IS&t

News about Information Services and technology throughout MIT

Keeping Things Safe: How IS&T Approaches IT Security

• Sherri Davidoff

From the previous issue of *is&t* and other sources, you are probably aware of the organizational changes in Information Services and Technology (IS&T). They are summarized in the About IS&T section at

http://web.mit.edu/ist/about/

As part of this reorganization, IS&T's approach to IT security support has changed. The department has merged three teams into one: the Information Security Office, the Network Security Team, and MIT Stopit are now IT Security Support (ITSS). According to ITSS Team Leader Tim McGovern, "Our mission remains the same: to promote a more secure, productive, and civil environment at MIT." To accomplish this mission, ITSS is building on cornerstones of collaboration, outreach and education, communication, and promoting preparedness.

Operational security of the MIT network remains the responsibility of the Network Infrastructure and Services Team (NIST).

The ITSS Team complements and extends the reach of NIST by working directly with the community in several ways. ITSS

• Provides information and assistance with virus protection, theft prevention, system compromises, and other information security issues.

• Actively screens the network for vulnerabilities and compromised machines.

• Resolves cases of misuse of MIT's computer systems. Misuse includes spam, harassing or threatening e-mail, copyright infringement, stolen passwords, and other computer-related behavior that is against MIT policy.

Outreach and Education
The IS&T commitment to outreach and education is supported via the web site, courses, and other programs. As part of this work, the web sites of the Information Security Office, the Network Security Team, and MIT Stopit are being consolidated. The new web site will update and streamline content and offer new guides and tools to help you secure your computers. When it is ready, it will replace the current Security topics page at

http://web.mit.edu/ist/topics/
security/

IS&T also offers a Computer Security Quick Start class that covers basic concepts in information security. It focuses on how to keep your personal data and computer equipment secure. Other topics include how to protect yourself from social engineering attacks and from credit card theft.

In the future, IS&T plans to offer customized presentations on security to organizations around MIT. In addition, IS&T will focus on reaching the

incoming freshman class each fall. IS&T continues to support initiatives such as IAP network security classes and the laptop tagging program.

Collaboration and Communication

IS&T puts emphasis on creating strong relationships with IT staff around MIT and establishing effective channels of collaboration and communication throughout the Institute. Unlike commercial organizations and many other universities, MIT implements few centralized security measures, instead letting individuals and departments, labs, and centers handle computer security in ways that are most appropriate and effective for them. IS&T has established liaisons around MIT to assist these groups in creating effective security policies, implementing best practices, and handling incidents. These ongoing relationships also help keep the community well informed and up to date regarding security activities at MIT, and provide a channel for questions, concerns and feedback from the community.

An added benefit of the recent consolidation is that one organization responds to concerns about IT security issues. If you have any general questions or suggestions, send mail to the ITSS team at <it-security-support@mit.edu>.

For specific incidents, you can use the same e-mail addresses that have been in place for several years:

- For issues related to network security, such as computer attacks and compromises, send mail to <security@mit.edu>.

- For incidents related to spam, harassing or threatening e-mail, or copyright violations, send mail to <stopit@mit.edu>.

Large-scale vulnerabilities will be announced to the campus via the ITSS web site, highlighted on the main IS&T web page, and sent to the appropriate news groups and mailing lists. To view announcements or to join the security-fyi mailing list, visit the current Network Security web page at

`http://web.mit.edu/net-security/www/`

You can also subscribe to the mailing list by sending a message to <security-fyi-request@mit.edu>.

Promoting Preparedness

"I believe we all share the perspective that preparedness is far better than recovery," says Jerry Grochow, MIT's Vice President for Information Services and Technology. In response to the increasing number of network security incidents on campus, IS&T is shifting focus from response to preparedness.

When it comes to IT security, MIT has more at stake than ever before. As reliance on computer networks has increased, there has been a corresponding rise in the number of attempts to steal data and manipulate network resources. Fortunately, most security incidents can be prevented with a small amount of effort – by updating software (or enabling auto-updates), running antivirus software, and leaving equipment in a secure environment.

By promoting community preparedness and awareness, IS&T aims to balance MIT's need for academic freedom and experimentation with a secure computing environment.

