



## CENTRAL WASHINGTON UNIVERSITY

### INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

**Month: August 2005**

#### **COMPUTER LAB UPGRADES**

**NEARING COMPLETION:** With the end of Summer Session, lab upgrade activities have increased. New computers and monitors for Black Hall 129 and Bouillon 103 labs are being installed. Six new laser printers have been installed in the three Black Hall labs. Computers in the Farrell 420 lab are being replaced with “trickle-down computers” and three labs in the Science Building are also benefiting from “trickle-downs”. In addition, Computer Science is in the process of moving some of their computers into a new lab area in Hebel 218. Language and Literature 104 lab was upgraded with new Mac Mini computers at the start of summer.

#### **GERMS ALL AROUND AND WE**

**DIDN'T CATCH A COLD:** We are very pleased to announce that while the ZOTOB virus was all around us, and severely impacted many major companies, CWU was not infected. This is not luck, but the results of a lot of proactive work to assure that our Windows computers have the latest patches installed automatically, and that all computers have the newest virus updates.

#### **CREDIT CARD DATA SECURITY**

**TAKES FRONT STAGE:** We have been working extremely closely with

Accounting and Finance (and all areas across campus that accept Credit Card information) to secure this data (electronic or paper) to meet new Credit Card Security guidelines. After a lot of investigation and work by Chris Timmons in ITS, we feel that we are in fairly good shape from an IT perspective, but we have plenty of work to do in some key areas. More in-depth information about this topic will be distributed in the future.

#### **WIRELESS EXPANDS ... AGAIN:**

ITS is pleased to announce that wireless networking is now available in the Public Safety (Manastash) Building. Wireless expansion is also on schedule to have wireless in L&L, Lind and the remaining areas of Bouillon prior to fall classes. Wireless info is available online at [www.cwu.edu/~wireless](http://www.cwu.edu/~wireless).

#### **ITS & CHEMISTRY WORKING**

**TOGETHER:** ITS is working with the Chemistry Department to replace 36 old “Cybernet” computers in the Chemistry labs. Funding was not available from within the Academic Affairs Division to replace these systems, so ITS has identified 36 older (but fully capable) computers that we are re-imaging and upgrading for this purpose. The software used on these systems for the labs is very unique and was running on an old, non-secure operating system.

#### **ITS SUPPORT FOR LIBRARY LAB:**

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The Library 154 Upgrade is nearing completion. The old lab was dismantled. New furniture and carpeting were installed and new wiring has been completed. New computers and monitors are being readied for installation in an expanded lab of 30 computers. We are also in the process of adding software to the Library lab. Selected software, which now only appears in individual labs across campus, will be added to the Library lab. This will make that software available to students in a lab which has the most open hours per week. This will substantially upgrade the computing resource for students using the Library.

The remaining labs will have normal cleanup activities performed during the break. These activities will prepare the labs for use by students in Fall Quarter.

### **LIBRARY AND SUB CHECKOUT LAPTOPS GET NEW BATTERIES:**

Student usage of the checkout laptops at the Library and SUB have increased significantly with wireless on campus. As expected, as time has gone by, battery performance has decreased. The Student Technology Fee Committee approved requests from both the Library and SUB to purchase replacement batteries earlier this year. Batteries for the Library were purchased first and after testing the new batteries, an order for the SUB batteries was placed. Those batteries are now here so students will notice a much improved battery life from these laptops.

### **CWU WEBSITE MAY GO BI-LINGUAL:**

Jesse Days has been working closely

with a certified translator on an effort to potentially have “mirror pages” of several of the major CWU web pages in Spanish. Automated software for doing this has been evaluated, but has been determined to be only about 70% effective. If this effort is successful and accepted, watch for a bi-lingual CWU website to start later this year.

We are pleased to announce the Web Office has entered into direct support agreements with the ASCWU, OEO and the Sociology Department.

Departments, Divisions and Colleges participating in this program realize a 40% labor savings in Web maintenance.

