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

In This Issue

Y2K Tiger Teams Spring Into Action

Although most agree the Year 2000 (Y2K) Problem is not going to be the end of civilization as we know it, UC Davis is preparing for Y2K as it would for any other potential emergency, as defined in the Campus Emergency Policy (UCD Policy & Procedure Manual, Section 290-05) and the campus emergency management program (*http://planit.ucdavis.edu/howto/index.html*).

Starting on Wednesday, December 15, all individuals affiliated with UC Davis will be able to call (530) 752-1727, 24 hours a day, for assistance with campus-related Year 2000 issues. This number will remain active through January 14 (or as needed) and will provide a centralized Year 2000 communication hub for the UC Davis community.

Depending on the nature of the problems or concerns, operators will direct the calls to one of three "Tiger Teams": the Life & Safety Team, the Facilities Team, or the Computing Team. All three Tiger Teams will be staffed with professional personnel, as well as volunteers, who will be on call to handle problems as they arise during the rollover period (December 15-January 14).

When placing a call for Y2K-related service, be prepared to state the nature of the emergency or problem, the location where it is occurring, your name, and call-back number.

Life & Safety Tiger Team

The Life & Safety Team is responsible for all campus Y2K emergencies that pose a threat to life or public safety. The team will operate out of the 911-dispatch center in Davis and will be responsible for:
- Coordinating the efforts of the local police and fire departments.
- Staffing the Y2K campus phone number (752-1727) and routing callers to the appropriate agency (Police, Fire, Facilities, or Information Technology).

Staffing will be increased at 7 p.m. on December 31 through 7 a.m. on January 1 to handle any increase in call volume.

Facilities Tiger Team

The Facilities Team will handle any Y2K-related emergencies dealing with campus infrastructure. All Y2K checks on mechanical and electrical systems and upgrades for Y2K are complete, and Facilities fully expects all mission-critical systems to function properly on January 1, 2000. Pacific Gas and Electric, which provides power to the campus, has verified its readiness for the Year 2000 and reports confidence in its ability to provide uninterrupted gas and electrical service to campus. Because campus utilities are dependent on suppliers, backup systems are in place. The Facilities Team, for instance, has made preparations for the rollover period by staffing additional standby personnel and supervisors.
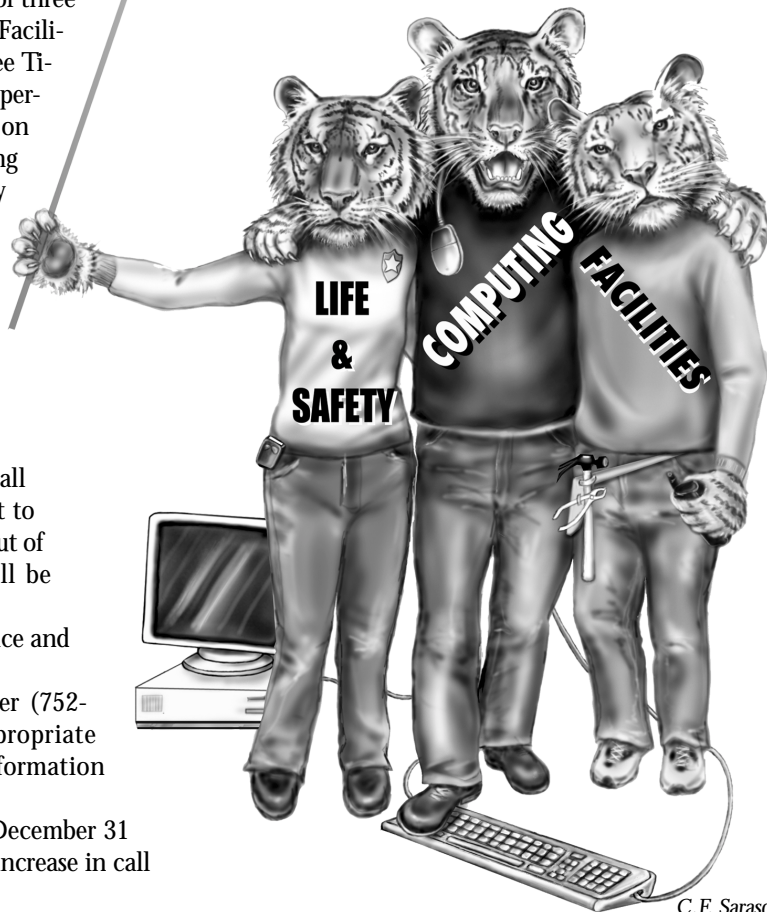
Computing Tiger Team

