



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: April, 2005

NATALIE KOVALERCHUK, APRIL EMPLOYEE OF THE MONTH: Natalie began her career at CWU with the Applications area of the Information Technology Services Department in August of 1999. This is what CWU staff had to say about Natalie:

Natalie is the lead analyst for the PeopleSoft HR/Payroll application. The very fact that CWU's payrolls have routinely been delivered on time and completely accurate attests to Natalie's exceptional ability and dedication to this job. Even while keeping herself prepared and available to respond to the emergencies of the payroll process, Natalie is constantly working to improve the various aspects of the HR and Payroll applications. Natalie also has an amazing way of listening to what sounds like a complicated, impossible-to-understand report proposal or array of problems, and then cut through all the apparent complexity with a stunningly simple solution. This ability is even more impressive, because English is not her native language. Her obvious competence and knowledge inspires trust and confidence both in her and in her department. Natalie is also a wonderful person. She works well with others and promotes harmony and teamwork. She understands other points of view and is able to work with others in a mutually beneficial group endeavor. Natalie represents the employee we would all like to be, a great asset to the university.

Congratulations Natalie!!

VIRUS ALERT UPDATE: CWU was hit (but not too hard) with a virus on April 25th and we are glad to say that our proactive anti-virus measures are working very well.

This is good news for all of the computers that get their Norton Anti Virus (NAV) updates and definitions from our server. Unfortunately, the computers infected (18 in all) were not connected to our NAV update server had to be disabled. We identified these computers and have returned most of them to service. It just goes to show that an ounce of prevention really is worth a pound of cure.

CWU BLACKBERRY INITIATIVE IS "IN THE NEWS": Although ITS continues to investigate and address some minor issues with some of the Blackberries deployed as part of this initiative (due to release 1.0 technology) ... the Blackberry and GroupWise project is going very well. In fact, CWU's implementation of Blackberries with GroupWise is featured in a recent press release from Novell, which can be viewed at <http://www.novell.com/success/cwu.html>.

CAMPUS CALENDAR SYSTEM GETS A BOOST: Use of the Campus Calendar system continues to grow rapidly. In order to better serve the needs of the campus community, the service was recently migrated to a newer, more robust computer platform. Users are reporting a much snappier response on the web.

ITS WELCOMES A NEW EMPLOYEE: Thanks to combined support from SUB/Rec, Dining and the Bookstore, the Auxiliary

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Services Computing group of Applications has gained a new employee. Heidi Hanson has been hired into an Information Technology Systems Specialist II position to provide direct support to these areas. Heidi is CWU alumni who will be relocating here from the Tri Cities area. Her initial challenge will be working to implement administrative software for the new SUB/Recreation Center. Welcome, Heidi.

SUCCESS FOR THE STUDENT REFUND PROCESS: Compared to the troubled process of last January which resulted in delayed refund checks, this month's financial aid disbursement/refund process went well. As reported previously, many issues were addressed in preparation for this event. Staff from Financial Aid, Registrar, SAEM, Student Financials, Accounts Payable, Human Resources, EIS and ITS all played important roles in this effort. As a result, students were issued their refund checks well within the schedule. In addition, for the first time many of our students had their refunds electronically transmitted for Direct Deposit into their banks. A total of 860 students took advantage of this service so they did not have to stand in line or deal with paper checks.

WEB DEVELOPMENT OFFICE CONTINUES TO EXPAND DIRECT SUPPORT: ITS is pleased to announce that the Wildcat Wellness Center, ITAM and the Physics departments have entered into agreements with the ITS/ Web Office to provide funding for student Web Developers to maintain these sites. Student Web Developers, Jeffery Smith and Tim McCready will be doing the maintenance.

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.

The Web Office is currently providing direct support for numerous departments, the Student Affairs and Enrollment Management division and College of the Sciences.

Departments, Divisions and Colleges participating in this program realize a 40% labor savings in Web maintenance. Guaranteed with this program is a consistent and professionally maintained site.

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)

NATIONAL DO NOT CALL REGISTRY:

<https://www.donotcall.gov>

1-888-382-1222

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home or not. CWU students living in Residence Halls and Apartments may register their phone numbers to prevent unwanted calls. Once your number has been on the registry for 31 days most telemarketers should not call your number. If they do, you can file a complaint at the Website.

Your registration is effective for five years. You can register online or by telephone. If you register online, you will need an email address for registration verification and you can register up to three numbers at one time. If you register by phone you must call (1-888-382-1222) from the phone you are registering. The National Do Not Call Registry is only for personal phone numbers including cell phone numbers. Business-to-

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business calls and faxes are not covered by the National Do Not Call Registry.

For more information and answers to questions, go to the website.

<https://www.donotcall.gov>

LIBRARY COMPUTER LAB UPGRADE:

Participants from the Library, ITS, Purchasing, Facilities, and Academic Facilities and Planning met April 22nd to discuss initial plans for upgrading the Library 154 Computer Lab. Funding from several sources will allow the lab to be remodeled and the layout reconfigured to accommodate 30 computers. This will add 10 additional computers to the lab. Also included in the project are new furniture and new computers.

Construction is planned for early summer with project completion due by Labor Day. When the project is complete, students will be able to experience a larger lab that has new equipment and is open more hours per week than any other lab on campus. During construction students needing computer access will be directed to nearby labs in Language and Literature 104 or Science 337.

ITS is providing some funding for this effort and will redeploy the old Library computers to other locations on campus. In addition, plans are being discussed to load additional software on these computers, that students can currently only access in some of the other labs.

