

## Miami TechTalk

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Issue Number 5

September 24, 2003

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### Message from our Vice President for Information Technology

I am pleased to announce the merger of Miami Computing and Information Services and Telecommunications into a department with a new name, Information Technology Services (IT Services). As we work to tie the direction of technology services on campus more closely to Miami's academic mission and strategic direction, there will be a number of changes in the technology organization. The merger and name change represent first steps in this process.

IT Services has partnered with Cornelius and Associates, a consulting firm from Columbia, South Carolina, to coordinate a university-wide IT strategic plan. This initiative is sponsored by President Garland, who has charged both a steering team comprised of the vice presidents of the university and a core planning team with broad university representation, including several student participants, to develop a strategic plan for information technology that aligns closely with the university's mission and First in 2009 goals. A "kick off" session for this endeavor was held in August and the core team has begun regular meetings. The core team will seek input from all university constituents over the next few months to collect as much feedback as possible from the campus at large into the strategic plan. A draft version of the results will be broadly distributed in January, 2004 for campus review and response. A web site for the IT strategic plan initiative is also being developed that will contain current information about the project including committee membership, a timeline, progress to date, etc. This resource should be available within the next few weeks.



In conjunction with the IT strategic planning effort, Cornelius consultants are working directly with IT Services staff to introduce a project management methodology that will be incorporated into our daily business routines through the establishment of a formal project management office within IT Services that is staffed with certified project managers. This initiative, as well as a third project related to staff development, will directly address some needed improvements that were indicated in the Collegis Eduprise report. The IT Services leadership team will be established this fall by national recruitment of senior directors over three key areas: Academic Technology Services, Computing and Communication Services and Information Systems and Services.

All of these activities are aimed at preparing an information technology support service infrastructure that is commensurate with Miami's directions and aspired levels of excellence. Let me encourage each of you to become engaged in our strategic planning process by attending and contributing to the sessions that will be occurring between now and December. To make Miami's IT environment all that it should be, we need your support and input. Please feel free to speak to me personally or via e-mail ([vp-it@muohio.edu](mailto:vp-it@muohio.edu)) to share suggestions on how these activities can be successful.

J. Reid Christenberry  
Vice President for Information Technology  
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## Protect Your Computer!

### Miami's Network in Crisis from Infected Windows Computers

*Have you taken steps to protect your computer from attack?* If not, your computer and your access to Miami's network are at risk.

New CRITICAL Microsoft Windows and Office vulnerabilities are announced weekly. And, the [worms](#) and [viruses](#) that attack computers by exploiting these vulnerabilities have been quick to follow this year. Since July 2003, we've seen Blaster, Welchia and Gaobot worms infecting computers on Miami's network at a dramatic rate. The Sept. 15, 2003 edition of ComputerWorld forecasts that attacks exploiting new Windows flaws will appear shortly.

Your computer can become infected within minutes of connecting to the Internet unless it is protected by regularly updating the operating system, Microsoft Office, and virus protection.

Most infected computers **do not show signs of infection**. The worm on your computer can be destroying Miami's network and your computer may appear to be working just fine to you!

You **MUST** set up your computer to update the operating system, virus protection, and Microsoft applications regularly.

**If you applied the fixes and Windows updates for the Blaster & Welchia worm – thank you, but you are not finished!** A few more steps are required to protect your computer from new threats.

For instructions on how to protect your computer, visit the Knowledge Base at <http://kb.muohio.edu> and click on **Protect Your Computer** . . . (#1 under Current Interest).

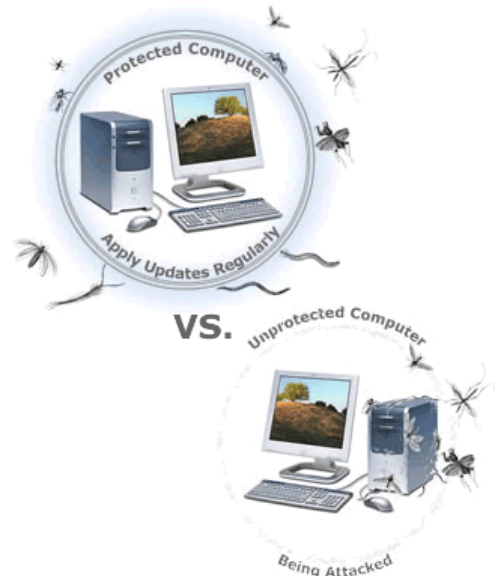
#### About Miami's network and your network connectivity:

While you may not have seen it, Miami's network has been in crisis since the start of the academic year. The behind-the-services network infrastructure has reached dangerously high utilization rates due to the tremendous volume of network traffic generated by the Blaster, Welchia and Gaobot worms.

