of hosting a ResNet conference. A call for bids to host ResNet 2006 will sent out in August so this is an excellent opportunity to get the details and ask questions regarding the hosting process.

Presentation Session 5

Sunday, June 20, 9:00 a.m. – 10:00 a.m.

Title: Workstation Protection using ePolicy Orchestrator

Presenter: Holly Gage; Robin Jacobsen; Seth Frisbie-Fulton

Institution: Miami University of Ohio; Swarthmore College; Swarthmore College

E-mail: gageha@muohio.edu; jacobson@swarthmore.edu; sfrisbi1@swarthmore.edu

Format: Panel

Theme: Technology & Security

5a Location: Friend Center 004

Description: This panel discussion will cover the fundamentals of ePolicy Orchestrator (ePO) by Network Associates. ePO allows for central management of virus and firewall protection on workstations. You will learn how the product works, advantages and disadvantages, hardware requirements, licensing requirements, how this product is being used at Miami University and Swarthmore. You will also learn about how this product is used in conjunction with Bradford Campus Manager for a more complete workstation security deployment.

Title: Train the Trainer

Presenter: Teresa K Pearson

Institution: Indiana University

E-mail: terpears@indiana.edu

Format: Lecture

Theme: Support, Training, & Staff Development

5b Location: Friend Center 006

Description: The purpose of my presentation is to show the audience how to prepare non-trainers for the job of presenting for their training program. I hope to not only instruct but also demonstrate how a successful presentation is done. As well I will show the folks who don't have a lot of experience with doing presentations and instruction how "easy" it can be with a little preparation and practice. I will also talk about the differences between presenting a lecture using slides and doing step-by-step instruction for a hands-on class. There are fundamental differences between the two and it's important that they are taught with those differences in mind. It's mandatory for our presenters to sit through this presentation one month prior to fall training. It's especially important for those "teachers" who are not very organized-it provides a roadmap and focus for their presentation.

Title: Are you in the Printing Business?

Presenter: Barry Johnson

Institution: University of Chicago

E-mail: bjohnson@uchicago.edu

Format: Lecture

Theme: IT Management

5c Location: Friend Center 008

Description: Our aim is to show new light on the matter of pay-per-print. Many schools have found themselves in the printing business, and a recurrent preoccupation on the

ResNet list is whether to implement or how to choose a system. Much of the information available is anecdotal, peppered with cautionary tales of battle scars inflicted by students resisting our capital imperialism. In this presentation/discussion we'll develop three topics of interest to Imperial Capitalists or wannabes: (1) observations on current printing models, (2) a review of potential administrative concerns, and (3) some "solid" reference material you may take away from the session for your administrators, residents, or students-at-large.

Title: Gaming in ResNet

Presenter: Eric Merillat

Institution: Ferris State University

E-mail: merillae@ferris.edu

Format: Structured Discussion

Theme: Technology & Security

5d Location: Friend Center 101

Description: How to support gaming in the ResNet Environment. Supporting gaming through, packetshaper/firewall policies, on campus servers, events (LAN Parties), website/forums.

Title: Low-Cost, Secure, Distributed WiFi

Presenter: Brad Andrews

Institution: University of California, Berkeley

E-mail: brad@rescomp.berkeley.edu

Format: Lecture

Theme: Emerging Frontiers

5e Location: Computer Science 104

Description: We would like to share our experience with our distributed wireless solution that allows us to have multiple authentication methods (campus kerberos, MAC-based, Conferences, and guest accounts) without expensive access managers or a dedicated network infrastructure. We'll also visit some living / learning themes such as site selection, usage anecdotes and statistics, educational and community impact, and future trends and goals.

Title: ResNet.com

Presenter: Casey Rosen

Institution: Stanford University

E-mail: casey@rescomp.stanford.edu

Format: Structured Discussion

Theme: IT Management

5f Location: Friend Center 108

Description: An enticing option for many ResNet programs is how to generate revenue through non-traditional means, which can then help fuel new programs. This BOF seeks to share and discuss the different ways ResNet programs can go about this endeavor. At Stanford Residential Computing, a combination of systematized conference support and creative methods of dealing with surplus equipment has proven to be a significant source of revenue.

Presentation Session 6

Sunday, June 20, 10:30 a.m. – 11:30 a.m.

