

IS&T

News about Information Services and Technology throughout MIT

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Media Is Everywhere! Welcome to the Age of Convergence

• Robyn Fizz

Henry Jenkins has his finger on the pulse of something big. In his new book, *Convergence Culture: Where Old and New Media Collide* (New York University Press), he maps the cultural shifts being unleashed by online media. Blogs and video sharing sites, text messaging and meetups, 3D worlds and role-playing games – there are countless ways for individuals to tune in and participate, often joining communities of like-minded people.

These “communal” channels don’t make mass media obsolete; they provide avenues for consumers to share their enthusiasm for favorite shows or movies. While corporate media encourage fans to “feel the love” for their entertainment properties, this relationship is an uneasy one. It’s one thing for consumers to watch a movie, then buy the soundtrack and the products placed in it; quite another for them to post home-made video spin-offs on the Web.

A Public Intervention

Jenkins is uniquely positioned to serve as guide through this uncertain terrain, where old and new media paradigms collide. As Director of the MIT Comparative Media Studies Program, professor, media scholar, author, blogger, housemaster, and avid gamer and fan, he is fully engaged in this culture of convergence.

We are seeing enormous experimentation into the potential intersections between commercial and grassroots culture and about the power of living within a networked society. At the same time, the media industries are struggling to keep up with these changes, issuing contradictory responses out of different divisions within the same companies. *Convergence Culture* was designed as a public intervention into this situation, trying to help both consumers and producers understand the changes which are occurring in their relationship.

Through riveting case studies of consumer interactions with major media franchises – *Survivor*, *American Idol*, *The Matrix*, *Star Wars*, and *Harry Potter* – Jenkins examines this tumble of media trends, and speculates on where we might be headed.

What’s Converging?

In the twentieth century, mass media played a dominant role in controlling the flow of information and shaping popular culture. These media are now concentrated in the hands of a few mega-corporations. Time Warner, for example, owns film companies, Internet services, TV networks, cable systems, and publishing houses. If one of its media properties can capture popular interest across several of these channels, it’s a big win for the corporation. That’s one type of media convergence.

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CONVERGENCE

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Another type of convergence is driven by consumers. Using readily available software and the Web, the average Joe or Josephine can now produce and distribute content widely. You no longer need a printing press to get your message out or a studio to make a video. As fans use media to participate more fully in fictional worlds (such as *Star Wars*) or work together to solve a puzzle (such as figuring out in advance *Survivor's* "final four"), they cease to be passive spectators. They become members of online communities, where they can share their knowledge and creativity and get meaningful feedback.

Jenkins notes that these empowered consumers display the "migratory behavior of audiences who will go almost anywhere in search of the kinds of entertainment experiences they want." This restlessness also encourages a culture of convergence.

Transmedia Tales and Intelligence

Today's corporations and consumers are both invested in stories that move across media. Consider *The Matrix*. As Jenkins points out, this cult phenomenon was not just a film trilogy. It was a

calculated exercise in *transmedia storytelling*. The studio and the films' directors, the Wachowski brothers, worked with other companies and artists to create a narrative that would span several media. Two *Matrix*-based computer games held keys to clues planted in the films. *The Animatrix*, a series of animated shorts posted on the Web, provided back story. Artists and writers created *Matrix*-inspired comics.

Meanwhile, fans worked to make sense of it all by plugging into Internet discussion lists. This pooling of observations and expertise is an example of what cybertheorist Pierre Lévy calls *collective intelligence*: the ability of virtual communities to leverage the knowledge of their members.

The Daily Prophet and Civic Media

Fan participation represents both a value and a threat to the media giants. This is keenly depicted in Jenkins' chapter on Heather Lawver, a precocious young teen. Inspired by her love of *Harry Potter*, Lawver launched *The Daily Prophet*, a web-based "newspaper" for Hogwarts, the fictional school at the heart of the series. Lawver leads a global staff of student reporters. These contributors create fictional identities – inspired by the world of *Harry Potter* – which get woven into "news stories"

published on the site. The intention is to foster a love of learning and creativity.

