



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: JANUARY, 2005

TECHNOLOGY FUNDS AVAILABLE:

Applications are now being accepted for technology grants from CWU Technology Fee funds. Requests are to be submitted by February 25th. Requests must be submitted online at <http://www.cwu.edu/~techfee/>. Approximately \$50,000 will be awarded in early March; however additional funds may be available. More funds will be distributed in the fall.

Requests must meet the requirements of the ASCWU-BOD and CWU Board of Trustees Agreement. This agreement, along with information on the Student Technology Fee, meeting minutes, budgets, and other information is available on the website.

Submittals may be made by any CWU student, faculty, or staff ... but requests must all relate to providing technology resources/services to CWU students and must meet all eligibility requirements to be considered.

ITS AND EDTECH COMBINE FOR WIRELESS DISCUSSION:

Marwin Britto of the Educational Technology Center worked with the ITS Department to hold an open discussion to introduce and review wireless capabilities and services available in Black Hall and across the campus. Despite a small attendance, many questions were answered and much information was disseminated. The ITS Department also learned much from several customers (students and faculty) about how they use wireless, and some expectations for the

future. Big thanks to Marwin for coordinating this, and to David Hart, Kerry Green, Jeff Knackstedt and Tom Rockey for participating in the discussion. Information on wireless is available at www.cwu.edu/~wireless.

MICROSOFT PUBLIC SECTOR CIO

SUMMIT: Carmen Rahm attended the Microsoft Public Sector CIO Summit on January 26th and 27th. The Conference was held at Microsoft Headquarters in Redmond. In addition to general discussions on numerous topics, several breakout sessions for Higher Education were held. While educational, the view of many is that Microsoft is clearly reacting to the threats posed by the Open Source revolution, bad press resulting from numerous security weaknesses, etc. Unfortunately, the summit did not allow much opportunity for attendees to provide input to Microsoft, discuss our unique concerns and issues, and identify areas they need to focus on. The discussions were pretty much unidirectional.

POST 1/11 TEAM PROBES ISSUES WITH STUDENT REFUNDS:

Representatives from ITS, EIS, Student Financial Services, Financial Aid and other areas met on January 24th to discuss the issues which resulted in delayed refunds to students, and to identify improvements to the processes and procedures. The meeting was extremely productive with numerous improvements identified and actions assigned. In addition to doing everything possible to prevent any recurrence of the

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event of 1/11, backup/contingency plans were identified and will be formally documented for each phase of the refund process.

MOBILE EMAIL PROJECT: Work on the Mobile Email Project is progressing on schedule. The Blackberry Enterprise Server (application) and all hardware have been ordered with delivery expected in mid-February. The initial rollout of this project will include Blackberry devices for 6 individuals within ITS for testing and evaluation, and Blackberries for 20 members of CWU Senior Management. More on this effort will be posted as the project progresses. Initial rollout is scheduled for mid March.

TELECOM CAPITAL PROJECT

SUPPORT: Telecommunications staff continue to work closely with CSS, Networks and Facilities on remodel and new construction projects including; SUB/REC, Wenatchee Community College, Highline Community College, Sue Lombard Remodel, Mitchell Hall Carpeting, Wireless Access Project, Mobile Computing Project; adding data cabling to Barge Hall for Financial Aid and the Credit Union and to Mitchell for Registrar and the Library.

MUSIC BUILDING 911 ADDRESSING

FOLLOWUP: The new Music Building's MSAG address has been updated. All phone lines in this building now reflect the correct address in Kittcom when 911 is dialed. Prior to this occurring, if someone from Music called 911, it did not accurately identify their location, which was a safety issue.

ORACLE UPGRADE NEWS: This month the DBAs put the finishing touches on our upgrades from Oracle's 8i release to Oracle 9i. This brought the university in compliance with Oracle support and provides enhancements to many of the Oracle tools that are integral to our systems. A big thanks to those who worked long hours to make this happen.

WEB DEVELOPMENT OFFICE

EXPANDS SUPPORT: The ITS Web Office is pleased to announce that the Center for Excellence in Leadership has entered into an agreement with the ITS/ Web Office to provide funding for a student Web Developer to maintain the CEL Web site. The details were worked out by Jennifer Fountain, Crystal Whitaker, Jesse Days and Marebeth Diebert. Student Web Developer, Tim McCready will be maintaining the site.

We invite other divisions and departments to consider this service to remove the burden of web management from your staff, take advantage of economies of scale, and centralize it within the ITS/Web Office. If interested, contact Jesse Days at ext. 2810.

