

Inner Circuits

A Technology Newsletter for Extension Specialists

March 2009

Volume 25, number 1

Wishing for Spring

by Steve Giesel

Welcome and greetings from ETCS. As Spring is just around the corner, we have a number of things for your consideration that we hope you will find useful. None of them of course have anything to do with Spring, but a little wishful thinking can't help but lighten your reading mood, enjoy.

This month we have 3 articles from Joe Lear. He has advice to offer about using the new security package from Microsoft called Forefront. You will also get information about how to use Office Communicator for instant messaging and voice over the computer. This is where it's possible to save money in your communication budget, allowing you to use the Web for communications in place of a quick phone conversation. Joe also gives us some tips about stretching the charge times on our lap top batteries.

Charlie Baerwald provides an update on how the R: drive synchronization works with the laptop computers. Undoubtedly many of you already make good use of this feature, but we thought an update wouldn't hurt. Some of you have been encountering problems with your sound when trying to use Adobe Connect, or just after participating in an Adobe event. Charlie has a tip that may help.

You'll hear from me on three topics this month. In the past some of you have asked about converting PDF files back to Word documents—well, contrary to what I've said in the past, it is possible, and easy. In addition I have an update about Adobe Connect with a link to a scheduling form if you'd like to try an event on Adobe Connect.

If you've ever heard the term "Web 2.0" and wondered what it meant, or wanted to learn more, I have an article touching on the subject with a link to more in-depth information. Look for articles from us in the future that explore Web 2.0 applications and how you might use them in your work with Extension.

Get to Know the Forefront Client Security Software

by Joe Lear

By now all of you should have installed the new Forefront Client Security software from Microsoft. For most of you this was done by a logon script that uninstalled the old Symantec Antivirus (which was represented by the gold shield in the system tray in the lower right of your computer screen) and installed the Microsoft Forefront Client  which is the green icon with the white checkmark in your system tray. Others had to manually run the script due to issues with the User Account Control in Vista or they worked at home or did not work in an office with a file server. We appreciated your patience with us and the process to get the new antivirus/spyware client installed. If you still have not installed the new Forefront client or you are having difficulty installing the client, please call ETCS for assistance.

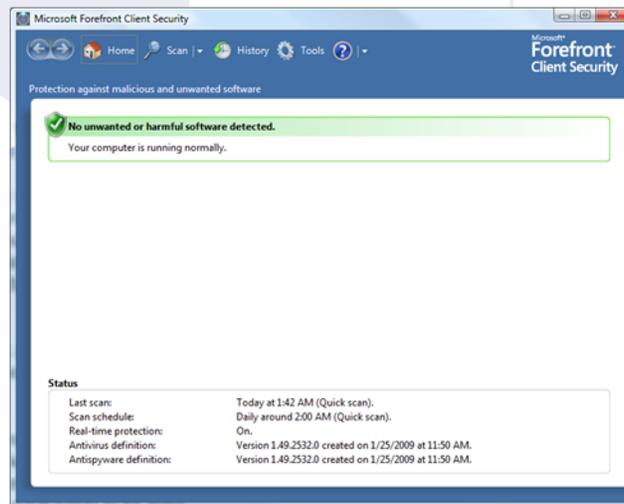
Special points of interest:

- Get comfortable with Forefront software
- Yes, you can convert your PDF to Word
- Would you like to try and Adobe Connect Event?
- Update your sound driver
- Tips and tricks to extend your battery life

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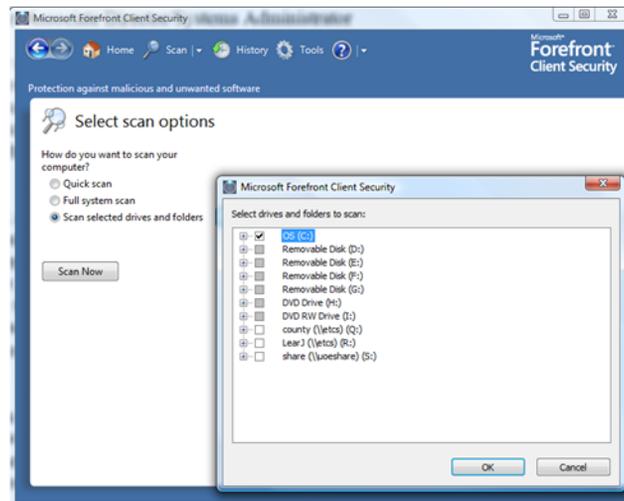
To look at the various features of Forefront, Double click the Forefront icon and open the Forefront Client Security window. At the bottom of the window you will see the latest antivirus and antispysware definition dates. These dates should only be a day or two old at the most.