Other sites also encourage fans to write stories based on *Harry Potter*. These "fan fiction" sites have been so successful that Warner Brothers, who owns the film rights to *Harry Potter*, threatened legal action. In response, Lawver joined with others to coordinate media outreach against the studio. Warner Brothers reconsidered, and agreed to develop a more collaborative policy with fans.

Through the power of online media and community, Lawver made Warner Brothers rethink its stance on intellectual property. But with the boundaries blurred between media producers and consumers, no one yet knows what the new rules of participation will be.

Jenkins notes that fans have begun to adapt the media skills they learned in pursuit of entertainment to the political sphere. He believes we've entered an apprenticeship stage of civic media, one in which engaged citizens are speaking out, reframing debates, and using communal media to transform ideas into action.

Convergence Lives!

For a frequent fix of convergence news, visit *Confessions of an Aca/Fan: The Official Weblog of Henry Jenkins* at henryjenkins.org/ ☞

Sensorium Explores the Role of Technology in Contemporary Art

Through December 31, 2006, you can "reshuffle" your senses at the MIT List Visual Arts Center (Building E15). The Center is hosting *Sensorium, Part I: Embodied Experience, Technology, and Contemporary Art. Part II* will run from February 8 to April 8, 2007.

Sensorium explores ways in which artists address the influence of technology on the senses. Remote sensing via telephones and screens are fundamental parts of the daily sensorium (a Latin term meaning organ of sensation). The exhibition captures the aesthetic attitude of this hybrid moment when segmentation of the senses is giving way to dramatic multisensory mixes.

From 2001 to Cabin Fever

Sensorium: Part I begins with an environment by Mathieu Briand based on *2001: A Space Odyssey*. Briand's work incorporates helmets that allow visitors to see through the eyes of others, and a view of the earth from a space station.

Sissel Tolaas has infused a nearly empty room with micro-encapsulated scents, created with sophisticated scent-reproduction technologies. As viewers rub the walls to release scents, they leave behind a visible record of their visit.

Ryoji Ikeda's *Spectra II* uses strobe lights and architectonic sound to create a powerful synesthetic effect as viewers move toward an alluring laser target.

In a work from his *Mapping the Studio* project, Bruce Nauman employs infrared surveillance technology to see what happens in his studio when he's not there.

Janet Cardiff and George Bures Miller, in *Opera for a Small Room*, create a fiction based on finding opera records in a second-hand store in the wilds of British Columbia. Looking through the windows of a cabin reveals an environment crammed with sound-making devices, demonstrating how recorded music can alter listeners' realities.

Explore Before You Go

Sensorium, Part I is free and open to the public. For details, see web.mit.edu/lvac/ ☞



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Apple Delivers Powerhouse Mac Pro and Updated iMacs

• Al Willis

Well, that was quick. Apple announced at its World Wide Developer Conference in June 2005 that it was going to switch from PowerPC chips to Intel processors. Then on January 10 – six months earlier than many in the industry expected – Apple debuted an iMac based on the Intel Core Duo processor and announced that it would ship the MacBook Pro notebook computer in February.

On August 10, Apple completed the transition by unveiling the Mac Pro, a high-end desktop computer that replaces the Power Macintosh G5. It took Apple only 210 days to switch over its entire line of computers.

Mac Pro Profile

The Mac Pro is targeted at the most demanding uses – such as video and music editing, and scientific and technical computing. It is powered by the Xeon “Woodcrest,” Intel’s Dual-Core, 64-bit processor. Each Mac Pro has two Xeons – for a total of four CPUs. It can be configured with 2GHz, 2.66GHz, or 3GHz Xeons.

