



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: June, 2005

ITS DEPARTMENT REORG: On July 1st, the reorganization which has resulted in the consolidation of the ITS Department and the EIS Department became official. The new ITS Organizational Structure is available on the ITS Website at www.cwu.edu/~its. The major changes, however, will be behind the scenes as we improve processes to improve service. BIG thanks to all in the department (ITS and EIS), and across the campus, that provided input and recommendations to make this consolidation a smooth process.

WIRELESS EXPANSION PLANS: With FY06 funding now available, ITS will be commencing our planned expansion of wireless on campus. During the summer of 2005, wireless is scheduled for implementation in Lind, Lit & Lang, and areas of Bouillon which are currently not covered. In addition, wireless will be added to Farrell, Barge and McConnell as part of a major network upgrade in these and other buildings. FMD buildings (Jongeward, Nanum, and Manastash) are scheduled to receive wireless this fall.

NETWORK UPGRADE PLANS UNDERWAY FOR SEVERAL CWU BUILDINGS: With capital funding, ITS will be upgrading the wired network in several buildings which have an old wired infrastructure. The number 1 priority building is Hebel. Following Hebel, Psychology, Farrell, McConnell, and Barge Halls will also be upgraded. An exact schedule for all of these buildings has not

been developed, as we are review resource availability and other projects.

TELECOMMUNICATION STANDARDS: Every network and telecommunication initiative requires application of industry standards. These standards are ongoing and change as technology changes. Telecom along with the CWU Com Team has been involved in updating the Telecommunication Standards into a Telecommunications Distribution Design Guide and a Telecommunications Construction Guide Specification. These standards are guidelines for CWU personnel and contractors to follow that ensure a quality installation of data and voice communications infrastructure for the University.

FMS UPGRADE PROGRESS: The upgrade of our PeopleSoft Financial application to version 8.8 has entered the phase of data conversion. We've found that this upgrade is much bigger and more complex than anything CWU has undertaken to date. Just reviewing the number of steps that are outlined by PeopleSoft for the task shows that it is more than double the size of the most recent HRSA upgrade. And looking beyond that, we have found that the number of data tables in Finance has increased from about 7,000 to over 41,000. Everywhere we look, this system has grown tremendously. We now anticipate the steps involved in converting

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data and preparing it for use could take as many as 12 weeks. As a result, the upgrade team is re-examining the project plan and looking for ways to streamline the process so that we can reach the go-live point as soon as practical.

ADDRESSES BEING “CLEANED” TO HELP REDUCE MAIL COSTS:

CWU's investment in address cleansing software from QAS (Quick Address Software) will soon be returning dividends. This software has been set up for use in validating the over 200,000 addresses currently held in our PeopleSoft HR and SA databases. QAS uses addresses maintained by the US Postal Service so that the final result is correctly formatted according to their standards. Staff from Admissions have been diligently working through the database and have completed work on over 154,000 of our addresses to date. CWU mails over 65,000 items per month and much of that is addressed via PeopleSoft. We hope to see a substantial reduction in returned mail through this effort.

FINANCIAL MANAGEMENT SYSTEM (FMS) UPGRADE:

Enterprise Information Systems (now part of ITS) is continuing work on the FMS Upgrade Project. This effort will result in moving from PeopleSoft 7.5 (client/server) to the latest Financials Version 8.8 (Web-based). For end users, the upgrade will result in all major enterprise information systems (FMS, HRMS and Student Administration) being accessed via the Web, and having a similar look, feel and navigation. Planned enhancements include Online Requisitions and Online Charge/Credit processing, plus other service improvements. Tentative completion date is calendar year end.

WELCOME NEW EMPLOYEE: On July 1st, Alex Lange joins EIS as Secretary Senior.

RESULTS OF AN “ALL-NIGHTER”:

Kudos go to Kim Black who worked one of those infamous “all-nighters” in order to complete one of our critical jobs while lessening impact on our user community.

Our PeopleSoft systems must be periodically updated with changes generated by the vendor. This is a major effort involving many staff across campus in testing and ensuring that the final product will still be a fully functioning system, but the final step in the process is done when the changes are actually applied into the production system. While this is happening, no users can be on the system so it is taken off-line. The night of June 10 was scheduled for changes going into the combined HR and Student (SAFARI) systems and involved changes very important to the Financial Aid process. Unfortunately, that was also the end of Spring quarter so, in addition to all of the normal business processing, faculty were entering grades and students were anxious to use the system to see what grades they had received. Recognizing this, Kim worked straight through from 7:30 Friday evening until 7am the next morning so that the system would be back and available to everyone as early as possible. Way to go, Kim!

And, while we certainly don't intend to diminish the value of this contribution, it is also important to point out that this kind of support is constantly demonstrated by all of the DBA group as well as our Systems and

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Networks staff and others. They are the ones working all those weird hours so that our computers will work during the normal university operating hours.

WEB OFFICE DIRECT SUPPORT: We are pleased to announce that the President's Office has entered into an agreement with the ITS/ Web Office to provide funding for a student Web Developer to maintain their site. Judy Miller, Kim Dawson, Crystal Whitaker and Jesse Days worked out the details. Student Web Developer Bill Cheney will be doing the maintenance and new development.

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.

CAPITAL BUILDING PROJECTS:

The Sue Lombard Project - The ITS Department has ordered all the networking equipment for this project and we are planning to install this new networking equipment into the building. The ITS Staff is working closely with the FMD staff to plan these installations to meet the time lines for this project. The Telecomm Staff has been working with the sub-contractor on building wiring and communication room designs.

