
Recent Stolen Computers

Someone broke into a departmental office recently and made off with several pieces of equipment including computers, two flash drives, and a projector. That's the bad news. The good news is that neither the computer nor the flash drives contained sensitive information. What is sensitive information? Social Security Number, birth data, bank numbers, GPAs, and everything else covered by FERPA and HIPAA.

So while the department that lost the equipment is trying to pick up the pieces and march ahead, we should thank them for not storing sensitive data on their computers or thumb drives. Because of this, the University did not:

- Have to notify students that their identity may be stolen
- Make headlines in the local paper and nightly news
- Lose the good will of our students that we're all trying so hard to earn

Do you have sensitive data on your office computers? You shouldn't. If you need to keep this data then call Fabian Ferreri at x2160. He'll work with you to move the data to a secure file server that's protected by a firewall. There is no cost to your department for either the storage space or his time.

Putting sensitive data on a University file server is easy, secure and the right thing to do.

New Line of HP PCs Coming

By P. Phillips

CSU is in the process of introducing new lines of Hewlett Packard PCs and Laptops on campus. These computers will be similarly priced and offer similar options as before.

Desktops:

We will be moving from the DC7800 line to the DC7900 line. The most significant differences are the base processor moving from 2.33 GHz to 2.66 GHz and the introduction of 85% efficient power supplies. After just one year of service, these new PCs will begin saving the university money on power utilization. Pricing will remain the same for the DC7900s as for the DC7800s.

Laptops:

The 8510, 2510, and 2710 laptops will all move to the 8530, 2530, and 2730 models. Again, these new models will introduce some minor differences. All models will have a new brushed aluminum casing that will be more resistant to wear and tear. The 2530 base model will have blue tooth, an 80 GB hard drive, and a processor with more cache and a larger front side bus. The 2730

base model will have an 80 GB hard drive and a processor with more cache and a larger front side bus. The 8530 base model will have blue tooth, a 120 GB hard drive, a DVD-RW Light Scribe optical drive, and a 2.26 GHz Core 2 processor with more cache and a faster front side bus. Pricing will be close to the current prices.

Both desktops and laptops will no longer be offered a-la-carte. We have pre-established feature packages to allow us to more quickly get the product onto campus – we have seen delivery time improvements of up to 3 weeks by using these feature packages. These feature packages and their associated pricing will appear on the IS&T web site shortly.

If you have questions about the model changes or need help specifying a unit, please feel free to contact Peter Phillips at x3779 or p.phillips@csuohio.edu.

Revision to Gateway PC Support

By P. Phillips

A year ago, Gateway Computers Inc. was purchased by Acer Computers. Acer sold the Professional Division of Gateway Computers Inc. to MPC Corporation. With all of this change going on, CSU rebid its contract, resulting in a contract with Hewlett Packard.

MPC Corporation has been unable to make their new combined company financially viable. MPC has been de-listed from the Stock Exchanges, has laid-off a significant number of its staff, and is having trouble meeting its warranty obligations. It was announced on November 7, 2008 that MPC is entering Chapter 11 Bankruptcy protection.

What does all of this mean for CSU?

CSU purchased 4 year warranties for all desktop computers purchased from Gateway Computers Inc. CSU also purchased 3 year warranties with Accidental Damage Protection for older laptops and 4 year warranties with Accidental Damage Protection for more recent laptops. With MPC unable to honor these warranties, CSU will have to absorb the additional cost of purchasing replacement parts or replacement computers. This is an unanticipated expense to the University that will unfortunately be realized by all departments. CSU will pursue all appropriate avenues with MPC Corporation to mitigate losses. Current HP equipment is unaffected by this situation and will be fully supported as before.

How will we deal with this lost warranty support?

There are several strategies the University will take to continue providing support to our inventory of Gateway computers.

1. IS&T will recover parts from computers sent to Property Control for disposal. Many of these parts are still good and can be used to repair computers still in use.

Gateway PC Support (cont.)

2. Computers that experience hardware failures will need to be evaluated to determine whether or not repairs are financially feasible. Significant repairs to a 1 year old laptop may be determined to be financially sound while significant repairs to a 3 year old laptop may not make sense to the University and in such cases should be replaced. Minor repairs to such laptops make sense and parts can be ordered to repair the unit.

3. There are several suppliers who will continue to provide parts for the Gateway models that we use on campus. This will allow us to deal with repairs that are deemed financially feasible. Please note that laptop parts are very expensive and major repairs will need to be critically evaluated.

4. Software repairs will continue as before with no change. The primary concern for this loss of warranty support is for hardware based repairs.

If you have questions about the support of your Gateway equipment, please feel free to contact Peter Phillips at x3779 or p.phillips@csuohio.edu.

Web Tip of the Month

Don't Shop On-Line or Over the Phone Like You Do in Stores

** ring! **

"What the...?"

** ring! **

My shoe phone was ringing while I was in the mall shopping for the holidays. I took it off, flipped down the heel to expose the mouthpiece, stuck the sole to my ear and said, "Agent 000 here; what's up Chief?" I hobbled to a nearby ficus and tried to act nonchalant. This shoe phone was the latest gadget in the 70s when I started in the Secret Agent business. But due to a combination of inflation and budget cuts, the organization just hadn't yet been able to buy cell phones for us agents. Frankly, it gets embarrassing at times.

"Sir," said a voice on the end of the connection, "may we interest you in a nice set of mechanic's tools?"

"What...?"

"Or, how about some nice area rugs?"

"Hey, you're not the Chief!"

"No, I'm a marketeer for Sore's Mercantile. We have some nice prices on bath towels for the next month."

"How did you get this number? It's private!"

"Why, you gave it to us when you last purchased something. Let's see... yes, you purchased some TummyTuck© underwear."

When shopping over the phone or online you have to provide more information than you would if you just walked into a store; your address at a minimum. I broke one of the cardinal rules for buying goods online! Now here I was getting sales calls from them because I gave them more information than I should have. To make matters worse, I also gave them the wrong phone number. I'm sure email solicitations will follow if I also gave them my email address. I started getting mad.

Here's what you can do to help protect yourself when shopping on-line:

1. Use a separate credit card for your on-line purchases, or,
2. Get a virtual credit card number, which is good for only one purchase up to a dollar amount that you specify. Many credit card companies offer this service.
3. Don't use a debit card.
4. Look for *https://* in front of the site address when shopping online. This assures that your information is encrypted when it's sent across the Internet.
5. Look for sites that display certification symbols from TRUST-e or other privacy seal organizations.
6. Give as little information as possible to get the package delivered to your house.

"Listen, Buddy," I started saying but was cut off.

"Men and women's underwear are 15% off..."

"I DON'T NEED NO WOMEN'S UNDERWEAR!" I shouted. "And don't EVER call me on this shoe again!" I flipped the heel back into place to close the call and threw my shoe down in an ill humor. The giggling small crowd that had gathered whenever I use my shoe phone quickly dispersed, except for two store detectives.

"Come with us," they said.

"Not again!"

Quote of the Month

The fundamental delusion of humanity is to suppose that I am here and you are out there.

-Yasutani Roshi, Zen master (1885-1973)

I am he as you are he as you are me and we are all together.

-John Lennon, singer (1940-1980)

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