Thanks to extensive remediation efforts and compliance testing, the computer systems deemed critical to fulfilling the mission of our campus (often referred to as "mission-critical systems") are not expected to encounter any Year 2000-related issues. Nonetheless, the Year 2000 Problem does pose a potential risk to all computing systems, including academic and administrative systems.

To address any unforeseen Y2K problems with our mission-critical systems, a team of computing professionals, consultants, and volunteers has been formed. This Computing Tiger Team, which will be deployed out of the Year 2000 Program Office, is to focus available resources on comput-

UCDAVIS YEAR 2000 TIGER TEAMS

LIFE & SAFETY · COMPUTING · FACILITIES

C.F. Sarason

ing problems which might greatly impact the campus. The Computing Tiger Team is NOT a desktop computer repair or Year 2000 remediation service. If you need these services or would like more information about recharge rates, please contact the Desktop Systems group at (530) 757-8907.

Scope of Tiger Teams' Involvement

The involvement of the three Tiger Teams in the resolution of Year 2000 problems will be limited to:
- Systems which are considered critical to campus operations or pose a risk to life or life supporting processes;
- Feeder systems critical to campus operations or life-supporting processes;
- Failures that constitute a significant campus financial loss or potential financial loss;
- Failures that constitute a significant or potential loss in research data that cannot be recovered.

Safe Surfing for Holiday Bargains

By Autumn Bouck

Your little niece is obsessed with computer games. You know that her heart is set on a Pokémon game, and so, this holiday season, you decide to buy it for her. Now comes the tricky part: where are you going to get it? When are you going to get it? How are you going to find the best deal? You could set aside a few hours in your already over-booked schedule, hit the people-crazy malls looking for the best deal, and then stand in the endless line to purchase it.

Or… you could turn to the Internet.

Online shopping is growing exponentially. Americans are finding the Internet to be a quicker, more convenient source for many of their gift-giving needs. The government projects that online purchases could exceed $9 billion this holiday season, more than tripling the $1.2 billion spent during all of 1998. Even President Clinton admitted that he was going to join the throngs of online shoppers this holiday season.