You can check for updates by running Windows Update or by clicking the down arrow next to the help icon and choosing check for updates.

The middle of the window will give you information regarding the status of the client on your computer.

At the top of the window is the Menu Bar. Clicking the Down Arrow next to Scan allows you to choose a quick scan, full scan or custom scan. A full scan will scan not only your C: drive but all your network drives. We recommend in most cases, doing a custom scan and then selecting the C:\ drive to be scanned. Click the OK button, then the Scan Now button to begin the scan. The software is



“We recommend...doing a custom scan & then selecting the C:\ drive to be scanned.”

set to do a quick scan of your computer at 2 am each morning. If you shutdown your computer, the scan will start up after you log into your computer each morning.

The History icon on the menu will show you any virus or malware that has been found on your computer and what steps were taken to protect the system from it. You will also see any programs that are allowed to operate on the system, that the program can't identify and allow more investigation to be done. One you may see is for a file called iqww32.sys which is a file for the desktop network card and it is perfectly safe.

If you click the Tools icon on the menu, you'll see this is where you can change options and view the quarantined items that Forefront has found. Clicking the Quarantined items link

shows you all the files that the software has found that have viruses or spyware. If you see files listed in the Quarantined items list, click the Remove All button to delete these files from your computer.

The Forefront system tray icon will change colors depending on the status of the software. If you see an orange icon with a black exclamation mark, Forefront has either missed a scan of your computer for several days or needs to be updated. Double click the icon to bring up the Forefront Window and see what needs to be done.

If the forefront icon is red with an X in the middle this is an indication that a virus or other malware has been found. You can double click the icon to find out the issue and then go to the history or quarantine items section to get more information on the detected virus or spyware.

If the forefront icon is gray with a spinning circle, this means that a scan is in progress. It is either the scheduled scan that was missed, or one that you initiated from the scan icon on the menu.

This is a quick primer on the use and functionality of the new Forefront client. If you do not see the forefront icon on your computer or you have questions about the new client, please let us know.

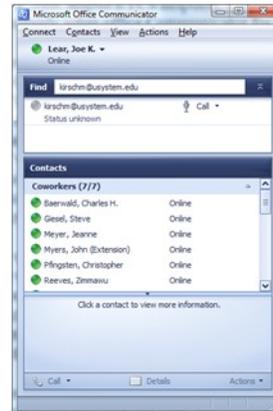
Office Communicator can Save Money

by Joe Lear

With the economy in bad shape, every Extension office needs to stretch their budget where they can. One way to do this is by using Office Communicator 2005 to talk with Extension Faculty and staff instead of using the telephone and reducing costs for long distance service. Office Communicator allows you to Instant Message (IM), share files and even talk in real time to other faculty and staff in Extension. The only requirement is that the people you want to talk or IM with have Office Communicator installed and running as well.

Office Communicator is installed on every Extension machine that has Vista installed. During the initial computer setup, instructions were included to setup Office Communicator for your account. If Communicator has been setup then you should see an icon in your system tray (lower right hand corner of your computer screen) that looks like a comic dialog balloon with a green dot.  If you do not see this icon or the dot on the icon is red with an X through it, then you may need to follow the instructions at <S:\MuCampus\ETCS\helpdesk\Communicator\Setup Microsoft Office Communicator.docx> to properly setup office Communicator for use.

If you are still using Windows XP and want to install Office Communicator follow the installation instructions at <S:\MuCampus\ETCS\helpdesk\Communicator\InstallingOfficeCommunicatorWindowsXP.docx>

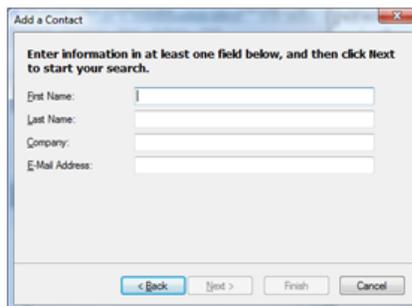


“With the economy in bad shape, every Extension office needs to stretch their budget where they can.”