In addition to its raw processing power, the Mac Pro provides lots of expansion options: drive bays for up to four internal drives and two optical drives, and four PCI Express slots, including a double-wide slot for high-performance graphics cards. Each Mac Pro comes with dual Gigabit Ethernet ports, two FireWire 800 and two FireWire 400 ports, and five USB 2.0 ports.

The Mac Pro’s design makes it easy to connect peripherals: on the front are one of each kind of FireWire port and two USB 2.0 ports. AirPort Extreme and Bluetooth are optional – if you think you’ll need these wireless technologies, make sure to add them when you order, as they can’t be added later.

Instead of producing distinct models of the Mac Pro, Apple is specifying a standard configuration and letting purchasers configure their computers any way they wish. According to Apple, there are over four million possible Mac Pro configurations, so there’s lots of flexibility. You can read about the available options at

apple.com/macpro/



The Mac Pro hums with power and options.

Upgraded iMac

Apple revamped the iMac in September: it now runs on Intel’s Core 2 Duo, a 64-bit processor. The top-of-the-line iMac features a 24-inch screen (with a resolution of 1920x1200 pixels), a 2.16GHz processor, 1GB of RAM (expandable to 3GB), a 250GB hard drive, and an NVIDIA GeForce 7300 GT graphics card with 128MB of video RAM.

All iMacs come with a built-in iSight camera, AirPort Extreme, Bluetooth, an infrared Apple Remote, a Mighty Mouse, and an Apple Keyboard.

As it does for the Mac Pro, Apple offers “configure to order” options for the new iMac. This gives buyers the chance to select, for example, a faster processor or a better graphics card.

Computer Buying Advice

Community members are eligible to purchase Macintosh computers from MIT’s custom Apple catalog on ECAT at web.mit.edu/ecat/

IS&T recommends first checking out the Computer Buying Advice page at web.mit.edu/ist/services/hardware/presales.html

The Computing Help Desk also offers presales support. You can reach the Help Desk at [<computing-help@mit.edu>](mailto:computing-help@mit.edu) or 253-110, or stop by the showroom in Building N42 during business hours (Monday–Friday, 9 am to 5 pm). ☘

Moving to Universal Applications



In Apple lingo, a universal application is one that can run natively on Intel- and PowerPC-based Macs. Software vendors are starting to announce universal versions of their applications. Here’s the latest news.

- *FileMaker Pro*. The recently released FileMaker Pro 8.5 is the first universal version of this popular database software. According to FileMaker, it runs up to 91% faster on a 2.0GHz Intel-based iMac than on a 2.1GHz iMac G5. IS&T expects to announce support for FileMaker 8.5 by the end of the year.
- *Microsoft Office: Word, Excel, PowerPoint*. The next version of Microsoft Office will be universal; it’s not expected until the second half of 2007. Meanwhile, Office 2004 runs quite well on Intel-based Macs using Rosetta, part of Mac OS X 10.4 that translates PowerPC instructions to Intel instructions on the fly. Users moving from G3 or G4 machines to the current generation of Intel-based Macs will note a performance boost when running Office. For more information, see microsoft.com/mac/.
- *Adobe Creative Suite: Photoshop, Illustrator, InDesign, and Acrobat*. Adobe plans to ship its universal Creative Suite 3 by mid-2007. A universal version of Acrobat 8 will be released this November. To download Adobe’s FAQ on support for Intel-based Macs, go to adobe.com/products/pdfs/intelmac-support.pdf.
- *Dreamweaver*. When Macromedia merged with Adobe, Dreamweaver became an Adobe product. Adobe intends to release a universal version of Dreamweaver 8 in the second half of 2007.
- *MATLAB*. The MathWorks has announced a beta of their next MATLAB release, R2007a. R2007a will be available in a professional version starting in March; the student version will be released in mid-2007. For details, see mathworks.com/support/faq/macintel.html.
- *Mathematica*. Wolfram Research’s math software has been universal since February.