Although there are many advantages to shopping online (larger selections, no lines), it doesn't hurt to be cautious about potential risks. Clinton warned in his weekly radio address on November 27, "As with shopping in stores, when consumers shop on the Internet they must take basic precautions to ensure that what they see is what they get." Clinton then outlined some of the main precautions to take when shopping online, as recently established by the Federal Trade Commission (FTC).
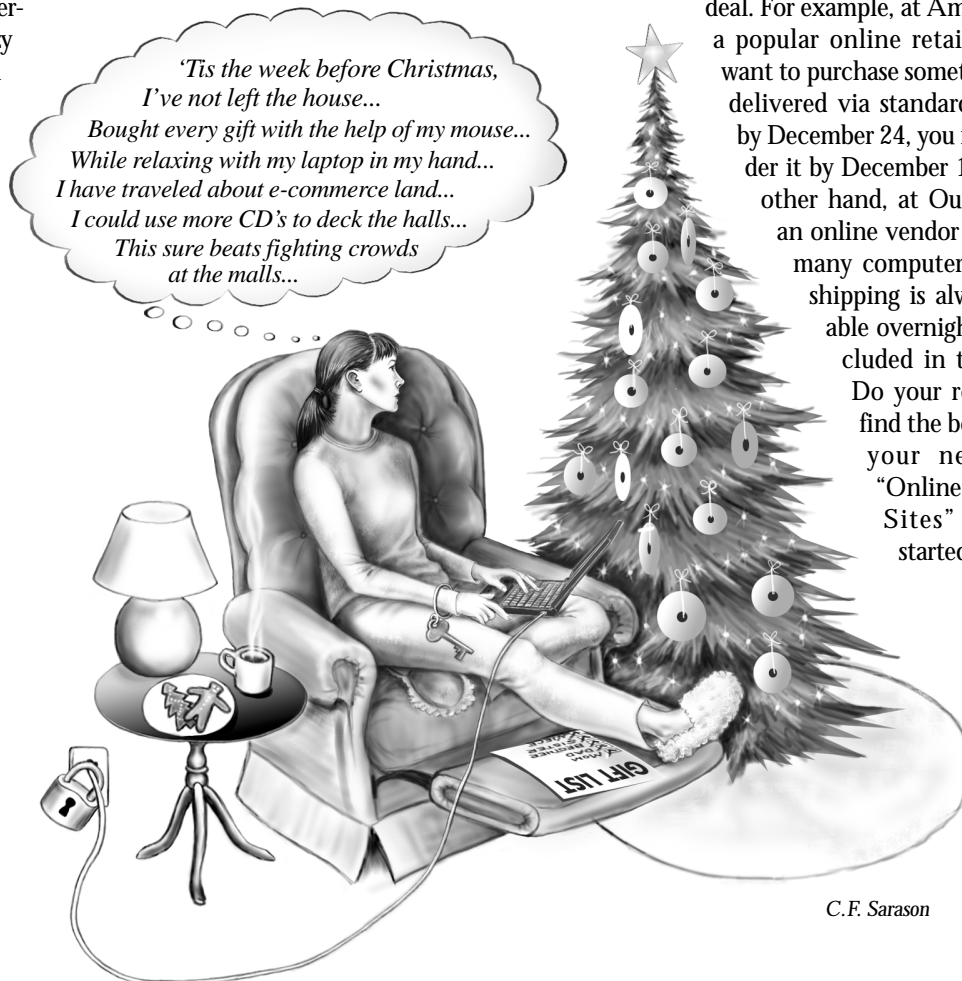
Know the Merchant
Just about anyone with a decent computer and the right software can set up an online shop. Make sure the merchants from whom you make your purchases are legitimate and can deliver what they promise. Web sites such as *www.consumer.gov*,*www.dma.org*, *www.shopthenet.org*, and *www.bbb.org* offer

'Tis the week before Christmas,
I've not left the house...
Bought every gift with the help of my mouse...
While relaxing with my laptop in my hand...
I have traveled about e-commerce land...
I could use more CD's to deck the halls...
This sure beats fighting crowds
at the malls...

C.F. Sarason

lists of reputable vendors, tips, and other information about safe online shopping.

Details, Details, Details
The FTC recommends that you carefully check for shipping and delivery dates, for ex-tra fees, warranties, return policies, and phone numbers to call if you run into a problem.

Many online vendors offer similar products but different services, so check the details to plan appropriately. If you shop around, you can often find a good deal. For example, at Amazon.com, a popular online retailer, if you want to purchase something to be delivered via standard shipping by December 24, you need to order it by December 15. On the other hand, at Outpost.com, an online vendor that offers many computer products, shipping is always available overnight (and included in the price). Do your research to find the best deal for your needs (see "Online Shopping Sites" to get started).