Office Communicator Can Save Money

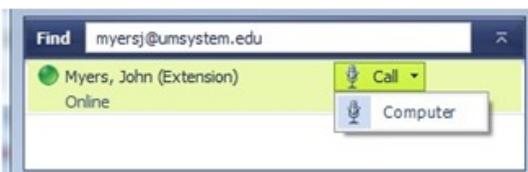
cont'd

Communicator is tied into the Active Directory and Outlook, so you can add anyone in Extension as a contact in Communicator. To add a person as a contact; Open Office communicator by double clicking on the icon in the system tray, Click Contacts on the Menu Bar and then click Add Contact. You can then choose to search for a contact, which will allow you to search by first name, last name, and e-mail address or any combination. You can click "By e-mail address or sign-in name" if you know the person's username. If you choose this option, do not use "@missouri.edu" with the person's username. You must use "@umsystem.edu" to add the account properly to your contacts. Contacts can also be sorted into Groups. Since you can invite multiple people into an IM conversation (max



of 32 including yourself), you can use groups to organize contacts in to collaborative efforts or meeting groups.

You can have one to one voice communications using Communicator as well. You can right-click on someone in your Contacts list and choose Call, and then click Computer, or use the find function



to type in someone's *username@umsystem.edu* to see if they are on line and then click the drop-down arrow next to call, and choose Computer. If this is your first time to connect via voice, then you'll be taken through the Audio Wizard. Once completed, the call will be made and if the person accepts the call, you can begin your conversation. If you are in the

"You can have one-to-one voice communications using Communicator as well."

County office you must have the Extension VPN connection running to use the voice calling feature of Office Communicator.

File transfers (of office documents and other files considered safe) can be transferred from one person to another by simply press the send file icon during a conversation.



We hope that you'll find Office Communicator a useful tool for inter-office communications and that it will help you stretch your office budget.

Convert PDF to Word or HTML

by Steve Giesel

Volume 25, number 1

Did you know it's possible to convert your PDF documents back into a Word document? Or even into HTML? In the past a number of you have asked me if this was possible and unknowingly—I responded in the negative. Happily I can now correct my error and announce to you that it is indeed possible to convert your PDF documents back into a number of text formats such as .txt (text), html, or even in Word format. Indeed these tools have been available before now but I don't always pick up on such things right away, there's just too much going on in the Web to keep up with everything. That's why ETCS is always interested in hearing from you if you've found something new or unique that might help other Extension Associates do a better job, "on the job."

Now, you should know that a reverse conversion back into Word is not a one-step process, but it's pretty close. Additionally the Acrobat Professional and Standard versions of the full program will convert PDF's directly into additional formats such as **.rtf** (Rich Text), **.html**, and **.xml** in addition to text format.

OPTION #1:

Convert directly from within the Adobe Reader software itself. The Reader is included with your current computer set up, and an update is easily available from the Adobe Web site here, <http://get.adobe.com/reader/>.

1. Open your file with Adobe Reader 8 or later.
2. Once the PDF file is open—from the **File** menu choose, "**Save as Text...**"
3. A "Save As" dialog opens allowing you to choose where to save the file in **.txt** format.
4. Open the **.txt** document you just created and Copy/Paste this text into a new Word document and save it.
5. Reapply formatting as needed.

You now have a Word version of your PDF document.

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OPTION #2:

You may use the conversion tools available at Adobe's Web site. From there you can convert a PDF document into text or HTML, and there are two ways Adobe will handle this for you.

Method A:

You can send the PDF file as an email attachment for conversion; this is handy if the file is on your computer or one of your local network connections. Click the pdf2txt@adobe.com or pdf2html@adobe.com link to attach your file for conversion. Adobe will return the converted file for you as an attachment to your email inbox. At present I've been able to get only the **pdf2html**, address to work but it seems effective and returned the converted file within ½ an hour or so.

Method B:

You can use the tool on the Web page itself, just follow the directions below.

1. Point your Web browser to; http://www.adobe.com/products/acrobat/access_onlinetools.html
2. In the field provided enter the URL of the PDF you wish to convert (it must be on a publicly available Web page somewhere).
3. Select the format you want, HTML or TXT.
4. Optionally you can enter info about why you aren't using the converter in Adobe Reader.
5. Select the platform you will view the page on, enter Comments if you wish.
6. Click "**Convert.**"
7. Depending on their server load the converted document will be returned shortly in a new window.
8. Create a new Word version by Copy/Pasting the text from the returned document.

