



CENTRAL WASHINGTON UNIVERSITY



INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: December, 2005

GOOGLE SEARCH GOES LIVE: On December 12th, ITS launched CWU's new Google Search Tool into production. Feedback has been very positive, and indications are that the results seen in testing (better search results, better order, etc.) are also being seen in production. Simultaneously, the "Other Searches" link on the website has changed to "Advanced Searches" and now includes a direct link to Google Advanced Search along with links for email, phone number and other CWU specific searches.

WIN-WIN IS COMING: The WIN-WIN project is a new annual fund matching program designed to replace the oldest Windows computer systems on campus for new CWU campus standard systems. Participating departments only pay \$420 and Information Technology Services (ITS) will pay the remainder. ITS has a list of the oldest computers on campus that determines the priority replacement list. Departments with the oldest Windows computers will be contacted by ITS personnel. Please do not contact us...we will contact you if you have a computer slated for this program.

NWACC GRANTS CANCELLED FOR 2006: In the November Monthly Report, we noted that information would soon be released regarding the NWACC technology grants for 2006. In a somewhat surprising move, the NWACC Board of Directors voted to cancel grants for 2006 and use the funding (\$100,000) to fund a Northwest Network Feasibility Study proposed by several of the member schools. In 2007, NWACC will again consider grants but reinstating them is not guaranteed. NWACC normally funds between ten and fifteen \$10,000 grants for academic technology initiatives each year.

DISASTER RECOVERY PLANNING AND PREPARATION: One of the highest priority initiatives within ITS is to update our Disaster Recovery Plan (DRP) and take the necessary steps to insure we can recover from a disaster. As a result, several activities are occurring as part of our overall Disaster Planning initiative. These include:

Disaster Response and Recovery Plan: The development/updating of this plan (which governs actions and other tasks in the event of a disaster) is being headed by Terilee

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Germain. This plan is the high level “cookbook” which outlines the steps necessary and the personnel involved in an ITS recovery effort. ECD: March 2006

Computer Center Documentation: Personnel from the CWU Central Computer Center are implementing processes and procedures to insure that all systems in the center are fully documented (configuration, operating system, applications, etc.) so that this information is available should a recovery be needed. What good is a plan if you don’t have the documentation on what you’re rebuilding? Don Allen and Ron Breckon are heading this effort. ECD: March 2006

Data Backups: ITS backs up all data and systems nightly, but data is not adequately protected or moved to a safe site frequently enough. ITS is investigating alternatives to insure that all data needed for recovery is backed up nightly, is stored in a secure and remote location, and is available for recovery if needed. What good would rebuilding the system be if you don’t have the data to load on them recovered to where you were when the disaster occurred? ECD: March 2006

Redundant Computer Center: Having a secondary computer facility is critical to any organization’s ability to recover quickly. ITS management has briefed the Board of Trustees and Senior Administration on this critical need and is including it in our 07-09 biennium capital budget requests. What good is a plan or documentation or data ... if you don’t have a place to go? The Assistant Vice President for Information Technology, Carmen Rahm, is heading this effort.

NEW RECREATION FACILITY INVOLVED MANY FROM ITS: The new Recreation Center came online on January 3rd, and we are highly involved in this effort. Phones, data networking, access systems, databases, applications, desktop computers, printers, etc. are all critical to bringing this facility online ... on schedule. Key players in the ITS Department are many ... and include staff from ITS Project Management, Telecom, Networks and Operations, Applications, Auxiliary Computing and Client Support Services. I would like to extend my personal thanks to all in the department that worked together as a team to insure that the technology components in the REC are operational for the Grand Opening! GREAT JOB!!!
– Carmen Rahm, Assistant Vice President for Information Technology

CWU-DES MOINES CENTER ID CARDS: Installation of all system components is complete. CWU-Des Moines Center is now creating their own CWU connection cards.

DINING SERVICES TIME KEEPING SYSTEM: The new Kronos time keeping system is online and the implementation contract is closed. Kudos to Nate Hill of Auxiliary Computing, for bringing this project online, well under budget, and solving many last minute issues with the application.

RECREATION SYSTEM: The contract with Active Networks, the new software management system for Recreation, has been signed. An initial phone conference with the vendor to kick off the implementation was held Dec 21st. Current plans are for a staged process beginning in January 2006, with a complete system by Fall of 2006. In preparation for the January 3rd

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opening, gate control access was successfully installed at the facility. A great effort was made by Tad Pierce of Auxiliary Computing in coordinating the many parties involved to see gate and external door access online, prior to opening. Heidi Hanson has also done a tremendous job in developing a temporary application for tracking all facility charges for student accounting at the REC Center, until this new application is online.