Same Issue, More Pointers

To find out how to sidestep e-mail hoaxes, read Network Notes on page 4. To learn more about measures for safe computing, visit the URLs listed in Surf Sites on the back page. ✍

TechTime Users: IS&T Releases Oracle Sync for Palm PDAs

IS&T recently announced the availability and support of Oracle Calendar Sync for Palm 9.0.4. With Oracle Calendar Sync for Palm, you can synchronize your MIT TechTime calendar with the Date Book on a Palm PDA. The TechTime on Oracle Calendar desktop clients are not required.

Synchronization clients are available for Mac OS X and for Windows 2000 and XP Professional. You can download installers for Oracle Sync for Palm 9.0.4 through the MIT Software page at

`http://web.mit.edu/software/`

For details on Palm synchronization, including system requirements, see

Mac OS X
`http://itinfo.mit.edu/product?vid=616`

Windows
`http://itinfo.mit.edu/product?vid=617`

For information on the TechTime service, including how to activate your free account, go to

`http://web.mit.edu/ist/services/calendaring/techtime.html`

Known Issues

Oracle Calendar Sync 9.0.4 supports up to Palm OS 5.0. Newer Palms, such as the Tungsten E, may not function with the 9.0.4 client. If your PDA is running Palm OS 5.2.1 or higher, send e-mail to <techtime-release@mit.edu> for help.

On Mac OS X, synchronization of the TechTime on Oracle Calendar Address Book does not work. For details, go to

`http://itinfo.mit.edu/article?id=6985`

IS&T is not releasing the Oracle Sync clients for Pocket PC at this time. Testing of the client found it to be unstable.

Support

If you have questions about Oracle Calendar Sync for Palm 9.0.4, contact the Help Desk at <computing-help@mit.edu> or 253-1101. ✍

Feature-Packed Mac OS X 10.3 Caters to Mac and Unix Users

• Al Willis

Information Services and Technology (IS&T) recently announced support for Mac OS X 10.3 ("Panther"). IS&T has completed its certification process of testing installers, supported applications, and Mac OS X 10.3's compatibility with MIT's infrastructure.

Panther is the fourth major release of Mac OS X since Mac OS X 10.0 debuted in March 2001. Mac OS X 10.3 has over 150 new features. Essentially, every aspect of the operating system has been enhanced in some way. For a clear description of the new features, see

http://www.apple.com/macosx/
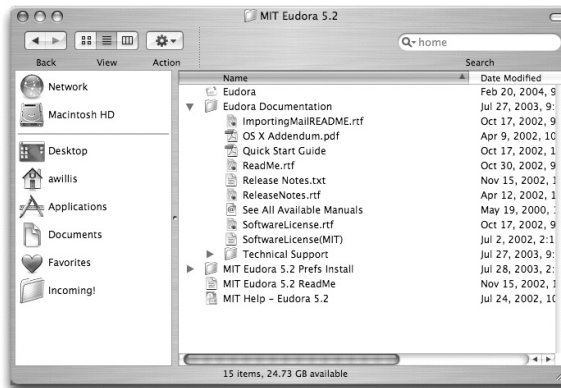newfeatures/

For Loyal Macintosh Users

Some features that have been missing since Mac OS 9 are back in Mac OS X 10.3. Apple also added some features that you didn't even know you needed, but now wouldn't want to be without.

Perhaps the most noticeable feature of the new Finder is the sidebar, where commonly accessed items are located: the hard drive icon, the Desktop, and the user's Home directory. This makes it easier to access these locations without having to navigate the underlying directory structure. Devices that are mounted (such as a FireWire hard drive or a CD) show up in the sidebar automatically. Users can configure what shows up here, and can navigate networked volumes (AppleShare, Windows, or NFS) from the sidebar as well.

Another new Finder feature is the Action menu, which lets you access commands that might be hidden in one of the Finder's menus or in a contextual menu, which requires clicking on the object you wish to manipulate while pressing the control key. The Action menu provides a useful way to access relevant commands, depending on what's selected in the Finder.

The ability to label files and folders with color coding (e.g., green for drafts) returns in Mac OS X 10.3.

Exposé is a highly useful window management feature. Pressing F9 displays every window in miniature. As you move the cursor from window to window, the name of the window is displayed. Click on the window you're

The sidebar to the left is the most noticeable feature of Mac OS X 10.3's new Finder.

looking for and it becomes the frontmost window. To see just the windows for the active application, press F10. And to temporarily hide all of the windows so that you can see only the Desktop, press F11. You can configure Exposé to use different keys, mouse buttons (on a multi-button mouse), or screen hot corners.

