

# TECHNOLOGY @CSN



## Technology Expo 2007

According to CSN Student Government Association (SGA) President Taylor Gray, "Our OTS department has been working diligently to improve the availability and quality of technology-related options for students, and now it is time to let the students know they exist."

SGA and OTS are collaborating to raise awareness to the student body by hosting Technology Expo 2007. The expo will be held Tuesday, October 9th through Thursday, October 11th from 9 a.m. to 4 p.m. This first-time event will kick off at the West Charleston campus on October 9th, move to Cheyenne on October 10th, and wrap up at Henderson on October 11th.

Technology Expo 2007 will consist of activities and information booths to actively engage students and showcase the many new technology features and tools available to them. Students will be able to log into their free student email accounts using one of ten wireless laptop computers setup especially for the expo.

Students, as well as faculty and staff, are encouraged to complete the 2007 OTS Quality Assurance Survey during their visit. If they haven't already done so, they can also pick up a free copy of the Corel software suite, valued at \$1,600 (see p. 8 for more details).

SGA is sponsoring donuts and coffee in the morning and pizza and soda in

the afternoon for participants. There will be numerous prizes awarded during the expo. Please encourage students to attend.

### Your Opinion Matters!

Complete the 2007 OTS Faculty, Staff and Student Quality Assurance Survey, and you could win an Apple iPod! OTS is committed to customer satisfaction and continually seeks to improve the quality and level of services we provide. We invite you to participate in a brief online survey that will be released next week. Look for an email announcement with a link to the survey, or complete the survey during your visit to the Technology Expo Day booth. The advantage of stopping by the booth is that you'll also get free food and drinks!

Your responses will help us to identify areas needing improvement, to gauge satisfaction levels, and to understand how to better meet your needs. Your responses will be kept completely confidential, and the results will be presented in aggregate form only. We welcome your feedback, whether positive or negative, and thank you for taking your valuable time to participate in this brief evaluation.

To show our appreciation, those who complete the survey will be entered in a drawing for an opportunity to win an iPod.

## CCSN is Now CSN

The time has arrived. OTS would like to remind all students, staff and faculty that the CSN domain name will transition from **ccsn.edu** to **csn.edu** at 11:59 p.m. on October 5th.

This changeover will affect the CSN web site, email addresses and mail-enabled mobile devices. Beginning October 6, **ccsn.edu** email addresses will no longer be forwarded to current email accounts and web pages or Internet hyperlinks referencing the **ccsn.edu** domain will no longer work.

Please begin now to:

- Notify your email recipients of this change;
- Change any email Reply-to messages or Signatures to reflect the new domain;
- Update your email address on relevant web sites, listservs, etc.;
- Update your mail-enabled mobile devices, i.e., Blackjack, Blackberry, etc.;
- Update your saved internet browser favorites; and
- Update any references to CSN web pages.

If you need assistance, please call the Help Desk at 651-4357.

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# Message from the CIO Welcome Back!



Greetings! I am happy to see our faculty and students back from a long, hot summer. Your OTS worked long days and nights on many important projects over the summer.

Due to the network upgrade project, we have enjoyed a very stable network. The network has continued non-stop without interruptions during business hours. This project is scheduled for completion in December 2007. We are now deploying Clean Access, secure wireless, and bandwidth management.

Network equipment (edge switches) must be acquired and installed in most buildings across our campuses by and/or during the December break.

Previously, none of our servers and network equipment had the required environmental conditions. With the construction of a new data center at Cheyenne, OTS will finally be positioned to offer the quality of service and uptime that our faculty, staff, and students expect and deserve. The new space has been designed to accommodate PC receiving, imaging, and testing and distribution of equipment. It will also serve as the operations command center for CSN disaster recovery scenarios. Public Safety, Office of the Registrar, Environmental Health and Safety, Business Services, and others will all have designated stations.