CWU RECEIVES LARGE EDUCATIONAL SOFTWARE DONATION: Thanks to efforts by Dr. Marwin Britto, Director of the Educational Technology Center, CWU has received a large donation of educational software. The latest donation of Inspiration and Kidspiration software by Inspiration Software Inc. follows an earlier donation secured by Dr. Christina Curran. All totaled, CWU is the recipient of nearly 800 copies each of the visual learning software for K-12 students. These products help students develop their writing skills through the use of graphic organizers. Kidspiration is geared to the K-5 learners while Inspiration is geared to the 6-12 grade users.

The earlier donation of software was distributed to Education instructors and Black Hall labs while the latest donation will be installed at CWU Centers that offer Education classes and to individuals in the Center for Teaching and Learning area. ITS is working with Dr. Britto to handle the latest installation of the software.

According to Dr. Britto, classes (both beginner and advanced) will be offered during Winter Quarter on the effective instructional use of these two software packages. Contact Dr. Britto at 1468 for further information. Additional details about these software packages can be obtained by visiting the web site <http://www.inspiration.com/>

LAST CALL TO SPSS USERS: Over the last month Dave Storla has been contacting known SPSS users asking what SPSS modules they currently use. When our annual license for SPSS was renewed in the fall, we dropped licensing for all modules except the SPSS Base product. We have since found that a few users were using the Advanced, Trends or Answer Tree modules in addition to SPSS Base. We are trying to find what the level of use is for these additional SPSS modules so our license can be updated at the best possible cost. If you are an SPSS user but have not yet been contacted by Dave, please e-mail him at storlad@cwu.edu so we can make final plans for licensing of SPSS.

ITS COMPUTER LABS ON THE INTRANET: Have you every wondered if there is a computer lab available for use at a specific time? Have your students ever asked which lab has a particular software package? Have you ever wondered if your favorite computer lab location has evening or weekend hours? What are the Lab hours during Holiday periods this quarter? Well all these questions can be answered by going to the “Hot Links” area of the CWU Intranet and clicking on “Computer Labs”. One word of caution while looking for an “open Lab” however; be patient as it takes a few seconds to bring up the combined schedules for all the labs at one time. http://www.cwu.edu/~r25/its_labs.html

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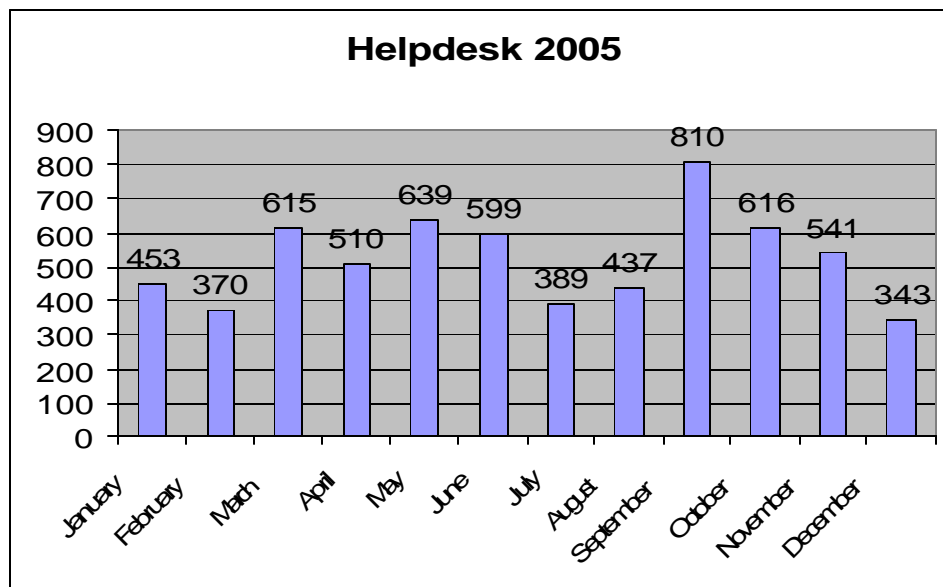
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NETWORK BACKBONE UPGRADES: Between the Computing Infrastructure capital appropriation (\$347,000) and the new SUB/Rec project (\$200,000), ITS purchased approximately \$547,000 of new network backbone electronics. During the 2005 Winter break ITS personnel have installed upgrades to the segments of the backbone which service all administrative campus buildings south of the Town Ditch. The upgrades will improve reliability, security and performance. As part of this expenditure, electronics have also been secured to extend the high-speed gigabit backbone network in 2006 to the Facilities buildings, as well as L&L, Psychology and Randall Hall in the north campus. In the core of the network, hardware and software upgrades are being applied to improve network security. These changes involve strengthening the Internet firewall, improving the capability to detect internal and external network-based attacks, and enhancing protection for servers that store confidential information.

ITS HELPDESK STATISTICS: In the month of December, 94% of the 343 calls to the ITS Helpdesk were resolved on the first contact. There were 6322 calls to helpdesk in 2005.



