WIRED Computer Protection CD: Healing Students' Personally Owned Computers
Introductions

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Agenda

- About Marquette University
- Marquette’s IT Support Organization
- Acceptable Use Policy
- How It Started
- Liability Protection
- Program Management & How It Works
- Distribution & Marketing
- Other Universities Using CDs
- Q&A
This presentation does not…

- Review Marquette’s services for resident students
- Provide technical information in order to program a CD
- Provide a live demonstration of the CD
- Go in depth on the logistics of distributing CDs to students
About Marquette University

- Catholic, Jesuit University
- Founded in 1881
- 80 acres in Milwaukee, WI
- 11,600 Total enrollment
- 2,500 Faculty/Staff
- 7800 Undergraduate
- All unmarried first and second year students live in residence halls – network connection per pillow
- University owned apartments for upperclassmen and graduate students
IT Support Organization

- Central IT Services Department
- Support Services provides SPOC Help Desk for all students, faculty and staff and desktop support for university owned computers and residence hall student computers
- Support Services staff:
  - Help Desk – 2 FTE, 10 SE
  - Administrative Support – 4.5 FTE, 25 SE
  - WIRED Office – 1 FTE (IT), 15 SE (ORL)
  - Academic Support – 10 FTE, 8 SE
Office of Residence Life

- 8 residence halls
- 7 apartment buildings
- 4,331 total students
- 97% bring their own computer
  - 2004 EBI Survey
WIRED Office

- Managed by Office of Residence Life
- Supervised by IT Services Technical Support Specialist
- Centrally located on campus
- Maintains hall labs
- Marquette PC support for students:
  - Tier I - Help Desk
  - Tier II software support
    - WIRED Office and in hall labs
    - Wireless config in various locations
  - Tier III - Complex software and all hardware issues referred to outside vendors
Acceptable Use Policy

“The purpose of this policy is to explain the rights and responsibilities that users share in sustaining the electronic resources (E-resources as detailed below in Scope-Resources covered) made available to them by the University. This policy will provide a reference for University students, faculty, staff, and authorized guests, and will communicate the roles and responsibilities of those charged with maintenance, operation and oversight of University E-resources. “

www.marquette.edu/aup
How It Started

- Fall ’03 Events change support approach
- Blaster, Nachi and SoBig
- Security “Sweeps” (x 2) for all university owned computers
- Started minimally supporting students’ personally owned computers via Limited Liability waiver (*due to many port shutdowns*)
- Marquette remained connected to the Internet
- Some universities completely shut off Internet connection
How It Started

- IT Services Security Sweeps – used CD toolkit
- Many port shutdowns in residence halls
  - 60 in one hall at once
- Idea!
- User friendly interface – not just CD full of software
- Fits in with Marquette’s service-driven culture
Liability Protection

- Office of General Counsel

- Fall ’03: Limited Liability Waiver to work on personally owned computers to connect to the campus wired/wireless network, or assist with viruses/SPAM

- Summer ’04: Limited Liability Waiver to install software on, and reconfigure, personally owned computers
Program Management

Preparing students for life outside Marquette including employment:

- Turn a great idea into a success!
- Software Development Cycle
  - Testing, bug fix, new features, deployment, documentation & support
- Project/Program Management
Program Management

- Program Manager – IT University Support Services Manager
- Education/Documentation – Residence Hall Technical Support Specialist
- Programming/Technical – Desktop Support Specialist with VB skills
- Direction/Oversight – ORL Assoc. Dean & Support Services Director
How It Works

Customer Service Oriented:

“The WIRED CD is a compilation of protective software for your computer packed into a user friendly interface.

The WIRED CD can be used with Windows 95, 98, ME, NT4, NT 2000, XP Home, XP Professional, and Server 2003.”
How It Works

Latest version includes:

- **McAfee VirusScan 8.0i Enterprise** (site licensed for students by Marquette)
- **SpyBot Search and Destroy** (contacted Pepi MK Software for permission)
- **Windows Update** set to download from **Microsoft** and automatically install all critical security patches released by Microsoft.
How It Works

Insert CD

Welcome Screen

Provides Selection of Mode

Installs Software

Wizard Complete

Checks for McAfee 8.0i, Spybot and MS Updates

User Accepts EULA?

