

# **UW IT**

# **WEBSITE PROGRESS**

**ITC PRESENTATION**

**MARCH 20, 2015**

# WHY? FRAGMENTED CONTENT

UNIVERSITY OF WISCONSIN-MADISON  
CIO AND VICE PROVOST FOR  
Information Technology

Home > Information Security > Tools & Software > Security Software

### Security Software

**For Individuals**  
**For IT Administrators**

**For Individuals**

Every UW-Madison student and employee is encouraged to install the free security software, which includes Symantec AntiVirus and Virtual Private Network (VPN) desktop software. Symantec AntiVirus also includes spyware detection and remediation capabilities.

The software is available for use on work computers\* and for any personal computers that access the campus network or its resources. You can download individual security software using the links below.

While you are able to use other brands of anti-virus or spyware products, Symantec AntiVirus is high quality, enterprise-level software that is free of charge and supported by the DoIT Help Desk, meaning that if a question arises while you are installing or using the software, there will be someone available to help you.

\* If you are part of a department with its own IT resources, you should check with your department IT administrator before installing software or reconfiguring your work computer.

Anti-virus

How-To Guides For  
Students, Faculty & Staff  
IT Professionals  
Developers

**Services**  
Security Consultation  
Training  
Tools & Software

**About**  
Office of Campus  
Information Security  
Security Initiatives  
Campus IT Systems  
Report an Incident  
Contact Us

UNIVERSITY OF WISCONSIN-MADISON  
Campus Software Library

Your Available Software

## Campus Software Library

The software available here is licensed under various agreements for your use. The license agreements covering use of this software give you the right to install it on UW-owned computers, and in some cases, on personally-owned computers as well (see each publisher's page linked below for usage details).

**Productivity**

- Adobe Site License
- Microsoft Site License

**Research**

- Autodesk
- ChemDraw
- JMP
- Labview
- Maple
- Mathematica

UNIVERSITY OF WISCONSIN-MADISON  
DoIT  
Tech Store  
Personal Store

COMPUTERS HARDWARE SOFTWARE SUPPLIES SERVICES COURSE PACKETS RENTALS TRAINING SPECIALS

### SOFTWARE : Virus Protection Software

#### FREE Symantec AntiVirus

**Product Description**

FREE Symantec AntiVirus with Anti-Spyware software available to all UW-Madison Faculty, Staff and Students!

Use your NetID and broadband connection for [FREE software download](#) or  
Pickup free Security Starter Software Info at the DoIT Tech Store (1210 W. Dayton St) during normal business hours (requires UW PhotoID)

Item #: SV10168  
FREE  
Not available for On-Line Purchase

CALL TO ORDER

**Warranty**  
From Manufacturer

**Product Specifications**

This Catalog Item is... a Download

Download Link <http://www.cio.wisc.edu/security/antivirus.aspx>

Part of Security Kit • Security

**DoIT Tech Store Locations**

Computer Sciences 1210 West Dayton Street 7:45 a.m. to 5:00 p.m., Monday - Friday	333 East Campus Mall 10:00 a.m. to 7:00 p.m., Monday - Friday	Health Sciences 750 Highland Ave. 7:45 a.m. to 5:00 p.m., Monday - Friday
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Navigation  
Categories  
Free  
Shared Licenses  
Security Kit  
Popular

**Featured Software**  
Antivirus  
Graphics Software  
WISC Software @DoIT

**Parking**  
W. Johnson St.  
N. Charter St.  
Entrance  
Click here for larger map.

You are in the

UNIVERSITY OF WISCONSIN-MADISON  
DoIT  
Division of Information Technology

ABOUT STUDENTS FACULTY & STAFF SERVICES TECH STORE HELP DESK

### AntiVirus Downloads

These Symantec software products are available for download only to UW-Madison students, faculty, and staff with a valid NetID and password for use on computers that are owned by the University or that they personally own while they are a part of the University community. Personal use of the software must cease when the faculty member, staff member, or student leaves the University.

