And they are finding—

Help—The Get Connected program hires approximately 30 students each year to provide technical support to students requesting assistance when setting up their devices to connect to Virginia Tech’s network. Computer consulting is available in the residence halls during fall move-in. This program is part of University Computing Support/4Help.

New learning management program—Canvas, the new learning management system, will eventually replace Scholar. This fall, there are 471 instructors teaching 542 courses using Canvas, enrolling more than 15,000 students.

Updated communications in the residence halls—Wireless for residence halls was completed over the summer, supplementing the traditional wired connections. The ROLM phones are gone. “Landline” emergency phones supplement students’ own cellular phones. See http://www.vtnews.vt.edu/articles/2015/07/071615-it-residencewifi.html.

Jobs—Nearly 30 students are employed in each of 4Help and TLOS where students provide help to other students. A total of 140 students are employed throughout the organization.
New Deputy Director, ITSO

David Raymond is the new deputy director of the Information Technology Security Lab. At the United States Military Academy at West Point, he had served as associate professor in the department of electrical engineering and computer science. He also served as the director of education research in the Army Cyber Institute, a new research and outreach center at West Point. David taught senior-level computer networking, artificial intelligence and cybersecurity courses at West Point. His undergraduate degree is in computer science from the United States Military Academy and his masters in computer science from Duke University. He received his Ph.D. in computer engineering from Virginia Tech in 2008.

New Deputy Executive Director, TLOS

As the new Deputy Executive Director for TLOS. Ken McCreery provides administrative and operational oversight for personnel, systems, and services. Ken comes to TLOS from Enterprise Systems where he was Senior Director of Application Architecture and Planning. A computer science graduate from the University of North Carolina at Wilmington, Ken’s breadth of experience in information technology includes having managed Web Services and Development.

2-Factor Authentication

2-factor authentication “goes live” on September 21 with early adopter applications within Information Technology. All CAS-enabled applications will require the new protocol in the near future. By adding the second factor of “something you have” to the traditional password, we better secure our systems from attacks seeking to gain access to data and information technology resources.

The Middleware group within SETI is standing up a new service, Virginia Tech Authentication Service or VTAS, that will have Shibboleth as its primary authentication system, embedding CAS within it. VTAS will also be the 2-factor authentication system. VTAS and CAS will be recognizably different, so during the transition, users will be able to see the difference. The project website is www.it.vt.edu/2factor.

Network address translation

In August, network address translation (NAT) services were moved to the campus network borders to address the increased need for private addressing. The continuing rapid growth of the number of devices—laptops, mobile devices, sensors—connecting to Virginia Tech’s network increases the demand for IPv4 private addresses. The resultant exhaustion of IPv4 addresses necessitates internal private addressing and network address translation. Only IPv4 traffic leaving the campus network will be translated. On-campus hosts and servers will see traffic sourced from these private addresses. System administrators have been encouraged to review and adjust their IPv4 firewall strategy for their services, accordingly. Additional information is available on computing.vt.edu. Search for “IP addresses.”