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<http://it.ucdavis.edu/it.times/>

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Goodbye 14.4K, Hello 56K

UC Davis Updates Modem Pools

BY JEFF VAN DE POL

Remote access for UC Davis students, faculty, and staff is both simpler and faster. The aging 14.4K Express Modem Pool was retired on August 27, and three faster, Year 2000-compliant modem pools are now available for campus use.

As part of a larger effort by campus leadership to improve access to the campus network, these new modems will provide up to 56K modem speeds, better Internet access, and increased campus network security.

In March, the Academic Computing Coordinating Council (AC4) listed replacing the non-compliant 14.4K modem pool as the top priority among 12 Instructional Technology Funds projects proposed by Information Technology. Based on this recommendation, campus leadership approved the expenditure of \$278,000 to cover the cost of the equipment and one year of operation.

With the retirement of the 465-port Express Modem Pool, three 56K modem pools are now available. The Faculty Modem Pool remains unchanged, with 92 available ports, speeds up to 56K, and four-hour connections. Of the remaining two pools, one is dedicated to students and the other to staff. Students are able to dial into 756 ports, representing 80.3 percent of the total number of available ports and approximately 380 more ports than were available in the previous 56K Student/Staff Modem Pool. The Staff Modem Pool comes with 94 ports, a new connection number, and a new ServiceID (see table on page 2).

New Vice Provost  
Looks to the Future



Dr. John Bruno.

Barbara, Bruno comes to UC Davis with a wealth of university and technology experience.

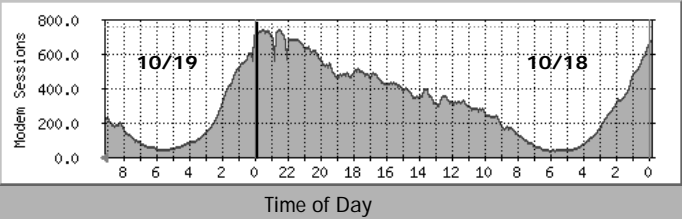
As Vice Provost, he manages the myriad forms of information and educational technology used throughout the campus, including academic and administrative computing services; data, voice and video communication services; and media and print services.

Bruno arrived at UC Davis just a few months after a comprehensive review, the five-year Administrative Unit Review (AUR) Report, determined that the Division of Information Technology was being pulled in too many directions to fully serve the campus.

see Vice Provost on page 6

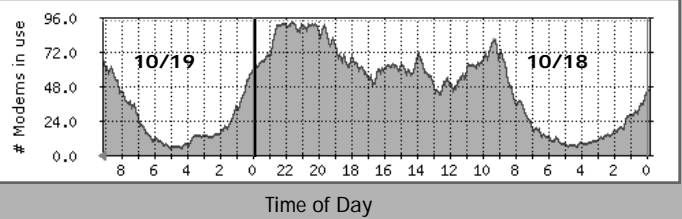
Student Modem Pool

'Daily' Graph (5-Minute Average)



Staff Modem Pool

'Daily' Graph (5-Minute Average)



With the recent creation of two separate modem pools, students and staff are enjoying improved access to the UC Davis network from off-campus. Preliminary statistics indicate that the use of the Staff Modem Pool is fairly consistent from 9 a.m. to 11 p.m., whereas student usage peaks late in the evening (8 a.m. to 1 a.m.).

The replacement of the Express Modem Pool by September 1 was critical for two reasons: to avoid the Year 2000 (Y2K) Problem on the aging, non-compliant 14.4K Modem Pool and to reduce the impact of the high contention ratio (number of users per port) experienced by clients, especially students, accessing the Student/Staff Modem Pool. September 1 was also the deadline imposed by the UC Office of the President (UCOP) for bringing all campus computer and communications systems into Y2K compliance.

These recommendations and deadlines were remarkably accurate—the outdated and overworked 14.4K Modem Pool suffered a massive failure and “died” on August 29, only two days after its official retirement and two days before UCOP’s Y2K deadline.

Users of the new modem pools have few, if any, steps to complete to take advantage of these improvements in service. According to Kevin Rhodes, Assistant Director of Communications Resources, the ServiceID for staff members using the previous Student/Staff Modem Pool was automatically converted to the new ServiceID for the Staff-only Pool. Changing the dial-in phone number to match the corresponding modem pool is the only necessary modification for most staff.

Since October 15, the Student (IRAS) Modem Pool is no longer accepting logins from staff members. To avoid a loss of modem access, staff members who are not also registered as students should transition to the new Staff (ISTF) Modem Pool as soon as possible. Set-up instructions for the Staff Modem Pool are available for each supported platform (Macintosh and Windows 95/98) on the Web at <http://itexpress.ucdavis.edu/stfmodem.html>.

With a unique modem pool now serving each segment of the campus population, connecting to the campus network is expected to be much easier during the evenings, traditionally

see Modem Pools on page 2

## Modem Pools

continued from page 1

the period of heaviest usage among students.

While these changes provide welcome relief to those who previously found it impossible to connect between 6 p.m. and 2 a.m., the current remote access solution will still be insufficient to meet growing demand. A Remote Access Management Program (RAMP) report released in June 1998 indicated that a pool of 1,920 modems would be required to meet the rising demand of users seeking access to the campus network. The University currently owns and supports 942 modems.

According to Harry Matthews, chair of the AC4, “The improvements in the modem pool this year are being made possible by one-time funding allocations. There remains a challenge to develop a permanent funding mechanism that will allow UC Davis to maintain an excellent remote access service. This challenge is being addressed by AC4, AdC3 (Administrative Computing Coordinating Council), and appropriate units of the administration.”

CAMPUS MODEM POOLS AT A GLANCE			
	Student Modem Pool	Faculty <sup>a</sup> Modem Pool	Staff Modem Pool
Time Limit	2 hours/connection; unlimited connections/day	4 hours/connection; unlimited connections/day	2 hours/connection; unlimited connections/day
Speed <sup>b</sup>	56K	56K	56K
Connection Number	(530) 754-7720	(530) 754-7701	(530) 754-7711
Number of Modems	756	92	94
Protocol <sup>c</sup>	SLIP/PPP	SLIP/PPP	SLIP/PPP
ServiceID <sup>d</sup>	IRAS	IRMP	ISTF
Usage Trends (as of 9/30/99)			
Peak Hours	8 p.m. - 1 a.m.	8 - 10 a.m.; 8 - 11 p.m.	8 p.m. - 11 p.m.
Average Session Length	~ 30 minutes	~ 30 minutes	~ 30 minutes
Average Number of Unique Clients/day	~ 5500	~ 750	~ 770
Notes:			
a Faculty: Members of the Academic Senate and Academic Federation.			
b The speed of your connection is capped at the speed of your modem (i.e., 14.4K, 28.8K, 33.3K, or 56K) and may be affected by other factors, such as the quality of your phone connection.			
c SLIP/PPP: All modem pools now support SLIP (Serial Line Internet Protocol) and PPP (Point to Point Protocol) connections. With this type of connection, you can browse the Web, check your email using a program like Eudora, or perform file transfers.			
d ServiceIDs are service permits required to access the modem pools. For more information and instructions on how to add a ServiceID to a computing account, see <a href="http://itexpress.ucdavis.edu/modems.html">http://itexpress.ucdavis.edu/modems.html</a> .			