Information Technology Services has worked diligently to keep Miami's network up and running and to identify and fix infected computers without 1) allowing network performance to deteriorate and 2) having to deny network service to anyone.

However, these efforts to allow infected computers to remain on the network and, at the same time, maintain a robust network are no longer working. Because of the service-impacting nature of these worms, network access from offices and residence hall rooms with computers identified as infected will be denied.

University offices will be informed when data jacks are deactivated. Students having trouble connecting to the network can use another computer to check the web page at <http://www.muohio.edu/disableddatajacks> or call (513) 529-7900 to see if their jack has been deactivated. All Miami students were informed, by individual e-mail, of this deactivation policy. Faculty and staff will receive notification and assistance from their [TSR](#); Miami students will receive assistance from the [IT Services Support Desk](#).



### Copyright Violations and Prosecution—Information for Miami University

*Miami University is committed to complying with copyright laws. There is a broad spectrum of laws regarding copyrighted music, motion pictures, print and electronic materials. Students should realize that significant personal expense might be incurred by those who are violating copyright law if they are subpoenaed and have to hire an attorney.*

*Reid Christenberry, Vice President for Information Technology*

A big story through media all over the country has been concerned with the imminent prosecution of copyright violations. The Miami Student of September 9 featured an article by Lindsay Whitehurst entitled "Miami warns file-sharers." It summarized the current situation quite well:

#### **RIAA threatens to sue students over illegal music**

Pick up the phone. It's Information Technology Services at Miami University with a friendly warning: Those move and music files, the ones many Miami students upload, download, and share online for free, could cost up to \$150,000 per file. Those are the damages the Recording Industry Association of America (RIAA) is seeking in lawsuits filed against music-swappers all over the country, many of them college students.

In the two weeks since classes began this school year, the IT department has called 35 Miami students to tell them that they're on the [RIAA's](#) watch list for allowing movie and music files to be illegally downloaded from their computers, said Debra Allison, assistant director of IT Services. Last year, IT Services made 450 calls. "We just want to educate students on what the law is and what actions the RIAA is taking," Allison said. "They are progressively getting more serious."

The action is part of the RIAA's crackdown on individual file-swappers. Last year, lawsuits were settled against four university students nationwide, whose computers held thousands of files available to download, costing the students \$12,000 to \$17,500. The RIAA has issued subpoenas for records on 1,600 more people.

In order to catch users who are sharing files, employees of the RIAA go online, download music using Kazaa, Morpheus or another file sharing program and then trace the illegally shared file back to its source. The RIAA can identify the guilty computer through the IP address, a unique number that defines a particular computer online, but not the name of the user. That's up to a university's technology department.

The RIAA sends out "cease and desist" letters to technology service departments at universities all over the country, informing them about each guilty computer. Because technology departments have all the computers on the university network on file, they can match an IP address with a particular student – and that student's phone number.

At Miami, IT Services tells students they've been caught by the RIAA and that they should remove the offending files. All students have complied so far, Allison Said. But if they don't, the RIAA could subpoena the university's records to identify the guilty party and file a lawsuit.

If you do not own or have explicit permission to possess copyrighted materials, you are vulnerable to prosecution. Please check for more information on where to find more information on the copyright laws and your responsibilities in the Knowledge Base by searching on "copyright laws."

Two other web sites containing essential information are:

- <http://www.musicunited.org>
- <http://www.respectcopyrights.org>

### New Wireless Telephone Plan for Miami Faculty, Staff and Students

The Office of Telecommunications and the Network Services Enterprise are offering a wireless telephone plan to Miami University faculty/staff and students for their personal use through Cincinnati Bell. The plan offers service for a \$15 monthly fee with a one time activation fee of \$25, which includes a standard wireless phone. Additional phone models are available for purchase. The service is offered on a monthly basis (no contract is required) and charges will be billed through payroll deduction for faculty/staff or the Bursar Office for students.