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)

### **CHANGE IN LAB HOURS IN SCIENCE LABS:**

Due to concerns for building security later at night and on weekends, computer lab hours in Science 214 and Science 337 have been changed at COTS request. Effective Fall Quarter, there will no longer be evening or weekend lab hours available in the two Science Hall labs. To ease the burden on students, many of the “science related” computer programs available in the Science Hall labs are being added to the expanded Library 154 lab.

**ATTENTION SPSS USERS:** As we renewed SPSS for the next academic year we opted to continue only the

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SPSS Base product instead of keeping the SPSS Base product plus the Advanced Module, Trends, and Answer Trees modules. In reaching this decision we discovered that the other 3 modules had apparently not been used in the last several years. This will reduce licensing costs by around \$5000 annually. With SPSS 13, and the soon to be released version 14, operation of SPSS will need to come from a server instead of running from a local installation on a user's computer. This will cause anyone who has a local installation of SPSS (like on a laptop not connected to the network) to have problems running SPSS following the expiration of our current license. For those users, our advice is to purchase a copy of SPSS from the University Store. That version is slightly different than the network version we use, but will allow the user to continue the use of SPSS.

### **DINING SERVICES IT SYSTEMS:**

The Dining Food management software RFP is complete and vendors have visited campus for demonstrations. Unfortunately, this project has now been tabled due to lack of funds to purchase the new software at this time, which is intended to replace the old Computrition application. As a result, the Dining staff will continue testing the legacy Computrition program which has been installed on an updated hardware platform by Networks and Operations.

### **RECREATION IT SYSTEM:**

A Recreation Center Management System will be implemented in support of the new Recreational Center in the new SUBREC. Recreation has

completed two vendor demonstrations as part of their RFP process. Vendor references will be checked with the vendor selection taking place the week of September 5<sup>th</sup>. The goal is to have this new system operational around the time the REC-Center opens in January of 2006. This is a very ambitious schedule.

### **FACILITY WORK ORDER SYSTEM:**

The Facilities Management Department's work order system implementation team is working on-site with the vendor this week. We plan to wrap up the base configuration for work order management and move forward with Central Stores and inventory management. This system is scheduled to go live in early FY06.

### **JUDICIAL OFFICER DATABASE:**

Housing and Student Affairs have had their Judicial Officer application database successfully ported from MS Access to Oracle in the last 2 weeks. Staff will be trained the week of Sept. 15 in preparation for the new academic year.

### **IT CUSTOMER SERVICE AND**

**HELPDESK:** IT Helpdesk Student Technician [Elizabeth Roth](#) completed her summer internship this month. The internship was a cooperative effort between ITAM and ITS. We hope that this internship is the start of a long and productive collaboration between our two departments. Liz's internship advisor sent over these comments: "I believe that Liz is a solid IT support person because she is interested in learning about new technologies, such

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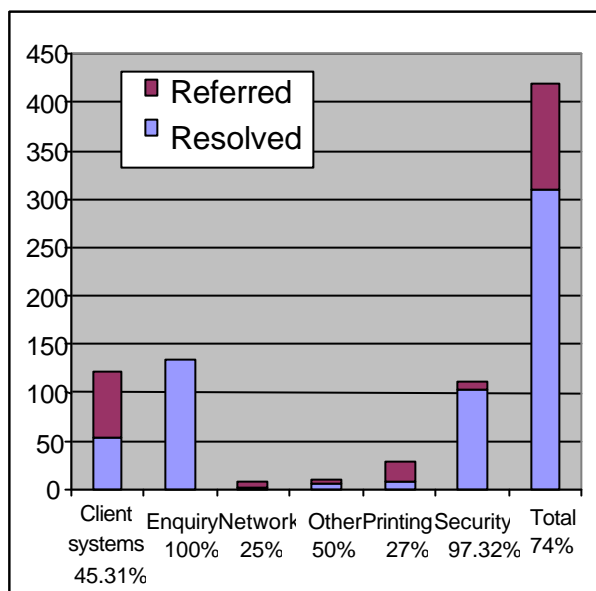


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as wireless networks and security issues, and has excellent customer support skills. She has the ability to solve problems that she hasn't seen before by applying her professional knowledge and skills creatively and she will be an asset within any IT support group." David Rawlinson