We realized great initial and operational savings by using some of the best ideas, designs, and technologies available. Industry leader Hewlett Packard (HP) would like to write a case study about CSN. The 60 monitors located across the three main campuses and Cisco's digital signage technology will be featured as best of breed technology design and implementation. Cisco's manuals are written based on the CSN layout. Casinos and other industries are visiting CSN to see a demo of this leading edge technology.

Many other accomplishments can be touted, including more than \$3.3 million in savings, cost avoidance, and returns on investments in 2007. These are direct and indirect value additions for CSN. Now these savings can be invested in other CSN projects and initiatives.

Lastly, I wanted to thank the faculty, staff, and students who have volunteered to act as our Beta Testers. We are asking these teams to read our instructions, follow them, and send us feedback before we roll them out to the general public. This will simplify operations, improve CSN satisfaction, and minimize any potential confusion.

We value your partnership and invite you to participate in our activities and communications. Please let us know how we can best serve you and the institution.

Best regards,

Shah Ardalan  
Chief Information Officer

## More on Active Directory Rollout

Now that the beginning of the semester is behind us, OTS plans to continue its migration project from Novell Directory Services (Novell) to Microsoft Active Directory (AD).

Active Directory is a centralized and standardized system that automates network management of user data, security and distributed resources (e.g. printers) and services (e.g. email). AD provides a single-logon capability and a central repository for information across the entire network infrastructure, vastly simplifying user and infrastructure management and providing superior access to networked resources. No more having to remember separate passwords to logon to the network, to email, to your VPN account, etc. AD will also allow OTS to assign policies, deploy software, and apply critical updates throughout the CSN network.

To minimize end user inconvenience, the migration process, which is currently underway, has been separated into four phases: Phase 1 - Classroom network drives by faculty and students, Phase 2 - Departmental network drives, Phase 3 - Faculty and staff personal network drives, and Phase 4 - Visit by OTS technician to migrate the PC onto AD, also referred to as the domain.

As OTS rolls out Active Directory, more services will be utilizing it for authentication. In the next few weeks, remote access to the CSN network will be upgraded to utilize AD, the new wireless network with full secure access to CSN resources will utilize AD, and the upcoming Exchange 2007 web access will utilize it, permitting access to network drives and all email when not on any of CSN's campuses.

# Help is a Phone Call Away

The CSN 24x7 Help Desk provides students, faculty, and staff with a reliable, centralized technology Help Desk and proven infrastructure that delivers professional customer service.

You can engage 24x7 Help Desk services to meet any level of need, including broad support for faculty, staff, and students or specific support for an application, such as the Microsoft Office suite. Our most common service calls cover internet connectivity, network connectivity, telephony, network and email account requests, and computer hardware and software problems.

Our professionals have backgrounds in higher education IT and private sector call center management. The CSN Help Desk applies the customer service methodologies and technologies from large call center operations to support higher education.

Service features include:

- 24x7, year-round service coverage
- Seamless support through a dedicated toll-free phone number
- Ability to submit requests via the web
- Live, professional customer support representatives with expertise in network or internet connectivity, ERP functionality, e-learning system support and desktop computer troubleshooting
- Tracking and reporting system customized for higher education
- Performance and quality assurance tracking
- Ready access to a person, not a voice mailbox

Service benefits include:

- Ability to meet faculty, staff, and student demands for service during off-hours
- Increased reliability of campus technologies
- Tight integration with the on-site support teams, using a shared Help Desk issue-tracking database

You can reach the CSN Help Desk 24 hours a day, seven days a week by calling (702) 651-HELP (4357) or toll free at (800) 630-7563.

## 2007 Help Desk Statistics (Year to Date)

**Total Calls to the Help Desk:** 32,352  
**Total Call Time:** 2,371 hours, 24 minutes  
**Average Call Length:** 5 minutes, 27 seconds  
**Percentage of Calls Closed by Corporate Help Desk:** 55%  
**Total Help Desk Cases:** 13,000  
**Overall Customer Satisfaction Rating:**  
8.08 "Excellent" on a scale of 0-9

Coming Soon...