## Backup Internet Link Installed

This July UC Davis lost connectivity to the Internet due to a power outage at the UC Berkeley campus. This incident brought attention to UC Davis's dependence on UC Berkeley for Internet connectivity and to the lack of a backup Internet link for UC Davis. To resolve the issue of backup Internet connectivity a 45 MB backup network link has been successfully installed and tested between UC Davis and the Office of the President in Oakland. This link will be used should we ever again lose the main campus Internet link through UC Berkeley. The cost of the backup network link has been distributed across the entire UC system, so UC Davis does not have to bear the full burden of this installation. With this safety net in place, Information Technology's Communications Resources department will continue to explore options for more robust backup strategies.

For more information on network connectivity, see the Network Operations Center Web site at <http://noc.ucdavis.edu/>.

# Digital Millenium Copyright Act

## I'm Okay So Long As I'm Not Charging For What I Posted On My Site, Right?

By JAN CARMIKLE

“Anastasia” downloads songs from her favorite CDs to her Web site so her fellow fans can share in the pleasure without having to shell out \$17. ... In a chatroom, “Bertrand” writes, “Come to my page and you’ll find a link to *The Phantom Menace*.” ... “Carlton” sets up a share-the-software site where one who contributes to the collection can download a piece of software, allowing everyone to keep their ever-rising software costs down. ... Hey, if they’re not charging, there’s no copyright violation and no one cares, right?

Wrong.

Copyright violations similar to these have occurred at UCD in the last year. We know about them only because someone *did* care and complained to campus administrators, because UCD was the owner/operator of the servers on which the infringing sites reside. It’s not only the big companies like LucasFilm who hire people to surf the Internet looking for violations such as these — small companies are also now devoting resources to protect their intellectual property rights, such as copyrights.

### What is a copyright and who owns it?

A copyright is an intangible personal property right, specifically the right to reproduce,

distribute, make new versions (known as “derivative works”), perform, or display the copyrighted material, to permit others to do so (for free or for a fee), *and* to choose not to do or allow any of those actions. A copyright can be given away, sold, or kept until it expires. A copyright might be very valuable (don’t you wish you had the copyright to Microsoft software, the lyrics to “Candle in the Wind,” or the latest best-selling novel?) or have no value to anyone (the rough draft of my Psych 1 term paper, for instance).

By virtue of its nature as a teaching and research institution, UC Davis is awash in copyrights, both those belonging to others and its own. The University uses the copyrighted materials of others (textbooks, readers, or software, for example); researchers use them to create new copyrighted materials, such as journal articles; and they are created in every class, lab, and office. Each time someone “fixes an original expression in a tangible medium,” a copyright is born. That’s all it takes. You don’t have to register with the Copyright Office, and you don’t have to publish the work — those are old rules. It’s original, and you write it down somewhere (even on your computer), or tape, draw, or photograph it. You don’t even have to put the ©

symbol with your name and the year most of the time (although it’s a good idea).

And who owns the copyright? Usually the person who made the “original expression” although there are exceptions, of course. Work done at someone’s request and for a fee can be a “work made for hire” that belongs to the payor, so long as that is agreed to in writing, in advance. Or work might be in the “public domain,” in which case it belongs to no one, either because that was the author’s desire and it was expressly stated so or because the work is so old (no less than 50 years depending on the type of material and when it was authored) it has automatically passed into the public domain. Unless material is in the public domain, however, the copyright is just as much someone’s personal property as a book or diamond ring. With or without monetary value, it belongs to the owner and cannot be reproduced, distributed, revised, performed, or displayed without permission. Violating that right is known as an “infringement,” and is a federal offense.

### Who cares who owns the copyright?

The owner may or may not care. The only way to know is to ask the owner. But if the owner will never find out that you made a

photocopy of his/her article to take home to read instead of spending an hour in the library, why should you bother asking? Because it’s a federal offense if you don’t. It has nothing to do with the value of the material.

Obviously the Internet didn’t exist when the original federal copyright laws were written. These laws state simply that if you make a copy of someone’s copyrighted work without the owner’s permission, you are infringing on the copyright. But when the Internet came along, the courts took the old law and the definition of “copy” and found that every computer involved in sending infringing material from the server where it is based to the requesting computer is making a new copy, and even linking to infringing material is an infringement. This means that every Internet Service Provider (ISP), likely including universities such as UCD which make services available to their faculty, staff, and students, is violating a copyright not only every time a user stores infringing material, but also every time some other computer routes infringing material!

So if a copyright owner, such as a record company, wants to stop “Anastasia” from

see *Digital Millenium* on page 8



# New UCD Email Policy

## Balancing Individual and Business Needs

BY BABETTE SCHMITT

The University of California Electronic Mail Policy ("UC Email Policy") was issued on March 23, 1998. Section IX of that policy mandates that each campus develop, maintain, and publish its own specific procedures and practices to implement the policy. On September 24, the UC Davis implementation of the UC Email Policy was officially completed: the UC Davis Electronic Mail Policy was incorporated into the campus Policy and Procedure Manual (as P&P Section 310-16), and made available on the Web.

Both the UC and the UCD policies apply to email services operated by campus units and to users of those campus email services. Provisions pertaining to the rights and respon-

*The policy tries to find a balance between the sometimes-conflicting interests of individual privacy rights and business operational needs.*

sibilities of individuals who use the campus email systems are contained in the UC Email Policy itself. The UC Davis policy focuses on implementing email guidelines for this campus. It covers a number of subject areas, including allowable users and uses of campus email services; the termination of affiliation; service restrictions; and the inspection, monitoring, or disclosure of an email holder's records.