## First call resolution report for August 2005

Client	Resolved	Referred	Total Contacts	
systems	55	67	122	45.31%
Enquiry	135	0	135	100%
Network	2	6	8	25%
Other	6	6	12	50.00%
Printing	8	22	30	27%
Security	104	8	112	97.32%
Total	310	109	419	74%



## PHONES IN SUE LOMBARD

**RESIDENCE HALL:** Sue Lombard, following in the footsteps of Kamola, has become a part of the CWU voice network. Phone lines have been assigned, installed and tested in Sue Lombard Residence Hall rooms. Students will be able to request voice mail at no extra charge by submitting a request to Telecom, [phones@cwu.edu](mailto:phones@cwu.edu), and include their names, room number, phone number and if there is more than one resident in the room, how many mailboxes are needed. One jack per room has been assigned for phone service. Residents can call Housing or Telecom if they need to know which that is. Two jacks per room have been connected to the CWU data network. For questions contact Telecom at 2007, 3425 or [phones@cwu.edu](mailto:phones@cwu.edu).

## COMPUTER LAB ACCESS DURING BREAKS:

As usual, most labs are closed during break periods, and early September of 2005 (prior to the start of classes) is no exception. Announcements about lab access are always posted on the student and faculty/staff Intranets. We are able to handle exceptional use needs during the breaks by contacting the ITS HelpDesk at 2001, Dave Storla at 2955 or Sandy Sperline at 2989. Additional information about the labs can be accessed through the Intranet "Hot Links" area and then clicking on "Computer Labs".

## AUTOMATIC CALL DISTRIBUTION SYSTEM WILL RESULT IN BETTER SERVICE:

Telecom has purchased a new application to enhance reporting for ACD phones. ACD is a

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telecommunications application that allows calls to come in to a CWU department, such as Financial Aid, Registrar or ITS Help Desk and allow the caller to wait in a queue for the next available staff/agent. Everyone has experienced this when calling airlines or banks. This application called VXTracker will provide useful performance indicators such as how many calls are being queued and for how long. It will also help give information on agent productivity, how long a call is holding, and in what areas are calls backing up. This useful tool will help supply metrics to improve service to CWU customers and the students.

**BLUE LIGHT PHONES:** For the safety of residents and children, a new blue light phone has been installed in Brooklane Village in the Multipurpose Building Court where the University Early Childhood Learning Center is located as well as Laundry facilities.

Another new blue light phone will be installed outside of Sue Lombard and Tunstall as a part of the Sue Lombard remodel project.

Blue lights are installed for the campus community's safety. The cost of Blue Light phone support is handled by the ITS Department/Telecom.

**CWU PIERCE COUNTY CENTER:**

Telecom technicians have installed a VoIP phone at CWU Pierce County. George Kuniyoshi at that Center can now be reached by 4 digit dialing from

any CWU campus (except Wenatchee which is pending a remodel and move).

CWU Pierce County -  
3655 (509-963-3655)

CWU Moses Lake -  
3663 (509-963-3663)

And

CWU Lynnwood -  
3880 (509-963-3880)

CWU Des Moines -  
3800 (509-963-3800)

CWU Yakima -  
3700 (509-963-3700)

Faculty and staff at these 3 centers can be reached at individual extensions also.

**NEW SAFARI WEB SERVER:** New computer hardware was purchased this summer to enable true redundancy for web access to the PeopleSoft HR and Student system. WebLogic, which is the web interface to the PeopleSoft applications, currently runs on two computers. One of the two computers also functions as the report server for HRSA. In order to have true redundancy and to provide for the best service, both Web computers need to be identical. A new computer was purchased and installed, and will be ready for service, with only WebLogic running on it, prior to the students return Fall quarter. The report server function for HRSA will be the only function remaining on the computer after the WebLogic instances are removed. These changes should not only increase the web service level to students, but also reporting service to faculty and staff. Funding for this project is from the

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Computing Infrastructure capital appropriation.