**OTS Online Help Desk - Allows you to create and track your service requests.**

# Microsoft Office 2007 Training Opportunities

In preparation for the transition to Microsoft Office 2007, OTS, in collaboration with CAPE, will provide Office 2007 training sessions throughout the semester. Registration for these sessions is required. To register, call the CAPE office at x7521 or email [CAPE@csn.edu](mailto:CAPE@csn.edu).

As most labs and classrooms have already been migrated to Office 2007, we strongly encourage you to participate in one of these training sessions.

### MS Office 2007 – An Introduction

October 10, 9:00-11:00 a.m., CY 2769  
October 16, 9:00-11:00 a.m., WC C115  
October 23, 9:00-11:00 a.m., CY 2769  
October 25, 9:00-11:00 a.m., WC C115  
November 7, 1:00-3:00 p.m., WC C115  
November 14, 9:00-11:00 a.m., CY 2769  
November 20, 9:00-11:00 a.m., HN  
November 28, 1:00-3:00 p.m., WC C115  
December 5, 9:00-11:00 a.m., CY 2769

### MS Outlook 2007 – Intermediate

October 16, 1:00-3:00 p.m., WC C115  
October 23, 1:00-3:00 p.m., CY 2769  
October 25, 1:00-3:00 p.m., WC C115

### MS Word 2007 – Intermediate

October 12, 9:00-11:00 a.m., CY 2769

### MS Excel 2007 – Intermediate

October 12, 1:00-3:00 p.m., CY 2769

### MS Access 2007 – The Foundation

October 29, 1:00-3:00 p.m., WC C115  
November 30, 9:00-11:00 a.m., CY 2769

## Did you know?

On the CSN web site, you can now find a list of all the Smart Classrooms and links to the appropriate Smart Classroom Guide. These guides will help you to operate the equipment in the classroom, including how to control the sound and projectors.

You can access the guides through the OTS web site under Academic Technology Services or directly through the following link:  
[www.csn.edu/pages/1696.asp](http://www.csn.edu/pages/1696.asp).

# Meet the Team of Infrastructure Services

## (Network and Server Services, Enterprise Application Services, Telecommunications)

**Josh Feudi** is the Assistant CIO and Director of Infrastructure Services. He has over 12 years of experience in higher education, and a M.S. degree in Information Technology.



Before joining SunGard Higher Education, Mr. Feudi held various techno-functional positions. Previously, he instructed individuals in handling crisis management with his CPI Instructor certification and still maintains his Oracle database administration certification.

With SunGard Higher Education, Mr. Feudi was a member of our Technical Services Division – Application Services. He has led a number of integration projects providing strategic, architectural and hands-on assistance. He remains responsible for designing, developing, and deploying new technologies to our customer base. Some of the integration solutions implemented range from automated batch processes to pulling real time information for many universities.

Since joining SunGard Higher Education, Josh has continued to advance while working at various sites. His previous site position title was Senior Technical Director where he managed a staff of twenty professionals. He was also the technical lead on a SCT Luminis portal implementation with customizations for single-sign on connections to Blackboard and various other university systems utilizing MS Active Directory.

## Network Services...

As OTS Network Manager, **Jason Buckley** is responsible for managing the network team to insure network connectivity, performance, routing, internet access, wireless network, inter-campus connectivity, and network security. His team evaluates and implements the latest Cisco network technologies.



Jason attended school in Vermont and received associate degrees in both business management and computer science.

Jason has worked in many facets of technology such as application development, senior performance engineer, enterprise security, and infrastructure management for companies as large as UPS to small dot-com startup companies.

He enjoys the ever changing challenges that CSN brings to his position. He never has a dull moment.

**Philip Dunham** is a Network Systems Administrator I based out of the Cheyenne campus. His primary duties with the Network team include setting up and maintaining switches, routers, and the network infrastructure. Additional duties include assisting the Server team when needed.