Use a Credit Card
There are a number of ways to pay for your online purchases, but using a credit card is by far the safest. Credit cards you are protected by federal law against unauthorized charges. Other methods of payment (e.g., Electronic Funds Transfer, cash) leave you more vulnerable because the information is not usually scrambled to ward off hackers, and the federal government cannot protect you from this kind of fraud. It is equally important to remember not to share your credit card number and personal information with anyone you do not trust.

Guard your privacy
Look for an unbroken key or padlock symbol on the bottom of your Web browser window when placing an order to ensure that your credit card information will be transmitted securely. On secure sites, credit card numbers are scrambled making it virtually impossible for hackers to get your information.

Another good bit of advice from Clinton: "Don't share passwords with anyone, and be sure to read the merchant's privacy policy to see what information is being collected about you and how it will be used."

Any reputable e-commerce site will have security features to keep your information safe on their side of the transaction. Both Netscape Navigator and Microsoft Internet Explorer have features that notify you when you are accessing a secure site with a padlock or key icon. Never put your credit card number or other confidential information on a site that is not secure.

In addition, you must be certain that your browser is secure to protect your information as it leaves your computer. Both Internet Explorer and Netscape Communicator offer a browser with a 128-bit "cipher strength," which is the security standard recommended by the FTC. If you are not sure how secure your browser is, you should download the latest available version. For Netscape, go to *http://home.netscape.com/download/*. For Internet Explorer, go to *http://www.microsoft.com/windows/ie/download/128bit/intro.htm*.

Ready, Point, Click!
Shopping online can be safe if you follow the guidelines laid out in this article. Just grab your credit card and don't be afraid to find your niece's Pokémon game on the Web. You might even find gifts for yourself!

Additional Modems Planned for Faculty and Staff

Even after this summer's modem upgrades and modem pool reconfigurations, staff and faculty are encountering busy signals when dialing in to the campus modem pools. In response, on November 18, the Information Technology Policy Board authorized the addition of 184 56K modems (half allocated to staff and half to faculty) by the end of January 2000. These new modems will bring the total number of campus modems to 1,126.

The Board decided to fund the additional modems in an effort to alleviate dial-up congestion through June 30, 2000. In the meantime, the Board will continue to explore the options for remote access at UC Davis.

In the Staff and Faculty Modem Pools, contention ratios (number of users per modem port) are growing. The Faculty Modem Pool currently has a user-to-modem ratio of 14 to one. The Staff Modem Pool currently has a ratio of 17 to one. (By comparison, the contention ratio on the Student Modem Pool is 13 to 1.) Staff and Faculty Modem Pool usage is expected to rise 1 percent each month over the next year, driving those ratios even higher.

For more information on the campus modem pools, see *http://access.ucdavis.edu*. For more information on the Information Technology Policy Board, see *http://itpb.ucdavis.edu*.

Y2K: Get Ready for the Main Event

As UC Davis departments and offices are preparing to close for the holidays, computer users, network administrators, and managers should take the following steps to ready the computing and power requirements of their departments.

Computer Users

1. Back up all your data and important files before leaving work for the holidays.
2. Turn off your computer and electrical equipment before you leave on the last day of work (no later than December 29). Upon return, check in with your system administrator. If the system administrator gives the "okay," turn on your computer equipment one machine at a time.
3. Know your Y2K departmental coordinator and how to reach him/her if problems arise. See "Year 2000 Help Is at Hand," at right for further guidance on contacting the appropriate Y2K resource.
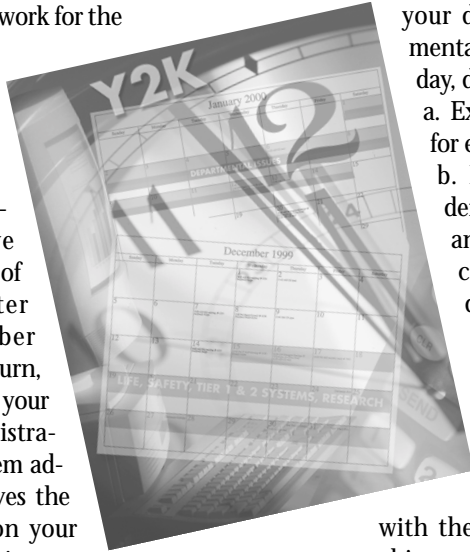
System and Network Administrators

