



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: May, 2005

CAPTAIN ... WE NEED MORE

BANDWIDTH: In 2002 and 2003, ITS was meeting demand by providing 10Meg of bandwidth to the Internet. In 2004, usage increased to 15Meg ... and in 2005, ITS is providing 20Meg of bandwidth to the Internet. And we need more. This need for this increase should be obvious. Online courses, access to information worldwide, additional high bandwidth services (voice, video, etc.) and more people accessing CWU from the world. ITS is working to proactively meet this demand, and to find creative ways to manage this explosion of use. This bandwidth does NOT include the Residential Hall Network, which is a separate connection.

CWU HAS NEARLY A 90% DECREASE IN

VIRUS INFECTIONS: In FY04, the ITS Department handled 303 computers infected with viruses. In FY05, that number dropped to 34, and those computers were not protected by CWU's automated virus update processes. Prior to FY04, good records were not kept, but "swat teams" of students and technicians were relied upon to go computer to computer (normally around 400 each time) to handle virus outbreaks. This is one area where "an ounce of prevention really does equal a pound of cure".

NEW MIGRATION SCHEDULE FOR

PEOPLESOFT CHANGES: Now that all of our PeopleSoft environments have entered a phase of somewhat "normal" operational status (as opposed to implementation), we will be introducing some new standards for various support activities. The first will be a consolidation of

change activities. Beginning in May, we've moved to a standard Tuesday, Thursday schedule for migration of customizations to the PeopleSoft production environments. Requests for migrations must be received by the DBA team prior to 5PM for application between 7PM and 11PM each of those evenings.

STRATEGIC PLANNING: As like many groups, ITS is currently going through a process of upgrading our Strategic Plan and Operational Objectives. Over the past 2 months we have conducted a unique SWOT analysis by involving 5 different groups of ITS staff selected at random. Management is currently working on developing Managerial Performance Objectives based on this analysis, and is also using this data to update the Strategic Plan and identify short and long-term actions which can help us improve our operations.

FMS UPGRADE PROGRESS: The upgrade of our PeopleSoft Financial application to version 8.8 has been underway for several months and has just now reached the point where we perform a detailed comparison of the old and new systems in order to pinpoint all of the changes. From there we'll be making decisions on just what customizations must be brought forward into the new version. More events will take place between now and December 5 (which is when we'll go live on the new version).

WEB SEARCH ENGINE COMPARISON:

In an effort to provide customers of the CWU website with adequate search tools, Network Operations and the Web Office,

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over the course of the next two months, will be jointly conducting a side-by-side comparison of our current search engine and the Google search engine. The results will be one of many considerations we use in how to proceed with search tools at CWU. Our goal is to provide a Search Engine that identifies the document formats required by our customers, is timely, cost effective, and does not place a huge overhead burden on our systems or network.

WEB OFFICE DIRECT SUPPORT: We are pleased to announce that during the last month, the Internal Auditor's Office has entered into an agreement with the ITS/ Web Office to provide funding for a student Web Developer to maintain the site. Other sites currently in negotiations are the Scheduling Center and Campus Life.

We invite other divisions and departments to consider this service to remove the burden of web management from your staff and centralize it within the ITS/Web Office. This opportunity provides students "real world" experience, and takes advantage of economies of scale. If interested, contact Jesse Days at ext. 2810. (Strategic Goals 2 and 8)

FY06 TO BRING BIG EXPANSION TO WIRELESS AT CWU: Although the expansion of wireless has slowed during the last three months, it will accelerate quickly as we move into the new FY. Hertz is the most recent building to be added to the wireless network (see "Hertz Hall Goes Wireless"). Funding has been secured to acquire the wireless electronics for Lind, L&L, Michaelsen, Randall, Hogue, and the Facilities complex. Installations in Lind and L&L are expected to be completed this summer and operational for fall classes. (ITS Strategic Goal 1 and 9)

RESNET SUPPORT: Because of cost savings associated with the migration of the ResNet Internet service from the Sprint network to the K20 network, a ResNet support position was created for the specific purpose of providing a higher level of service at the network engineering level. Michael Backman was recently hired as an Information Technology Specialist II and will assist the Network engineering staff. Michael has an engineering degree from the University of Washington and will develop programs and procedures specific to ResNet student computing that will enable us to move from a reactive to a proactive mode of operation when student computers are virus infected or otherwise behaving inappropriately.