[http://www.cwu.edu/~eis/ie\\_Training\\_Schedule\\_Page.html](http://www.cwu.edu/~eis/ie_Training_Schedule_Page.html)

### **SAFARI (STUDENT ADMINISTRATION SYSTEM) ONLINE ASSISTANCE:**

The online Safari (Student Administration System) user guides have been updated. To check on the changes that have been made, click on the link below, and then click on the name of the Navigation Tip you wish to view when the html page pops up. After opening the Safari Navigation Tip document, refer to the footer, which displays the most recent date that the document was updated.

[http://www.cwu.edu/~eis/Safari/Guides/SA\\_Faculty\\_and\\_Staff\\_Guide.htm](http://www.cwu.edu/~eis/Safari/Guides/SA_Faculty_and_Staff_Guide.htm)

Contact: Dale Lonowski

**IT Project Management:** The Enterprise Information Systems (EIS) unit of ITS is expanding its support of IT projects for the University. In addition to supporting administrative system projects (such as the PeopleSoft FMS Upgrade), EIS is developing support services for IT infrastructure, operations, and other applications projects. This will include assisting with long-term planning (especially of administrative systems changes/upgrades) with the campus community.

Contact: Don Diebert

The following Safari Navigation Tips have undergone changes:

- \* CAPS Report - Understanding It
- \* View Schedule of Classes
- \* View Schedule of Classes - Wildcard Search
- \* Record Grades
- \* Sending a Mass E-mail
- \* Grade Inquiry
- \* View Academic Plans

### **FINANCIAL MANAGEMENT SYSTEM (FMS) UPGRADE;**

The FMS Upgrade project is continuing. This project will result in the FMS system moving the current Version 7.52 (client/server) to Version 8.8 (web-based). When completed, the FMS system will have Web-based access and navigation similar to the Human Resources/Student Administration system. This will provide simplified access and navigation for all campus users.

Contact: Dale Lonowski

### **SAFARI (STUDENT ADMINISTRATION SYSTEM) FALL TRAINING:**

Enterprise Information Systems is pleased to announce its Fall 2005 Safari training sessions for staff & faculty. To view the session dates & times, or to register for a session, click on the link below and then follow the on-line directions:

This past month, the following major activities have been underway:

- \* Fit and Gap Sessions . EIS , with assistance from The Cedar Group , have conducted "Fit and Gap" meetings with primary system users (Accounting, Purchasing, Accounts Payable, Asset Management, etc.).

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The purpose of these meetings includes identifying any changes to the current FMS system and processes.

- \* Data Conversion . The ITS Applications Group has been busy with initial data conversion and upgrade processes. This effort will result in a “test” system with full CWU data for review and training with users of the FMS system.

Prior to implementation of FMS Version 8.8, updated documentation and training will be available. Specific training dates and times will be announced later. Implementation is tentatively scheduled for February 2006.

Contact: Russ Elliot

**NOVELL CLIENT 4.91 UPDATES:** We are currently in the process of preparing files to be installed on all of the Windows 2000 and Windows XP to bring the Novell Client to the latest version (4.91). This will require a “force” installation to guarantee the client is delivered to all the PC’s on campus running these operating systems. This install will require a forced reboot of your computer once it is complete.

**MICROSOFT SP2 UPDATES:** All PC’s running Windows XP will be updated to Service Pack 2 to ensure the network is not compromised by the latest virus, ZOTOB. This is the same virus that totally disabled CNN and other institutions. Remember it is vitally important that users accept these updates to preserve system and network security.

### **UNIVERSITY COM-CLOSET UPS**

**UPGRADES:** We have developed a long range/recurring plan for the maintenance and replacement of UPS batteries and systems in key locations across campus (and there are a lot of them). The goal of this is to be very proactive and perform this preventive maintenance before batteries fail and user network connectivity is interrupted. Capital funding in the amount of nearly \$50K annually is available for this “never-ending” initiative.

### **IT PORTIONS OF SUE LOMBARD**

**COMPLETED:** Right on schedule, and ready for student in the fall, the IT portion of the Sue Lombard project are complete. These include (but not limited to) data networking and telecom networking throughout the facility, Diebold card reader systems for door access and laundry, and more. Thanks to Keith Jones (IT Project Mgr), and all the IT personnel in Telecom, Networks and Operations and Auxiliary Computing that supported this effort.

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