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THE UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER
LIBRARY AND INFORMATICS CENTER

BI-MONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

From the Director

Tudor Oprea, MD, PhD, Chief of the SOM Division of Biocomputing presents a copy of his new book, "Cheminformatics in Drug Discovery," published by Wiley-VCH. Gifts from faculty provide an appreciated supplement to state funding for the collection. Donors may contact Christee King, Coordinator of Collection Resources about gift materials (see also http://hsc.unm.edu/library/libinfo/gifts.cfm) or Holly Buchanan regarding monetary donations.

Holly Shipp Buchanan, EdD
Associate Vice President for Knowledge Management & IT
Director, Health Sciences Library and Informatics Center
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LOBOCA$H at HSLIC

The Health Sciences Library and Informatics Center (HSLIC) now accepts LOBOCA$H accounts as payment for transactions at the Information Desk.

What is a LOBOCA$H account? It's a service that allows UNM faculty, students, and staff to use their Lobo cards as payment for transactions (the same as a credit or debit card). To set up a LOBOCA$H account, go to the UNM Lobo Card site at http://www.unm.edu/~lobocard/ and click "Manage Account."

Questions about this new service can be directed to the Information Desk, or to Dick Carr, Coordinator for Reference and User Support Services, at rcarr@salud.unm.edu.

Dick Carr
RUSS Coordinator

IT Security at the HSC

Legislation such as HIPAA (Health Insurance Portability and Accountability Act) and FERPA (Family Educational Rights and Privacy Act), and the increasing threat to information assets both internally and from the Internet, have made information security a critical issue at university campuses across the country. Recognizing the need for a focused information security strategy, Health Sciences Center (HSC) Administration formed the HSC IT Security Team within HSLIC. This team is responsible for overseeing the development, implementation and maintenance of information security across the academic and administrative components of the HSC.

The team is staffed with three security professionals dedicated to ensuring the security of the HSC's computing and information assets. The team members are Janelle Edmister (IT Security Administrator), Corrine Sharp (IT Security Analyst), and Mike Burlison (Network/Security Technician). The manager of the team is Barney Metzner (HSLIC IT Systems Manager and HSC designated IT Security Officer).

The first task the group will undertake is to develop a strategy to address the full complexity and breadth of the campus' security needs. Not only must the confidentiality of electronic information be protected, but also its integrity and availability. Because of the all-encompassing nature of IT security, there is no one "silver bullet" for protecting information resources. The term "layered security" or "defense in depth" is the most effective approach to security.

Layered levels of technical safeguards coupled with policy development and user education are keystones for maintaining a secure computing environment. Layered technologies developed to protect information resources

include: desktop anti-virus software, e-mail server anti-spam filtering, network and workstation-based firewalls, intrusion prevention/detection systems, and automatic software updates.

Policies addressing key areas such as account and password management and the transmission of ePHI (Electronic Protected Health Information) play an integral part in protecting information resources. The core of the IT Security effort are almost 40 new policies covering administrative, technical and physical security requirements outlined in the new legislation. The policies are currently under legal review and will be released within the next three months. These policies will have a direct impact on every HSC department and work has begun to help departments understand the implications of the forthcoming policies, their responsibility and assess risks specific to the department. When faculty, staff, and students are made aware of the policies and of computing best practices, they can better help to ensure a safe computing environment on campus.

The HSLIC IT Security Team is committed to providing faculty, staff, and students with the resources necessary to ensure a secure work environment. If you have any questions or specific concerns, please contact us via HSLIC TECHS HelpDesk at 272-1694, 7am–5pm, Monday through Friday or e-mail the HelpDesk at helpdesk@salud.unm.edu. We respond to all inquiries as quickly as possible.

Janelle Edmister, Technical Support Analyst 3
Barney Metzner, IT Systems Manager & HSC Security Officer

Active Directory Rollout

The HSLIC User Support Group is adding Microsoft Active Directory (AD) integration on all newly imaged systems and has initiated a structured effort to perform AD upgrades on departmental Windows XP systems in the field. While it is a complex project, the reward will be a dramatically enhanced desktop security, flexibility, and centralized management.

Active Directory will provide the HSC workforce with single sign-on capability and a central repository for desktop hardware, software, and user information across the entire Health Sciences Center. This means an employee can easily use any AD enabled computer to access HSC systems. This simplifies account management and provides easier access to controlled network resources.

Active Directory remains one of the most flexible directory structures in the marketplace and an increasing number of AD-enabled applications are on the horizon.   This means applications that use AD, such as Citrix, Plateau and certain features of Banner, will be easier to maintain and integrate into our environment.

Active Directory provides system administrators with the ability to granularly manage critical services such as virus protection and Windows systems patches. These enhanced services increase system and network security as well as reduce the administrative overhead and cost.

If your department is ready to take advantage of Active Directory technologies, please contact the User Support HelpDesk and a technician will get in touch with your department to coordinate a customized roll-out plan.

Rick Adcock
Manager, User Support

Movin' In and Movin' Up

Anthony Adams made a logical next step from Web Administrator for the New Mexico Department of Health to HSLIC Systems Analyst 3 for RIOSNet. As a member of the RIOSNet team, Anthony will collaborate to actively seek, store, and share data in a primary care practice-based research network. A lifelong Albuquerque native, Anthony is happy to give up the commute to Santa Fe. He has more time now to pursue a degree—at the University of New Mexico, of course!

Moving from the IT Systems, Ian Stearns joined the Web Team as an Analyst/Programmer 2, reporting to Kevin Wiley.