Personal use of the campus email services must comply with allowable use provisions of the UC Email Policy and with other policies regarding appropriate use of University resources, including the UCD Computer and Network Acceptable Use Policy. Examples of unacceptable uses include sending chain letters, threatening or harassing others, using a false identity, allowing others to use a personal computing account, using a UCD account for commercial purposes, and spamming. Remember: never give a password to another person (including a supervisor or relative).

The UCD policy is grounded in the campus's Principles of Community. Its spirit should be followed by all computing account holders. "We expect clients to use email in a professional, polite, and community-minded way," says Pat Kava, UCD Email Policy Coordinator and Manager of Information Technology-Client Services.

The UCD policy also includes related administrative requirements for all the campus departments and units who provide email services.

"Departments that choose to run their own mail servers are taking on real financial liability exposure, as are the systems administrators involved. They should seriously consider whether or not such risks are balanced by whatever value-add a departmental server represents," says Kava.

The new policy also addresses the current practice of some departments to give accounts to spouses of staff and faculty. All departments are now required to file a Temporary Computing Account for Special UCD Affiliates form with the UCD Email Postmaster for any "outside" account holders.

The policy tries to find a balance between the sometimes-conflicting interests of individual privacy rights and business

## UC Davis Email Policy Highlights

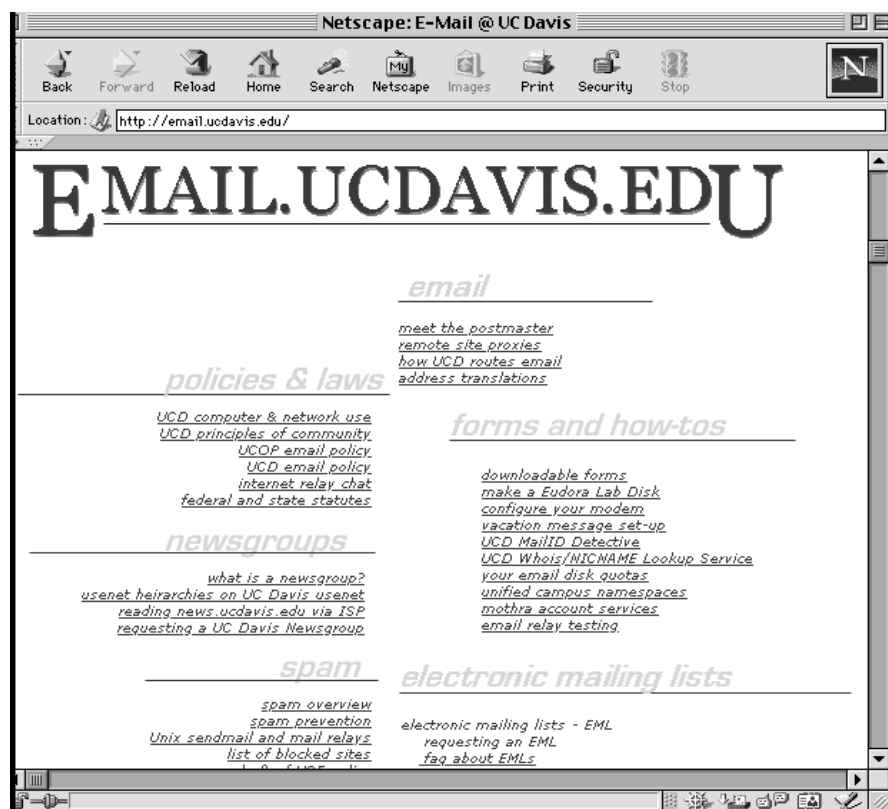
- "A UCD email address shall not be published as the point of contact for non-University activities." (III.B.2.b)
- "Violations of University policies and guidelines governing the use of email services may result in service restriction. In addition, corrective action under applicable University personnel policies and collective bargaining agreements may occur." (III.B.3)
- "An email holder's records may be inspected, monitored, or disclosed without the consent of the individual only under the circumstances and in the manner described in UC Email Policy paragraph V-E, restrictions on access without consent, and with the approval of the authorizing vice chancellor." (III.E.1)
- "Continued use of UCD email services after the annual notification implies acknowledgment of notification." (III.I.3.b)

To read the full text of the policy, point your Web browser to <http://it.ucdavis.edu/policies.html> or see the new Email Web site (see window below).

operational needs. It requires written Vice-Chancellorial approval before accessing any user's email without permission. There are few exceptions.

"We are the only campus, as far as I know, that took their local guidelines and put them through the full P&P process. As technology expands to permeate both business and personal life, such policies represent a community's best efforts to define reasonable boundaries," says Kava. "We can be proud of UCD's collaborative, serious, thorough, and thoughtful approach to implementing the UC policy."

Questions and comments regarding the UC Electronic Mail Policy or the UCD Electronic Mail Policy may be directed to Pat Kava at [mpkava@ucdavis.edu](mailto:mpkava@ucdavis.edu).



The new UCD Email Web site (<http://email.ucdavis.edu>) offers a wealth of information and resources, including a link to the recently-released UC Davis Electronic Mail Policy and instructions on setting up a vacation message, a class mailing list, or a newsgroup.

## New Software Reseller Debuts this Fall

By MIKE WAID

The University of California Office of the President (UCOP) and the University of California at Davis announced a new outside software reseller on October 1, 1999.

After a four-month search conducted by the Technical Acquisition Support group and UCOP, Software Spectrum was chosen from among 15 companies as the new outside reseller, replacing Wareforce, the official UC software distributor for the last three years. The search was triggered by input received from UC customers on product delivery and other customer service issues.

Software Spectrum will act as the Microsoft Select reseller and will provide licenses, media, and documentation for Filemaker, IBM/Lotus, and Symantec (maker of Norton) products. In addition, Software Spectrum will assist the university in searches for odd and rare products.

A Customer Focus Team is available to assist the UC community with any questions or concerns. Call (800) 862-8434, Monday through Friday, 5 a.m. to 5 p.m., or send email to [isteamsl@softwarespectrum.com](mailto:isteamsl@softwarespectrum.com).

Software Spectrum has recently opened a custom Web site for the UC system. This UC site can be reached at <http://www.softwarespectrum.com>. To receive the login and password, please email a request to [itslc@ucdavis.edu](mailto:itslc@ucdavis.edu).

As with any change, we expect a few stumbling blocks. As such, any questions regarding this transition can be directed to the Site Licensing Coordination Team at (530) 757-3411 or [itslc@ucdavis.edu](mailto:itslc@ucdavis.edu).