Fast User Switching lets you switch between users on a single Macintosh without quitting applications and logging out. You can configure it to require a password to switch between users, to maintain user security.

Kerberos for Macintosh 5.0 is fully integrated with Mac OS X 10.3, thanks to the partnership between Apple and IS&T's MacDev team. Kerberos was developed at MIT to provide a secure way of authenticating users on insecure networks. Apple has adopted Kerberos as its standard for authentication; services in Mac OS X 10.3 that are Kerberos-aware are telnet, SSH, Mail, Apple File Protocol (for connecting to AppleShare servers), and Server Message Block (for connecting to Windows servers). Users who want to use Eudora or Fetch with Mac OS X 10.3 will need to install Kerberos Extras, available from

http://web.mit.edu/software/

Apple's Safari 1.2 web browser (which requires Mac OS X 10.3) now works with X.509 certificates. Although not currently supported by IS&T, Safari 1.2 works with most secure MIT services such as TechTime and Casetracker. For more information on using Safari and certificates, go to

http://itinfo.mit.edu/
article?id=6907

For Unix Users

Provided as an optional install, Mac OS X 10.3 comes with X11, a complete implementation of X11R6.6, based on XFree86 4.3. Apple ships a window manager with the Aqua look; users can also run their own window managers. X11 lets Mac applications run alongside Unix applications on the same machine.

Other Unix updates include the latest FreeBSD 5.0/5.1 commands, much better NFS performance, updated man pages, and more current versions of PHP, Perl, Ruby, Python, and TCL.

The default shell for Mac OS X 10.3 is bash, which provides better non-Roman language support. Bash is also the default shell on many Unix and Linux distributions. (If you're upgrading from a previous version of Mac OS X, your default shell won't change).

Users interested in programming can download Apple's developer tools from

http://developer.apple.com/

By installing Xcode, Apple's new integrated development environment, users also get GCC 3.3 and other utilities for creating Mac OS X and Unix applications.

Obtaining Mac OS X 10.3

IS&T distributed 1000 Mac OS X 10.3 licenses within two months of making them available last November. IS&T has since negotiated with Apple for an additional 500 licenses. All 1500 licenses can be upgraded to future versions of Mac OS X until June 2005. For details, see

http://web.mit.edu/ist/products/
vsls/mitmacos/

License requests should be for hardware that is going to be in service for at least a year. For more information, see

http://itinfo.mit.edu/
article?id=6949

Getting Help

For help with Apple's new operating system, see the Mac OS X 10.3 page at

http://itinfo.mit.edu/
product?vid=592

It covers known issues, system requirements, and information on how to obtain, install, and use Mac OS X 10.3.

If you need additional help, contact the Help Desk at <computing-help@mit.edu> or 253-1101. ✍

Don't Let the Hoax Be on You: How to Handle Incoming E-Mail

• Nate Herzog

Electronic mail has transformed the way we pass on information. It's easy to send messages, and just as easy for others to send messages to you. As we've all discovered, this has a downside. It's common to find our e-mail inboxes stuffed with spam – ads, hoax mail, and viruses.

Hoax e-mail contains information that isn't true but entices recipients to respond or forward information. Its subjects vary from cash prizes, to pleas for help, to warnings that "your account will be deactivated unless you respond immediately." These messages are designed to get you to respond to them. The sender wants you to click that reply button or that URL.

Scenarios of a Scam Artist

In the tamest scenario, a spammer sends a message to a large group of e-mail addresses. This spammer has no idea whether or not these addresses are real. The message could be an ad for a weight loss program, a cheap mortgage, or worse. At the bottom of the message is a line that encourages you to reply or to visit a web page to be removed from the mailing list.

Let's say one of the e-mail addresses in the spammer's list belongs to John Doe <johndoe@mit.edu>. If John replies to the message, he has verified his address. The spammer sells the valid e-mail address to a marketer, who then sends more unwanted mail to John Doe.

In more malevolent scenarios, John opens a hoax attachment, infecting his computer with a virus and spreading it to other computer users. Or John clicks on a link that appears to be from his bank and enters his account number or user name and password. The perpetrator proxies the connection and later transfers the money in John Doe's bank account to a new offshore account.