Married for 19 years with two sons, Philip previously worked for Holman's of Nevada as a Network Consultant, Selling Source Inc. and H&R Block as a Network Administrator. He has been with the college since 1998.

Philip's technical certifications include Certified Network Engineer (CNE), Certified Network Administrator (CNA), Cisco Certified Network Associate (CCNA), and Microsoft Certified Professional (MCP).

He enjoys working at CSN and the challenges of new and evolving technology. He is always willing to learn something new, and CSN has always provided him with new things to learn.

**Wai Ho** is a Network Systems Administrator II. Before coming to CSN, Wai worked in Silicon Valley. New to the city of Las Vegas, he is still acclimating to the desert heat.



Wai has a B.S. in Management Information Systems from San Jose State University. He has over ten years of systems and network experience combined.

Wai's involved with many OTS projects, including wireless and digital signage. He thrives on challenging himself on solving complex network issues and enjoys supporting CSN's network infrastructure.

## Server Services...

A Las Vegas native who enjoys traveling, **Chris Nakagaki** was recently hired as a Network Systems Administrator II. His duties include ensuring all server systems (email, file, print, SQL, etc.) maintain a 99.9% uptime, implementing new technologies, and above all ensuring the customer experience working with these new



technologies is as seamless as possible. His personal number one priority is making the customer "happy."

Chris has been working in the IT industry since 2000. He came to SunGard in late August 2007 after five years with Cox Communications Las Vegas, Inc. as a Network Administrator. Chris brings with him experience with SAN Technologies, Windows Clustering, SQL Database, Active Directory, Mac OSX, VMware ESX Server, Cisco Call Manager, Cisco Unity, Media Streaming, e-Copy systems, Scripting, etc.

He holds certifications from CompTIA (A+, Network+) and Microsoft (MCP/MCSA).

### **Alan Sweeney**

is the OTS Server Manager. His duties include overall responsibility for managing the CSN servers and infrastructure systems such as Active Directory and Exchange.



Tasked with supporting over 100 servers, Active Directory, and Exchange and ensuring the highest availability of those systems, Alan is responsible for monitoring all of these systems and ensuring all issues are quickly and professionally resolved.

Alan has worked for SunGard Higher Education for over six years. Alan holds a M.S. in Information Technology from American InterContinental University, a B.S. in Information Technology from American InterContinental University, and an A.S. in Network Engineering Technology from Seminole Community College. He also holds a Microsoft MCSE certification.

Alan has been busy preparing the new servers and systems preparation for the spring semester and will soon begin moving all of the servers into the new data center, where the servers will be properly powered and cooled.

The most interesting aspect of his job is interacting with all levels of the CSN community and the teamwork between the OTS staff and the CSN staff, faculty, and students.

## Telecommunications...

### **Nelson Choo**

is one of three OTS Telecommunications Technicians located on the Cheyenne campus. His primary duties include repair and maintenance of telephone systems, troubleshooting network communication systems, maintenance of CSN's fiber infrastructure, coordination of T-1 network circuit outages with vendors, maintenance of all radio/cell and PDA services and the Micro Call long distance call accounting server, assigning, activation, and/or deactivation of long distance access codes, coordination of telephone conference calls, and maintaining inventory of all CSN's telecommunication services.



Nelson got his start in the communication field in the Navy when morse code was the primary secured way of communication! Before coming to CSN, Nelson worked for a Hawaiian telephone company for fifteen years and ran a telephone installation and maintenance company for five years.

He is excited about a future project which involves implementation of Voice over IP throughout CSN.

The most interesting part of his job is the opportunity to help others in solving their communication needs and improving voice and data services.

### **Mark Leichy**

has been a Telecommunications Technician at CSN for the past seven years.

A third generation Las Vegas native, Mark graduated from CSN with an A.A. degree and a B.S.B.A. Finance degree from UNLV.