1. Protect mission-critical computers and electrical equipment with an Uninterrupted Power Supply (UPS).
2. Backup all network data repositories, file storage, and databases.
3. Create a reference system that is representative of the type of data, applications, and business functions that run in your department. Before departmental staff return from the holiday, do the following:
   a. Examine the reference system for errant behavior.
   b. Download the latest virus definition file from your vendor and run it on the system.
   c. Check for viruses.
   d. If all goes well on the reference system, start a phased restart of all computers in your department.
   e. If there are problems, inform departmental staff and create a plan to deal with the problem before other machines are affected.
4. On mission-critical systems and departmental servers, disable all nonessential services, such as ftp, gopher, and collaboration applications.
5. Upon return enable full logging of incoming requests on servers and analyze log files to determine if the server experienced any attacks or break-ins.
6. If you have a critical system provided and supported by an outside vendor, know how to reach vendor support staff.

Managers and Supervisors

1. Identify staff for the period immediately preceding and following the New Year (December 28-January 3) to assist with potential problems in computer systems and electrical equipment. Have all names and contact information for these staff readily available and distributed to all staff.
2. Identify follow-up staff (January 4 and beyond) to correct any remaining problems. Have the contact information for these follow-up staff readily available and distributed, as well.
3. If you have a critical system provided by and/or supported by an outside vendor, know how to reach vendor support staff.

Internal email messages and memos are a good way to notify everyone in your department about necessary actions and contact information. Each person should know whom to contact if a problem arises. Early notification and handling of the problem can help fix and prevent future problems of the same type.

To access a template for constructing a Departmental Recovery Plan, see *http://planit.ucdavis.edu/recovery/deptRECOVERY/template.html*.

Year 2000 Help
(12/15/1999 through 1/14/2000)

Do you want to know more about the Year 2000 Problem or how to alleviate its impact? Help is just a phone call away.

Obtaining general information about Y2K
Year 2000 Program Office: (530) 752-7039; *y2kstaff@ucdavis.edu*; *http://y2k.ucdavis.edu*.
Location: 181a Shields Library
Hours: Mon.-Fri., 9 a.m.-noon; 1-4 p.m.

Obtaining UCD Y2K status information
Main campus phone number: (530) 752-1011
During normal business hours (Monday-Friday, 8 a.m.-5 p.m.), depending on the nature of the questions, campus operators will direct calls to the appropriate Y2K group. After hours and on weekends and holidays, calls will be forwarded to an automated system with two options: one to obtain status information and the second to report a Year 2000-related emergency.

Reporting Y2K emergencies (mission-critical systems)
Y2K Tiger Teams: (530) 752-1727
(See article on page 1.)

Y2K "Bits and Bytes"

Y2K Compliant Systems (as of December 7, 1999)
UC Davis has prepared well for the Year 2000 Problem. In fact, 99% of UC Davis' mission-critical systems (see list below) are Y2K compliant.

- Campus Email System
- Campus Network (and modem pools)
- Campus Telephone System (and VoiceMail)
- Elevators
- Financial Aid
- Financial Information System (DaFIS)
- Fire Alarms
- Heating/Ventilation/Air Conditioning
- Personnel Policies System
- RSVP
- Security Systems
- SisWeb
- Student Housing: all systems (ResNet, Access Cards, Payment)
- Student Information System (Banner)

Calling All Tigers
The Y2K Tiger Teams are still in need of volunteers. You need not be a computer expert to get involved. If your strength is in communications or administration, think about volunteering a few hours a week. If you have special computing skills, perhaps you could commit to more.