The monthly service charge includes 300 Miami Minutes, which covers your airtime while you are in the Cincinnati Bell operating area (Cincinnati, Dayton, Northern Kentucky) for both incoming and outgoing calls. Additional Miami Minutes over the 300 are chargeable at \$.03 per minute. In the Spring of 2004, we hope you will also be able to connect through Miami's telephone system to place long distance calls (charge would be Miami University long distance rate of \$.049 per minute for the long distance portion of the call and a Miami Minute for the airtime portion of the call). Until this feature is available, this rate will be provided through a billing arrangement. Also included in the monthly charge are voice mail, caller ID, call block, and text messaging.

If you are traveling outside of the area (Cleveland, Chicago, etc.) all calls will be charged at \$.12 per minute. No additional charges apply for long distance or roaming. For additional information, please visit the Office of Telecommunications web site at <http://www.muohio.edu/telecommunications/>.

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### Microsoft Software Contract Extension

Miami University and fourteen other Ohio colleges in the IUC (Inter-University Council) signed an extension to our current Microsoft software contract extending our current agreement through June 30, 2004. The contract extension agreement includes all of our current desktop licenses for Office, Publisher, OS upgrades, FrontPage and Visual Studio.



### Microsoft Server Software

The software agreement that covers SQL Server, Windows 2000 Advanced Server, Windows 2003 and Exchange Server is not being extended.

While Miami University has perpetual use rights for the server licenses granted under the terms of the original contract (Windows Server and Advanced Server, SQL Server, Exchange Server), the ability to update the server software expires as of September 30, 2003. If you are responsible for managing servers with OS licenses granted under the terms of the original contract and you have not been contacted by Holly Gage, please contact her at 529-8590.

Server administrators will also need to decide if they would like to purchase software maintenance for their servers. The maintenance agreement will assure additional support and software upgrades. If you have questions about purchasing the server software support, please contact Holly Gage, 529-8590.

### Microsoft Software Agreement

The Microsoft software contract extension allows Miami University and the other schools of the Ohio IUC to continue to negotiate a new software agreement as of July 1, 2004. IT Services intends to fund the cost of licenses for Microsoft Office and 32-bit OS upgrades. Centralized software funding for all our current software is not likely due to increased cost and contract changes by Microsoft. You will be updated regarding the details of the contract as more information becomes available.

A marketing campaign, in the spring of 2004, will encourage Miami Faculty, Staff and Students to purchase Microsoft software under our current contract to take advantage of our current prices.

Updated information will be posted in the Knowledge Base, <http://kb.muohio.edu>.

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### Student Computing at Miami University

For the past two years IT Services has asked approximately 10,000 students (both on and off campus) to tell us how they use computers at Miami. Our goal has been to assess trends and support the students' needs.

Students were asked to rate four categories of activities:

- Activities directly connected to class-related work and research
- Activities related to registration and student information
- Other activities related to learning at work at Miami University
- Activities related to recreation and personal use

Can you guess on an average how many hours students spend on computing activities? And which of the four categories above take the most time? Are there any differences between on and off campus students? Do habits change as undergrads go through their years here?

We have some ideas on these topics although our studies are not really scientific as our survey was sent to an existing list of students rather than to a randomly generated population of students. It is interesting to find that, for the most part, the time reported on the various activities is surprisingly similar for the two years of the surveys. As you might guess, students do spend a good amount of time on recreational computing, but not as much as you might imagine. Overall students told us that they spend on average from 43 to 44 hours per week on computing. Approximately 22 hours were spent on personal activities, and the rest were spent on activities related to coursework and administrative type activities.

From both surveys it appears that:

- Compared to off-campus students, on campus students spend more time in general on computing (approx 6 hours) as well as more time on personal tasks (approx 7-8 hours).
- As undergraduates go through their years here, time spent on personal computing activities significantly declines from first year students through fourth year students. As expected, time on course related tasks increases.