IS&T Enhances Email Services for the MIT Community

• Jag Patel

Information Services and Technology (IS&T) continues to enhance MIT's email services in response to community requests. Over the summer, IS&T doubled the email quota for each user from 500MB to 1GB, and boosted its spam-screening technology.

More Room to Store and Manage

All accounts that receive email at MIT post office servers po9, po10, po11, po12, and po14 benefit from the increased email quota. This extra storage enables community members to keep pace with the increasing volume, size, and variety of email exchanged in today's collaborative work environments.

The email clients recommended by IS&T – Outlook 2003, Outlook Express, and Apple Mail – use the Internet Message Access Protocol (IMAP). With these clients, you can create folders on the server to organize email outside of the server-based Inbox. You can access the email in these folders from any machine you set up with an IMAP email client, as well as from remote locations via WebMail. If you want, you can choose to store folders locally, on your personal computer. However, you can then only access these folders on the computer where you stored them.

You can see a list of all the folders in your IMAP account by having the email client list all folders, and then subscribing to them. An easy way to see all of your IMAP folders is to log into WebMail and select Folders in the menu bar. The Folder Navigator screen lets you expand all the folders on the server and view the email in them.

Eudora Email Application Targeted for Retirement

IS&T will retire support for the Eudora email application effective December 31, 2006, continuing an email migration process that began last January. With the support of IT colleagues around campus, IS&T strongly endorses migrating from Eudora to Outlook 2003, Outlook Express, or Apple Mail. These applications are more stable than Eudora, particularly on Windows, and come installed as part of Apple and Microsoft operating systems or office bundles. They have the added benefit of being able to take automatic updates and security fixes.

IS&T provides several types of assistance to support the community in the migration process. Offerings include Quick Start classes, online demonstrations and documentation, and Computing Help Desk and DITR services. For details, go to web.mit.edu/ist/topics/email/migration.html.

For more information about using IMAP to manage your email, see web.mit.edu/ist/topics/email/gettingstarted.html

Active Spam Management

In response to significant increases in spam volume over the summer, IS&T added a cluster of Barracuda Spam Firewall devices to the campus email system. These devices receive hourly updates as Barracuda Networks' staff develop new filtering rules and techniques for identifying spam.

Email users on the MIT post office servers can also customize their Spam Screening settings. All email to MIT recipients is scored, and anything above your spam scoring level is flagged as spam. If you've created an IMAP folder called "Spamscreen," any email flagged as spam will be moved there instead of landing in your Inbox. You can delete email in your Spamscreen folder manually or set it to purge automatically after a specified number of days.

You may want to create Allow and Deny lists to ensure that email from particular addresses is flagged accordingly. You can set up the Allow/Deny lists to match specific email addresses or use a wildcard. For example, you could allow all mail from anyone using a Gmail account by adding the wildcard **gmail.com* to your allow list.

To review or change your Spam Screening settings, visit

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

Getting Help

For more on email at MIT, start at web.mit.edu/ist/topics/email/ For assistance managing email, contact the Computing Help Desk at 253-1101 or computing-help@mit.edu. ☺



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

Linux Software News

Several recent developments impact Linux users on campus. These include the upcoming retirement of support for Red Hat Enterprise 3, new typing break software, and several software updates.

RHEL 3 Retirement

IS&T will retire support for Red Hat Enterprise 3 (RHEL 3) on January 31, 2007. After that date, IS&T will answer questions about RHEL 3 on a best-effort basis and will not update documentation or MIT-distributed RHEL 3 packages. However, the Red Hat Network update channels will continue to provide whatever updates Red Hat offers. Red Hat has stated that only security and select mission-critical fixes will be available for RHEL 3 after October 31, 2006.

Typing Break Software

IS&T's Adaptive Technology for Information and Computing (ATIC) Lab encourages computer users to install typing break software to help prevent repetitive strain injuries. For Linux, IS&T now fully supports version 2.22 of the open source Xwrits software from the Little Cambridge Design Factory.

Software Updates

IS&T recently released several software updates for Linux.