Yes

All Set and Installed?

No

Uninstall other AV software?

Yes

Add/Remove Programs

No

Add/Remove Programs

No

Yes

End Program

Yes

Additional Features

No
How It Works

Includes vendor’s EULA

[Image of a computer screen displaying a waiver for installing software on student-owned equipment.]

WAIVER TO INSTALL SOFTWARE ON EQUIPMENT NOT OWNED BY MARQUETTE UNIVERSITY

I have requested a copy of Marquette University (Marquette) developed or licensed software from Marquette IT Services to install on my personally owned computer.

I understand that I will install and use this software according to the manufacturers’ and Marquette’s instructions and licensing agreement only and I will not distribute this software to anyone else, including other Marquette employees, either freely or for fees. I understand that I should back up my data prior to installing such software, as my data, computer or other electronic equipment may be damaged or otherwise suffer reduced or total loss of functionality. I further understand that upon my termination of employment from Marquette that I will uninstall/remove all copies of Marquette developed or licensed software from my personally owned computer.
How It Works

Welcome to the Wired Computer Protection Disc

This CD was created through a joint effort between the Office of Residence Life and Information Technology Services at Marquette University. This project was created to provide a straightforward but effective tool for all University members to protect their own computers. During this process your computer will be scanned for missing security patches, spyware detection tools, and an Anti Virus program. You will be notified of any necessary alterations and prompted to commit them once this is complete.

For help using this CD first look to the Help File. If you continue having problems please call the IT Services Help Desk @ 8-7799.

Next >  Exit
How It Works

Other Anti-virus installed?
How It Works

Mode Selection

Select how you would like to update your computer.

- **Typical**
  - Install Spybot - Search and Destroy, VirusScan Enterprise, and set my computer to automatically download updates from Microsoft.

- **Complete**
  - Perform all tasks, including install Spybot - Search and Destroy, VirusScan Enterprise, and set my computer to automatically download updates from Microsoft.

- **Custom**
  - Present a list software for me to decide which I would like to install (advanced users only).
How It Works
How It Works

Installing Software

Please wait while the program updates your computer.

Current Task: Install Spybot: Search and Destroy

Tasks Complete! Click Next to continue.

Estimated Time: 8 minutes
Time Elapsed: 0:10

Next >  Exit
How It Works

Wizard Complete

Wired Computer Protection Disc

Your computer has finished installing software. Select post-installation tasks below, and click Finish.

- Display Wired Computer Protection Disc Movie
- Run Spybot: Search and Destroy
- Open Marquette’s “Useful Software” Web Page

Finish
Distribution

Fall 2004
- 7000 CDs - Adhered over all network jacks in rooms and provided to campus apartment tenants
- 300 binders - 118 Residence Assistants & Apartment Managers, Help Desk, Information Desk, Libraries, college labs, graduate school offices

Spring 2005
- Updated software and fixed known bugs
- Binders
- Help Desk
Marketing

New Student Orientation:

- RA Training
- 7000 CDs - Adhered over all network jacks in rooms and provided to campus apartment tenants
- Connect: Technology at Marquette Guide
- Network connectivity and virus support kiosks
Marketing

Other:
- Residence Hall Cable Channel 99
- Public Affairs – eNews Briefs
- Help Desk incident calls
- WIRED Office interaction with students
- Web page
  marquette.edu/pages/home/its/help/computer/wired
Other Universities Using CDs

- University of Wisconsin – Milwaukee
- University of Massachusetts*
- University of New Hampshire
- University of Delaware
- (2) University of Missouri-Columbia
WIRED Office

Information Technology Services & Office of Residence Life

Be The Difference.

May 2004
WIRED Office
95% Reduction in Virus/SPAM* Complaints

SPAM/Virus Complaints from Internet

*WIRED CD is one of twenty-two IT Services initiatives which affect this metric.
Q&A

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