Guidelines for Safer Computing

MIT provides a spam screening service at

http://web.mit.edu/ist/services/email/nospam/

that helps to filter spam. Still, unwanted messages can get through. So what do you do with them?

Whenever you encounter dubious e-mail, you can save yourself (and the people you send e-mail to) a lot of trouble by following these guidelines:

1. Don't open messages from anyone you don't know.
2. Don't reply to or forward any messages with dubious content.
3. Don't open, save, or forward any attachments if you are in any way unsure of what that file contains.

As a child, you were taught not to take candy from strangers. Don't open their e-mail messages either. These messages are crafted to get you to respond. Don't. Delete them instead.

Don't I Know This Person?

Hoax mail doesn't always come from unknown sources. E-mail addresses can be spoofed. If a spammer has gleaned Jane Doe's address, he can send e-mail posing as Jane Doe. Jane then gets blamed for sending the message, when she did no such thing. If a friend sends you an attachment that you weren't expecting, contact your friend to find out whether he or she really sent it.

What if <admin@mit.edu> sends an e-mail requiring you to respond or your e-mail account will be shut off? When in doubt, ask. Contact your local computer administrator to verify the message. Lacking a local guru? Call the Help Desk at 253-1101. Don't think you are wasting someone's time by verifying an e-mail message. It takes a minute to find out whether or not an e-mail is a hoax. It can take hours to clean a virus-infected system.

Alternatively, you can be your own gumshoe. For the latest on e-mail hoaxes and viruses, visit

http://vil.nai.com/vil/default.asp

http://www.f-secure.com/

http://hoaxbusters.ciac.org/

A Final Word About Attachments

Be wary of e-mail attachments: they are the easiest way to send viruses. Typically such attachments have names like "love_letter.doc" or "system_patch.exe," meant to appeal to as many people as possible.

When receiving attachments, use your head. Does it make sense for your boss to be sending you an attachment called "performance_appraisal.doc?" Then it's probably fine to open. But when in doubt, ask! ⊘

This column presents announcements about IS&T-supported software. For more information about recent releases, see http://web.mit.edu/swrt/

Support for Office 2003

IS&T now supports Office 2003, the latest version of Microsoft's productivity suite for Windows. Office 2003 includes Word, Excel, and PowerPoint. IS&T has begun a separate release effort for Outlook support.

For a complete list of new features, go to the Microsoft Office 2003 Product Information site at

http://www.microsoft.com/office/editions/prodinfo/default.mspx

For system requirements, purchasing information, and related links, see the Office 2003 for Windows page at

http://itinfo.mit.edu/product?vid=613

Note: In order to provide support for Office 2003, IS&T will end support for Office 2000 on June 30. IS&T will continue to offer full support for Office XP.

Support for Mac OS 9 to End

Apple has been diminishing support for Mac OS 9 since the release of Mac OS X in March 2001; since May 2001, all Macintoshes have shipped with Mac OS X already installed. Likewise, most vendors developing software for the Macintosh are providing Mac OS X versions only.

IS&T will end support for Mac OS 9 on June 30, and recommends that Macintosh users at MIT migrate to Mac OS X before then. For more information, see

http://itinfo.mit.edu/product?name=macos

Improvements to MIT WebMail

IS&T recently upgraded the MIT WebMail service. The new version includes various feature updates requested by the MIT community:

- Better handling of session time-outs to prevent loss of composed mail
- Ability to save personal options across sessions
- Ability to delete all the messages in a folder without viewing them
- Option to open Compose window in the same browser window (better for sending e-mail using a PDA).

For more details about WebMail, start at

http://web.mit.edu/webmail/ ⊘

This column presents tips or Q&As related to computing. For more technology Q&As, check the IS&T Stock Answers database at http://itinfo.mit.edu/answer/

As announced in the Software Spotlight on page 3, Information Services and Technology now supports Mac OS X 10.3. Here are some connection-oriented Q&As to help you get started.

Browsing the Network

The Network icon in the Finder now lets you browse shared files on the network right in your Finder window. This network browser shows both Windows and Apple file servers; it doesn't differentiate between the two.

When you connect to another computer using the Finder, it mounts in the new sidebar (described in the Software Spotlight). The Finder retains your connection to that computer until you disconnect or shut off your Macintosh. This allows you to easily navigate back to the computer in the Finder when you need to.