OpenAFS 1.4.1 features

- Support for both Red Hat Enterprise Linux 3 and 4
- Significant bug fixes and enhancements to reliability, stability, and performance
- Scripts and aliases to provide the *attach*, *detach*, and *add* commands

Other recent updates include

- Virtual Private Network 4.8
- VirusScan 4.40
- Pine 4.62L

These applications and others are now available in versions for 64-bit hardware, as well as 32-bit versions. You can get them via the IS&T software download page for Linux at

web.mit.edu/software/linux.html ☺



Wireless Networks at Home: Great Perks, Hidden Dangers

• Monique Yeaton

With so many people getting on the mobile bandwagon these days, it's becoming quite common to have a wireless network at home. It's easy to see why: they are a great way to share information between more than one home computer, to share one printer, or to access the Internet through one router.



There's no hassle with wires and best of all, you can sit on your porch, sipping coffee and surfing the Internet on your laptop. What a luxury!

To set up a network (also known as a Wireless Local Area Network or WLAN), it helps to have some technical savvy. If you've installed a home theater system, chances are you can do this as well. A variety of fairly inexpensive wireless access hardware is on the market, including wireless access points and wireless routers. If you need advice, check out the wireless and wifi forums at

www.wirelessforums.org/
and

www.ezlan.net/

Alternatively, some Internet providers, such as Comcast or Verizon, will supply their own wireless access hardware and send professionals to your home to set up a WLAN – for a fee.

Network Vulnerabilities

While a WLAN offers great benefits, it also has its own security risks. Because its access range usually doesn't stop at the walls of your home, your network may reach out into the street, opening it up to your neighbors or to anyone who happens to pass by.

Why is this bad? If someone taps into your WLAN at home, he or she is not only profiting from your personal network, but could also put you at risk. Uninvited users on your network can

- Slow down your Internet connectivity
- View files on your computer and spread harmful software

- Monitor which sites you visit, read your email, and intercept your usernames and passwords
- Send spam or perform illegal activities for which you could be held accountable

Encryption Is the Key

In December 2005, the National Cyber Security Alliance found that "more than one out of four homes had a wireless network (26%) and nearly half of these homes (47%) failed to encrypt their connection, a safety precaution needed to protect wireless networks from outside intruders."

Encryption ensures that the data beamed through your network's airwaves is scrambled, protecting it from snoopers. Almost all wireless access hardware has some type of encryption mechanism built in. Most older devices offer Wired Equivalent Privacy (WEP) encryption, and newer devices offer a choice between WEP and Wifi Protected Access (WPA). See the inset box on this page for details on the difference between the two.

Depending on which technology is used for encryption, it may or may not deter snoopers from trying to access your network. However, most users who want to connect without authorization lack expertise and will most likely choose an unprotected network rather than spending time trying to break into yours.

Your encryption is only as good as the strength of its key or passphrase, so be sure to create one that's made up of at least 20 random characters and that includes both letters and numbers. Use it to configure only trusted devices, and give it only to trusted users.

Additional Security Tips

Encryption offers just one level of protection in a fairly long list of defenses you can set up to secure your network. Use the following tips in conjunction with encryption, not in place of it.

- **Change your encryption key regularly.**
- **Change the default password for your wireless access hardware.** As soon as you set up your access point or router, change the default password to something only you know.
- **Don't broadcast your Service Set Identifier (SSID).** Turn off broadcasting of your network's name or SSID, a 32-character identifier. This will make your network invisible to any neighbors or passersby.
- **Use Media Access Control (MAC) address filtering.** MAC addresses are unique to specific network adapters, allowing you to limit network access to trusted devices.
- **Upgrade the firmware on your wireless access hardware.** Like the operating system on your computer, the operating system (firmware) on your wireless access hardware needs to be updated periodically. Check the vendor's web site for firmware updates.