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For those of you interested in some more information, here is a table giving the average hours on each task by on and off campus students as well as a few graduate students. You may also click on the appropriate year if you would like to see the actual statistical interpretation in Word format.

<b>Computing task</b>	<b><a href="#">2003</a> survey hours on task</b>	<b><a href="#">2002</a> survey hours on task</b>
Discipline specific software for classroom assignments	5.75	6.02
Researching using Online Library	2.52	2.38
Publishing web sites or accessing/downloading graphics	0.72	0.99
Using Blackboard for a course	1.81	1.37
Accessing a course web site or visiting virtual sites	1.09	1.23
Emailing faculty, fellow students, or advisors	2.37	2.54
Accessing myMiami	3.62	1.78
Applying for admission or financial assistance at Miami University	0.20	0.17
Checking registration, loan status, schedules, parking, grades, Bursar account, etc.	1.00	0.87
Taking computer-based training (CBT) courses	0.13	0.13
Performing computing tasks for student clubs and organizations	0.70	0.81
Registering for training through the library or the TRAIN online system	0.05	0.01
Performing part-time, university-related work	1.77	2.19
Searching for work through Financial Assistance, CPPO, and SSP	0.23	0.46
Publishing personal web sites	0.25	0.52
Emailing friends and family or participating in chat rooms	9.40	8.75
Checking news, weather, and sports	2.66	2.66
Retail shopping online or making travel arrangements	0.90	1.14
Playing or downloading computer games	1.56	1.73
Accessing or downloading music or movies	3.39	3.17
Managing finances (bank accounts, paying bills, and so forth)	0.79	0.94
"Surfing" the web or browsing sites related to hobbies	3.60	4.04
Total hrs/wk spent on computer	44.51	43.91
Average hrs/wk over all 22 tasks	2.02	2.00

## IT Services Support Center Asks "How are we doing?"

Each spring, the Support Center distributes a survey with questions related to awareness, use, and satisfaction with Support Center services to a random sample of faculty, staff and students. The survey specifically addresses the main "front door" Support Center services: the Support Desk, the Knowledge Base, and the Training Modules. (To view a copy of the questions, please [click here](#).)

The survey results are used in Support Center service planning and refinement efforts.

### Highlights from comparing Spring 2003 Survey Results to Spring 2002

- **Use of the Support Desk and Knowledge Base increased.**  
Since the survey is distributed to a random sample of faculty, staff, and students – one of the items we were interested in is how many people are actually using the Support Center services. The answer: almost 2/3rds use the Support Desk and more than 1/3rd use the Knowledge Base; both of these figures are higher than last year. Use of the training modules dropped slightly.

Percent using the	Spring 2003	Spring 2002
Support Desk	53%	65%
Knowledge Base	29%	35%
Training Modules	14%	11%

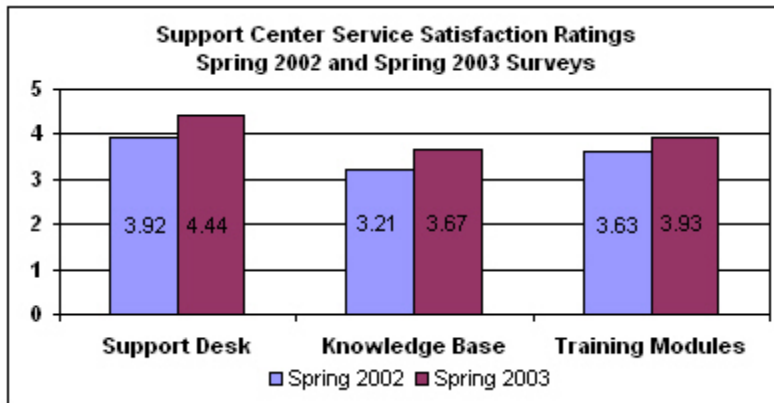
- **Awareness of the Support Desk, Knowledge Base and Training Modules increased.**  
One of the themes that emerged from the Spring 2002 survey was that many people didn't use services because they didn't know they were available. The number of people responding that they "didn't know" about services dropped significantly this year as compared to last year.