If you need an html file from your PDF this seems to be the best method

Admittedly these tactics are a round-about way to get a Word document from your PDF file, but it works. You will want to read the FAQ's at, http://www.adobe.com/products/acrobat/access_tools_faq.html because there are some limitations to the process. This converter is designed to make a document readable via a screen reader so most formatting—except paragraphing—including images are stripped from the converted documents.

And finally if you like, it should be easy to find inexpensive software just by Googling **PDF to DOC**.

*“...most formatting-
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R: Drive Synchronization

by Charlie Baerwald

Since the deployment of Windows Vista with the Computer Replacement Plan most specialists have been using laptops instead of the traditional desktop. The laptop, hooked up to a docking station (port replicator) with an external keyboard, mouse, and monitor, can be used as if it were a tower or desktop computer, but with the advantage of being able to undock it and take it with you.

A few years ago Extension Technology & Computer Services deployed servers in all counties for the purpose of backing up our most important data. On your computer, what you see as the R and Q drives really represent space on the server. The R drive is space on the server with restricted access for your use only, and the Q drive is space on the server shared by everyone in the office.

The data on your computer is backed up automatically because the Documents folder,

Internet Explorer Favorites, Pictures, Videos, and Music are “pointed” to the R drive. In other words, when you save a file to any of the above listed folders, it’s actually being saved on the server. The server makes backups of everyone’s R drive as well as the Q drive every night.

For the convenience of the specialists who work at home and in the field, ETCS set the laptops to **synchronize** data from the R drive with the local disk (the C drive), so that when taken out of the office, the laptop shows all data stored on the R drive (but it’s been copied to C). This is the same as when you have no network connection and you open Outlook. The files are offline, so you can access them and compose messages, but it’s not until you connect to the network that your changes take effect on the email server. Synchronization of the R drive is set to occur when the specialist logs on to the computer with a high speed connection to the server, which means for the most part – in the county office.

Note the Sync Center icon in the System Tray:



After you log in, take a look at the icon and you’ll notice that the *arrows are rotating*, indicating that synchronization is occurring.

So what exactly does it mean to “synchronize”? The first time it happens, all the data that exists on your R drive is simply being copied to your C drive. If you have gigabytes worth of data, this process takes a long time – hours. Once the initial sync occurs, subsequent syncs are “incremental”, i.e. only the files that have changed get copied, so it takes far less time. Imagine that you’ve taken your laptop home. You work on a few documents, and you create a few. You’ve save them to your Documents folder. Until you’ve synchronized, the only copies of the new and modified documents that exist are on the C drive. If the C drive were to fail, those documents would be potentially gone for good. That’s a problem. If the documents are so important that you can’t risk even a slight chance of losing them, copy them to a flash drive as part of your backup routine after every major modification.

Now you go into the office, dock the laptop, fire it up, and log in.

If you look at the System Tray Sync Center icon, you see that synchronization is occurring. The new and modified files from the night before are being copied to the R drive, replacing old versions. In addition, any files that have been modified on the server R drive get copied to your C drive (if you happen to also have a desktop computer, and have used it to modify files).

Sometimes, the Sync Center doesn’t know what to do with a file, because there’s a file of the same name on the R drive it wants to replace, but is unsure of which copy you’d like to keep. These are called “conflicts”. Conflicts usually occur when a file has changed in both locations since the last sync, or if a file has been deleted in one location but has been changed in the other.

*“After you log
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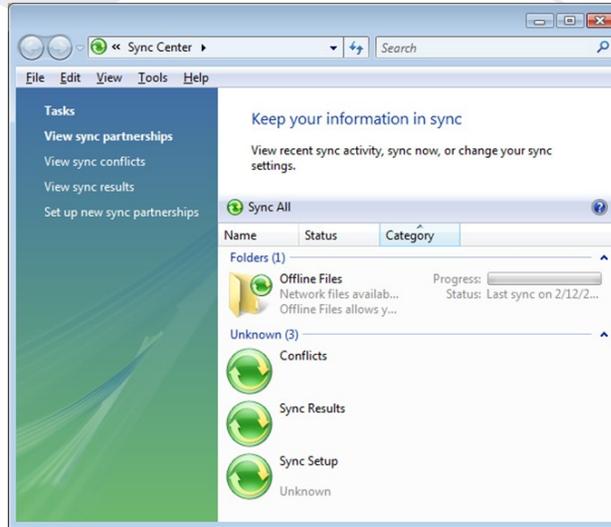
Note the exclamation on the Sync Center icon (in the System Tray) when conflicts exist. How to resolve?