Remember, none of these security measures are fail-safe solutions. The more advanced hackers will always figure out ways to find your network and crack your encryption, getting past whatever barriers you put up. But the more layers of security you add, the better off you'll be. ☛

Network Encryption Options: Use WPA If You Can

- **64-bit WEP (Wired Equivalent Privacy).** This system is outdated and can be easily cracked by a determined user within a few minutes.
- **128-bit WEP.** An updated version of WEP but still easily cracked. Both of these WEP options can keep the casual snooper out of your systems.
- **WPA (Wifi Protected Access).** This is a more secure alternative to WEP, but is not widely supported. If you have wireless devices in your network that don't support WPA, such as wireless printers, you'll have to use WEP.
- **WPA2.** The newest type of wireless encryption provides the highest level of encryption available. If your wireless access hardware and all of your devices support it, it should be your first choice. As of now, there are no freely available tools to crack WPA2 encryption.



This column presents tips about computing. If you have a question you would like to see answered here, send it via email to <techtips@mit.edu>.

For more information technology Q&As, check the IS&T Stock Answers database at itinfo.mit.edu/answer/

Q I was told I have a Spamscreen folder on the MIT mail servers, but I can't see it when I use my email program. How do I make it viewable?

A All MIT email addresses created since October 2004 have a Spamscreen folder that's been configured for auto-purge. This folder holds messages marked as spam by the IS&T cluster of Barracuda Spam Firewall devices.

If you don't see this Spamscreen folder in the Mail window of your IMAP email application – Outlook Express, Outlook 2003, or Apple Mail – you can make it viewable by subscribing to the folder. Here's how.

Outlook Express

1. Open Outlook Express, click the **Tools** menu, then navigate to **IMAP Folders**. You'll see your assigned post office (po) server in the left-hand pane and any folders you've created in the right-hand pane.
2. Select the **Spamscreen** folder and click the **Show** button. Then click **OK**. The **Spamscreen** folder will now appear in the Mail window.

Outlook 2003

1. Open Outlook 2003, click the **Tools** menu, then **IMAP Folders**.
2. Click the **Query** button. Select the **Spamscreen** folder and click the **Subscribe** button. Click **OK**. The **Spamscreen** folder will now appear in the Mail window.

Apple Mail

1. Open Mail, go to the **Preferences** menu, and select **Accounts**.
2. Highlight your MIT email account and click the **Advanced** tab. Place a

check next to the **Automatically synchronize changed mailboxes** option.

3. Close **Preferences** and save the changes when prompted.
4. Quit Mail and relaunch it. If your mailbox list isn't showing, go to the **View** menu, select **Show Mailboxes**, and click on the triangle to the left of your account heading.

MIT email users can always confirm the existence of an IMAP email folder by using IS&T's WebMail service at webmail.mit.edu/

Simply login with your username and password and click on the third icon (**Folders**) to confirm what folders have been created in your mail account. To see a complete list of folders, click on the + sign next to **INBOX** or on **Expand All**.

Need Help?

If you have questions about spam screening at MIT, contact the Computing Help Desk at <computing-help@mit.edu> or 253-1101. ☎



Joint Efforts Bring Cell Phone Service to Stata and Broad

• Joan Cyr and Diana Hughes

Cell phone service through Cingular, Sprint, and T-Mobile is now available in the Stata Center and Broad Institute thanks to a collaborative effort led by IS&T and the Computer Science and Artificial Intelligence Laboratory (CSAIL). Plans are under way to expand this service to include Nextel and Verizon Wireless in both buildings by late November.

CSAIL's Network Group and IS&T received several requests to provide cell phone service in the Stata Center. The Ombuds Office also raised concerns about the safety of employees working on the basement level after hours without cell phone service.

Making the Connection

In response to these concerns, IS&T asked MIT's preferred cell phone vendors – Nextel and Verizon Wireless – to assess the lack of cell phone service in the Stata Center. Both vendors reported that the problem was caused by the

building itself. Its design and materials, such as reflective panels and coated glass, were blocking the outside signals.