Title: Using an Online Survey to get Student Feedback

Presenter: Minh Nguyen Vuong

Institution: Yale University

E-mail: minh.vuong@yale.edu

Format: Lecture

Theme: Living, Learning, Technology

6a Location: Friend Center 004

Description: This presentation will cover how to conduct an online survey with students regarding computing and networking support. I will cover:

1. Why do an online survey?
2. How to efficiently structure the survey
3. How to get high participation rates
4. How to analyze and use survey results effectively

Title: Enterprise OS Patch Management at Stanford

Presenter: Jay Stamps

Institution: Stanford University

E-mail: jstamps@stanford.edu

Format: Lecture

Theme: Technology & Security

6b Location: Friend Center 006

Description: Like other universities Stanford has had to face the cold reality of an Internet that's no longer so much a playground for academics as an unregulated marketplace teeming with hucksters and pickpockets-along with more novel threats. We've developed a set of strategies both to control and to protect our computing environment and network resources more effectively. A key component of these strategies is the BigFix Enterprise Suite patch management system. I will discuss the deployment of BigFix at Stanford in a staged release, along with the challenges we've encountered owing to our very diverse computing environment and prior lack of emphasis on managing our Windows installation in particular. Developing a management infrastructure to support our BigFix deployment-from clearly defining an OS patch approval process for the entire campus to training BigFix administrators at both the site and local levels-has been one of the key challenges, and will be a central topic of my presentation.

Title: Working within a Changing Budget

Presenter: Michael Allen Diehl

Institution: Bucknell University

E-mail: mdiehl@bucknell.edu

Format: Lecture

Theme: IT Management

6c Location: Friend Center 008

Description: With budgets being trimmed across higher education, and rising expectation of parents, being driven partly by rising tuition costs, we needed to re-examine how we support students on campus. We will look at how our changing budget and changing students have guided us to

look at our support model for students. By re-examining processes (for example, moving from location based assignments to central deployment), taking advantage of technology, (for example, software tools on flash drives), and changing the way we approach student support, we have realized a substantial savings.

Title: Extra Bases: Two Case Studies of Knowledge Base Implementations from Two Institutions Employing Two Distinct Perspectives (Public & Private) on Their Development & Use

E-mail: mm376@albany.edu; keltik@albany.edu; annie@princeton.edu

Presenter: Martin Manjak; Kathy Montgomery; Annie Saunders

Institution: University at Albany, SUNY; University at Albany, SUNY; Princeton University

Format: Panel

Theme: Support, Training, & Staff Development

6d Location: Friend Center 101

Description: Preserving institutional memory in the face of student employee turnover is a labor intensive task, as is quickly communicating new fixes and policy/procedure changes to staff in the rapidly changing arena of IT. At the University at Albany, we attempted to address these issues by setting up TWiki, an open source, html-based knowledge base specifically designed for internal use by staff. At Princeton University, the Help Desk KnowledgeBase is a public online information system that provides Princeton specific computer solutions. Heavily used internally by OIT support staff, the KB is also marketed and publicized to the entire University customer base to promote online self-help. Over the past five years the KB has gained notoriety and respect among the Princeton community for its usefulness. This presentation will compare the structure and effectiveness of both approaches, as well as plans for future developments.

Title: Netdisco - Easy Network Management for ResNets

Presenter: Max Baker

Institution: Netdisco.org

E-mail: max@warped.org

Format: Lecture

Theme: Technology & Security

6e Location: Computer Science 104

Description: Introducing an Open Source network management application designed and tailored for ResNets. Netdisco was written at UCSC for easy location of end users on switch ports using IP and MAC addresses. It does a whole lot more and doesn't cost much. Netdisco is a central location to enable and disable switch ports and uses an easy web interface. I will give a demo of the application, covering the basic features, and then answer some questions.

Presentation Session 6 (Con't) **Sunday, June 20, 10:30 a.m. – 11:30 a.m.**

Title: Bart and Windows PE: One Year Later

Presenter: Rebecca Leyon; Greg Sheridan

Institution: Dickinson College

E-mail: leyonb@dickinson.edu, sheridan@dickinson.edu

Format: Structured Discussion

Theme: Technology & Security

6f Location: Friend Center 108

Description: ResNet 2003 brought us Bart's CD and Windows PE. You all took the ideas and ran with them. Let's hear (and see) what some schools have developed to enhance computer support on their campuses.

Presentation Session 7 **Sunday, June 20, Noon – 1:00 p.m.**

Title: When Four Eyes Aren't Enough: Using Web-Based Tools to Manage a Large Student Staff

Presenter: Loriann Higashi; Jennifer Bourey

Institution: Yale University

E-mail: loriann.higashi@yale.edu; jennifer.bourey@yale.edu

Format: Lecture

Theme: Support, Training, & Staff Development

7a Location: Friend Center 004

Description: At Yale, we have two full time staff to supervise & support over 75 student Computing Assistants (CAs). Using both an open source product (RT) and a suite of applications that we have developed, we are able to more effectively track the work being done as well as make our student workers more effective. We will present the problems we needed to solve by the development of these applications, as well as the applications themselves.