The New Sub & Recreation Center Building Project - We have many groups working on this project from ITS. Some of the areas ITS is involved include 1) new software systems or upgrades for the Rec. Center, Dining Services and Bookstore, 2) Card connection door access systems design and layouts are being planned for the new

building, and 3) Telecomm and data Networks plans are being reviewed for both outside and inside plant designs and the equipment ordering lists are being updated and revised.

The new CWU-Wenatchee Center Project

The ITS Department is working with FMD to answer any questions on the Bid documents posted by the potential bidding contractors for this project. The Bid opening for the project was held on June 30th, so we should have many more details in the near future.

COMMUNICATIONS ROOM

CLEANUP: Throughout the summer, communications rooms in various University buildings are scheduled to be cleaned up. A student, Bill Gibson, was hired to take out the old, and no longer connected, uninterruptible power systems that have been replaced with newer systems. The old batteries will be taken out for recycling and the UPS systems will be scrapped. As part of this process the rooms will also be swept and vacuumed out. The goal is to clean up both Black and Science communications rooms by the end of summer. (ITS strategic goal 6)

COMPUTER CENTER CHANGES: In order to connect recent application acquisitions, replacement file server systems, and to allow for future expansion, funding was secured and a re-wiring project was initiated to add capacity between the main server room and the networks room in the Computer Center. This project, when completed, will not only add capacity, but will also clean up and straighten out a wiring quagmire between and within both the main server room and the networks room. A

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separate, but related to the wiring upgrade project, is the expansion of outside unconditioned power into the networks room and an additional conditioned panel split from the main server room. This will provide for backup power in the networks room in the event that a problem occurs with the conditioned power (battery backup) system and allow for a better distribution of conditioned circuits. (ITS strategic goal 4, 6, & 7)

LIMITED TEST OF COMPUTER LAB PRINTING STARTS:

Concerns about excessive computer lab printing have generated interest in ways to cut down on printing costs. ITS Networks and Operations in conjunction with computer lab operations are in the process of testing a couple of tracking systems of printing use. Printers in Shaw/Smyser 212, Bouillon 103, and possibly Black 226 labs will be monitored during Summer Session. Information obtained from these tests will be used to possibly institute a wider "pay for print" project in the labs in the future. We are also exploring methods to allow wireless printing at various campus locations.

LIBRARY 154 LAB REMODEL

BEGINS: The eagerly anticipated remodel and expansion of the Library 154 computer lab has begun. The older computers and monitors were removed at the end of June. Facilities Department will begin the remodel of the lab following the July 4th holiday period.

The lab will be out of operation until early September. At that time it will re-open as an expanded 30 station lab with new equipment and a new room layout. During the remodel period, computer users can take advantage

of additional open lab hours in the Language & Literature 104 lab (Mac lab) and the Science 337 lab (IBM lab).

COMPUTER LAB OPERATIONS

RELOCATED TO BOUILLON 202: As part of the re-organization in the ITS Department, computer lab operations have been moved from Bouillon 128 downstairs to Bouillon 202 upstairs. Sandy Sperline and Dave Storla now have office space in the front area of Bouillon 202. Phone numbers for Sandy (963-2989) and Dave (963-2955) remain the same.

HELP DESK RELOCATION: To provide easier access and service improvements for our customers, the ITS Help Desk has relocated to Bouillon - Room 112 (just past the Math Department). For additional information and a map to our new location, please go to our web link at <http://www.cwu.edu/~helpdesk/bouillonmap.html>. Our phone number is the same, x2001. Please feel free to call or drop by with your IT questions.

COMPUTER SUPPORT SERVICES:

During the month of June, CSS concentrated on checking in new equipment and getting it tagged, configured and delivered or ready to be delivered.

We received 108 Macintosh computers to be processed for the AdIOS-9 project. These computers have had the software imaged and are in the process of being distributed about campus.

MICROSOFT SELECT SOFTWARE LICENSE PROGRAM FOR

STUDENTS: April Street, IT Customer

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Services Software Coordinator, and Steve Wenger, Manager CWU Bookstore, have set up a Student Select Agreement with Microsoft. This agreement will allow CWU students, faculty, and staff to purchase Microsoft software at greatly reduced prices. The program will utilize the Bookstore's existing webpage. Students, faculty, and staff will now be able to go to the Bookstore to purchase Windows XP Pro Upgrade, Office 2003 Pro (Word, Excel, Access, PowerPoint, Publisher), Office 2003 Std., Office for the Mac, and OneNote. The Bookstore will verify student, staff, and faculty identity and track the purchases. Only one copy of each product is allowed per customer. The orientation flyer for all upcoming freshmen will have further information. While there is no cost to the University for this Agreement, we do have to sell 750 products over the course of the three year contract to stay in the program.

GLOBAL CONNECT & RESEARCH IN MOTION: Annually, Global Connect a Conference sponsored by the International Nortel Networks User's Association is held the first week in June. This year, at the Conference, RIM, Research in Motion the makers of Blackberry, held several workshops and a key note presentation by James L. Balsillie, Chairman and co-CEO of Rim. RIM workshop attendees were entered in a drawing for a Blackberry Enterprise Server package which includes the BES software, 20 licenses and two 7270 model Blackberries. Nancy Jackson was recently notified that she had won one of these prize packages. This value of this package is approximately +\$5,000 and will be added to CWU's Blackberry Program which is already in existence at CWU.

JULY ITS TRAINING:

Campus Computing Orientation:

July 11th from 8:30 to noon,
July 18th from 8:30 to noon,
July 25th from 8:30 to noon

Access: Getting Started:

July 20th from 8:30 to 11:30 a.m.,

For more information, please see the posting in the **Campus Announcements** section of the CWU Intranet at:

<http://www.cwu.edu/~intranet>. You may need to click on the "View all announcements" link as there are quite a few postings.

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