To disconnect from a computer in the Finder, select the computer and choose **Eject** from the **Action** menu (the menu in the Finder toolbar with the cog).

You can always connect directly to another computer, Macintosh or Windows, by choosing **Connect to Server…** in the Finder's **Go** menu.

Sharing with Windows

File Sharing (turned on via the Sharing preference in the System Preferences window) lets you share files and folders with Macintosh and Windows computers. If you want your Macintosh to show up in a particular Windows Workgroup so that colleagues can find your computer on the network, you can set this using the Directory Access application.

1. Launch **Directory Access** (located in **Applications>Utilities**)
2. If your list if grayed out, click the **Lock** icon in the lower left and enter your system account password.
3. Select **SMB** and click **Configure**.
4. Choose your workgroup from the list that appears.

Connecting to Athena

You can use the Terminal program to make a command-line connection to Athena.

1. Launch the **Terminal** (located in **Applications>Utilities**).
2. Type `ssh -a username@athena. dialup.mit.edu` (where username is your Athena username).

If you already have Kerberos tickets, the `-a` authenticates you and you won't be prompted for a password. If you don't have Kerberos tickets, you will be prompted for your Athena password. Either way, the session is secure.

Desktop Printing

Desktop printing is back! This popular feature lets you create Printer icons for one or more printers on your Desktop. Here's how:

1. Launch the **Printer Setup Utility** (located in **Applications>Utilities**).
2. Select a printer in the list.
3. From the **Printers** menu, choose **Create Desktop Printer**. ⊘

Web Site Offers One-Stop Guide to Teaching with Technology

• Mary Ellen Bushnell

Many groups at MIT provide support and services for technologies that can enhance teaching and learning. With sponsorship from IS&T Academic Computing, these groups have banded together as Educational Technology Partners – Ed Tech Partners for short. The group's goal is to share information, collaborate on projects, and offer educational technology services to the MIT teaching community.

A recent initiative of Ed Tech Partners is the Teaching With Technology web site at

http://web.mit.edu/teachtech/

This well-ordered site makes it easy for instructional staff to find out about academic technology services at MIT. Nearly 70 services are organized under six topic headings:

Class Management Tools

Digital Documents

Multimedia

Software and Web

Support

Training

Each topic page links to a subpage with brief summaries of, and links to, relevant services. For example:

- If you want to make your course materials available electronically, choose *Class Management Tools*. Under *Course management systems*, choose *Stellar* for a description of this course management system and instructions for its use.

- If you have paper documents that you want available on the Web, go to *Digital Documents*. Under *Document conversion*, link to *Scanning for web courseware*, a service of the MIT Libraries.

- If you need to set up a videoconference for an event, go to *Multimedia* and link to *Videoconferencing*, a service of Academic Media Production Services (AMPS).

The Teaching With Technology site also includes links to a glossary and a list of resources, including special interest groups, communications forums, and grant programs. A Getting Started link leads newcomers – especially new faculty – to introductory guides and descriptions of basic services. A News and Announcements sidebar reports on breaking developments and seminars on educational change.

Add a Link

In the spirit of collaboration, the Teaching With Technology site provides a way to suggest additions. You may realize, for example, that your area offers an educational technology service that could be valuable to instructional staff. The Add a Service link, at the bottom right of every page, takes you to a short web-based form. While you are welcome to fill out it out completely, all that's required is a URL for the service and a contact e-mail address. The Ed Tech Partners group will review your submission and consider it for addition to the web site.

Ed Tech Partners

To learn more about Educational Technology Partners, visit the Teaching With Technology web site or send mail to <edtech-requests@mit.edu>. ⊘

Get on Board with a New Training Registration System

• Lisa Lucenti and Diana Hughes

On March 29, the Human Resources Department, in partnership with Information Services and Technology (IS&T), launched a new training registration system for employees, affiliates, and students. It is available from the Employee Self Service site at

http://web.mit.edu/sapwebss/

The implementation of this system is part of an MIT-wide effort to integrate many stand-alone systems and move toward more self-service applications.

For over three years, the Employee Self Service site has enabled MIT employees to enroll in benefits and update their directory, emergency contact, and other background information. Now the entire MIT community, including over 10,000 students and affiliates, has access to training registration at this site.

Streamlined Catalog

Members of the community can browse the new online training catalog and register for sessions in categories such as computing fundamentals, career development, and employee benefits. The training registration system allows employees, affiliates, and students to view, pre-book, register, waitlist, or cancel training sessions, and view completed training sessions. MIT certificates are required to ensure confidentiality.

