



ResNet 2008 Newsletter

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Keynote, Stephen Downes, to speak about Next Generation Internet Services

We have lined up an engaging, interesting speaker to open the conference sessions on Sunday, June 22. Visit our website to learn more about the keynote speaker: <http://resnetsymposium.org/resnet2008/keynote.htm>

Program Committee working on a fantastic program!

The Program Committee, chaired by Carrie Levow, is busy putting together an excellent program. Thanks to everyone who has submitted proposals! We have all kinds of great sessions and while the schedule is not finalized, here is a taste of a few of the topics:

- York Secure Scan
- Starting up a security class for students
- Digital Citizen Project
- Conportal Use Cases
- Back it up, Bucknell
- From Help Desk and ResNet to the best Service Center in town
- Re-Evaluating ResNet: Concepts & Tools to Maximize Your Operation
- ResDesk Ticket Tracking and Network Management
- Hiring, staffing, training and timing: Meeting your needs and following the University mission
- Hiring, Training and Retaining Top Notch ResNet Tech
- Measuring Customer Satisfaction - do you measure up?
- Evolution of the Student Employee
- Utilizing your student workforce
- Resnet Changes at Indiana University- for the last 2 Years and for 2008 Fall Move-In
- (wiki + ResTechs) = (fresh documentation + organic knowledge management + good, cheap technical writers)
- Exorcising Ghost: Windows Imaging at Stanford
- Creating Customized Diagnostic and Install Discs
- Remote Support For Students
- Homegrown Payroll and Office Management Applications

The full program will be available online shortly.

Vendors

As many of you know, our vendors are an important part of the Symposium each year. Their generous sponsorship and gifts as well as their attendance at our vendor fair and presentation of vendor tracks enriches the symposium for all delegates. If you have a contact with a company that you think would be great to have involved in ResNet, please let us know. Also, we've witnessed in the past that companies are more likely so sponsor the Symposium when their favorite clients suggest it to them – so please feel free to talk to your local reps and encourage them to join us this year in Fredericton:

<http://resnetsymposium.org/resnet2008/sponsors.htm>

Closing Event

This year's closing event will be one to remember! Situated in the heart of historic downtown Fredericton, we will treat you to Maritime Hospitality like you've never imagined! Join us on Tuesday, June 24 in Officer's Square for a Maritime Kitchen Party. We will have lobster, beer, and lots of entertainment – as well as an historic, cultural setting right in the centre of our downtown. You will experience our **Changing of the Guard** ceremony – an homage to our history as the birthplace of the Canadian military, followed by a lively musical performance by New Brunswick's own, **Bottom's Up**.



Canadianisms

To help prepare for your visit to Canada, we thought we'd provide some insight into speaking "Canadian" ☺

Maritime Kitchen Party: Friends join together and share an evening of east-coast fare, ale, laughter, storytelling and music. A great pastime that has been shared amongst friends and neighbours for many years; it is centered around the idea that all of our parties normally end up in the kitchen. Drinkers and carousers crowd around a woodstove or step dance across the floor, while a few musicians sit in the corner trading songs and tunes. The kitchen party has been enshrined as an iconic image of the Maritimes.



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