Percentage of people reporting they didn't know about the:

Percent using the	Spring 2002	Spring 2003
Support Desk	13%	3%
Knowledge Base	29%	22%
Training Modules	58%	38%

Although fewer people reported not being aware, the most common comment was again "please do more to promote your services."

- **Satisfaction with the Support Desk, Knowledge Base and Training Modules increased.** Survey recipients were asked to rate their satisfaction with Support Center services using a 5 point Likert scale (with 1 being totally dissatisfied and 5 being totally satisfied). The mean satisfaction rating for all three services increased from Spring 2002 to Spring 2003.



#### Areas Noted for Improvement by Survey Respondents

- **We need to do a better job of letting people know about our services, particularly the Knowledge Base and Training Modules.** This was the most frequently occurring comment received (both last year and this).
- **Decrease response time and reduce times that people need to leave messages (Support Desk).** The specific questions about Support Desk service received very positive responses on all aspects of the service (see [full survey results](#) for details). The aspect that received the lowest average rating was "my question was solved in a reasonable time" (4.03 on a 5 point scale). Timeliness of response and frustration with needing to leave a message and wait for a call-back were noted as issues in some full-text comments.
- **Improve the Knowledge Base.** In response to specific questions about the Knowledge Base, respondents indicated that they felt the Knowledge Base could be improved through better navigation, expanded content, and less technical language. (Note: 67% of respondents indicated that they had not used the Knowledge Base since the new interface was deployed in Jan. 2003.)

### Top Picks from the Knowledge Base

Want to know what the hot technology questions/topics have been since school started? Knowledge Base traffic provides a great clue.

Following is a list of the most frequently viewed Knowledge Base cases in order of number of hits so far this academic year.

**Important Note:** We're certain the cases that made the very top of the list won't come as any surprise in light of media attention to viruses/worms (eg. Blaster, Welchia, Gaobot) that have been attacking computers and flooding networks for the past two months. And new ones just keep coming. **If you are using Windows 2000 or XP and haven't already taken steps to protect your computer, please check out the cases in bold!**

#### Knowledge Base Top 15

- **[Protecting your Windows computer from the Blaster and Welchia Worms \(DCOM RPC exploit\)](#)**
- **[Protect your computer: new vulnerabilities announced for Microsoft Windows and Microsoft Office](#)**
- **[Installing McAfee Virus Scan Enterprise 7.0 \(Windows 2000/XP\)](#)**
- [Road Runner service through Miami: pricing, eligibility, and hardware requirements](#)
- [MUnet overview and connection information](#)
- [Using your Miami e-mail account](#)
- [Publishing web pages using your Universal Disk Space \(UDS\)](#)
- [Technology services/resources for students, faculty and staff](#)
- [Registering an e-mail account with Miami's electronic directory](#)
- [Changing mail server settings in Eudora Pro \(Windows and Macintosh\)](#)
- [Miami UniqueIDs and MUnet passwords](#)
- [Viewing and printing a class roster](#)
- [Accessing MUnet services from off-campus or through another Internet Service Provider \(AOL, Road Runner, Fuse, etc.\)](#)
- [Setting up Eudora for another person to check e-mail on your computer \(Windows\)](#)
- [Checking more than one e-mail account with Eudora 5.x \(Windows\)](#)

As you can see, people are finding answers to a wide variety of questions in the Knowledge Base. Next time you have a technology or general service question, please visit <http://kb.muohio.edu> to find answers.

#### Looking for information in the Knowledge Base and not finding it?

If you can't find what you need in the Knowledge Base, please let us know!

- If you need immediate help, please use the "**Contact the Support Desk**" button.
- If you are suggesting general topics for coverage, please use the "**Send Us Your Comments**" button.

## Update on Computer-Based Training

October will see new computer-based training courses for Miami University. The SmartForce interface will be replaced by a new one called SkillPort. You will see many of the same courses, as the new company is actually an integration of two companies—SmartForce and SkillSoft—you will also see several improvements worth waiting for.

IT Services has been working hard to provide an authentication scheme that will allow you to logon to your courses through your Novell ID and password. You will also have access to almost one hundred more courses of varying types. Soon people from all over the campus will be testing out the new interface. Keep checking the IT Services Training page for more information. <http://www.muohio.edu/training>.