1. Double click the System Tray icon to open the Sync Center.
2. Double click the **Conflicts** icon.

There you'll see a list of conflicts – files that need a decision from you about what to do with them.

Right click each one, and you'll have an option to **“view options to resolve”**

A window will open that shows both files in conflict, including

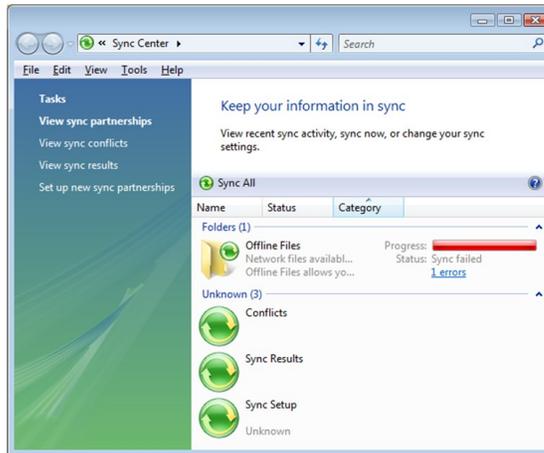


information on size and date modified. Here you get to decide which one to keep. If in doubt, it's generally best to keep the one that's been most recently modified. Proceed until all conflicts have been resolved. For some this may take a short while, but after the first round of conflict resolution you'll see far fewer of them. Sometimes the sync will simply fail.



What to do?

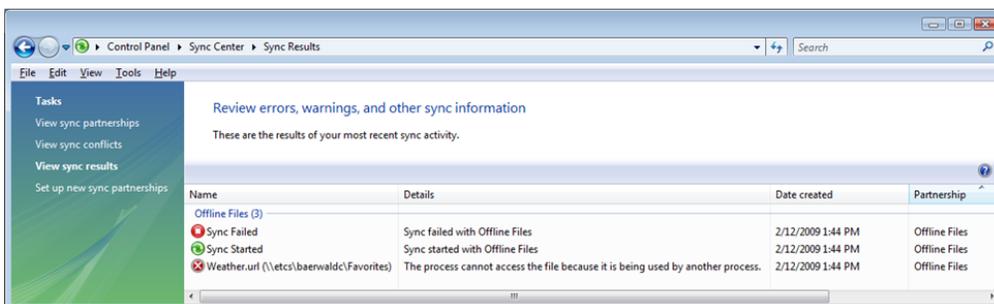
1. Double click the icon to open the Sync Center,

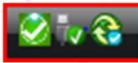


“If in doubt, it’s generally best to keep the one that’s been most recently modified.”

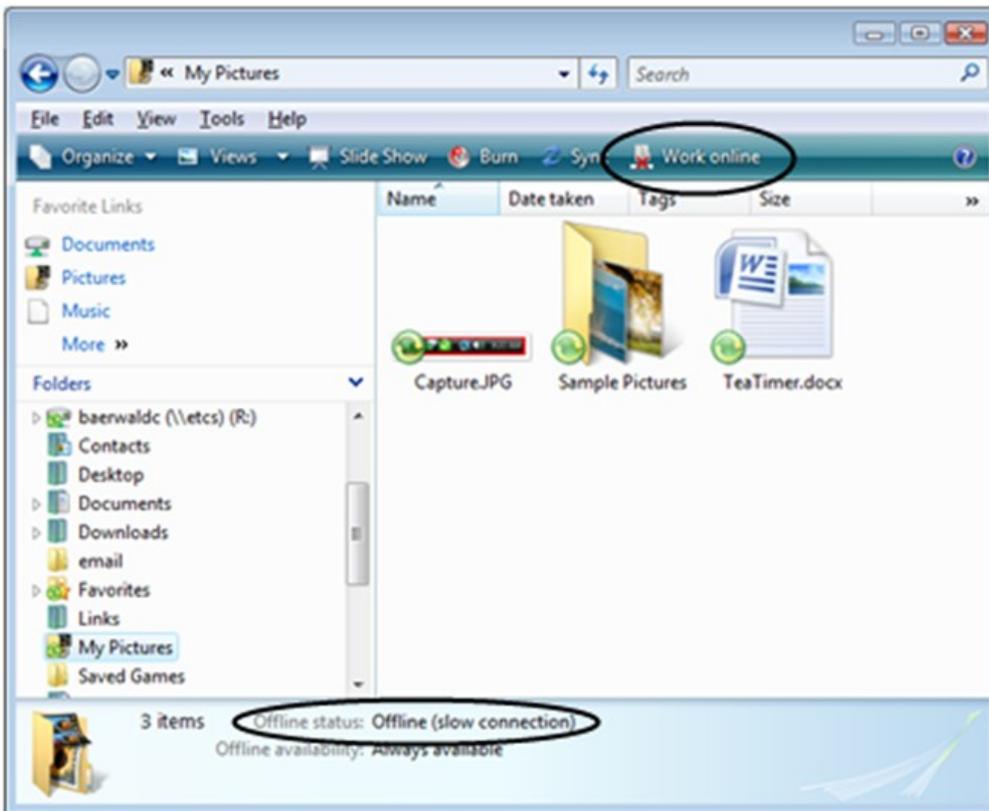
2. then under Tasks, click **View sync results**.