Title: Residential and Academic IT Management at Indiana University: Where we were; where are we now; where will we go

Presenter: Lowell Furman; Kristin Hanks

Institution: Indiana University; Indiana University

E-mail: lfurman@indiana.edu; khanks@indiana.edu

Format: Lecture

Theme: IT Management

7b Location: Friend Center 006

Description: In April 2000, Indiana University's central computing department, University Information Technology Services (UITS), took over the management of the Residential Hall computer labs and the in-room computer networking team. UITS formed a new group called Residential Information Technology Services (RITS) to supervise the Residence Halls computer labs and provide in-room computer networking. At the same time, the Student Technology Centers (STC) group, already

accountable for over 2,000 computers in 60 different computer labs that were located in the campus Academic buildings became responsible for the hardware, software, and printing for the Residence Halls labs, approximately 280 computers in 23 labs. In the four years since the change, RITS has gone through growing pains and made multiple changes to accommodate the 11,000 students that live in the 14 Residence Halls at Indiana University. The STC group has continued to expand with additional labs and partnerships on campus. Their responsibility and computer numbers have increased every year. This presentation will review the past 4 years of growing and learning for RITS and STC. We will look at the present organization including partnerships and all the different processes for both groups. Finally, using a "computer enhanced crystal ball," we will look to the future and predict what changes are in store for us.

Title: Automation of Common ResNet Practices at NC State

Presenter: Jason Austin; William Brockelsby

Institution: North Carolina State University

E-mail: jason_austin@ncsu.edu; wjbrocke@ncsu.edu

Format: Lecture

Theme: Technology & Security

7c Location: Friend Center 008

Description: We plan on presenting information on the process in which NC State ResNet handles users who are infected with viruses. Often times, these viruses cause degradation in service, so their port must be disabled. Previously, keeping track of whose port is blocked was a tedious task because Remedy calls were not maintained well. We developed a system to handle the blocking of these ports that interacts with students and with the Remedy call tracking system. This saved a lot of time with customer support because all blocked ports were found in one interface.

Title: Display of Community: Partnering with Students to Publicize Events and Build Community with Dorm Video Displays

Presenter: Richard Holeyton; Scott Cannon; Kyle Doerksen

Institution: Stanford University

E-mail: holeton@stanford.edu; canman@stanford.edu; doerksen@stanford.edu

Format: Panel

Theme: Living, Learning, Technology

7d Location: Friend Center 101

Description: The pioneering "Events at Stanford" system, developed by the student-run Innovative Student Information Services (ISIS) project, uses a network of video display kiosks integrated with a comprehensive online events calendar to improve campus event publicity. Keys to the system's success include the location of kiosks in high-traffic public areas, the unique software delivery system for managing and scheduling media content, and partnerships

Presentation Session 7 (Con't) **Sunday, June 20, Noon – 1:00 p.m.**

with various departments to provide local content in concert with University-wide events. ISIS has partnered with Residential Computing to provide dorm-based video displays, with residence-specific content managed by local residence staffs. In the spring, 2004 trial implementation in one residence, we will begin evaluating projected benefits, in particular the extent to which the system can enhance community by combining dorm and University events, improving dorm communication, increasing sense of participation or collaboration, augmenting or replacing other media, and affecting use of dorm common areas. We will give an overview of the ISIS project, its technology, and our initial findings for the residence trial. Since dorm-based event publicity is only one of many potential uses for such technology, we will also explore and engage attendees in discussion of future directions. As display technologies improve and prices drop, other compelling applications will emerge for delivering database-driven content like news, sports, and local information in creative, graphically rich ways.

Title: Open Source Networking Tools for ResNets

Presenters: Thor Brickman; Baron Rawlins; Ryan Dorman; Zachary Spalding; Chuck Steel; Anthony Maszeroski

Institution: University of San Diego; Washington and Jefferson College; Millersville University; Marist College; Dickinson College; University of Scranton

E-mail: thor@sandiego.edu; brawlins@washjeff.edu; ryan.dorman@millersville.edu; zachary.spalding@marist.edu; steel@dickinson.edu; maszeroskia3@scranton.edu

Format: Panel

Theme: Technology & Security

7e Location: Computer Science 104

Description: We will give a brief synopsis of nine of the most popular and useful open source tools for network management/discovery-including NTOP, ethereal, IPaudit, NMAP, Nagios, Big Sister and MRTG. We will give information on the project behind each tool and then a brief description of the tool in action by someone experienced in its use.