The previous outside reseller, Wareforce, will honor all outstanding orders and any back orders. Wareforce will also continue to be the outside reseller for Apple media and documentation, though Apple licenses must still be purchased through the Bookstore Computer Shop.

# Bessie Turns 4

## Bovine Online 4.0 Heads into the Moollenium

By JEMMY SHI

Bovine Online moved to Version 4.0 this Fall, touting many of its familiar applications along with some new ones. The integrated Internet package, put together by Information Technology, includes a collection of the latest version of popular Internet applications that lets students, staff, and faculty create Davis computing accounts, browse the Web, send and receive email, and perform other Internet and network tasks.

Bovine Online facilitates network and account set-ups by providing popular Internet applications on a CD, saving users time otherwise spent downloading. The package includes a step-by-step installation process that configures those programs for UC Davis-specific settings. Especially useful to anyone new to the campus is the ability to create a computing account over a modem connection and account configuration tools for help with email settings. Bovine Online also includes a comprehensive manual, plus a quick-start guide for more advanced users.

Version 4.0 simplifies off-campus network access by including automated instructions on dialing in to the new campus modem pools. Dan Rackerby, a consultant with IT

Express who worked on quality assurance for Version 4.0, says, "Last year, a lot of people called IT Express with problems connecting to the modem pools. This version fixes that problem."

The applications in Version 4.0 are similar to last year's, with updated versions of Web browser Netscape Navigator 4.6.1; email client Eudora Pro 4.2x; telnet applications WinCRT 2.4 for Windows 95/98 and Better Telnet 2.0fc1 for the Macintosh; and Adobe Acrobat Reader 4.0.

However, previous users of Bovine Online will notice some changes in Version 4.0. Most significant among them is the inclusion of Norton AntiVirus, which replaces Dr. Solomon's Antivirus. Having negotiated a site license with Symantec, the manufacturer of the popular Norton product, Information Technology now includes Norton AntiVirus with Bovine Online without increasing the cost of the suite. Norton AntiVirus features real-time and on-demand protection from new viruses, including those in macros and email attachments. In addition, Norton AntiVirus includes LiveUpdate, a utility that automatically updates Norton's



Another satisfied customer for Bessie.

Photo by Jeff van de Pol

library of known viruses so it can better defend against them.

Another change is the absence of PowerZip, a Windows program that handles compressed files. StuffIt Expander is the only compression tool in Bovine Online but provides all of the same functions that PowerZip did. Says IT Express Coordinator Beau Patrette, "We prefer the usability of StuffIt Expander, as it provides more consistent operation, requires less user input, and can

handle more formats than PowerZip."

All of this comes on a single CD for both Mac and PC users. Bovine Online 4.0 sells at the Bookstore Computer Shop and Quick Copy Services for \$14.99 (+ tax), a \$5 decrease from last year's edition. Users of previous versions can also purchase Version 4.0 without having to reconfigure their settings. An addendum to the Bovine Online manual has recently been introduced. For updates, visit <http://bovine.ucdavis.edu>.

## The Move Continues...

# PSL Becomes 3820 Chiles Road

The former Pacific Standard Life (PSL) building, located at 3820 Chiles Road, has been the site of much activity in the past few months, as various units of Information Technology continue to move to the new facility from the UC Davis campus. The building has been given an interesting name: 3820 Chiles Road. A new shuttle service between the two locations has



Photo by Adam Gromis

Hey! I thought I called shotgun! Did somebody call a cab?

been created, and a number of on-campus access points for clients are in the works. Recent events include:

- By the beginning of summer, the following Information Resources (IR) units have already moved to 3820 Chiles Road: Analytical Services, the Project Management Office, Administrative Offices, and the Desktop Systems group.
- In August, IR Client Services moved from Academic Surge to the 2nd floor of 3820 Chiles Road. These units include the Site License Coordinator, the Vendor Software Library (VSL), the Desktop Systems group, the Technology Support Program, and the UC Davis electronic postmaster. **Important Note: IT Express did NOT move.** Students needing assistance from IT Express can still find the consultants in room 182 of Shields Library.
- In September, IR Application Developers moved from Research Park to the 2nd floor of 3820 Chiles Road.
- The last IT unit scheduled to relocate is Distributed Computing Analysis and Support (DCAS), which will join IR units on the second floor of the building in November.

These recent moves raise the total number of IR staff moved to 3820 Chiles Road to 60. With 55 IT-Creative Communication Services employees already at the facility, 3820 Chiles Road is now home to 40 percent of total IT staff. After DCAS completes its move, a total of 125 employees will occupy the building.

Moving such a large group from one building to another on campus would, in itself, be a difficult exercise in logistics and patience. Moving the same group to a location three miles off campus, however, has proven an enormous challenge. According to Joyce Johnstone, who orchestrated the move, everything went relatively well. "Some employees had to work under less than ideal circumstances, particularly until their computers, servers, furniture, and other



# Olson's Blue Period

By HEATHER THOMPSON

The new favorite color of the Olson basement must be blueberry. Blueberry, that is, from the plastic cases of the iMac Apple computers that adorn the recently renovated computer classroom 21 Olson, as well as the new computer facility, 1 Olson.

21 Olson, as well as PC lab 27 Olson, began renovation during the last week of June and reopened in time for the start of Summer Sessions II.

27 Olson opened on July 21. Inside reside 23 Dell Optiplex GX1 PCs which have 128 MB of RAM and are 450 MHz Pentium IIs. These computers are accompanied by Zip drives and, besides the standard PC software, have Statview 5.01 and Turbo Pascal 7.0. 21 Olson opened on August 3. These 30 blueberry colored iMacs have 96 MB of RAM and external floppy drives attached.

A great improvement for students are the networked printers in each newly opened lab; no longer will students have to walk down the hall to 15 Olson to pick up their printed documents. 15 Olson will continue to house computer room consultants, as well as four print-only stations.

There were many other exciting renovations in the two Olson labs: custom built furniture, audio/visual improvements, and more space for workstations. The furniture was built specifically for the computer classrooms

by the UCD Facilities Services/Physical Plant. These new tables are similar to those recently installed in other computer classrooms around campus. Todd Van Zandt, IT Hardware Support Manager, says, "Custom building the new furniture allowed us to make use of some additional space in the rooms and extend the majority of the tables an additional 6" to free up more table/workspace for our clients." In 27 Olson, the tables also house the tower computer in a special out-of-the-way compartment. These compartments exist in the 21 Olson iMac lab, but as the iMacs have no tower, computer consultants have been encouraging students to stow their backpacks in them. This helps to clear space in the labs, maintaining the clean new look achieved after the renovation.