The error will be displayed along with a brief explanation why it failed. In most cases you can right-click and choose Ignore.



Now close the window, and to re-initiate the sync, **right click** the **System Tray Sync Center icon** and choose **Sync All**. You may have to repeat this procedure several times till sync occurs successfully. 

A common issue I see is for folks to be in the office connected to their “high speed” line and the R drive is still “offline”. If you try to change a file name or modify the file itself, it just doesn’t work. Note in the following screen shot that in the blue bar at the bottom it says **Offline status: Offline (slow connection)**



“Synchronization of files in your Documents folder can occur ‘on the fly’ whenever the file is saved..”

Now take a look at the dark blue bar above the main field, at the right most option, to **Work online**.

Click **Work Online**, and the problems you were having renaming or modifying files will be gone.

You may have noticed synchronization is set to happen only on one event – logon. So what happens when you’re in the county office and modify and/or create lots of files on the R drive, online, that you want to modify somewhere out of the office? **Manually synchronize** before shutting the computer down. Just **right click** the **Sync Center** and select **Sync All**. Synchronization of files in your Documents folder can occur “on the fly” whenever the file is saved, but if you really need a file that’s on the R drive while away from the office, it’s safest to sync manually before leaving the office.

For more information about Sync Center and resolving conflicts, see:



Sync Center recommended links - Windows Vista Help.url

A final note - if you notice that when you log in, synchronization takes a long time, even though you've not made many changes to the R drive (Documents or Favorites), try letting the synchronization occur **before** starting VPN software. If the automatic VPN prompt is gone by the time sync has finished, there's a shortcut on the desktop for Extension (yellow padlock) - double click to start VPN.

As always, if you have questions or problems email or call ETCS.

Adobe Connect Continues to Shine

by Steve Giesel

As I've mentioned in a past article, ETCS is evaluating a desktop conferencing application called Adobe Connect. We've been fortunate in that we have the current calendar year to continue evaluation. And as you probably know campus has renewed our Centra license for this year as well. So while we continue to use Centra as our primary tool, anyone who wishes may give Adobe Connect a try.

So far most everyone who's tried the system has a favorable response toward its use. The interface is more professional in appearance, sound quality is noticeably superior to Centra, and server access and response times are faster. The event recording feature in Adobe Connect creates an FLV format file (as opposed to Centra's proprietary format) that is accessible by any FLV player, and it is editable.

I invite you to take the plunge and try Adobe Connect. Download the scheduling form from the ETCS Website at, <http://etcs.ext.missouri.edu/Documents/Adobe%20Connect%20Scheduling%20Form.docx>. Fill out the document and email it back to me, giesels@missouri.edu as an attachment. Please feel free to call or email me if you have questions about Adobe Connect.

Update

Since originally drafting this article in late January we've held over a dozen events with at least 8 different presenters and probably 50 separate users. While robust usage isn't the only measure in choosing this type of software, it is one measure of a system's usability. There will be many things to consider when deciding, and I'll update you through the year about how the licensing requirements will impact Extension's usage of Adobe Connect.

*"I invite you to take
the plunge and try
Adobe Connect."*

Problems with Sound? Try a New Driver!