Mark began working at CSN as a work study student in the Communications department assisting in the rollout of equipment upgrades for computer labs and later in the Telecom department

where he learned how to program Nortel PBX and Meridian voicemail systems.

Mark has attended training at Ascolta educational facilities in California to learn about Voice over IP technology. There he received a certificate of completion in Cisco IP Telephony v4.0.

He has over seven years experience in programming and maintaining legacy PBX telecommunications and two years experience in VOIP technology with Cisco Call Manager and Unity voicemail.

He has also been training with network analysts to familiarize himself with network applications, switching and routing, and the overall composition of our newly designed network.

### **Kevin Sakamoto**

is a Telecommunications Technician whose primary responsibilities include administering and maintaining the three main Nortel PBX switches for Cheyenne, Charleston and Henderson, as well as the Meridan voice mail, Cisco call manager, and Unity voice mail. His daily work includes anything from troubleshooting PRI-ISDN lines to helping staff with phone issues.



Prior to working for Sungard, he was a Digital/Telecom Supervisor for CSN for 12 yrs.

Kevin attended Cal State Long Beach, majoring in Business Administration, and the CSN Cisco academy.

His certificates include Nortel X11 REL.24 Mac, Cisco IP Telephony 4.0, 4.1 and 4.2, and Cisco Infrastructure .

Kevin was recognized as the CSN classified employee of the month for March 2005 and Board of Regents outstanding classified employee in 1999.

# Enterprise Application Services...

## **Brian Bourgon**

is a Programmer/Analyst I based at the Cheyenne campus. He earned a B.S. in Computer Science from UNLV.

Married with two children, Brian has spent the last twelve years working at CSN in IT and has worn many hats: desktop support, physical networking, CISCO router/switch programming, WebCT, dial-up, and email server administration before moving into application development and support in 1998 for which he achieved an award from the Board of Regents as an "Outstanding Technical Employee" for 1998-1999.

He is currently the primary contact for support with the BSDPro Course Scheduler, LOA Contracts, and Online Course Evaluations programs, as well as the Hershey Document Imaging System, EZProxy, and fsaAtlas International Student Software. Brian assists in designing, developing, maintaining and supporting "home grown" applications for the college and supports the NSHE IBM Mainframe including security, account maintenance, and data mining.

Further, he is an integral part of the team that builds the CSN Course Schedule each semester, running discipline specific schedule rolls from previous semesters, supporting departments in the build process, and processing data into the appropriate format for uploading into SIS.



**Judy Dunn** was hired in February 2007, and her recently upgraded title is Applications Manager. Her responsibilities include supervising the Webmaster and Programmer/Analysts.

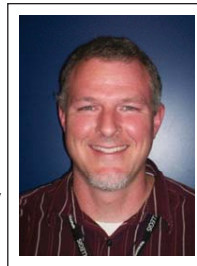


Judy wrote her first software application in high school and became hooked on the power of computers. With the exception of the high school class which started it all, she is completely self taught and has earned a living via writing custom applications since the mid-1980s.

She had previously contracted with SunGard as a SQL Database Administrator for CSN during the spring and summer of 2006. After the contract ended, she moved to San Antonio, Texas to take a Development Manager position with a well-known company in that area. Missing Las Vegas terribly, she moved back this past January and became a permanent Sungard employee in February.

## **Christopher Massa**

is a Programmer/Analyst I based at the Cheyenne campus. He has worked for the college for over nine years. His primary duty is to "computerize", "modernize", or "webify" various CSN business processes, most recently working on incorporating the Early Alert referral system into Web Grading.



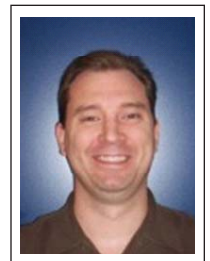
Chris was part of the original team that created the Course Scheduler. Those colorful room schedules that are displayed outside most classrooms are an example of his work. Previously, three people working for three weeks used Excel to create those schedules. Now, the room grids are printed from the course scheduler, taking less than six hours.