This new system integrates with the Environment, Health and Safety (EHS) Training Needs Assessment, allowing individuals required to take EHS courses to register for classroom training. For example, those who work with hazardous chemicals are required to take training in chemical hygiene and hazardous waste management. Those who have not yet taken the EHS Training Needs Assessment can do so at

http://web.mit.edu/environment/training/

The Training Needs Assessment Summary will notify individuals if they need to take classroom-based training, and they can access the training registration system from this summary page.

Commenting on the importance of employee development, MIT President Charles Vest has said, "MIT is committed to supporting the professional and personal development of our employees. Professional development is a shared responsibility and a collaboration among the individual, his or her manager, and the Institute. The new training registration system represents an important investment in MIT's future."

Need Assistance?

If you need help using the new training registration system, contact the Help Desk at <computing-help@mit.edu> or 253-1101. ✏

IS&T Customer Survey 2003: Responding to New Challenges

• Brian McDonald

As part its continuing effort to provide the best possible information technology services to the MIT community, IS&T conducted another customer satisfaction survey in October 2003. This is the third in a series of surveys that have been conducted about every eighteen months. These surveys have proved to be important tools for documenting customer satisfaction and discontent, and for prioritizing initiatives to improve services. As a result of the second survey in 2002 and feedback from the community, IS&T

• Improved availability of MIT-licensed software and communications about the timing of software releases
• Expanded wireless network coverage
• Introduced iPass for travelers requiring remote network access
  http://itinfo.mit.edu/product?name=ipass
• Redesigned the IS&T web site to provide quick access to information
  http://web.mit.edu/ist/
• Launched a spam screening service
  http://web.mit.edu/ist/services/email/nospam/
• Released Auto-Responder, a vacation e-mail reply service
  http://web.mit.edu/ist/services/email/autoresponder.html
• Targeted outreach on hot topics (such as virus attacks).

Areas Showing Improvement

Eighteen months later, many efforts have paid off. Ratings for software availability and timeliness improved, and customers find the redesigned web site easier to navigate. Telephone services, remote access, and network performance also garnered higher ratings.

Areas Needing Work

Some areas still need work. For example, ratings for wireless availability decreased, especially among undergraduates. Some of this can be attributed to a lack of wireless access in some dorms and residence halls. Rising expectations also influence ratings. Clients now expect wireless availability to be ubiquitous.

Ratings for remote access while traveling dipped slightly. iPass has been very well received, but the number of people who have taken advantage of this service is still low. An increasing number of people rely on WebMail for remote access to their e-mail while traveling. Also, more users than expected rely on WebMail when on campus – between classes, in labs, and when away from their primary computers. IS&T added a second WebMail server just after this survey closed.

Spam screening got a fairly low rating. However, the survey was conducted before an improved version was released in November 2003.

Resolution of network problems was a sore spot for many with respect to the problem-reporting process and timeliness of repairs. The September 2003 Internet worm activity was fresh in people's minds at the time of the survey.

Rated as Most Important

The survey included questions about the importance of certain services and possible service enhancements. Rising to the top were:

1. Automated software security and virus patch upgrades
2. Current software upgrades
3. Ubiquitous wireless availability.

Moving Forward

Based on the survey results and other sources of customer feedback, IS&T has begun to address key concerns and to plan for services that are in high demand. Check *is&t* and the IS&T web site for details on new and improved offerings.

To view the survey results, start at
http://web.mit.edu/ist/survey/ ✏

How Do You Choose to Get IS&T News?

Share your thoughts about *is&t* and other sources of news from IS&T.

You could win one of 20 pairs of movie tickets from MITAC. Just complete and return the survey below, or fill it out online at `http://web.mit.edu/ist/survey/istnews/`.

Do you read the *is&t* newsletter?

☐ Yes ☐ No

If yes, how often?
☐ Each issue
☐ Most issues
☐ Occasionally
☐ Rarely

Which information technology topics are you most interested in?

Please check all that apply.