We highly recommend using a broadband connection to download them due to the size of these files.

Please see the DoIT Security Web Site for more detailed information about these and other security measures for your computer.

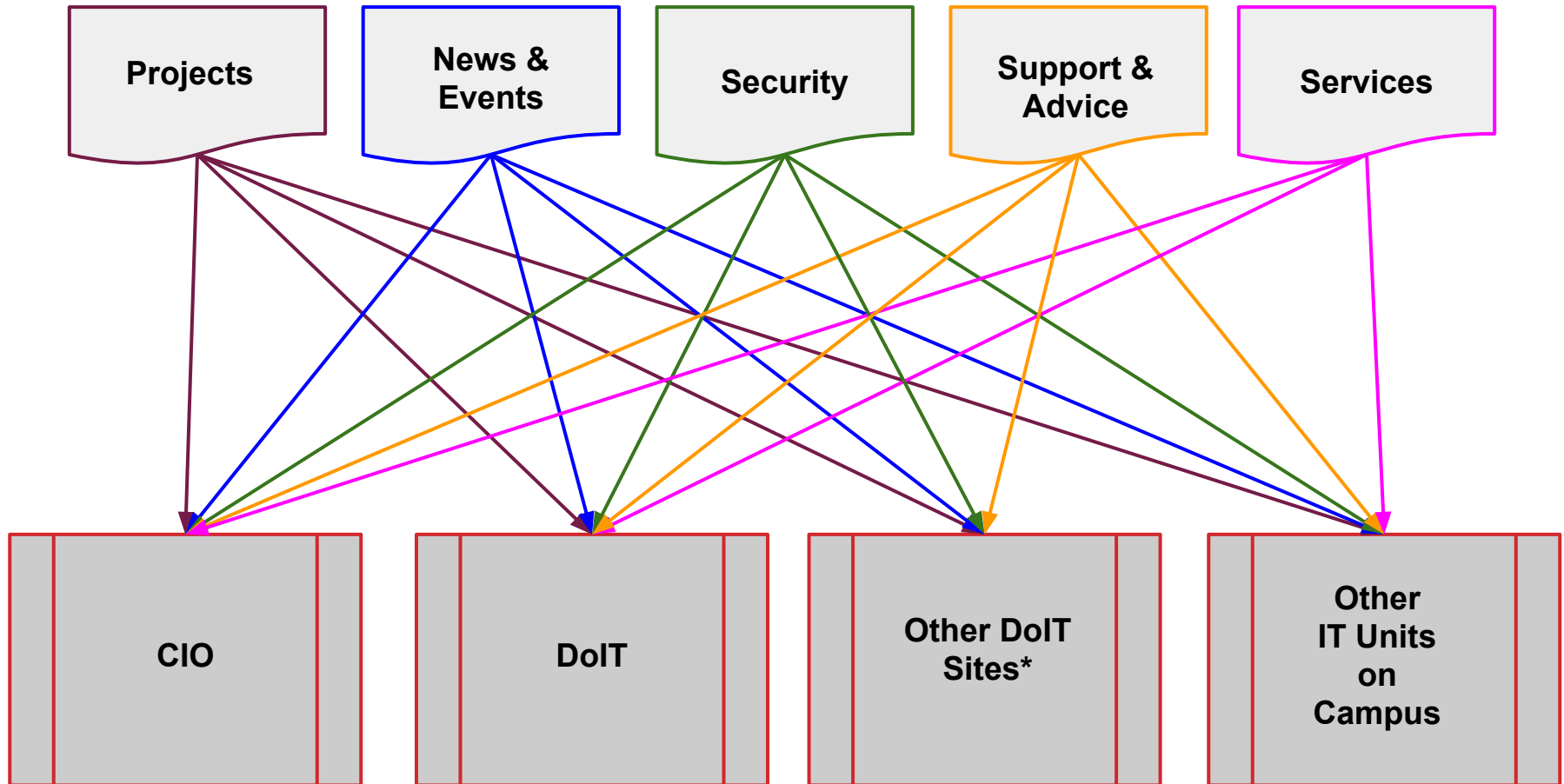
Faculty and staff: check with your department IT administrator before installing any of these products.

