

INFOBYTES

TECHNOLOGY SERVICES DIVISION OF STUDENT AFFAIRS

MISSION COMPLETE!

By Maria Kirch

On November 1st, the Technology Services department assembled to tackle an important issue: writing our mission statement. In only two hours, with the fabulous help and insight of Anita Bohn, two different mission statements were drafted.

The process itself was amazing. Anita used three different processes to draw out how each of us viewed the work we do, how we do it and who we serve. In small groups of three we started out by examining our Values, Core Services, Unique Attributes and Target Audience/Customers. As a group we selected words that support our mission. For example, friendly, approachable, knowledgeable, etc. Lastly, we divided into two groups, each producing a rough draft mission statement.

Each of these exercises pooled our thoughts regarding our department’s accomplishments and information we wanted to convey to our clients and customers. After the third exercise we could see how close we were to a mission statement we could be proud of.

These two drafts were later reviewed by a smaller committee of three people and reduced to two sentences that accurately describe our small, unique branch of DSA.

And now for the first time in print, Technology Services’ Mission Statement:

Technology Services’ mission is to provide innovative information solutions in a friendly, approachable manner. Our efforts serve to simplify, advance and secure the work of DSA and disseminate accurate, knowledgeable information to the University community.

Special points of interest:

- **Firewalls**
- **Web Accessibility**
- **Job Satisfaction**
- **SAPAC**

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“A virtual firewall allows us to filter internet traffic going to and from our buildings.”

Firewalls

By Amy Armstrong

As part of our ongoing efforts to make computing more secure, Technology Services has been working with ITCOM and ITSS to install virtual firewalls on our networks. A virtual firewall allows us to filter internet traffic going to and from our buildings. We can disallow certain types of traffic based on multiple criteria including type of traffic and where it is coming from or going to. A virtual firewall was installed at the Michigan League in June and one at Pierpont Commons in October. One is scheduled to be installed at the Michigan Union early next year. After installing these firewalls it is very interesting to see how much malicious traffic tries to enter the buildings on a daily basis. We can now block this type of traffic even before it gets to the individual computers making everything much more secure.

TS on Meeting Accessibility Standards

Eddie Andrew

Below is a list of criteria that the web developers keep in mind when designing websites. By following these general guidelines, websites are more accessible to those with disabilities.

- Use style sheets to control layout and presentation
- Organize documents so they may be read without style sheets
- Use the clearest and simplest language appropriate for a site's content
- Use correct HTML structure
- Use meaningful links, not “click here” or “read more”
- Use tables for tabular data and label them properly
- Use animation sparingly
- Avoid frames - changes in frames can be difficult to detect with assistive technologies
- Do not use color to convey information - many people cannot distinguish different colors
- Assure that there is sufficient contrast between foreground and background colors to ensure readability
- Ajax / Javascript - should degrade gracefully, allowing the page to function properly if disabled

Book Review The Three Signs of a Miserable Job (Part 2 of 3)

By Jeff Brake

Last month I shared with you about anonymity, the first sign of a miserable job from Patrick Lencioni's book, The Three Signs of a Miserable Job. This month I'll touch base on the second sign, irrelevance. Considering that we spend 75% of our conscious waking hours at work, it is imperative that we work toward job satisfaction and enjoyment. This means not only focusing on ourselves, but focusing on those that we work with.



Irrelevance

Everyone needs to know that their job matters, to someone. Anyone. Without seeing a connection between the work and the satisfaction of another person or group of people, an employee simply will not find lasting fulfillment. Even the most cynical employees need to know that their work matters to someone, even if it's just the boss.

It's such a simple thing to share with someone that they've been helpful. A simple thank you, a quick email. Feedback is such a significant component to job satisfaction. I once read that a growing person needs 4 positive comments to each piece of constructive criticism for positive growth to occur (1:4). The average American receives 20 negative comments for each positive one (20:1)! Something is wrong here. How are you striving to help your employees and fellow coworkers to feel known?

“Everyone needs to know that their job matters, to someone. Anyone.”

“It’s just ones and zeros”



SAPAC


[HTTP://UMICH.EDU/~SAPAC/](http://umich.edu/~sapac/)

By Therese Nielsen

The new Sexual Assault Prevention and Awareness Center (SAPAC) website was launched September 20. The new site features significantly improved information architecture, so that victims of sexual assault, who often need of quick information, are able to easily find it. The new site also introduces an “Ask the Advocate” section, where users can confidentially ask questions of SAPAC staff or report sexual assault, harassment, or stalking incidents. All in all, the new SAPAC website has been well received and has generated much positive feedback.



DECEMBER 2007 BIRTHDAYS

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4 	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

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December 4—Amy Watson