After investigating options for in-building cellular enhancement, IS&T and CSAIL selected the Mobile Access MA-2000 Distributed Antenna System. It uses spare single-mode fiber strands in the building as a pathway. This system is a neutral host that distributes many different carrier signals over a single cable and antenna.

IS&T acquired the installation services of Global Network Technologies (GNT), one of MIT's preferred wiring and cable vendors, to assist with the unique installation requirements at the Stata Center. Their knowledge of the building, coupled with their network expertise, enabled them to implement creative solutions to installation challenges. Facilities staff in the Stata Center worked with GNT to find paths to run cable and to find and approve locations for carrier signal equipment.

The original location where the Mobile Access equipment was installed proved problematic from a technical standpoint, and a more suitable location

was identified within the Department of Linguistics and Philosophy. In true collaborative spirit, Linguistics and Philosophy offered the space to IS&T to assist in the deployment of the system.

While installation work was moving forward in the Stata Center, IS&T leveraged the Mobile Access technology to connect with the Broad Institute in their new location at 415 Main Street. This connection allowed the Broad to expand their original design to include all cellular carriers.



Meeting Community Needs

IS&T recognizes the MIT community's increasing reliance on mobile technologies such as cell phones, and is committed to working with colleagues across the Institute to ensure that it provides technical solutions that meet the community's needs. IS&T is also partnering with the Facilities Department to ensure that all new buildings have a robust technology infrastructure, including adequate cellular service. ☎



Payroll Reporting from the Data Warehouse

• Maija Ahlquist

The MIT Data Warehouse provides the community with integrated data from various administrative systems in one location. Now that the SAP Payroll System has gone live, IS&T's Data Warehouse and SAP Payroll Project teams, along with the CAO Reporting group, have been working together to ensure a smooth transition to the new system and to enhance the availability of data.

Payroll Report Templates

Administrators from departments, labs, and centers (DLCs) and MIT central offices can now access many Payroll report templates through the Data Warehouse home page at

web.mit.edu/warehouse/

These reports enable administrators to report on

- Classic Payroll data (DACCA, SANDI, and DINDI)

- Payroll distribution rules data (ESDS)
- Positions by time groups
- Non-exempt absence data
- Non-exempt time reports

There are also a variety of reports for Payroll Office administrators and deduction reports for internal providers.



Now that payroll reporting comes from the Data Warehouse rather than on paper, the Data Warehouse team can help users modify reports to their preferred format. It's also possible to combine payroll data with local data, such as supervisor names.

Feedback from several Payroll report demonstrations this summer has led to modifications of the existing reports and will influence future reports and enhancements.

Getting Help

Payroll administrators new to the Data Warehouse can get help in many ways. The HR Payroll Demo document, available from the Data Warehouse

home page, gives an introduction to the Data Warehouse and to BrioQuery, the reporting tool used to create the report templates. The accompanying screenshots walk users through the process of downloading and processing report templates.

Weekly user group sessions take place in the Little Cayman training room (NE49-3098), where there are nine PCs available for hands-on work. You can come with questions and bring queries to work on with help from a member of the Data Warehouse team. The CAO Reporting group and Data Warehouse team have also begun a series of biweekly demonstrations during the first hour of the Data Warehouse user group sessions, starting with Payroll reports. Check the Data Warehouse home page for the user group schedule; this page also lists any time or room changes or cancellations.

You can send questions to the Data Warehouse team at <warehouse-help@mit.edu>. One-on-one help is also an option; to arrange a time, send email to <warehouse@mit.edu>. ☺

Can You Say Infrastructure Software Architecture?

• Maija Ahlquist

Infrastructure Software Development and Architecture (ISDA), under the direction of Wilson D'Souza, is IS&T's newest organization. The group creates and maintains a flexible infrastructure software architecture with components and interfaces that are easily usable by software developers across MIT. ISDA is composed of five teams: Architecture; Data and Reporting Services; Security Services; Platform Services; and ZEST (Enterprise Software and Tools).