Windows XP / Vista / 7 / 8 Users

Your Needs: Downloads: View:

- If you are running a 32-bit Symantec Endpoint Protection XP Instructions version of Windows. 12.1.4013 32-bit Client Vista/7 File size: ~60 MB Instructions
- If you are running a 64-bit Symantec Endpoint Protection XP Instructions version of Windows. 12.1.4013 64-bit Client Vista/7 File size: ~80 MB Instructions

# WHY? OVERLAPPING CONTENT



\*Project sites, software.wisc.edu, Knowledge Base, Tech Store, Anti-Virus Downloads, etc.

# DISCOVERY FINDINGS

- **Working well**

- Quality of help and services (esp. Help Desk)
- Network and connectivity
- Access to wide range of software and services

- **Needs improvement**

- Difficulty finding resources; not sure who to contact for help
- Fragmentation, complexity, duplication, silos
- Relationship between DoIT and other units that use IT
- What's in it for me?

- **Perception**

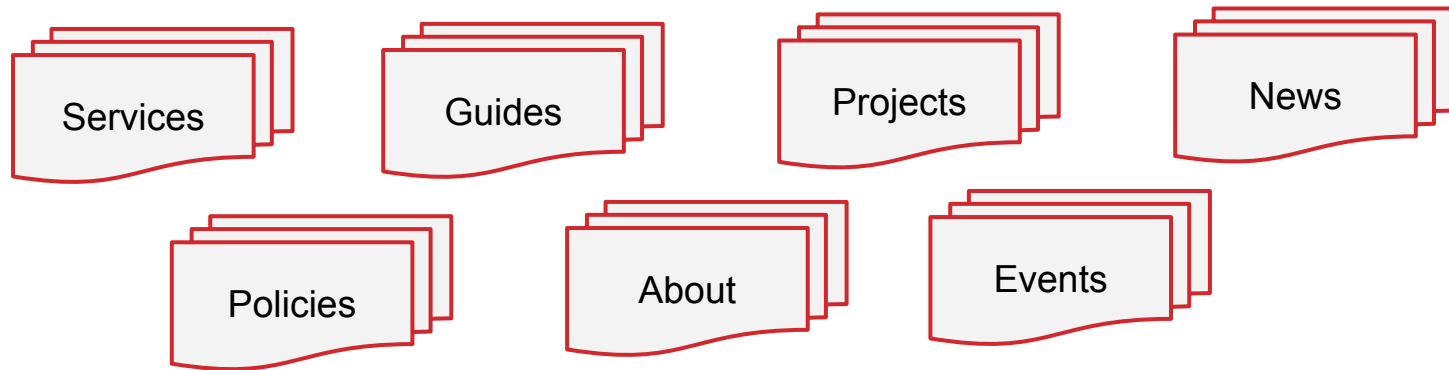
- Students, faculty, and staff are less negative about campus IT than tech professionals and DoIT staff

# DESIGN GOALS

- Reduce complexity and fragmentation of processes and content
- Make it easier to find IT resources and support/expertise
- Serve the overlapping and unique needs of different audiences
- Reduce redundancy and effort
- Leverage and learn from positive experiences

# CONTENT STRATEGY

**Consistent and flexible content types\*:**



**What are the problems our customers have?  
How can we best help them?**

**Communication and marketing tools:**



\* Additional content types: KB/Help Docs, Products, etc.

# HOME



UNIVERSITY OF WISCONSIN-MADISON  
Information Technology

Free Tech Help 24/7  
264-4357 Online In Person

My Accounts ▾

Search IT at UW-Madison

Home

Get Help

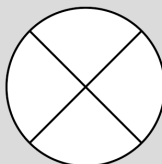
Learn

Services

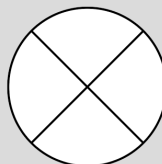
IT Community

About

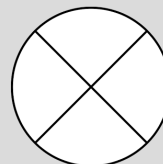
## I Want To...