PRINTING FROM WIRELESS DEVICES BEING EXPLORED:

ITS is currently exploring a potentially exciting product which would allow wireless users on their personal computers to print from their laptops. Currently the users who want to

print need to transfer their document(s) to some removable media and take it to another location that has a printer connected or save to their network space and then go to a lab to print the material.

The product we are looking at allows users to print without loading a printer driver on their computer. Many major motel/hotel chains are currently using this product for their guests. According to information from the vendor this product also works with PDA devices such as the BlackBerry. If the product really turns out to be as good as expected this will greatly improve usability of wireless devices for our users and will help move us toward our vision of a virtual lab environment at CWU.

REQUESTING SOFTWARE LOADS IN THE ITS COMPUTER LABS:

Dave Storla will be contacting instructors who are scheduled to teach classes in the computer labs during summer quarter. The goal is to get all required software identified and loaded in plenty of time for summer quarter users. Please note that this procedure is geared toward software that instructors have acquired or software that will accompany textbooks that will be used. It is not a method for new software to be acquired for use in the labs.

This effort is in support of a new ITS procedure that requests that all software loads be identified and implemented at least 3 weeks before the start of a quarter. This type of procedure is something that instructors at our University Centers also encounter with our host institution IT departments.

CAPITAL BUILDING PROJECTS: The new CWU-Des Moines Center on the Highline Community College Campus has been under full operation since the start of

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spring quarter. We continue our work and support through the transitional phase of the project to insure all systems are functioning correctly to meet the needs for our users.

The new CWU-Wenatchee Center project is moving to the 100% Construction Documents (CD) phase in the next few weeks. This will prepare the project for the bidding and construction phase. ITS has been working closely with FMD to see that the building will meet the needs of our users.

The New Sub & Recreation Center Building Project is taking shape as the steel work on the frame is to be completed very soon. We have many groups working on the project right now: ITS is installing 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.

ITS has a very large role in all of these construction projects (and more), whether they are on the Ellensburg Campus and led by FMD, or whether they are on one of the University Centers. ITS Project Manager for our involvement in all of these efforts is Mr. Keith Jones. Keith is supported by our staff across the ITS department.

REPLACEMENT SERVERS SCHEDULED FOR CENTRAL COMPUTER FACILITY:

Replacements for several of the out of warranty file servers and backbone network

server systems have been purchased and will take over the duties of the older slower processors. The Computing Infrastructure capital projects appropriation enables ITS to replace or upgrade systems that are over three years old with the latest processing power. This acquisition for twelve high end processors including disk storage costs \$78,000. They will be used to replace file servers like Themis (admin) and Athena (academic) as well as support processors for printing, wireless, eDirectory, and network storage. (ITS Strategic Goal 1, 2 and 6)

IDENTITY MANAGEMENT SYSTEM

KICKOFF: An Identity Management consultant met with representatives of ITS, HR, and Admissions and Records to learn about how Central processes new students, new employees, and changes in order to create and maintain computer and email accounts. The consultant spent several days gathering information and will present an assessment of findings, requirements, an action plan, and systems design for the initial deployment of Identity Management. This project will connect PeopleSoft, as the authoritative source for account management to e-Directory, GroupWise email and eventually Blackboard and others. It is the initial step towards a single sign-on system and will eliminate a tremendous manual account creation and maintenance process.

ITS HELPDESK: A helpdesk satisfaction survey has been added to the helpdesk webpage. Anyone who would like to take it is welcome. This survey has been sent to 100 people selected at random from the campus community. No personal data is being collected when the survey is submitted. Your comments help us improve the service provided by the ITS helpdesk. <http://www.cwu.edu/~helpdesk/survey.php>

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Helpdesk staff now have the ability to change student PIN numbers so when students come in they no longer need to call the Registrar if they don't know their PIN.

Pat Jack, ITS Helpdesk supervisor, has passed the exam to receive Helpdesk Manager Certification from HDI (Helpdesk Institute), the world's largest membership association for customer service and technical support professionals. Congratulations Pat!

AdiOS-9 PROJECT: The order to Apple Computers is scheduled for the first week of May and is right on schedule. We anticipate that the computers will arrive on campus prior to June 1st and will be distributed and setup before the July 1st deadline. The current situation is that this project will be completed on schedule, under budget, and will surpass project goals.

ITS HELPDESK SUPPORT STATISTICS:

A total of 323 Service Center "incidents" were closed during the month of April. Incidents are calls to the HelpDesk that result in assignment to a technician or IT staff member to resolve. These include all on-site visits, remote resolutions and new equipment delivery and setups.

In addition, the ITS Helpdesk staff closed 494 calls in the month of April. "Calls" closed are those that are handled directly by the HelpDesk and are not assigned to a technician.

NEW EMPLOYEE COMPUTER ORIENTATION TRAINING SCHEDULED:

The ITS Training office would like to announce the following:

Starting May 16, Mondays are Campus Computing Orientation days at ITS. All new

employees (and those wanting a refresher) are welcome to attend this 30 minute, hands-on class. Designed for new hires, this class covers the basics of the CWU network: what is your full context login; what are the network drives; how are the network drives backed up, etc. Also, a brief overview of GroupWise, as well as the computing resources on campus, e.g. Help Desk, Multimedia Technology and Instructional Support, and the Web office. This class is available for both PC and Mac users. Space is limited so please call ahead to ext. 2392 for your appointment or register online at

<http://www.cwu.edu/~css/training/contact.html>.

Also available to any faculty, staff or student employee is **GroupWise: QuickStart for the PC** on May 18 from 10 to 11:30 a.m. Designed for new hires on the go, this short, focused session will get you up and running using the campus GroupWise e-mail and calendar program. For more information please visit:

<http://www.cwu.edu/~css/training/Schedule.html>

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