Another part of the renovation was to incorporate the audio/visual system controls into the instructor's computer table so he/she won't have to walk to the corner of the room to turn the computer or VCR display on or off.

Although fluorescent dimmer lights were installed in 1 Olson, 21 and 27 Olson retained the full overhead fluorescent lights and the back lighting of the track lights. One computer consultant, Jason Hahn, claims that the labs are definitely less drab and less



Students computing in iMac style.

Photo by Jeff van de Pol

dark than they used to be. The crisp, clean appearance of the new tables and the cheerful splashes of color from the blueberry iMacs attest to this impression.

Student response has been positive in the newly renovated labs. Van Zandt believes that "although students think the iMacs look cute, there still tends to be a higher usage in the PC lab, Olson 27." He attributes this to

the fact that most students own or are more familiar and comfortable with PCs.

The tentative hours for Fall 1999 are Monday through Thursday 8 a.m. to 10 p.m. and Friday 8 a.m. to 5 p.m. To check for lab availability, please see Lab Management's Web site at <http://lm.ucdavis.edu/rooms/available>.

## 3820 Chiles Road

continued from page 4

essentials arrived, but overall for a move of this magnitude, and considering everything that could have gone wrong, it went fairly smoothly," says Johnstone. "On the other hand, it was very difficult for some to relocate off campus and risk becoming disassociated from campus life."

To help alleviate these difficulties, a new shuttle service has been created to transport IT and campus staff between 3820 Chiles Road and the campus. Aptly named CAB IT, the 8-passenger van is operated by Unitrans and is available free-of-charge on an on-call basis.

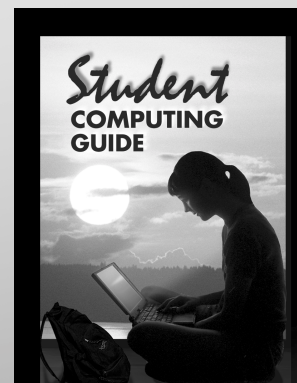
Employees are already taking advantage of the service, opting to take the shuttle, sometimes several times a day, instead of driving their own vehicles. Pete Peterson, IT-Client Services, says, "CAB IT is prompt and much more convenient than driving to and from campus. I can work a little each way, which helps make up for the time it takes to get to my meetings on campus. It certainly beats having to find a parking space on campus in the middle of the day."

CAB IT runs Monday through Friday 8:30 a.m. to 4:30 p.m. The phone number for arranging pick-up is (530) 681-7457. For those who need assistance or are unable to access a phone that dials off campus, the office staff at 752-BUSS will facilitate a transfer to the CAB IT phone number.

A new customer service area has been created on the 2nd floor on the North side of the building, at the top of the big stairway. This information center will help direct clients to the appropriate area of the building. All other access points will soon be closed to the public, with card readers attached to the doors to provide enhanced security and badges provided to employees for appropriate access.

Client parking for 3820 Chiles Road is available at the North Entrance Parking Lot. Additional parking is available on the East side of the building, along with handicapped-accessible parking and building entry. Parking is limited to those who carry A or C permits.

For more information and updates on the move, see <http://it.ucdavis.edu/PSL>. The Web site includes a link to the new telephone numbers assigned to most staff members relocated to 3820 Chiles Road. The site also features a list of frequently asked questions, detailed information on the shuttle service, and directions to the building.



a quick reference

"Knowledge is of two kinds we know a subject ourselves, or we know where we can find information upon it"

Samuel Johnson

UC DAVIS  
DIVISION OF INFORMATION TECHNOLOGY

## New IT Publication for Students

Fall Quarter 1999 heralds the creation of a new and valuable student-focused publication: the 1999-2000 Student Computing Guide. A summary of campus computing services and resources created especially for students, the Student Computing Guide is a comprehensive look at the world of computing at UC Davis. The Fall edition was developed by a team of student writers and is the result of extensive student feedback compiled over the summer. The guide will be available in print in late October for around \$2.00. Students can pick up copies at several locations around campus.

To make this information as accessible as possible, a bookmark version of the Student Computing Guide will also be available as a quick reference students can easily carry with them. The new bookmark (shown at left) is free of charge and includes a table listing computer room locations, hardware, and hours, as well as information on IT Express and other student services.

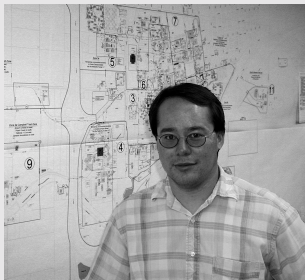
The online version of the guide (located at <http://scg.ucdavis.edu/>) provides another convenient way to access the information and keep up with regular updates of campus IT news.

For more information about IT publications, send email to [itpubs@ucdavis.edu](mailto:itpubs@ucdavis.edu).



# On The Move. . .

## Kent Kuo Finds New Home . . . at Home



"Still home, just moving residences." This is the message Kent Kuo, former Assistant Director of Information Resources (IR), wrote to the IR staff when he accepted the Associate Director position in Communications Resources (CR) on September 1. In his new role, Kuo assumes some of the same responsibilities he had in his previous department: budget, human resources, and administrative operations. He is also faced with new challenges, such as developing a solid background on networking and telecommunications technologies, coordinating CR's business units, and fostering a project management function.

Says Kuo, "I am pleased with what all of us in IR have accomplished since the unit was formed seven years ago. I expect CR will provide new opportunities, and I am excited to be working with a similarly dedicated and quality staff on projects that will advance the campus needs and priorities."

In addition to integrating a new team of analysts to CR, Kuo will be working on a variety of projects including UCDNet2, the selection of a document management solution for the campus, negotiations for a new UC-wide Oracle contract, and the Instructional Technology Funds (ITF) projects.

Kuo can be reached via email at [ktkuo@ucdavis.edu](mailto:ktkuo@ucdavis.edu) or at his new phone number: 530-754-6197.

## IT Manager Returns to East Coast

Margaret Byrne, former manager of Information Technology's Academic Support Programs (a group comprised of Lab Management, the Arbor, Computer and Printer Repair, and Prototyping) has accepted a position as Director for the Center for Learning Technology at Old Dominion University in Norfolk, Virginia. Old Dominion is known as one of Virginia's top doctoral research institutions.