Chris began employment with SunGard on May 1, 2006. The first thing he did as a SunGard employee was write a program (later dubbed The Virtual Clerk) that allowed the budget and finance offices to use Excel to update the account information for the professional contracts rather than using the cumbersome contract system the previous IT administration had left them with. VP of Finance & Budget Patty Dayar said that The Virtual Clerk had saved the college over 300 man hours with contracts going out earlier than ever before. For this he received a quarterly bonus award from SunGard in June 2006.

Chris has also taken on duties as one of the Security Coordinators for the mainframe (SIS/Advantage/HRMS). This means processing accounts, creating security profiles, and resetting passwords.

Mr. Massa has a B. S. in Computer Science from UNLV.

Webmaster **Andrew Zager** has lived in Las Vegas for over twenty years and has worked for several local companies, including PostNet, FOX 5, GES, and the Department of Energy Nevada Site Office.



He is an award-winning web designer with over ten years combined experience of website and graphic design in university, private sector, government, and freelance environments. In 1999, Mr. Zager was awarded Second Place for Computing Services website sponsored by ACM/SIGUCCS to recognize outstanding publications developed at college and university computing centers.

His educational achievements include a B.F.A. in Electronic Imaging from Northern Michigan University and an A.A.S. in Graphic Technology from CSN.

# Easing the Transition to Office 2007

CSN is upgrading to Office 2007. Many of our labs and classrooms already have the software installed, and anyone can have it installed by simply calling the Help Desk. To ease the transition, OTS strongly encourages you to attend one of the many Office 2007 training sessions we are conducting in collaboration with CAPE (see page 3 for dates and times).

Office 2007 is noticeably different in look and layout than previous versions. Gone are the detailed pull-down menus that we have used in the past. They have been replaced by a series of "graphical ribbons" containing links to many of the tools you have come to rely on in your work environment. Accessing these ribbons and finding your way around this new environment does not come naturally. This is another good reason to attend one of the Office 2007 training sessions.

All of the tools you are used to using in Word, Excel, PowerPoint, and Access are still available in Office 2007, as well as many new and interesting features. Most of these are due to the fact that the program is written in XML (Extensible Markup Language). This change has given Office 2007 a WOW factor that is spectacular. For example, when adding clipart, a ribbon appears that allows you to adjust the framing and shape of the image; as you scroll through the options on the ribbon, the image changes temporarily to allow you to view the change before making a final selection. The same thing happens when you change fonts, font styles, and font sizes.

However, the XML language in which the Office 2007 programs are written does have a few drawbacks. Office 2007 XML files cannot be opened by earlier versions of Office Programs. This means that during this transition to Office 2007 it is very important that you save your files as "Word 97-2003" files. This can be done by using the "Save As" command in Word 2007.

If you have not yet upgraded to Office 2007 and students are sending you Office 2007 files, Microsoft is offering a free converter program for you to install. Visit

[www.csn.edu/pages/1692.asp](http://www.csn.edu/pages/1692.asp) for more information and a link to the converter. You will also find a link to NeoOffice which enables Mac users to open Office 2007 files.

An Office 2007 issue relevant to faculty involves WebCT. XML files can be problematic for WebCT CE 6; however, WebCT 4.1 better handles the XML files. Therefore, WebCT instructors have two choices for posting content files created in Word 2007. The first and easiest is to save your Word 2007 files as PDFs. These can easily be posted to WebCT. The second involves using WebCT's HTML Creator and pasting your content into it. You may lose your formatting and have to re-do it in the HTML Creator. Once you save what you paste into the HTML Creator, you will have an HTML page that can be viewed easily by any student. In regards to students submitting Word 2007 documents via WebCT's assignment drop box or mail tool, if you do not have Office 2007 yet, consider the following solutions:

- Require students to save their files as Word 97-2003 documents.
- Download the file to your computer instead of opening it. The converter does not function properly if you open a 2007 file inside Internet Explorer.
- Use the Firefox 2 browser for your WebCT work; faculty have reported more success with downloading and opening Office 2007 files in Firefox than in Internet Explorer.