VTC computer-based courses accessible by the Mac platform as well as from PC's are still also available to you. VTC adds courses rather frequently, and we have access to all their courses through our license. VTC courses are also available from the IT Services Training page.

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## No Longer Repairing HP Pavilion and Compaq Presario Systems

As of August 1, 2003, Commercial Authorized Service Providers, i.e. Sarcom and similar service providers, will no longer be authorized to repair HP Pavilion and Compaq Presario systems. These systems are consumer products and will need to be covered by the manufacturer warranty and will need to be repaired by Consumer Authorized providers such as Comp USA and Best Buy.

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## Orientation for New Staff and Faculty (WOW)

WOW means so much more than Workplace Orientation Welcome

- WOW—This is a new and important value added program ofered once a month by the Personnel Office to all newly hired (tenure track) Faculty and Classified/Unclassified Staff at Miami. (It is actually a required program for all new staff hires.) The next program is October 16.
- WOW—So much information....so little time. The program is designed to present basic information to faculty and staff to help them get acquainted with departments and resources available to them as they begin their careers here at Miami. Each presenter has 12 minutes to communicate information about their department's goals and resources to approximately 20-30 new employees in the audience.
- WOW—Lunch is provided to the new employees and the presenters. This enables the new employees and the presenters to talk to one another during lunch about questions that might remain after the necessarily short presentations.
- WOW—Check out the PowerPoint slides that accompany the IT Services presentation at: <http://www.muohio.edu/training/>.

## New Pay-for-Print and Copier Contract



As of August 1, 2003, the Oxford and Hamilton campuses have been participating under a new contract for public copying and library/computer lab printing. IKON, Inc. is the vendor for this new service.

There are new copiers at all locations on the two campuses where most coin or VendaCard copiers were previously located. New and existing printers continue to be located in library and computer labs. Following are some details regarding the new services.

- Copiers in public locations continue to take paper bills and give change. Prices remain the same at seven cents per copy/print for card transactions and ten cents per copy/print for cash transactions. Color prices have been reduced from .49 to .25 (letter) and .50 (tabloid) sizes.
- Venda-Cards and Venda-Card dispensers have been removed and cash/card transactions will now be available using a student/staff/faculty identification card. The university's "MULaa" system provides for a debit-card payment by students, and either MULaa debit card or payroll deduction for faculty/staff.
- From August 18 to September 30, unused VendaCard funds will be credited to the new service. If a staff member or student holds a card with money remaining on it, he/she may bring the card to the Learning Technologies Center, 200 Gaskill Hall, or contact the Hamilton Campus computing Help Desk at 5-3279. The cards are read out and any amount (\$1.00 and above) will be transferred to the holder as a credit to his/her MULaa or payroll deduction account.
- Departments wishing to maintain a card for copying and printing by staff members will be able to do so. Arrangements have been made to program new Divisional/Departmental Cards through the Print Center. See the following for details:  
[http://www.ham.muohio.edu/payforprint/MULAA\\_Pay\\_for\\_Print\\_Update-.doc](http://www.ham.muohio.edu/payforprint/MULAA_Pay_for_Print_Update-.doc)
- Miami students may add money to their MULaa accounts in a number of ways. The following website provides details: <http://www.hdg.muohio.edu/mulaa>.

Hamilton Campus students will be able to add funds to their new MULaa accounts using a Value Transfer Station located in Mosler Hall lobby. Oxford campus students wishing to add funds to their MULaa accounts may use Value Transfer Stations in King Library or Brill Science Library in Hughes Hall.

Non-university patrons of these services may purchase a MULaa guest card at any of these Value Transfer Stations using cash.

Your patience and understanding is appreciated as this equipment and service change is implemented.

### Web Resource on Miami Software for New Employees

A Web resource, designed to acclimate new employees to university-specific software, launched on August 1st. To reduce the anxiety often associated with being a new employee, this site promotes self-directed learning by providing employees with the resources to manage their own learning such as the Miami Knowledge Base, the IT Services Support Desk, and the IT Services Training pages.

This pilot site was created by an IT Services graduate student and student employee as part of an independent study in instructional design and on-line training. Currently the site outlines procedures for learning applications such as Eudora, Meeting Maker, Kronos, and TRAIN, and for using telecommunications services. In the future, we anticipate adding more applications and services. For each application or service, the site outlines a similar three-step procedure to support new employees regardless of their aptitude or experience.

