



News from IT&S

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Media Specialist II

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Media Specialist II

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Media Specialist II

New IT Supervisor

Anthony Crawford came on board as our new IT supervisor just before the holiday break. He comes to LMC with a wealth of experience managing user support and enterprise networks, both in the private sector as well as in the educational setting. He has experience, expertise and a positive attitude to boot. I'm certain Anthony will make a visible and positive impact in our continued effort to improve our services to you.

We also have Steve Courtney on board with us as a temporary, 20-hour per week replacement for John Gonder. Steve will be located in the Staff Training Center, which is now open for service from 10am to 2pm Monday through Friday. Steve brings with him much willingness to listen to your training and software needs as well as the expertise to help us extend our existing resources to fulfill those needs.

All of our permanent IT&S staff are listed to the left of here and we look forward to reconnecting with the campus in a substantive way and make a positive impact on your work environment.

Network Infrastructure Upgrade

As most of you are aware, IT staff came in over the Christmas break and completed the last major step in our network infrastructure upgrade project. A fully-functioning, professional-grade firewall has been installed and LMC network should be more secure than ever before to be invulnerable to attacks from the outside.

What is a firewall? According to *Webopedia*, a firewall is

a system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets.

Just so there is no misunderstanding, a firewall does not enable IT to "watch" you. Instead, it provides the LMC network with security so that your data will not be lost or compromised in any fashion.

I'm sure there will be coincidental mishaps with your computers that you could attribute to the firewall. But before you do that, follow this basic procedure of troubleshooting your computer: make sure the power supply is on!



Ebooks are coming!

In our effort to maximize our limited library book budget and increase our collection, we have purchased a collection of ebooks containing 3,000 volumes. Please watch for more information from the library staff as to how to access these ebooks.

Please visit our library home page at <http://www.losmedanos.edu/library> to learn more about our big collection of electronic resources available to you anywhere any time.

To input an IT service request, go to the LMC home page and then choose LMC Intranet toward the left bottom corner of the page. Pick IT Service Request from the Left column once you are inside the LMC Intranet. **CRITICALLY IMPORTANT: CORRECT LMC EMAIL ADDRESS;** otherwise, you won't receive responses from us.

New Library Building

All of you will be proud of the work the Librarians and staff have put into the new library building—just looking at the preliminary design makes me feel certain that we will have a great-looking, better-functioning building than we have imagined so far. The campus can be justly proud.

Responsible Technology Use Policy

As we start the new semester, I'd like to take this opportunity to remind everyone to be cognizant of the connected nature of network computer use, especially email and Internet access. Our individual actions (not reading District email for instance) could have negative impact on other users. To extend the email example, if your email box gets filled up with unread messages, you will not be able to send any messages and any other user of the system who sends you an email will get a rather unpleasant auto-response from the system, claiming that you are "unavailable" to receive this message. Take Internet use as another example, even though the College's pipe to the Internet is good-sized, legitimate users (instructional, administrative or research-oriented) will have a hard time getting through if the pipe is filled up with high bandwidth Internet traffic such as Internet radio or MP3 music downloads. We need to put our students and instructional needs first and abide by the Responsible Technology Use Policy. Please take a few moments to review this policy, available at

<http://www.4cd.net/policies&procedures/technology.asp?bhcp=1>

The policy is also an educational document—you will learn more about how networks operate and how to prevent problems by observing some simple rules of netiquette.

Netiquette

Again according to *Webopedia*, Netiquette is

*Contraction of **Internet etiquette**, the etiquette guidelines for posting messages to online services, and particularly Internet newsgroups. Netiquette covers not only rules to maintain civility in discussions (i.e., avoiding flames), but also special guidelines unique to the electronic nature of forum messages. For example, netiquette advises users to use simple formats because complex formatting may not appear correctly for all readers. In most cases, netiquette is enforced by fellow users who will vociferously object if you break a rule of netiquette.*

Internet etiquette covers a much broader range of civil behavior than just discussion forums. Please follow the link below for a set of core rules on netiquette and remember always that the computer is not a shield for rude behavior. <http://www.albion.com/netiquette/corerules.html>