



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: July, 2005

FMS UPGRADE PROGRESS: During preparations for data conversion, it was discovered that during base software installation by PeopleSoft, the software had not been installed appropriately by the vendor for the upgrade to version 8.8. As a result, there was a significant setback to the project and the base software installation had to be redone (which occurred in mid-July). CWU is now estimating that the cutover to Version 8.8 will occur in early February 2006.

COMPUTER CENTER ELECTRICAL UPGRADES: In order to accommodate the growing number of computers and networking equipment in the "Wildcat Center", electrical upgrades and expansions were required. On Sunday, July 24, FMD and ITS worked together to power down all computers and networking equipment, totally shutoff power to the center, make the necessary modifications, and reinstate power. This all occurred in a 6 hour window with minimal residual outages. A huge thanks goes out to everyone that participated from ITS and FMD.

ITS PARTICIPATES IN FRESHMAN ORIENTATIONS: The ITS Department expanded its participation in Freshman Orientation by having a booth in the SUB and participating in parent Q&A sessions. Information on nearly all areas of ITS computing support for students was available, ranging from RESNET to wireless to email. We are hoping that this proactive approach will result in new CWU students

being a bit more prepared with regards to technology (virus free computers, correct computers to take advantage of the services available, etc.)

BOARD OF TRUSTEES TOUR: On Monday, July 25th, the Board of Trustees and the President's Cabinet were given a quick tour of the CWU Computer Center (Wildcat Center). The center is nearly filled to capacity with servers, making redundancy of critical systems difficult to achieve. In addition, redundancy of the center in some capacity is needed so that redundant systems can be physically separated to assure CWU can continue to function in the event of a catastrophic failure (fire, flood, earthquake, etc.) of the current facility. These are all part of the ITS Long Range Plan.

ITS RECOMMENDING MOVING TO GOOGLE SEARCH ENGINE AT CWU: Members of the ITS staff have been investigating the need for a new Search Engine for the CWU Website. Currently, CWU uses a tool called ht-Dig which serves a basic purpose, but is quickly becoming obsolete. After significant review, we are recommending using a turnkey search appliance available from Google which will allow us to search numerous additional document formats, and tailor search results. The product is not expensive, but we are hoping to secure some recurring funds for annual maintenance.

Adi-OS9 PROJECT WRAPS UP: Jeff Knackstedt and Tyler Tushkov have

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg WA 98926-7436 . Phone: 509-963-2924 . Fax: 509-963-1385

Bouillon Hall Room 202 . Email: crystal@cwu.edu . Home Page <http://www.cwu.edu/~its>

CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143



CENTRAL WASHINGTON UNIVERSITY

delivered and setup the Macintosh Mini's in the AdiOS-9 project with the exception of the Science building. Jeff will be working with the Biology Department to complete the AdiOS-9 project. This project brings Macintosh computers on campus up to OS-X and will aide the CWU network by eliminating the need for IPX and AppleTalk.

CWU COMPUTER LABS HAVE

VARIED USES: While the major use of the Computer Labs is to support Open Lab use and Instructional Classroom use for students, they also support other uses during the year. This summer has been a good example with several of the labs being used to support Freshmen Placement testing and Freshmen Orientation. Later this summer there will be additional Transfer and Freshmen Orientation sessions. Wrapping up summer use in the labs will be traditional conference use for WJEA and Jostens in early August. Throughout the rest of the year there are scheduled uses of the labs by various CWU Departments for training, demonstration, workshops, or meetings. All of these uses are secondary to use by students for their academic needs. If your department is in need of a computer lab for a one-time or short term use, please contact Dawn Varnum at 963-3033.

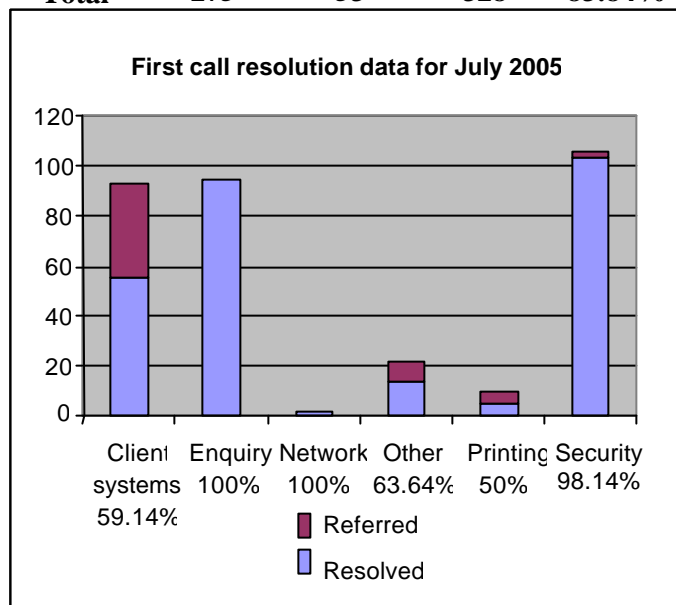
SERVICE CENTER TRAINING: Kerry Green completed Service Center Fundamental training from Peregrine software. Kerry will be taking two more Service Center training classes and work with Steve Beekley for hands-on training in order to provide back-up as the Service Center administrator. This training resolved an identified high-risk area in ITS where no backup support was available for a critical system.