HERTZ HALL GOES WIRELESS: Funding from the Student Technology Fee and ITS has allowed wireless access to be extended to Hertz Hall. This was one of eight projects funded by the Student Technology Fee Committee during Winter Quarter. The remaining seven projects are in various stages of execution with many nearing completion. Information on all buildings with wireless is at www.cwu.edu/~wireless.

COMPUTER LAB REPLACEMENT PLAN FOR FY06: Black Hall 129 and Bouillon 103 labs will have new computers and flat panel monitors by the time Fall Quarter begins. This is part of the computer lab replacement plan for FY06. Also part of that plan is the replacement of existing computing equipment in the Library 154 lab which will undergo a remodel during the summer and will be upgraded from 20 workstations to 30 for Fall Quarter. Macintosh eMac computers in the L&L104 lab will be replaced by the newest Macintosh computer – the Mac Mini. The

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existing eMacs will be used as part of the project to replace older Macs that can't run the Mac OS-10 Operating System.

In addition, several older lab printers will be replaced with new laser printers and a few spare computers will be purchased for the labs. Finally, the Farrell 420 lab will get an upgrade through a "trickle down" of replaced computers. Remaining replaced computers will, where possible, be re-distributed to other areas on campus that have older, less powerful computers. All these changes are made possible by combining funds from ITS along with funds from the President's Office, Student Technology Fee Committee, Library and the Provost's Office.

Additional funding has been requested and if it is received, the Hebel 209 lab will be upgraded with new computer equipment, several old lab CRT monitors will be replaced and seven classroom computer systems in Shaw/Smyser will receive new computers.

ADIOS-9 PROJECT: The project to upgrade all Macintosh computers that can not current run OS-10 is on schedule and under budget. Approximately 100 individuals will be getting new computers, but nearly 150 will be getting better computers via the marvel of "pushdowns" and reallocations.

The order for the AdiOS-9 project arrived at CWU on June 2nd. Lab replacement computers occupy the first tier of replacements with faculty and staff following as soon as the labs have been upgraded. OS-9 will soon be a distant memory on the CWU campus. As a result of this work, ITS will begin discontinuing AppleTalk and IPX network protocols across campus in July, which will significantly reduce the overhead on our network.

MAC BUYERS! SAVE \$\$ WITH APPECARE PARTS AGREEMENT:

Computer Support Services is a certified Apple Self Service Provider so CWU qualifies for reduced prices on AppleCare warranty support.

The following information may be used when ordering Macintosh computers. You only need to specify the type of computer (CPU), Unit Price (each), and the Part#

CPU	Unit Price	Part #	Savings
iMac/eMac	\$49	S1609Z/A	\$70
iBook	\$69	S1611Z/A	\$114
PowerMac	\$99	S1610Z/A	\$100
PowerBook	\$119	S1612Z/A	\$120
XServe	\$319	S1689Z/A	\$441
Mac mini	\$39	S2184Z/A	\$60

TIER III (ON-SITE) RESOLUTIONS: There were a total of 269 incidents (assigned and resolved by a technician) resolved in May 2005. New equipment comprised a total of 33 of these incidents. ITS Helpdesk resolved 603 calls during the month of May.

COMPUTER ORIENTATION TRAINING FOR NEW EMPLOYEES:

The ITS department would like to welcome all new employees to Central Washington University and to let you know we offer a brief, 30 minute hands-on, campus computing orientation for both PC and Mac users. For more information, please visit: <http://www.cwu.edu/~css/training/Schedule.html>

CAPITAL BUILDING PROJECTS: The new CWU-Wenatchee Center project has finished the 100% Constructions Documents (CD) review phase. This will prepare the project for bidding in the month of June and the construction phase to follow soon after. ITS department has been working closely with FMD to see that this

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new building will meet all the needs of our users.

The New Sub & Recreation Center Building Project is really taking shape and onsite ITS involvement will soon increase. We have many groups working the project now for ITS; new software systems or upgrades to systems for the Rec. center, Dining and Bookstore. Card connection door access systems and layouts are being planned for the new building. Telecomm and data Networks plans are being reviewed for both outside and inside plant designs, as are equipment-ordering lists.

The Sue Lombard Project is on track; we will be making "backbone" equipment orders to support ResNet services in the remodeled building.

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