At Old Dominion, where she will start on November 1, Byrne will be a 'faculty administrator' with teaching and research obligations.

"My responsibilities will include teaching resources, instructional design, faculty training and support, a faculty lab, grantsmanship, instructional materials and tape distribution, a unit called Academic Television with a full television studio and satellite uplink, and various other duties related to building a vision for teaching and technology," says Byrne.

One of her first responsibilities will be to work on an interactive video streaming project that intends to transform at least 30 courses that are part of degree programs.

Reflecting on her years at UC Davis, Byrne adds, "The faculty here are terrific, and I've made many friends I know I'll miss. The campus has made the right decision to bring faculty in as head of IT. I know that the progress that we've made will continue."



## Vice Provost

*continued from page 1*

The report recommended that the future vice provost work with deans and vice chancellors to sort out their respective roles and responsibilities for meeting the campus's widely diverging information technology needs.

Bruno acknowledges the Division of Information Technology serves a broad clientele in a time of constant change.

"We confront a rapid pace of technological advance and the penetration of information technology throughout society," Bruno states. "Our challenge is to harness information technology to advance the mission of the campus with respect to instruction, research, and outreach."

Bruno is currently meeting with various deans and vice chancellors, while also meeting with IT units to gain a more complete understanding of the division. Current projects in the works include a proposal for a "Technology and Media Services Unit" to provide support for faculty and the pending recruitment of a Chief Operations Officer, as recommended in the AUR Report.

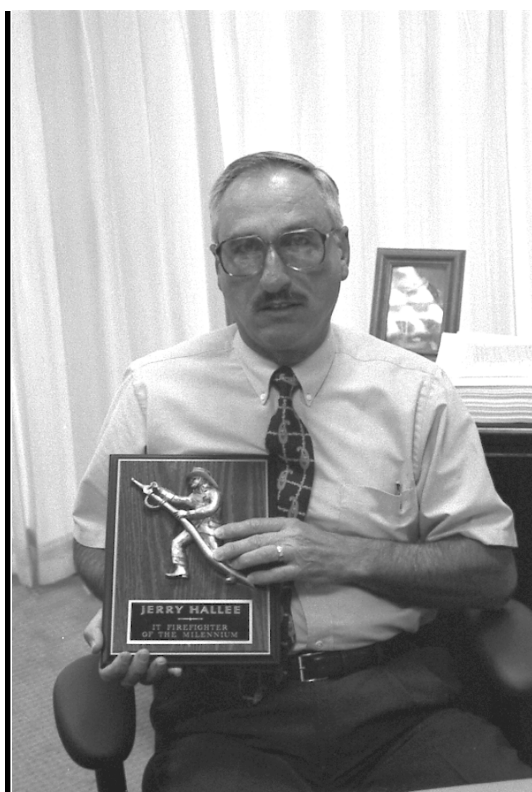
Bruno is in the process of reviewing all of the projects and departments in the Division of Information Technology and stresses clarity and service as future goals for the Division. "The campus looks to IT as a policy advisor and a service provider. We should give clear, unbiased recommendations and support that tie directly into the academic mission of UC Davis," he states. "We are in the business of customer service, and the students, faculty, and staff at this university are our customers."

The decision to move away from the balmy, oceanside UCSB campus was initially a difficult one for Bruno, who has two daughters, ages 10 and 14. However, after a trip with his family to the Davis area, his concerns were quickly allayed.

"My wife fell in love with the Davis community and was impressed with the excellent school system for our children," Bruno shares.

Bruno was also impressed by the reputation of the Davis

campus. "UC Davis is a first-rate research university, with nationally renowned graduate programs in Veterinary Medicine, the Biological Sciences, and Engineering. The law School and the UC Davis Medical Center also greatly enrich this diverse university."



*Photo by Jeff van de Pol*

*Jerry Hallee, Former Acting Associate Vice Chancellor of Information Technology displays his "fire-fighter extraordinaire" award, a memento of his leadership work at the reins of the IT Division.*

After an initial adjustment period, both daughters are doing well: "There were some tears the first few nights, but they have quickly made new friends," he said.

Bruno replaces Carole Barone, who was UC Davis Associate Vice Chancellor for Information Technology from the time the division was created in October 1991 until the summer of 1998. Barone left to become a vice president of EDUCAUSE, a national association for information technology in higher education.

After Barone's departure, "fire-fighter extraordinaire" Jerry Hallee, Special Assistant to Provost and Executive Vice Chancellor Grey, held the proverbial reins for over a year, leading the division through a busy and productive schedule. During this period, the position and the job responsibilities were reviewed, and the title was changed to Vice Provost for Information and Educational Technology.

John Bruno is an excellent match for this position," said Robert Grey, Provost and Executive Vice Chancellor, in an official press release. "He will bring to the campus and the position a broad knowledge and understanding of information technology, an academic perspective on the issues to be addressed, and in-depth familiarity with the UC system. Chancellor Vanderhoef and I are very pleased that he is joining our leadership team."

Bruno, 58, completed his academic degrees in electrical engineering at The City College of New York. Before joining UC Santa Barbara, he was an assistant professor at Princeton University and an associate professor at Pennsylvania State University.

A faculty member at UC Santa Barbara since 1977, Bruno was chair of the Computer Science department for a total of seven years. He was also Director of the UCSB's Center for Computational Sciences and Engineering from 1987 to 1996. Most recently, he was a member of the Academic Senate Committee on Computing, Information Technology and Telecommunications Policy, as well as a member of the UCSB Information Technology Board.



# The Great SITT Effect

## Instructors Apply New Technology Skills

By JEFF VAN DE POL

Dr. Andy Jones' students have a problem. As part of their English 45 class, they are required to conduct extensive research on a poet of their choice for an upcoming term paper. With class time growing short and the Olson computer screens only reflecting their worried stares, the students look helpless and a little squeamish. Dimming the lights and illuminating the audio-visual screen, Dr. Jones comes to the rescue, patiently demonstrating on his computer how to utilize the library database, search engines, and other Web resources to access the information his students need. Dr. Jones then discusses with the class how to evaluate the reliability of information found on the Internet, incorporate visuals into their papers, and properly cite electronic sources.

As one of a record 48 UC Davis faculty, career staff, and Teaching Assistants who took part in a week-long conference aimed at facilitating the use of technology both in and out of the classroom, Dr. Jones learned a bevy of new computing skills. Now he finds himself on the other side, teaching his students how to become efficient users of technology.