Title: Mac OS X Lab Management

Presenter: Duarte Mendonça

Institution: Rhode Island School of Design

E-mail: dmendonc@risd.edu

Format: Structured Discussion

Theme: Technology & Security

7f Location: Friend Center 108

Description: I will provide an overview of our public Mac Computer labs, the tools we use to create our image and deploy and maintain it (ASR via the CLI, CCC, NetRestore, ARD, etc.). There will be an overview of how we currently use MacAdmin 3 for authentication via LDAP to our Novell NDS, to secure the desktop environment and control printing. We also use Keyserver for licensing management and software piracy prevention. Will go over tips and tricks

that may be useful to Mac lab managers. We are currently assessing different cross-platform printing accounting solutions for deployment next Fall. User input is welcome and discussion of common problems and possible solutions will follow.

Birds of a Feather Session 3 **Monday, June 21, 8:30 a.m. – 9:30 a.m.**

Title: PCT Assessment

Presenter: Kathy Hausmann; Deborah Frost

Institution: Saint Mary's College; Western Washington University

E-mail: khausman@saintmarys.edu; dfrost@restek.wvu.edu

Format: BoF

Theme: Housekeeping

Location: Frist 302

Description: This year's Pre-Conference Tutorial offered sessions addressing issues relevant to both new and experienced ResNetters. Now that the ResNet Symposium is drawing to a close, join some of the PCT Faculty and reflect on your PCT experience as it relates to the conference as a whole. Did the PCT meet your expectations? How did attending the PCT affect what you were able to take away from the sessions during the rest of the ResNet Symposium? What new ideas did the PCT give you for your institution? What topics would you like to see addressed in future Pre-Conference Tutorials? Help provide feedback so future PCT sessions will be valuable and enjoyable for future participants. If you missed the "Assessing Your ResNet" PCT session, here is your chance to see assessment in action!

Title: ResNetSymposium.org Website

Presenter: Kevin B. Bullard

Institution: University of North Carolina at Greensboro

E-mail: kbullard@uncg.edu

Format: BoF

Theme: Housekeeping

Location: Frist 308

Description: The BoF will be about the immediate and long-term vision for upgrading the organization's website, <http://resnetsymposium.org>.

Title: Security

Presenter: David Futey; Jack Suess

Institution: Stanford University; University of Maryland, Baltimore County

E-mail: dfutey@stanford.edu; jack@umbc.edu

Format: BoF

Theme: Technology & Security

Location: Frist 309

Description: Representatives from the EDUCAUSE/Internet2 Computer and Network Security Task Force and ResNet Security group will be holding an open discussion regarding the security challenges presented in supporting a ResNet community. Input from session attendees will be encouraged to aid in the discovery of the challenges.

Presentation Session 8

Monday, June 21, 1:30 p.m. – 2:30 p.m.

Title: Project Management: A Critical Skill for IT Professionals

Presenter: Hetty Baiz

Institution: Princeton University

E-mail: hetty@princeton.edu

Format: Lecture

Theme: IT Management

8a Location: Friend Center 004

Description: What can you do to improve the likelihood that your project will be done on time, within budget and with expected results? Learn more about the processes, templates and tools that are being used to manage projects at Princeton and that are part of the Princeton Project Management Methodology. From planning simple to complex initiatives, this methodology offers both a 'lite' and full-blown version to fit your particular needs. We will also share "lessons learned" in managing projects at Princeton.

Title: NetSignon Network Registration Service @ Kansas State

Presenter: Garland Lewis; Josh Ballard

Institution: Kansas State University

E-mail: glewis@k-state.edu; bal@k-state.edu

Format: Lecture

Theme: Technology & Security

8b Location: Friend Center 006

Description: The process of moving from a manually assigned static IP to a registration system using DHCP. The good the bad and the ugly of bringing up a new system at the same time Blaster and Welchia were released on our campus. How we used our campus LDAP server to authenticate our users and get them registered with our NetSignon registration system. The ability to track usage and users by MAC address or their ID. How the system is used for billing, authentication, monitoring usage and filtering. How the housing department and central networking worked together to accomplish this implementation.