Volume 25, number 1

by Charlie Baerwald

Web conferencing is becoming more and more popular in Extension, and people are using more laptop computers to attend these conferences than ever before. Whether you're using a laptop or a desktop, the best sound apparently comes from using a headset with a microphone. Others use an external microphone with external speakers, or in the case of the laptops, built-in speakers. Several problems have arisen – the most common being the screeching internal laptop microphone. This happens because the mic is so close to the speakers that when volume is adequate, feedback between the speakers and mic induce the screeching. The solution is to disable the internal microphone, and use an external one.

Another common problem is that sometimes the microphone will just stop working, or the sound is just not very good.

All computer hardware needs a software interface with the computer operating system in order to function (in our case the operating system is primarily Windows Vista). Hardware vendors write software so that their hardware works, but as in all human endeavors,

the software isn't perfect. When "bugs" are discovered in the software, the vendors revise the driver software to correct the problem. So, just like all other software, there are regular updates available.

If you're having trouble with sound on your Dell D830 laptop, a driver update may solve the problem.

To update, browse (through your desktop Computer icon) to the S drive. (**Remember that the S drive is now behind the University of Missouri – Columbia firewall, so VPN software must be running to tunnel through the firewall**).

Browse to S:\MUCampus\ETCS\Drivers\Computers\Dell\D830\Audio. Then right click **R171788** and choose copy. Right click any open area on your desktop and choose Paste.

Alternately you can use your web browser (Internet Explorer): go to <http://uoeshare.ext.missouri.edu/share> and browse to the same location. To authenticate with the web page, you may have to type in your user name and password – remember to include the domain **um-users** in the user name field (i.e. um-users\baerwaldc ...and, it's got to be a backslash!). Once you're in the Audio folder just right-click the listing for **R171788** and SAVE it to your desktop.

Once R171788 is on your desktop, close all open programs including Outlook and Internet Explorer, then double click the file. *Continue* if necessary and it will ask to unzip the file. Allow it to unzip using the suggested location. Let the program create the folder if it doesn't exist. Once the files are unzipped, the driver software will proceed to install automatically. You may be prompted to continue – please do so.

“All computer hardware needs a software interface with the computer operating system in order to function...”

Problems with Sound? Try a New Driver!

cont'd

When the installation is complete, you'll be asked to restart the computer. Once the computer has restarted, log in. If your microphone is plugged in, you'll be prompted to identify it as a microphone. Once you've done that, it can be tested. Click **Start, Control Panel**. Double click **Sound**. Click the **Recording** tab. You'll have to *disable* your internal microphone again to avoid the screeching - right click the internal microphone and choose **Disable**. Now snap your fingers in front of your external microphone, and you should see the volume meter move (at the right of the listing for the microphone).

As always if you have questions or problems contact ETCS.

Extending Laptop Battery Time

by Joe Lear

We've had a few questions on how long the batteries should last on the new laptops. The not so simple answer is, "it depends." What you do with the laptop while it's on batteries will determine how long you'll be able to run without finding an outlet. Here are a few tips to extend your time on battery.

First don't attach any USB devices such as flash drives or mice. These use power from the computer and drive down the time you'll be able to run on batteries. Copy files to the computer to work on them and use the built in touch pad as much as possible.

The same can be said for the CD/DVD drive. Don't use it while on battery and you'll be able to work a lot longer. Copy files to the hard drive from CD while plugged in, then work on the files from your hard drive.

If you do not need to access the Internet while on batteries, you can, extend battery life by turning off the wireless card in the laptop. On the new laptops, (D830, D630, D820 and D620) there is a switch on the left side of the computer. Pushing this switch to the back of the computer turns off the wireless card. Just be sure, when you want to connect to the Internet again, that you pull the switch forward to reactivate the wireless. On the older laptops (D600, D800, D610, and D810), you can turn the Wireless card on or off by holding down the Fn key and pressing F2.

You can also dim your screen. Hold down the Fn key on the laptop keyboard and press the key that has the icon of a sun and a down arrow. This is usually the down arrow key. Holding down the Fn and pressing the up arrow will brighten the screen (should have an icon of a sun with an up arrow).

You should use your laptop battery on a regular basis. Use your laptop on the battery once every week or two. You should run the battery until it's fairly low, but there's no need to completely discharge the newer Lithium-ion batteries (The Dell laptops all use lithium-ion batteries). Older laptops that use a NiCd (nickel-cadmium) or NimH (nickel-metal hydride) require that you completely discharge and recharge the battery on a regular basis.