The sixth annual Summer Institute on Technology in Teaching (SITT) ran from Monday, July 26 through Friday, July 30. The wide-ranging program included discussions and workshops focusing on technological innovations, image manipulation, electronic communication, and multimedia.

The workshop was well received, with attendees actively teaching about and collaborating on the trials and tribulations of educational technology. The resulting synergy has been unofficially dubbed the "SITT effect."

"Because of SITT, I personally feel much more comfortable sharing new technologies in the classroom," Jones reveals, "whether it be by experimenting with PowerPoint presentations in the computer classroom, assigning substantive and peer-reviewed Web sites as required reading for my courses, or talking with my colleagues about the function of academic and course Web pages."

The "SITT effect" apparently is long lasting and benefits

nonparticipants as well. "The packed folder and the inter-linked Web site provide resources for the instructors for months after SITT," Jones says. "I continue to rely on these materials for my own classes and in support of my role as the English Department's Coordinator of Computer-Aided Instruction."

According to Barbara Sommer, a lecturer in the Department of Psychology and this year's SITT director, "A major goal of the institute is for participants to acquire a new or expanded set of technological tools that they can use in improving the teaching and learning process at UC Davis."

With this goal in mind, the program was divided along thematic lines, with each day focusing on a specific topic. The morning discussions proved popular, as attendees availed themselves of the opportunity to enjoy the discoveries of their peers. These sessions also served as a unifying influence to the wide range of disciplines represented at the institute.

Kevin Matson, a Teaching Assistant in Avian Science, states, "The morning talks were especially nice because they gave me the opportunity to see what others were doing. While the academic content had little relevance to my own field, I found the use of technology by the Economics and German instructors especially interesting."

Dr. Jones concurs: "We so rarely get to see our colleagues teach! I so much appreciate the cross-pollination of ideas between professors from different disciplines. Experiencing presentations from professors in other departments functions very much the same way as experiencing the technology does: we learn new and innovative approaches to reaching our students."

The afternoon SITT sessions provided a more tactile approach, as computer labs were utilized to supplement the morning's discussions and teach specific applications and skill sets. Sessions on image manipulation, especially the scanning of photographs and the use of images on the Web, proved so popular that extra lab sessions were created and a



Photo by Jeff van de Pol

SITT participant Andy Jones continues to use his newfound technology skills.

supplementary training program took place the following week at the Arbor. "I feel like I finally figured out how to use Photoshop, a program that previously had continually baffled me," Matson reveals.

SITT serves as an example of successful interaction between the Division of Information Technology and campus departments. The program itself was led by UCD faculty, with assistance from the Teaching Resources Center and Information Technology. The latter two units, along with the Office of the Provost, sponsored the event. The result was a smoothly run and dynamic conference, with a healthy dose of Davis summer informality and humor providing a unique counterpoint to the high-tech nature of the institute.

A listing of this year's events and participants can be found, along with a wealth of online resources, on the Web at <http://trc.ucdavis.edu/TRC/sitt>.

For assistance incorporating technology in teaching, contact The Arbor, a year-round extension of SITT, at 754-2115 or drop by AOB IV, room 174.

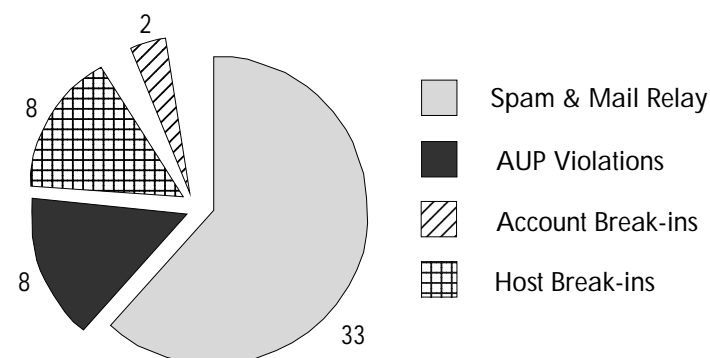
# Computer Security Incidents

## Project Team Starts Gathering Statistics

The chart at right provides a snapshot of the computer and network security incidents that were reported on campus in the months of July and August. "Many incidents go unreported, so the numbers are not truly accurate," says Doreen Meyer, programmer with IT-DCAS and Incident Response and Reporting Project Manager. "They are meant to reinforce in all of us the sense that security incidents do occur on our campus," says Meyer. Some incidents generated more mail than others. "The winner was a mail relay incident that generated 55 complaints."

The Incident Response and Reporting group has started to gather security statistics on a regular basis. We will publish them in the *IT Times* as they become available. For more information on the Incident Response and Reporting Project, see <http://security.ucdavis.edu>.

Campus Network & Computer Security Incidents  
July - August 1999



Source: Incident Response and Reporting Project

### Key

**Spam:** unsolicited bulk email and open mail relays. For more information on this topic, see <http://itexpress.ucdavis.edu/quicktips/spamQT.html>.

**AUP:** violations of the UC Davis Computer and Network Acceptable Use Policy, accessible on the Web at <http://it.ucdavis.edu/policies.html>. Include inappropriate postings, warez (the upload/download of illegal software, particularly games, from ftp sites), and commercial activity.

**Account break-ins:** hijacked accounts on the main campus (ISUN) systems.

**Host break-ins:** compromised systems, primarily via the /tmp/bob exploit. (see the security alerts posted at <http://security.ucdavis.edu/alerts.html>.)

**Note:** In addition to the security incidents depicted at left, an average of 2.5 port scans were reported daily. Port scans are scans of the entire UCD network, generally looking for exploitable system weaknesses.

## Digital Millenium

continued from page 2

downloading its music to rewriteable CDs, it would at a minimum also have to stop the ISP (in this case UCD). It wouldn't take long for either the ISPs to go out of business to avoid being sued, ending a large part of the Internet economy, or for the copyright owners to give up trying to reach the real infringers, making copyrights worthless. We'd lose our professional writers and other artists, and ... gasp ... software developers, since they could no longer make a living from the value of their copyrights. Neither scenario sounded too good for Internet users, so Congress went to work.

The solution is the Digital Millenium Copyright Act of 1998 (DMCA) which, in addition to providing copyright protection to the design of boat hulls in Title V, contains Title II – the Online Copyright Infringement Liability Limitation Act. Title II includes a provision that says, essentially, that if an ISP agrees to play postmaster by delivering allegations of copyright infringement to the poster and expeditiously blocks or removes access to the allegedly infringing material, it will not be held personally responsible for the infringement or for removing the infringing material from its server. The University of California wholeheartedly embraces this sensible (although not perfect) “safe harbor” protection. By meeting the requirements of the DMCA, the University is no longer responsible for infringing materials posted on its computers — the person who posted them is.