For information on joining one of the Y2K Tiger Teams, contact Tecoy Porter at 757-3417 or *tmporter@ucdavis.edu.*

Beware of Viruses
Experts predict about 1,800 computer viruses have been created to launch on or around January 1, 2000. Most will be harmless "Happy New Year" messages that may randomly pop up on the screen. Others are designed to wipe out all data on your hard drive or network.

To be safe, download the latest virus definitions before you run any programs or open any email messages on or after the first of the year.

For more information on computer viruses, see *http://itexpress.ucdavis.edu/quicktips/virus.html.*

1999-2000 Directory Published

BY BETHANY DANIELS

Copies of the 1999-2000 campus directory are here. Published annually by IT-Communications Resources' Directory Services unit, the directory includes phone numbers, mailing addresses, and email addresses for campus and UC Davis Medical Center staff and faculty.

"We had a busy and hectic time during the production of the 1999-2000 UCD campus directory," says Pat Elkins, supervisor of Directory Services, "and all of us here would like to thank [IT-Creative Communication Services] Re-pro Graphics and IT-Information and Events for their help in putting it all together. We've received positive feedback from campus and are very happy with the end results."

If you are a campus telephone subscriber and have not received your copy, you can request one by calling (530) 752-8972. Additional copies may be purchased for approximately $5 through Central Stores or for $4 through the UCD/UCDMC Bookstore in Sacramento.

Please submit updates to the 2000-01 campus directory as soon as changes occur. The update form is on page 2 of the directory and on the Web at *http://cr.ucdavis.edu/forms/dirupdate.cfm*. After completing the printed form, send it by campus mail to Directory Services or fax it to (530) 752-9777.

Your contact information will be available automatically to the campus operators, who rely on the directory database to help callers, and the online campus directory (*http://ldap.ucdavis.edu/dshtml/*).

The Y2K Program Office contributed substantially to the Year 2000 stories contained in this issue.

Leaving for the Holidays?

Set Up Vacation Email and Voice Mail Messages

BY JEFF VAN DE POL AND BETHANY FAITH DANIELS

If you plan to be away from the office for the holidays, an important item on your checklist should be the management of electronic and phone messages during your vacation. This can prevent a backlog of email or voice mail messages, particularly if you subscribe to email lists with heavy traffic or if you are a list owner. In the case of email, if you have a large enough backlog of messages, your disk quota will be exceeded, causing subsequent messages to "bounce." To check your email quota information, go to *http://ir.ucdavis.edu/info/email/check_quota.html.*

A popular message management solution is setting up email and voice mail absence notifications. These messages provide a convenient way to automatically inform anyone trying to contact you that you're on vacation. Other possible options include setting up another email program at your vacation destination or using Web-based email (though IT does not recommend this option because Web-based email is not secure). To learn more about how to check your email away from home, see the UC Davis email Web site at *http://email.ucdavis.edu/vacation.html.*

Email Vacation Message
To set up an email notification message for your UC Davis account, a tool is available on the Web. To use it, you will need:

• **A UCD LoginID** (i.e., the name you use to access the campus network). To verify your LoginID, go to *http://mothra.ucdavis.edu/UCDLoginID/* and click on "Check the Status of Your LoginID."

• **A Kerberos password.** To create or verify your Kerberos password, go to *http://mothra.ucdavis.edu/UCDLoginID/* and click on "How to Obtain a UCD Kerberos Password." If you need to create a Kerberos password, allow 24 hours for it to take effect.

• **An account on one of the campus email servers** (*blue, green, scarlet, purple, yellow,* or *mailbox*). To check which server you are on, go to *http://ir.ucdavis.edu/info/email/mailid.html* and enter your mailID (i.e., the set of characters before the *@ucdavis.edu* in your email address). The name of one of the email servers will appear after the @ symbol.

When you're ready to set up the notification message (and to disable it upon your return), go to *http://email.ucdavis.edu/* and click on "email vacation utility." You will be prompted to enter your UCD LoginID and your Kerberos password.

