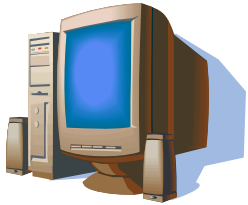


# INFOBYTES

## TECHNOLOGY SERVICES DIVISION OF STUDENT AFFAIRS



When we have the opportunity to sell, give away or buy a computer, we need to be thinking about the data on the machine. Even if we delete our files, remove the programs on the computer, there is still data that remains. It is imperative to clean ALL the data from the machine. Here's some advice from our friends with Security Services.

## Removing Data from a Hard Drive From ITSS Security Shorts

When you sell or recycle an old computer, you need to take extra steps to remove all data from the hard drive to prevent unauthorized use of sensitive information on the drive.

### Vulnerable Data

Even after you remove files, data remains on the hard drive. Among other things, it may include:

- Your bank or investment account password.
- Your credit card numbers.
- Information in databases, spreadsheets, tax software, and more.
- Data from research projects.

### Data Removal Tools

To ensure that you have completely removed all personal information, you can clean your hard drive with any of the following tools. The commercial products listed have more features than the free or open source products, but they all work well at erasing a hard drive. ITSS recommends that you select the tool that best meets your needs at the lowest cost.

Using these tools to remove data from your computer before you dispose of it can help prevent ID theft.

[Eraser](http://www.heidi.ie/eraser/) (free) <http://www.heidi.ie/eraser/>

[DBAN](http://dban.sourceforge.net/) (free) <http://dban.sourceforge.net/>

### Special Points of Interest:

- **Jott**
- **SOAS**
- **Bandwidth**

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Don't text and drive,  
use Jott instead!

## Capture those stray thoughts with a quick call

By Jeff Brake

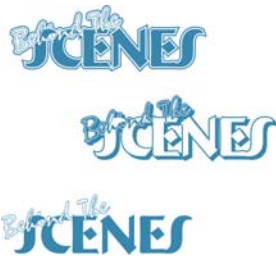
The Technology Services staff is exploring cutting edge technologies and new uses of current technologies. There's a website that's caught all of our attention recently. It's called Jott (<http://www.jott.com/>). It's a free online service (with a toll free number) that takes a quick phone message and converts it into an email or text message for you! The website then stores your 'to do' list or reminders for you! It's really helpful for those who have ideas in the car or while walking from meeting to meeting. Check it out!

## Behind the Scenes with



A lot of the work done in Technology Services is highly visible: the websites we produce , software updates, computer troubleshooting and much more. But there are other jobs that you, as the end user, never actually see. Here is a closer look at some projects that have kept our office busy.

**Keith Meisel on the updates for the Mental Health Website:** The mHealth site suffered from long load times and content maintenance issues. I recoded the site to improve the performance. I also re-structured it to streamline maintenance procedures. Making it easier for us to update. <http://umich.edu/~mhealth/>



**Matt Aldridge on SOAR (Student Organization and Recognition) Website:** Over the past few months we have worked to retool the back-end databases so that the applications that use them run faster, easier, and more efficient. We overhauled the group selection process and introduced a more user friendly step-by-step process. Also, it ties in seamlessly with the new SOAS system.

**Amy Armstrong on streamlining a process for the International Center:** Sometimes a fresh look at repetitive office tasks can result in a huge change. The International Center previously sent out thousands of emails per year to international students regarding status of forms and various other administrative details. They kept track of this information in an access database, but someone still had to manually send out emails. Technology Services was able to create a simple mail merge in Word using the information in the access database to automatically generate and send email through Outlook. This resulted in HUGE timesaving for the International Center.

## SOAS Online System & Set-up

Scott Heinowski took a huge part in creating a new online system for Student Organization Account Service (SOAS). The new system replaces the old signature card system and allows student organizations to register their SOAS accounts online. The system makes it possible for student orgs to perform common tasks online, which minimizes the trips they need to make to the SOAS Office. By providing greater communication within student orgs, authorized signers are notified of any submitted forms and changes to the group. The SOAS staff benefits from the new system because it allows them to email groups, place holds and maintain group information through the administration console.

Aside from the creation of the new application, our IT staff assisted SOAS in reconfiguring their office space making it more efficient and student-friendly. They donated 3 new email/web workstations for students to use to fill out SOAS forms online. Dual monitors were also added so the SOAS staff can easily show students various information online – such as their account information, forms they need to fill out, etc.



*“These procedures are a big step towards the future for Student Organizations with endless possibilities.”*

*-Emory Mulholland*



*As far as the on-line procedures, all I can say is..unbelievable! These procedures are a big step towards the future for Student Organizations with endless possibilities. After just five business days SOAS has registered close to 200 student organizations and on-line disbursements are being processed on a regular basis. On behalf of the students and the SOAS staff I want to thank Edie Andrews and Scott Heinowski---- for their commitment, hard work, understanding, and follow through in developing the online system. You guys did a fantastic job!*

*I also want to take time to thank the following individuals/departments for their efforts that were instrumental in successfully implementing these changes and improvements:*

*Amy Armstrong from Technology Services for her advice, suggestions and offerings for the technology and equipment needed for these processes.*

*The renovation and on-line procedures will allow us to deliver the best student service SOAS is committed to providing.*

*Sincerely,*

*Emory*

*(An email from Emory Mulholland, SOAS/Cash Office Manager)*

“It’s just ones and zeros”


## Keep Bandwidth in Mind

By Amy Armstrong

Most of us take bandwidth for granted in University buildings. While it is true that the University does have high-speed internet, this bandwidth isn’t unlimited and is ultimately shared by all users of the building. This is something to keep in mind if your considering purchasing or utilizing new software technology that runs over the internet. Many of these newer types of technologies are bandwidth hogs and ultimately slow the rest of us down doing normal day to day work. Examples of this include watching video/tv over the internet, online gaming, listening to streaming radio, etc. If you are considering utilizing these technologies please touch base with Technology Services so we can get an idea of the impact it is going to have on the network.



### OCTOBER 2007

| SUN | MON | TUE  | WED | THU | FRI | SAT |
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| 21  | 22  | 23  | 24  | 25  | 26  | 27  |
| 28  | 29  | 30   | 31  |     |     |     |



October 23 - Keith Meisel

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