### UCD's DMCA procedures

Let's look at a sample incident to see how UCD's new DMCA procedures work. First, the person who owns the copyright to some intellectual property such as a song, or his/her authorized agent, (we'll call him/her the Notifier) finds his/her property published on a Web site without permission. The Notifier may or may not be able to identify who posted the material (call him/her the Poster) but can determine that the site is on a UCD server. The Notifier finds out who is the registered agent for receiving notifications of alleged copyright infringement, either from the various campus Web sites identifying the agent or from the US Copyright Office's list (see <http://www.loc.gov/copyright/onlinsp/list/>). For the Davis campus, the registered agent is Jo Clare Peterman, Business Contracts Officer in the Office of the Vice Chancellor-Administration.

Armed with the identity of the agent, the Notifier sends a written Notification, under penalty of perjury, with information including the identification of the copyrighted work, identification that is claimed to be infringing, and information reasonably sufficient to permit UCD to locate the material such as the site address, date and time the site was accessed, the Notifier's contact information, and a statement that the use is not authorized. The penalty of perjury statement that the use is not authorized by the owner or authorized agent is intended to weed out all but the most likely to be true allegations. After all, since only the owner or authorized agent can license a use, if he/she honestly believes the use is unauthorized, it probably is. (And so far every Notification UCD has received has been for a use that was, by admission of the Poster, unauthorized.)

UCD, upon receipt of this Notice, must “expeditiously” remove or block access to the material. This is easily accomplished using the information provided in the Notification. Once the identity of the Poster is known, an official note of the allegation and the University's imminent action to remove or block access to the material is sent to the Poster and to other appropriate campus officials, which may include the Provost, the Vice Chancellor of Human Resources, the Vice Chancellor of Student Affairs, Student Judicial Affairs, and

the Director of Student Housing. The DMCA requires that the ISP have policies and procedures for terminating privileges of infringers. Remember the Computer and Network Acceptable Use Policy to which you had to agree to get computer privileges? There it was — anyone violating local, state or federal laws may lose his/her computer privileges and be referred to appropriate University and/or law enforcement authorities which, for federal offenses, is the FBI. (The FBI has been in touch with us about an infringement already. Really.)

Next, UCD removes or blocks access to the site, depending on where it is. As hardware and personnel resources are identified, how this is done will vary. Currently ports are disconnected for ResNet users found in violation of the policies. In departments, IT works with staff to remove the specific material. This step is usually completed within hours of receiving the Notification.

Business Contracts lets the Notifier know that access to the material has been blocked. The Notifier usually responds by requesting the name of the individual. Since the DMCA does not require that UCD provide this information unless

*By meeting the requirements of the DMCA, the University is no longer responsible for infringing materials posted on its computers — the person who posted them is.*

subpoenaed, UCD refuses to provide the name because it is either a confidential personnel matter or a student privacy matter protected under the Family Educational Rights and Privacy Act (FERPA). But if the Notifier cares enough to get a subpoena, which is easily justified under the DMCA, UCD cannot protect the student's identity under FERPA.

Then UCD waits to see if the Poster files a DMCA Counternotification essentially saying, “No, I'm not infringing.” (No one has made this claim yet because, quite frankly, every Poster has admitted he/she was violating a copyright. All believed while they were doing it that they weren't selling the material and were therefore not guilty, or just didn't believe that anyone who cared would find out.) However, if Business Contracts receives a Counternotification from the Poster, it will be forwarded to the Notifier. Ten to 14 days later, IT will put the material back online. At that point, the Notifier and the Poster would know each other and would have to fight it out themselves because UCD would be done with its responsibilities under the DMCA. If UCD plays postmaster, it's protected from liability for both the posting and the removal.

### UCD's investigation

Of course, that's not the end of the matter at UCD, just the end of the DMCA-controlled part. Student Judicial Affairs, Human Resources, or the Provost will take action under normal campus investigative procedures to determine if there has been an infringement, and if so, which University policies were violated and what the appropriate action should be. This is standard operating procedure. For a true story of one student's experience resulting from an Internet copyright infringement, see *Now Hear This* –

## How to find answers to copyright questions

The Business Contracts Office (428 Mrak Hall, 752-2426, Web site including “Copyright Resources” page to debut soon) is always glad to help with general information or with an analysis of a particular situation. For the complete, official campus policy and procedures on copyrights, you can also read the UCD Policy and Procedure Manual, sections 210-70 to 210-74, on the Web at <http://www.mrak.ucdavis.edu/web-mans/ppm/210/210-70.htm>. You may also want to review the Computer and Network Acceptable Use Policy at <http://it.ucdavis.edu/policies.html>.

*Uploaders, Downloaders Need to Mind their Ps & Qs When It Comes to MP3s in the May 1999 IT Times* (available on the Web at <http://it.ucdavis.edu/it.times/v7n6may99/mp3.html> and worth reading).

### What if I were just doing my job?

Special rules in the DMCA relate specifically to faculty members or graduate students who are performing a teaching or research function. The University is protected from liability only so long as:

- The infringing activities do not involve providing online access to course-recommended or required materials of the last three years,
- The University has received no more than two notifications in the past three years regarding that faculty member or graduate student, and
- The University provides all computer users with informational materials describing and promoting compliance with copyright law. (Yes, it does.)

This means the University will be paying special attention to Notifications that fall within these special rules and will work with the faculty or graduate student to ensure that the maximum of two Notifications is not exceeded.

If you are a staff member who is acting in the course and scope of your University employment when you post the allegedly infringing material, to the extent that you are directly instructed to post the material, the University will assist with necessary responses.

Because copyrights are so central to university life, UCD offers many resources to help the University community navigate the sometimes murky waters of the law.

The bottom line? There is no need for you to take a chance with your computer privileges. If in doubt, call the Business Contracts Office at 752-2426.

*Jan Carmikle is Principal Administrative Analyst in the Business Contracts Office.*



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Editor: Babette Schmitt (530) 752-5965

Senior Writer: Donna Justice (530) 754-9832

Writer: Jeff van de Pol

Webmaster/Desktop Publisher: Richard Darsie

Designer: Chris Sarason



Email: [itpubs@ucdavis.edu](mailto:itpubs@ucdavis.edu) Web: <http://it.ucdavis.edu/it.times/>