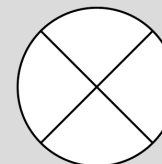
Get started  
with tech



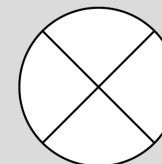
Login to email  
and calendar



Learn  
something new



Buy a laptop



Secure my  
computer

I want to do something else...

### What's New

- Access free security software on campus
- Badgers: Enter to win a \$450 Mac Pack including: iPad Mini 3, new backpack & other Apple gear.  
<http://goo.gl/8Xz9FA>
- UW-WIT Speaker Event - Recruitment  
Date: March 4, 2015  
Time: 11:30 AM - 1:00 PM  
Location: Union South - Varsity Hall 1

More of what's new...

### System Status

- UWNNet wireless network
- Email and calendar
- Phone
- JIRA
- Learn@UW
- MUFN

See all status information...

### Tech Store Content Headline

Shop the Tech Store...

#### Free Tech Help

264-4357 Live Chat  
Email Help Docs  
Online

Computer Sciences  
1210 West Dayton Street  
7:45am to 5:00pm M-F

#### Tech Store Locations

333 East Campus Mall  
10:00 a.m. to 7:00 p.m. M-F  
12 to 4pm S-Su

Health Sciences  
750 Highland Ave.  
7:45am to 5:00pm M-F

#### More IT Info

Jobs  
IT Policies  
Report Accessibility Issues  
Outages

# IT COMMUNITIES

UNIVERSITY OF WISCONSIN-MADISON  
Information Technology

Free Tech Help 24/7  
264-4357 Online In Person

My Accounts ▾

Search IT at UW-Madison

Home Get Help Learn Services **IT Community** About

I Want To...

**Our IT communities are among our most engaged.**

Some examples of this content include:

- IT Governance & Committees
- Directory of IT Communities
- Guides for IT Professionals
- IT-Specific Training
- List of IT Providers

Buy a laptop

Secure my computer

Something else...



# CAMPUS IT SECURITY

Security is found in several content types under the new model:

- Security guides
- Security groups in IT community
- Security news and events

The screenshot shows the University of Wisconsin-Madison Information Technology website. Red boxes and arrows highlight specific areas related to IT security:

- Navigation Bar:** The 'IT Community' tab is highlighted with a red box.
- I Want To... Section:** Five circular icons are shown. The icon for 'Secure my computer' is highlighted with a red box. Red arrows point from the 'Security is found in several content types under the new model:' text to the 'Get Help', 'Learn', 'IT Community', and 'Secure my computer' elements.
- What's New Section:** A red box highlights the 'What's New' section, which contains news about security software, a contest, and a speaker event.
- System Status Section:** A red box highlights the 'System Status' section, which lists the status of various campus services.
- Tech Store Content Headline:** A red box highlights the 'Tech Store Content Headline' section.
- Footer:** The 'Free Tech Help' section is highlighted with a red box.

**University of Wisconsin-Madison Information Technology**  
 Free Tech Help 24/7  
 264-4357 Online In Person  
 My Accounts ▾  
 Search IT at UW-Madison

Home Get Help Learn Services IT Community About

I Want To...

Get started with tech Login to email and calendar Learn something new Buy a laptop Secure my computer

I want to do something else...

**What's New**

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More of what's new...

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- JIRA
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- MUFN

See all status information...

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**Free Tech Help**  
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 Email Help Docs  
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Health Sciences	750 Highland Ave.	7:45am to 5:00pm M-F

**More IT Info**

- Jobs
- IT Policies
- Report Accessibility Issues
- Outages

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# TIMETABLE

Next steps

Web development

Writing

Prototype