In addition to her endeavors as the new HSLIC Executive Project Director, Linda Easley (M.B.A.) is a vegetable gardener, an Alaskan silver salmon angler, and a veteran Washington state tree hugger. As the HSC Interim Associate Vice President for Finance and Administration, Linda was impressed by Holly Buchanan's ingenuity in raising funds for HSLIC. Now in addition to helping implement InfoEd in HSC and create an informatics training site, she works with Holly to conceive new ideas for diversified funding. She is accustomed to assisting organizational growth—in 1994, Linda started in HSC as Budget Director. She is in the Link STAC (Student/Academic) Project Management Team, and in a committee developing HSLIC Dashboard Indicators.

Nathan Parker, LAN Administrator, moved from the Helpdesk to IT Systems, reporting to Barney Metzner.

Bonnie Jewel, through the Career Ladder Program, moved from a Library Information Specialist 1 position to a Library Information Specialist 2 and into the Special Collections group, reporting to Laura Hall.

An In Depth Look at the HSLIC IT Survey

In the Spring of 2004 HSC faculty, staff, and students were given an opportunity to provide Technology Support (TECHS) with feedback about IT services through an online survey. An overview of the survey results was included in the May/June edition of *adobe medicus*. This article examines the responses in more detail and discusses the conclusions in depth. The full survey results and HSLIC responses to customer comments can be found at http://hsc.unm.edu/library/usersupport/ITsurvey/.

The survey ran for two weeks and over 100 participants were solicited through campus email, web postings, and limited pop-up window reminders. The structured portion of the survey was based on a four-point assessment scale where (1) represented strong disagreement and (4) represented strong agreement.

Of the 14 scaled questions, users clearly rated five areas very favorably. All five had means representing agreement with the statement or satisfaction with the service. These included: 1) courteousness of staff; 2) answering questions clearly; 3) sufficient public printers in HSLIC; 4) availability of public printers; and 5) appropriate personal use of public printers.

The specific areas where we could provide better service included: communication (particularly with HSC students); support structure for WebCT; technician response time; and education/support for GroupWise. The free-form comments section of the survey supported these results. Specific responses for each of the questions can be found on the website above.

TECHS' general response to the communication/response time concerns, has been to develop a 'self-help' resource that compliments our customer support services. The cornerstone of this initiative is a new website with content containing important notices, common problems/solutions and upcoming projects. The role of the Department Contacts group has been expanded so that TECHS can work more efficiently with staff members who understand specific departmental needs.

To improve the GroupWise and WebCT services, TECHS increased the number and capacity of the servers that provide web access to GroupWise. The Web Development Team will run formal usability tests on WebCT. Projects to implement new versions of WebCT (Vista) and GroupWise 7 are currently underway.

Please feel free to review the data and send us feedback at helpdesk@salud.unm.edu.

Greg Gaillard
Deputy Director, TECHS

Web Team Update

The HSC Web Team remains as busy as the website-over fourteen million page views in FY 2005, an increase of more than two million from the previous fiscal year. Beyond the ongoing maintenance of the site were a number of large projects that represent major development milestones.

First was the redesign and relaunch of the HSC website in March. The redesign had two goals: a) to align the design of the HSC website with the print designs used in HSC marketing and development efforts, b) to introduce new templates based on cascading style sheet technology. These templates are easier to work with and help make the file size of the web pages smaller, enabling shorter download times.

A second milestone was the development of a training course for HSC web authors. This new course provides background information about HSC web efforts, lists the most important tasks for web authors, and provides hands-on instructions for the new HSC templates. The first class was held July 5, 2005 and HSLIC plans to offer the class twice a month beginning in August.

The application development group is involved in a number of interesting projects as well. This includes a patient risk assessment survey to provide doctors with real-time information that can be used in their visits with patients.

The HSC's use of WebCT increases annually and staff are actively involved in the development and implementation of the next version of WebCT, known as Vista.

The InfoEd system implementation continues to help the HSC manage its sponsored programs efficiently. Two more InfoEd modules will be rolled out in 2005.

Lots of web hits. Lots of projects. And while there's never a dull moment in the Web Team we're always looking for new ideas and feedback on how our site can be more usable and informative. Please send ideas to http://hsc.unm.edu/comments.cfm.

Kevin Wiley
Manager, Web Team

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Although HSLIC Systems Analyst 3 Jeff Aspinall (BS Biology; MS Computer Science) likes to explore new places, this is not his first foray into an academic health sciences IT department. During eleven years at the University of Michigan at Ann Arbor, he moved from being a Human Genome Center system administrator to directing an IT team. Jeff prefers academia to business because he feels that in this setting, he can help people indirectly by providing support to those who help people directly. Jeff provides client-centered consulting, advisement, negotiation, and systems support to HSC departments seeking the best server solutions for their needs.

Sally Bergen, MLn
RUSS Manager of Library Operations

Learning Management System Implementation

A new Learning Management System (LMS) is being installed to meet UNM's ever-increasing need for training and competency assessment. HSLIC faculty and staff are working on the implementation as part of the wider UNM community.

The LMS selected was developed by Plateau, an industry leader in this field, and will be known to the HSC as the 'Learning Central' service. The Plateau system will provide a central location to handle many training related tasks. Some of the major benefits are:

- ability to view an employee's complete training history
- ability to register online for both classroom-based and online training
- students can use their existing account name and passwords to log in
- departments will define learning curricula based on job titles
- departmental registrars will schedule all training activities in Plateau
- students will have access to all course catalogs that are open to them

The new Learning Central system will address the shortcomings of the old system, and provide new opportunities to develop an environment where faculty, staff and students can receive training in an effective and convenient manner.

Kevin Wiley
Manager, Web Team