If you have any questions about the email notification tool, contact the UC Davis Postmaster at *postmaster@ucdavis.edu.*

Voice Mail Absence Greetings
If you subscribe to a UC Davis voice mail plan, follow these steps to create an extended absence greeting:

1. Access your mailbox by dialing 2-8629 from campus or (530) 752-8629 from off-campus.
2. Select option 4, Personal Options, from the Main Menu.
3. Select option 3, Record Greetings, from the Personal Options menu.
4. Select option 2, Create an Extended Absence Greeting, from the Record Greetings menu.
5. Record your greeting.

From then on, whenever you check messages, the voice mail system will give you the option to retain or delete the extended absence greeting.

Depending on your plan (Subscriber or SubscriberPlus), the maximum number of days that new messages will be stored is 14 or 21, respectively. The maximum number of messages that a voice mailbox can hold is 30 or 50, respectively.

For further information on voice mail and its capabilities, refer to your VoiceMail User Guide or contact the IT-Communications Resources Network Services Center at (530) 752-4603.

IT's Holiday Business Hours

During the holiday season, the Division of Information Technology will provide its services on a slightly modified schedule. The table below lists the hours and contact information for all units providing general assistance. For a comprehensive holiday schedule of services, facilities, and departmental offices, see *http://it.ucdavis.edu/holiday.html.*

IT SERVICE/FACILITY	DATES (inclusive)	CONTACT INFO.	WEB SITE
Arbor (174 AOB IV)	Closed 12/24-12/27 & 12/30-1/2	754-2115	arbor.ucdavis.edu
Banner Help Desk	Closed 12/24-12/27 & 12/30-1/2	757-8996	desktop.ucdavis.edu/projects/banner.html
Campus Modem Pools (assistance)	Closed 12/24-12/27 & 12/30-1/2	754-4357	access.ucdavis.edu
Computer and Printer Repair (10 Art Annex)	Closed 12/24-12/27 & 12/30-1/2	752-7762	it-cpr.ucdavis.edu
Data Center	Closed 12/24 (10 p.m.) & 12/26 (6 a.m.)	752-1566	dc.ucdavis.edu
IT Express (182 Shields Library)	Closed 12/24-12/27 & 12/30-1/2	754-4357	itexpress.ucdavis.edu
Network Operations Center Help Desk	Open 12/23 (7 a.m.-5 p.m.), 12/28 & 12/29 (8 a.m.-5 p.m.); Closed 12/24-12/27 & 12/30-1/2	752-7656	noc.ucdavis.edu
Payroll/Personel Help Desk	Closed 12/24-12/27 & 12/30-1/2	757-8996	payweb.ucdavis.edu
Technology Support Program	Closed 12/24-12/27 & 12/30-1/2	752-2906	tsp.ucdavis.edu
Telephone Repair/Trouble	Open 12/23 (7 a.m.-5 p.m.), 12/28 & 12/29 (8 a.m.-5 p.m.); Closed 12/24-12/27 & 12/30-1/2	611	cr.ucdavis.edu
Telephone Service Information & Orders	Closed 12/24-12/27 & 12/30-1/2	752-4603	cr.ucdavis.edu
Year 2000 Problem			y2k.ucdavis.edu
Y2K Program Office (general assistance)*	Closed 12/24-12/27	752-7039	
Y2K Computing Tiger Team (mission-critical systems)**	Operational from 12/15 through 1/14	752-1727	

NOTES

*   Y2K Program Office staff are available for general assistance and information M-F 8 a.m.-5 p.m. The Y2K Program Office will be closed from 12/24-12/27, but staff will be on-call and will respond within three hours of any reported emergency.

**   Y2K Computing Tiger Teams available from 12/15 to 1/14 to troubleshoot problems with campus mission-critical systems; 24 hrs/day from 12/28 through 1/3.