☐ Administrative applications (e.g., SAPweb, Brioquery)
☐ Educational technology
☐ Hardware advice/news
☐ In-depth articles about software (e.g., features, support)
☐ Innovative MIT computing projects
☐ IT initiatives, trends, or key issues
☐ Network services and technology
☐ New services from IS&T
☐ News briefs about supported software releases
☐ News from other IT groups at MIT (e.g., HR-Payroll, Libraries)
☐ Reviews of books about IT trends
☐ Security and virus alerts (e.g., patches)
☐ Telephones/voice mail
☐ Tips for using computers and software effectively (Q&As)
☐ Useful URLs based on a theme
☐ User group news

What other computer-related topics would you like to read about?

_____

_____

Are *is&t* articles written at the right technical level for you?

☐ Yes
☐ No, too general
☐ No, too technical

What would increase your satisfaction with the *is&t* newsletter?

_____

_____

How would you prefer to get news from IS&T?

Please rank your top three choices (**1**=first choice).

__ Digitalk column in *TechTalk*
__ *is&t* newsletter (print)
__ *is&t* newsletter (online) (`http://web.mit.edu/ist/istnews`)
__ *is&t* newsletter summary sent by e-mail (with URLs)
__ IS&T web site (`http://web.mit.edu/ist/`)
__ Mailing lists (e.g., subscription to virus alerts at mitvirus@mit.edu)
__ Newsreader via your browser (e.g., BlogExpress, NetNewsWire)
__ Forums (e.g., IT Partners)
__ Other_____

If you selected the print version of *is&t* as one of your preferred delivery methods, would a printable online version be acceptable?

☐ Yes, as a PDF file
☐ Yes, printable directly from the Web
☐ No, prefer to receive *is&t* through campus mail

If you selected e-mail as a preferred delivery method for IS&T news, how often would you like to get e-mail?

☐ Whenever there is news
☐ Weekly
☐ Monthly
☐ Other_____

If you selected the IS&T web site as a preferred way to get IS&T news, how often do you visit the site?

☐ Daily
☐ Weekly
☐ Monthly
☐ Other_____

How would you prefer to get news about IS&T training courses and Quick Start classes?

Please rank your top two choices (**1**=first choice).

__ Detachable insert in the printed *is&t* newsletter
__ IS&T Training web site
__ Mailing list
__ Printable PDF from the Web
__ Other_____

What is your role at MIT?

☐ Administrative staff
☐ Faculty
☐ Graduate student
☐ Research staff
☐ Support staff
☐ Undergraduate student
☐ Other_____

---

name_____

e-mail_____

Getting Help

If you don't know where to get help for your computer, network, or telephone problems, dial one of the help lines listed to the right.

If you prefer to use e-mail, you can send your questions to the corresponding e-mail addresses on the far right. (When logged into Athena, you can also use the `olc` command to send questions to Athena's online consultants.)

You can also submit a question online via CaseTracker at

http://casetracker.mit.edu/

For help with...	Dial...	Or send a message to...
General computing questions (Windows, Macintosh, business applications, network/connectivity)	253-1101	computing-help@mit.edu
Athena Computing Environment	253-4435	olc@mit.edu
Computer and printer repairs	253-0815	pcservice@mit.edu
Computer presales consulting	253-7686	mcc@mit.edu
Disabilities and computing	253-7808	atic@mit.edu
Linux/Unix	253-1103	unix-vms-help@mit.edu
Telephone and voice mail services	253-3670	telecom-csr@mit.edu
Telephone repairs	253-4357	3help@mit.edu

Surf Sites: Measures for Safer Computing

After experiencing several recent security incidents, from vulnerabilities in the Windows operating system to assorted viruses, most community members know that they need to take an active role in keeping their computers and personal data safe. Precautionary measures range from using anti-virus software and keeping it up to date, to using a backup program such as TSM, from installing operating system patches to choosing good passwords. To get in step with safer computing, see the Security topics page at

http://web.mit.edu/ist/topics/security/

or visit the web sites listed to the right.

Backup at MIT
http://web.mit.edu/ist/topics/backup/

Choosing a Good Password
http://web.mit.edu/ist/topics/network/passwords.html

Federal Trade Commission (FTC) Identity Theft Info
http://www.consumer.gov/idtheft/

Hoax Warnings
http://www.f-secure.com/virus-info/hoax/

Security-fyi Signup
http://mailman.mit.edu/mailman/listinfo/security-fyi

Stay Safe Online
http://www.staysafeonline.info/

Virus Protection at MIT
http://web.mit.edu/ist/topics/virus/

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