Title: Taking Your Students where they Haven't Gone Before: Student Development at Schools without Student Development Programs

Presenter: Ryan Dorman; Jeff Kirby; Dwight Hobbs; Anson Kring

Institution: Millersville University

E-mail: ryan@millersville.edu; jeffreykirby@comcast.net; dmhobbs@marauder.millersville.edu; ajkring@marauder.millersville.edu

Format: Lecture

Theme: Support, Training, & Staff Development

8c Location: Friend Center 008

Description: Millersville University, in re-defining its ResNet program used student resources and talent for a

development project for the first time. The project was to create a wiring infrastructure database for residence halls along with academic and administrative buildings. Performing a student development project in a ResNet program that had no formal student development process presented logistical, political and technical challenges. This presentation aims to share with other schools skills and techniques that can ease the process of starting a student development program.

Title: Adware, Spyware, Viruses, Oh My

Presenter: Andrew Blaner; Stuart Peloquin; Megan Westerby; Kathryn Engelhardt

Institution: Barnard College; Tufts University; Barnard College; Columbia University

E-mail: andrew@barnard.edu; speloq01@tufts.edu; mwesterb@barnard.edu; engel@columbia.edu

Format: Structured Discussion

Theme: Support, Training, & Staff Development

8d Location: Friend Center 101

Description: Not too long ago, it started to seem like student support for the residential network would no longer be a necessity. New operating systems made connecting to the network painfully easy. But leave it to malicious code writers to save our student techs from having to find new, lower paying jobs. Adware, spyware and viruses are hitting our campus networks at tremendous rates. Before the spread of viruses transmitted through the DCOM vulnerability, new email worms began to take hold. The rate at which they leak memory, change network settings and use processing power can slow a user's machine to a halt. Is the constant spyware maintenance the new form of technical support that should take a priority in training new student techs? How far should ResNet programs go to educate the students? How do you reach and educate them, so they know not to download the free fuzzy bunny icons for their desktop or the cool new screensavers? What are other universities doing to curb the onslaught of viruses and other forms of malware? Adapting to these challenges and rising to meet them is essential to maintaining networks. But many of these changes can't be predicted, and can't be budgeted for in advance. Necessary responses can change within not just an academic year, but within weeks. Not only is it essential to adapt and fix new problems, it is also essential to create a pro-active, instead of a reactionary, approach to the changing needs in student computing.

Title: Smart Lounges and TeamSpaces: The Future of Public Technology Spaces

Presenter: Richard Holeton

Institution: Stanford University

E-mail: holeton@stanford.edu

Format: Lecture

Theme: Living, Learning, Technology

8e Location: Computer Science 104

Description: Two innovative technology space projects at Stanford address the evolving needs of mobile laptop users,

Presentation Session 8 (Con't)
Monday, June 21, 1:30 p.m. – 2:30 p.m.

residential programs, and academic programs requiring collaborative work and/or multimedia presentation. Our first "Smart Lounge" provides high-end audio-visual presentation and performance space for both academic and residential education. During the day, students use the Smart Lounge for dorm-based Structured Liberal Education lectures and section meetings, and at night they hear dorm speakers, play games, watch movies, or party. The second project, TeamSpace, is a pilot public collaborative learning space for laptop users sharing large displays. Software developed by the Stanford Computer Science Department allows walk-up, cross-platform filesharing and shared control of common displays. We are evaluating a prototype TeamSpace in Meyer Library for possible wider implementation, including the residences.

Title: Columbia University Apartment Net

Presenter: Brandon Pinsky

Institution: Columbia University

E-mail: bjp@columbia.edu

Format: Lecture

Theme: Technology & Security

Location: Friend Center 108

Description: Columbia University Academic Information Systems is currently bringing real Ethernet service into the apartment housing of Columbia faculty, staff, and graduate students. This presentation provides detailed, technical information regarding what it takes to bring new apartment buildings onto the network. Topics include data closet construction, core drilling/pathway construction, installation and design of riser cabling (copper cable plant), fiber optic design and installation, switch installation, wiring occupied residences, and supporting the end product. This information is conveyed from the perspective of the project manager of Columbia's "Apartment Net" project.

Closing Session
Monday, June 21, 2:45 p.m. – 3:45 p.m.

Title: ResNet 2005 Program

Presenter: Surajit Bose; Loriann Higashi

Institution: Stanford University; Yale University

E-mail: surajit@stanford.edu; loriann.higashi@yale.edu

Format: BoF

Theme: Housekeeping

Location: Friend Center 101

Description: Are you interested in participating on the ResNet 2005 Program Committee? Come talk to the current Program Chair, meet the 2005 Program Chair, and help shape the future direction of the ResNet conference.