We can all remember the excitement as well as the anxiety involved with starting as a new employee, so we encourage you to visit the site at <http://www.units.muohio.edu/mcs/suppctr/lis/employeeresources/>.

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## Gartner Research

Examples of new Gartner research articles are available from Miami's web site to all Miami students, faculty, and staff, and are listed below. You will be prompted to login using your UniqueID and MUnet password.

Gartner research will be of particular interest to any student, faculty, or staff member learning, teaching or using technology. Areas of focus for Gartner research include E-Learning, Business Management of IT, Security and Privacy, Higher Education, and Emerging Trends and Technology. The web site is updated weekly by Friday with new research articles.

### [The Linux Desktop Niche](#)

[08 August 2003 • Letter From the Editor • Smith, David Mitchell (NH); Simpson, Robin]

Although Linux on the desktop may look tempting, you should choose the Linux operating system over Windows only in certain situations. Run specific total cost of ownership comparisons before making the Linux leap.

### [Hype Cycle for Emerging Technologies, 2003](#)

[02 July 2003 • Strategic Analysis Report • Linden, Alexander; Fenn, Jackie; Redman, Phillip; Pescatore, John; Ball, Rafe John Graham; Tully, Jim; Kraus, Drew; Elliot, Bern; Tay, Lillian; Claunch, Carl; O'Donovan, Paul; Miklovic, Dan; Woods, Jeff; Makharine, Frederique; Fiering, Leslie; Andrews, Whit; Knox, Mary; Knox, Rita E.; Dulaney, Ken; Monroe, John; Clark, William; Hafner, Bob; Keene, Ian]

Gartner's overview of emerging technologies includes technologies that are perceived as having the most impact or that are likely to be affected by overhype. The mobile and wireless area continues to dominate in terms of innovation.

### [Understanding Gartner's Hype Cycles](#)

[30 May 2003 • Strategic Analysis Report • Linden, Alexander; Fenn, Jackie]

Gartner's Hype Cycles offer an overview of relative maturity of technologies in a certain domain. They provide not only a scorecard to separate hype from reality, but also models that help enterprises decide when they should adopt a new technology.

### [Many Factors Slow Growth of the E-Book Market](#)

[11-SEP-2003 • Research Note • Knox, Rita E.; Latham, Lou]

Despite new efforts to promote them, e-books remain a niche market. Publishers and IT vendors must change the e-book to overcome some of its drawbacks.

### [TCO Comparison of Desktops vs. Notebooks](#)

[11-SEP-2003 • Commentary • Margevicius, Mark A.]

Differences in technology, price, life cycles and usage patterns dictate that notebook total cost of ownership ranges anywhere from 34 percent to 68 percent more than desktops.

### [Client Platform TCO: Back to Basics](#)

[09-SEP-2003 • Research Note • Silver, Michael A.; Mieritz, Lars]

Total cost of ownership is an important principle of IS management. Enterprises that base investment decisions on TCO instead of acquisition price are more successful in assessing the true cost of IT investments.

### [Desktop TCO for Years 4, 5 and 6: Someone Has to Pay](#)

[09-SEP-2003 • Research Note • Silver, Michael A.; Troni, Federica; Margevicius, Mark A.; Stegman, Eric; Kitagawa, Mikako; Rocco, Eric; Silliman, Ron; Fiering, Leslie]

The annual total cost of ownership for a PC kept for three years is roughly the same as one kept for four, five or six years. However, costs shift from the enterprise and the IS organization to the end user.

### [Desktop TCO Update, 2003](#)

[09-SEP-2003 • Research Note • Silver, Michael A.]

Gartner's total cost of ownership update reinforces that switching operating systems generally results in minor changes to TCO. Enterprises should focus on improving manageability to achieve bigger TCO reductions.

### [Ohio Business Gateway: Triumph of Process](#)

[08-SEP-2003 • Research Note • Baum, Christopher H.]

To get a legislatively mandated state business reform project off the ground, Ohio Gov. Bob Taft chose a strong, well-known leader to get the process moving.