Make sure the vents on the laptop are clean and free of dust. Keeping the laptop cool will

"...USB devices...use power from the computer and drive down the time you'll be able to run on batteries."

also help to extend battery life. Try to operate on hard surfaces as much as possible and avoid using the computer on your lap, pillows, or other soft surfaces which might interfere with airflow.

Don't multitask while working on batteries, the more programs you have running at one time, the less time you'll have to work on battery. Do one thing at a time and that way you'll get some of the things you want to do completely done instead of having several things partially done if you run out of power.

If you are running Windows Vista and really need to save power, you can switch to the power saver option by clicking on the battery in the system tray and clicking the dot next to power saver. This will dim the screen and reduce processor power to help reduce power usage. Be sure to change this back to balanced (where we have the laptops set by default) or high performance when you are plugged in.

When you are plugged in make sure you defrag your hard drive. There is a disk defragmenter icon on the quick launch section of your task bar or you can access it by clicking the Start Button, Going to All Programs, Accessories, and System Tools. Keeping the disk de-

fragmented speeds up file access reducing disk usage and saves power.

By following a few of these tips you can extend the time you spend on battery power when you need to get things done and there's no outlet available.

*“Web 2.0
describes the
changing trends in
the use of World
Wide Web
technology...”*

What is Web 2.0?

by Steve Giesel

According to Wikipedia;

"The term "**Web 2.0**" describes the changing trends in the use of World Wide Web technology and web design that aim to enhance creativity, communications, secure information sharing, collaboration and functionality of the web. Web 2.0 concepts have led to the development and evolution of web-culture communities and hosted services, such as social-networking sites, video sharing sites, wikis, blogs, and folksonomies. ... Although the term suggests a new version of the World Wide Web, it does not refer to an update to any technical specifications, but rather to changes in the ways software developers and end-users utilize the Web."

This may look like a relatively simple explanation—and it is—but the paradigm shift under-

lying the concept is significant.

[O'Reilly Media](#) points to the conceptual underpinnings of **Web 1.0** as; software-as-commodity—represented by boxed products you can purchase, like MS Office, or any other bundle of code you can purchase or download for a charge or free to run on a particular computer platform and accomplish a specific set of tasks. The original Netscape browser serves as an appropriate avatar for Web 1.0. It was a piece of software running on your computer allowing you to go all over the place and look at stuff—and then maybe engage in a business transaction through traditional means such as mail-order or telephone.

Google by contrast was a software that never "saw the light of day" as a purchasable commodity. It still runs on a computer, but one designed to manage the millions of electronic 'exchanges' that occur each moment—a server. It runs as a service in between the millions of Web users who, in this case, are looking for specific Web resources. It's computer programming that looks like it's running on the Web itself, what we refer to as an "Internet application" and like its sisters eBay, Amazon and others, has database management as a core competency filling in the spaces *between* browser and content server. It acts to em-

power the interaction between the user and the online experience, creating **Web 2.0** in the process.

A Web 2.0 "application" then is like a rhizome—an organic mass growing in a seemingly erratic manner—but with a purpose and robustness derived from an open architecture of participation. The service gets better as more and more people use it. In applications such as Wikipedia control is less centralized, it tends to harness the collective intelligence (or ignorance depending on your view) of users. It has a "viral" growth pattern that depends not on advertising, but on the Web equivalent of word-of-mouth—hyper linking. A Web 2.0 application is accessible from more than just one device, it's easy to use, it's managers adapt it over time in what amounts to a continuous "beta release" of software with no set update period or built-in retirement date. It gives its best value by attracting visitors back

each day for a new experience.

The next time you go out on the Web, take a look at the places you visit. Is it a place where you can just look at stuff? Or is it an invitation to interact in some meaningful way? For a more in-depth discussion about Web 2.0, see this article from Tim O'Reilly of [O'Reilly Media](http://www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html?page=1); <http://www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html?page=1>.

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Mission:

The mission of Extension Technology and Computer Services (ETCS) is to provide leadership in the application of information technology for Extension faculty and staff both in the field and on the MU campus.

Vision:

The vision of ETCS is to empower University of Missouri Extension faculty and staff with information technology appropriate to their needs, within the necessary funding constraints. We want to lead Extension into the use of appropriate information technology.

Extension Technology and Computer Services

201 S. 7th. St.
Columbia, MO 65211
Rm. 22

Phone: 573-882-2096

Fax: 573-882-7927

E-mail: etcs@missouri.edu

FIND US ON THE WEB

AT

ETCS.EXT.MISSOURI.EDU