The data gathered via the IT Quality Feedback form shows a rating of 4.81 out of 5 for overall satisfaction on all Helpdesk requests during the month of December.

BOUILLON NETWORK UPGRADE: Wade Richardson, Steve Ashbrooks and Brad Gay assisted ITS Networks in upgrading network switches in Bouillon Hall equipment rooms. Old switches were replaced with little impact on users. While most work was done during regular business hours some after hours work was necessary to support heavy data users on Bouillon first floor.

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TELECOM OPERATIONS: December usually provides Telecom with the opportunity to work through projects and usually is a busy time for us. One hundred and fifty-six work orders were written and processed this month; these include software changes, phone moves/adds/changes, data connection requests, auth code requests, cell phones, blackberries, repairs, voice mail etc and all the special project work.

ONGOING TELECOM PROJECTS:

1. VXTracker, a web based application that will provide metrics for ACD Groups – status = pending, waiting for Network support.
2. Web Query, a web based application to provide customer access to work order information – status = the vendor is working on it but has had problems getting it to install.
3. SRS and PBX upgrades – status =collecting data for quotes, continuing to work with Qwest to set up an implementation schedule.

CSS SUPPORT STATS: In December, Client Support Services provided 291 Tier III on-site support resolutions. New computer equipment was delivered and installed, problems were fixed, and a considerable amount of personal support given to faculty and staff.

TRANSFER/SURPLUS: December found 10 Computers being checked, updated and transferred; 16 computers being checked and sent to Surplus; 4 tagged printers repaired and redistributed to campus; 4 tagged printers checked and sent to Surplus; 68 hard drives being wiped and processed; 31 monitors being checked and kept for redistribution or sent to Surplus; 36 keyboards cleaned and checked; and 49 mice cleaned and checked. Thanks Glen for the great work.

BILINGUAL WEBPAGES LAUNCH NEXT WEEK: With 8,000 words on two dozen pages, CWU is leading the way among our sister institutions in this endeavor. Watch for this exciting new feature on the CWU Web site during the second week of January.

ASSISTANT WEB DEVELOPER SEARCH IN ITS FINAL STAGES: The search and hiring of an Assistant Web Developer to support Student Affairs and Enrollment Management is nearly complete. Interviews were conducted on January 4th. The position offer will be made shortly thereafter.

TERATERM AND REFLECTIONS GOING AWAY: As announced in last month's report, current versions of Reflections and TeraTerm will no longer work after January 30. A couple of options are available as replacements. One (called PuTTY) is free and should be adequate for most needs. There is also a newer version of Reflections available for less than \$80 per copy. If you need one of these products for your computer, please contact the ITS Helpdesk at 2001.

FMS UPGRADE PROGRESS: Work on upgrading the Financial Management System (FMS) from to the web-based Version 8.8, continues. Key users from Accounting, Budget, Purchasing,

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Asset Management, Facilities and other departments are continuing in-depth testing of the new version.

The technical team has been focusing on performance issues. This effort continues and will likely be a major focus for the remainder of the upgrade. Processes that have been causing problems are being identified through functional testing and dealt with through application tuning wherever possible. In addition, one move that will definitely improve our testing has been the acquisition of a new database server that will be used only for serving this project. That will eliminate the contention issues that have occurred from time to time coming from other development and non-project testing activities. Implementation of FMS 8.8 is anticipated early spring of 2006.

An important step was completed in December; the installation of a new server which provides a production-type setting for testing. Starting the first of January, this new environment will be utilized during the remaining test sessions.

FMS REPORTING PLANS: The FMS Upgrade provides an opportunity to improve our financial reports by maintaining current reports and introducing new “drill down” capabilities. Thanks to assistance from Chris Huss of Accounting, the plan is to provide reports using nVision. You will still access reports via PeopleSoft; the difference is the ability to select specific data, and then drill down for additional detail. Training will be provided prior to go-live on this new functionality.

PLANNING, PLANNING, PLANNING: Just a few of the activities requiring project planning and support include:

- * HRSA (Human Resources/Student Administration) Upgrade
- * ID Management (simplified user access to systems)
- * Infrastructure Improvements
- * Hardware Upgrades
- * Ongoing System Support

ITS is evolving as an organization in the way we approach projects, developing and applying new project management tools. We recently joined the Project Management Institute (PMI), a well-recognized national organization that promotes project management tools, education and communication.

CAPITAL BUILDING PROJECTS: For the CWU-Wenatchee Center Project, ITS staff is continuing to review the design of the network equipment and telephone switch that is planned for this project. The Wenatchee Center project is anticipated to be completed mid-2006.

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For the Dean Hall Project, technology support meetings with the design team are underway. The ITS staff is working on the project to create the specifications required to meet the needs for our users in this building remodel.

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