L&L CLASSROOM NETWORK

ACCESS EXPANDS: Five additional classrooms in the Language & Literature building will soon have network connectivity. Rooms 247, 307, 314, 354, and 358 will have their data jacks "heated up" in early February. This will allow computers to be able to connect to the campus network and Internet. The addition of these 5 classrooms will mean that 15 of the 16 classrooms in L&L will now have network connectivity. The remaining classroom (room 325) is also on a list to be upgraded for network access.

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EXECUTIVE INTERN POSITIONS FOR NEXT SCHOOL YEAR:

Applications for Executive Intern positions for next school year are now open. Each of the major divisions of the university will be seeking a student for the intern position within their area. Executive interns have the opportunity to work on projects for the division and gain valuable experience that can be used on their resume. Contact Jennifer Fountain at the Center for Excellence in Leadership (phone 1524) for additional information. Deadline for application return is March 15, 2005.

LAB AVAILABILITY WEBSITE NOW

ON LINE: The Business and Financial Affairs Division Executive Intern for the current school year (Lucinda Lunstrum) oversaw development of the new Computer Labs web page which allows users to view real-time schedules, computer, software and other equipment information for each of the labs. The web page can be reached via the HOT LINKS section of either the student or faculty/staff Intranet Home Page (click on "Computer Labs").

WIRELESS PROJECT ENTERS INTO PHASE III:

Phase III of this project includes wireless surveys in Lind, Farrell, and L&L. When funding is identified wireless electronics will be purchased for these areas. Dell Axim handhelds are now supported wireless devices. Look for documentation on the wireless web site for supported models. The Odyssey client software, which can be installed on laptops and PDAs with wireless cards, has been distributed to over 272 devices. We are also in the process of evaluating the appropriate signage so that

wireless users will know when they are in a wireless coverage area. Campus wireless availability can be found on the wireless home page www.cwu.edu/~wireless/. There you will also find the plans for future wireless deployment and how to get your wireless device connected.

NEW DIRECTIONS AT NOVELL SUPPORT THE ITS GOALS AT CWU:

In a recent teleconference with representatives from Novell Inc. we learned of the future plans for operating systems and email support. Despite rumors that Netware as a Novell product is going to be discontinued, the reality is that Netware and open source Linux are converging in a new software product called Open Enterprise Server (OES) to be released soon. It will include the NetWare kernel and all services currently in NetWare 6.5 along with additional enhancements that are in development and the SUSE LINUX 2.6 kernel and all services that are in SUSE LINUX Enterprise Server 9.

OES will provide a networking foundation where NetWare and SUSE LINUX coexist and interoperate within our infrastructure allowing us to pick and choose from the best of both worlds. We also learned that during the summer of 2005 an Outlook email agent will be released which will enable seamless GroupWise access by individuals who prefer to use the Outlook email client. This will be an added viewing feature for email users. Users will be able to continue to use GroupWise client or switch to Outlook.

VIDEO OVER IP: Discussions have begun with Multimedia Technology and Instructional Support (MTIS) for the implementation of video conferencing over

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the Internet. This program will begin with service to Big Bend Community College and eventually expand to all K20 systems and replace current ISDN dial-up facility.

CONFIGURATION REVIEW

CONTROL PROCESS:

This project has just begun and will put into place the mechanics for all systems process changes regardless of their origin. It will include tracking software changes, hardware changes and require cross department knowledge and approval. The intent is to minimize the risk associated with change and eliminate potential "gotchas".

ITS SERVICE CENTER (HELPDESK):

There were 436 Service Center trouble tickets processed. This included 243 pieces of new equipment (CPU's, monitors, printers) that were checked in, configured, delivered and setup; Technicians completed a total of 193 On-Site calls; and a total of 6 requests for data recovery of hard disks or removable media were processed.

BOUILLON TO HERTZ MOVE: The ITS Department saw the completion of the move from Bouillon Hall to Hertz Hall by Academic Advising, Academic Achievement Programs (Tutoring), Student Support Services, University Math Center and the Math Tutoring Lab. These moves add a huge workload to ITS with networking support needs (expansion), telecommunications and network hookups, desktop moves and support, etc.

ITS QUALITY FEEDBACK DATA: We had a total of 87 people respond to the ITS Quality Feedback Data form with a total overall rating of 4.41 on a scale of 5.00. We continue to get excellent participation from

the clients and the overall ratings are quite good. We are currently finding where we need to make improvements and are focusing on these areas. THANKS to everyone that takes the time to respond to these assessments and provide comments. We look at them all and identify how we can improve. This is a major Performance Indicator for the ITS HelpDesk operations.

FMS 8.8 UPGRADE: While the project has been ongoing for several months with CWU, personnel from EIS, ITS, and others areas met with representatives from CEDAR Consulting on January 31st to review the project and kickoff their involvement in supporting this critical effort. The initial tasks are to review the proposed schedule and identify any changes that are necessary based on the experience of the consultants with similar upgrades.

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