We have posted several links on the CSN web site relating to Office 2007. Among them are links to programs and instructions about saving and converting 2007 files so they can be opened by older software, how to save files in PDF format, Microsoft online training, and the changes between Office 2007 and earlier versions. Visit [www.csn.edu/pages/1692.asp](http://www.csn.edu/pages/1692.asp) or click "Office 2007 Resources" in the Site Map.

# We Want to Hear From You!

We want to know your opinion about how OTS has served your technology needs over the past year.

Please respond to the 2007 OTS Quality Assurance Survey with your kudos or complaints. Your feedback is always appreciated and just might win you an Apple iPod!

# Office for Mac

Microsoft announced this week that it will release three versions of its Office 2008 for Mac suite in January.

- Office 2008 for Mac Home and Student Edition will include Word, Excel, PowerPoint and Entourage.
- Office 2008 for Mac includes the same programs as Home and Student and the ability to link to a Windows Exchange server.
- The third version, Special Media Edition, adds Expression Media, a program that helps computer users organize and manipulate digital photos, video, and other files.

All three versions work on Intel-based Macs and older PowerPC machines.

# Free Corel Software for Home Use

CSN faculty, staff and students can now obtain a copy of the following software packages (valued at \$1,600) for their private/personal use FREE of charge!



**CorelDRAW Graphics Suite X3** is trusted by designers and business users to transform ideas into professional results. This suite combines design capabilities, ease-of-use, and affordability that cannot be matched by any other graphics software.

**Corel DESIGNER Technical Suite 12** is designed to streamline your workflow, delivers all the powerful technical graphics software you need in one easy-to-use solution. The suite combines precision drawing and photo-editing tools with industry-standard file format compatibility so you can accelerate your design and production processes. Use what the pros use!

**Corel Painter X** is the world's most powerful painting and illustration software. Discover why Painter continues to revolutionize the photography, gaming, illustration and film industries. Turn photos into paintings or create a digital masterpiece from scratch.

**Corel WordPerfect Office X3 - Student & Teacher Edition** allows you to open, edit and create Microsoft Word, Excel and PowerPoint documents. Open PDF files with WordPerfect to edit and reuse the content. Turn your WordPerfect, Quattro Pro and Presentations files into PDFs to share with virtually anyone.

**Corel Paint Shop Pro Photo X2** offers a complete set of photo editing tools that combine automatic photo fixes and precision editing controls to create professional-looking photos fast.

To request a copy, call the CSN Help Desk at 651-4357. Tell the Help Desk technician that you'd like to request a copy of the Corel software package. The OTS software manager will contact you when it's ready for pick up.

There are a limited number of copies remaining. Requests will be handled on a first-come, first-served basis. Offer good while supplies last.

The software will also be distributed at the OTS Technology Expo from October 9-11 at each of the three main campuses (see article on page 1).

## IMPORTANT NOTES

1. CSN does not make any warranty, express or implied, including the warranty of fitness for a particular purpose, or assume any legal liability or responsibility for hardware or software damage or loss of file integrity relating to the installation and use of this software.
2. Please note that this software will not be replacing the official productivity tool (MS Office) at CSN and will not be installed on your office computer.
3. OTS will be able to provide very limited support for these tools installed on your home computer.
4. OTS will work with CAPE to offer an introductory training & workshops to faculty and staff soon.

## Office of Technology Services Contact Information

*Technology@CSN* is published by CSN's Office of Technology Services (OTS). Your feedback is appreciated. Email your comments, questions or suggestions to [technology@csn.edu](mailto:technology@csn.edu).

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