

INFOBYTES

TECHNOLOGY SERVICES DIVISION OF STUDENT AFFAIRS

Website Maintenance Forms Have Arrived!

By Maria Kirch

Tech Services' website has a brand new feature. Clients can now submit errors, updates or enhancements right on our website. Not only does this make it easier for our clients to communicate with us, it also makes keeping maintenance records simpler.

To access the new Maintenance Form visit <http://techservices.umich.edu/webrequestinfo.html>. You will find detailed instructions and information on how to fill out the web form. The Maintenance Form requires you to log-in with your unique name and password.

The great thing about this new feature is that it ensures that we get all the information our office needs to process your request. For example, when an error occurs having the error message is incredibly valuable.

For large text edits to a website we recommend printing out the pages, making changes in colored pen and mailing or delivering them to our office. Even though you are delivering changes to the office you still need to submit a Maintenance Form so we can easily record the updates made to the website.

To make the transition, any emails that are sent to techservices@umich.edu regarding errors, updates or enhancements will be sent a link to the Maintenance Form. If we have any questions or concerns about the information on the Maintenance Form we will email or call you directly.

Special Points of Interest:

- **Virtual Sites**
- **Book Review**
- **Website of the Month**

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Virtual Sites

Information taken from: <http://www.itd.umich.edu/itcsdocs/s4351/>

What is Virtual Sites?

Virtual Sites is a service that lets you log in remotely to a Campus Computing Sites Windows computer and use the licensed software on it from your own computer. This service gives Windows users access to specialized software on an as-needed basis, and it gives Macintosh users a way to use Windows software from their Macintosh computer.

You can access the Virtual Sites service from the web. Basically, you go to the [Virtual Sites web page](#), specify how you'd like to connect to a Sites Windows machine, and request a connection. A connection file will be downloaded to your computer. Depending on the web browser you use, the file will either open automatically, or you'll need to open it. You can then log in to the Sites machine and use it.

Who can use Virtual Sites?

Virtual Sites is available to students, faculty, and staff on the Ann Arbor campus. A unickname and UMICH Kerberos password are required for access.



Virtual Sites is a service that lets you log in remotely to a Campus Computing Sites Windows computer and use the licensed software on it from your own computer.

Small Successes!

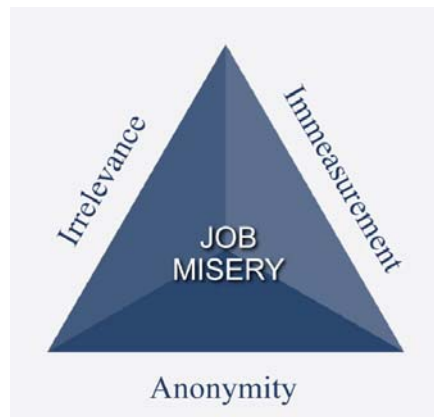
By Jeff Brake

As November and December unfold, our students all gather their wits about themselves and start planning their next semester's academic conquests. Many students turn to Advice Online (<http://msa.umich.edu/advice/>) as a means to explore classes and see how well they're ranked against other options. Because of a hacker attack earlier this Fall, Advice Online stopped working properly and MSA asked for our help. The Technology Services team sprung into action and not only were able to repair the system, but ensure some additional security.

Book Review The Three Signs of a Miserable Job (Part 3 of 3)

By Jeff Brake

In the past 2 installments of this book review, we looked at the first two signs of a miserable job: anonymity and irrelevance. This month, let's look at the final sign: immeasurement.



Immeasurement

Employees need to be able to gauge their progress and level of contribution for themselves. They cannot be fulfilled in their work if their success depends on the opinions or whims of another person, no matter how benevolent that person may be. Without tangible means of assessing success or failure, motivation eventually deteriorates as people see themselves as unable to control their own fate.

At the end of the day, do you have a sense of satisfaction knowing that you've done a good job? Do you know what a good job is? Does your supervisor tell you? Can you establish for yourself what constitutes a success? Patrick Lencioni, the author of *The Three Signs of a Miserable Job* shares that many employees don't know how to evaluate their own work! Take some time and establish a few items that you know you can measure as success in your work. It will feel wonderful to see your success unfold before you.

We've included [Patrick's Anti-Misery worksheet](#) for you to continue your journey experiencing the joys of working toward your fullest potential.

At the end of the day, do you have a sense of satisfaction knowing that you've done a good job? Do you know what a good job is? Does your supervisor tell you? Can you establish for yourself what constitutes a success?

“It’s just ones and zeros”




The Ombud’s website has been updated but you will not notice a visible change. This is because the changes have been made behind-the-scenes using Cascading Style Sheets (CSS). CSS makes it easier to update as well as meeting accessibility standards. <http://umich.edu/~ombuds/>

Caps’ website was reskinned so you will notice the changes on the homepage and throughout the website. The changes were also made to meet accessibility standards.

<http://umich.edu/~caps/>



JANUARY 2008

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January 1 — HAPPY NEW YEAR!!!