Road Maps for Architecture

The Architecture team is updating MIT's *Enterprise Architecture Guide* at

web.mit.edu/itag/eag/

This guide documents MIT's architectural principles and goals, the current state of MIT's enterprise architecture, and a vision for the future. The team plans to publish a series of road maps, each describing the direction of a given technology area and a plan for the next

few years. Community members will be able to contribute their own ideas. One of the first road maps will be in the critical area of identity management. Others may focus on content management, integrated communications and technologies, and development stacks.

A ZEST for Enterprise

ZEST is developing web services for use in MIT applications. Web services offer a convenient way for applications to use common components regardless of programming language or operating system. The team will offer interfaces to

- Roles (MIT's authorization database)
- the MIT ID that replaces Social Security Numbers as a unique identifier
- a new Geographic Location service that provides codes for domestic and international addresses.

A phased rollout will begin in January, with the new Undergraduate Admissions application. Going forward, these services should be usable by most web applications at MIT.

In partnership with SourceLabs, Inc., ISDA will be offering a supported SASH stack for Java web developers. SASH is

an acronym for Spring, Axis, Struts, and Hibernate. These are lightweight J2EE frameworks for web-based applications.

Simplified, Secure Access

Security Services is working to provide the community with an easier, more consistent way to access MIT's many web servers. The team has proposed a single web page for logging into MIT web sites without certificates or special software. Users would need to supply their Kerberos user name and password only once for all the web servers in the system. A proof of concept is slated for evaluation by the ITAG Technical Review Board.

In League with SAIS

ISDA is also working closely with Student and Administrative Information Systems on Phase 2 of the Undergraduate Admissions project and on planning for MIT's new student systems.

Contact Info

If you have technical questions or would like more information about ISDA projects, send email to <isda-info@mit.edu>. ☺



If you don't know where to get help for your computer, network, or telephone problems, call one of the help lines listed to the right or send email to the corresponding email address. (When logged into Athena, you can use the `olc` command to send questions to Athena's online consultants.)

You can also submit a question online via Request Tracker. There's a link to Request Tracker on the Getting Help page at

web.mit.edu/ist/help/

For help with...

Dial...

Or send a message to...

General computing questions Macintosh, Windows, network / connectivity, business applications, computer buying advice	253-1101	computing-help@mit.edu
Academic computing	253-0115	et-consult@mit.edu
Athena Computing Environment	253-4435	olc@mit.edu
Computer and printer repairs	253-0815	pcservice@mit.edu
Disabilities and computing	253-7808	atic@mit.edu
Telephone and voice mail services	253-3670	telecom-csr@mit.edu
Telephone repairs	253-4357	3help@mit.edu
Unix / Linux	253-1103	unix-linux-help@mit.edu



Surf Sites: Civic Engagement

Henry Jenkins' *Convergence Culture* (see lead article) discusses how participatory culture – made possible through blogs, YouTube, grassroots web sites, and the like – has changed our relationship to news and the media. Similarly, skills developed by fan communities to engage in their adopted cultures (from *Star Wars* to *Survivor*) are showing promise in the realm of civic action. New channels for organizing, probing issues, and getting the word out are empowering citizens to change their political landscape.

To see how the Web is fostering a more informed and engaged citizenry, tour the sites on the right.

Citizen Media Initiatives List

cyberjournalist.net/news/002226.php

FactCheck.org – Holding Politicians Accountable

factcheck.org/

IssueSource – Massachusetts Politics and Policy Online

issuesource.org/

Make Change!

grassroots.org/

Meetup – World's Largest Community of Local Meetups, Clubs and Groups

meetup.com/

Project VoteSmart – American Government, Elections, Candidates and Voting

vote-smart.org/

Rock the Vote – Political Power for Young People

rockthevote.com/home.php

Sunlight Foundation/Congresspedia

sunlightfoundation.com/



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