ITS CUSTOMER SERVICES AND HELPDESK SUPPORT STATISTICS FOR JULY 2005:

ITS Helpdesk had a total of 328 contacts in July with a first call resolution rate of 84%. Our goal is to get first-call resolution in all areas to the highest possible level.

First call resolution report for July 2005

	Resolved	Referred	Contacts	Total
Client systems	55	38	93	59.14%
Enquiry	95	0	95	100%
Network	2	0	2	100%
Other	14	8	22	63.64%
Printing	5	5	10	50%
Security	104	2	106	98.13%
Total	275	53	328	83.84%



ITS TRAINING FOR AUGUST

The ITS Training office has scheduled several classes for the month of August. These classes are available for all faculty, staff, and student employees. Please see the schedule posted at <http://www.cwu.edu/~css/training/Schedule.html>

Questions may be directed via telephone at

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg WA 98926-7436 . Phone: 509-963-2924 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: crystal@cwu.edu . Home Page <http://www.cwu.edu/~its>
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143



CENTRAL WASHINGTON UNIVERSITY

x2392 or email ITS Training
(training@cwu.edu).

ITS FLIGHT TECH SUPPORT STAFF

INCREASES 3-FOLD: Dave Germain, Chris Pratz and Bill Miller completed extensive training on the Frasca flight trainers in the Flight Tech program conducted by Mr. Tom Silvers of Frasca International. Chris and Dave are now certified to back-up Bill Miller as Frasca certified technicians. Having a single person certified on these important systems was identified as a high-risk area for ITS earlier this year. This training provides sufficient backup and assures continued and reliable support for these systems in the future.

ITS DEPARTMENT TO BEGIN REGULAR TRAINING ON RESOURCE

25: Dale Lonowski (trainer) is working with the Registrar Office to add Resource25 to our current offerings of Student Administration (Safari) system training. We anticipate this new offering will be available this fall.

IT DISASTER RECOVER PLAN TO GO THROUGH MAJOR UPGRADE

AND EXPANSION: Work has begun on this high priority project to revamp the Disaster Recovery Plan and is expected to be completed by Feb 1, 2006. Project participants are Carmen Rahm, Roland Tollefson, Terilee Germain, Don Allen and Ron Breckon. Carmen will develop the general statement, including goals and objectives and work on long-range plans for a redundant computer facility. Ron and Don will develop the hardware resource requirements necessary for the recovery site. Terilee will assemble the components,

which are essentially a “cookbook” for recovery from a disaster that destroys or severely cripples the computing resources.

LANGUAGE AND LITERATURE 104 LAB UPGRADE COMPLETED:

CSS technicians completed the installation of 29 new Macintosh “Mac Mini” computers in the Language and Literature 104 computer lab during July. It was the first step in the AdiOS-9 Project in which older Macintosh computers which can not run the current Macintosh Operating System are replaced. The computers that were in the lab are being recycled to other locations to replace older computers. Initial responses from users of the new “Mac Minis” are very positive. It does seem strange though to see the “computer box” being so small and being connected to a CRT monitor several times the size of the computer itself! If you haven’t seen one of these new computers, stop by the lab to see the newest Macs on campus.

AUXILIARY COMPUTING SYSTEM SUPPORT STATUSES:

Bookstore: A security patch was deployed to the Sequoia server July 22nd to meet CISP" which stands for "Cardholder Information Security Program" certification. This includes masking of sensitive information and storage in encrypted format. Internet based card authorization is not encrypted.

Dining: The upgraded time keeping system for Dining Services is currently in the testing phase. Go live date is Aug 16, 2005 or Sept 1, 2005.

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg WA 98926-7436 . Phone: 509-963-2924 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: crystal@cwu.edu . Home Page <http://www.cwu.edu/~its>
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143



CENTRAL WASHINGTON UNIVERSITY

Two vendors responded to the Food Management RFP and both offered MS SQL server database solutions. One of the vendors came in at 120% over the estimated cost of the software, so we may be down to a single vendor. The onsite demonstration has been scheduled for August 4th.

Recreation: Two RFP responses have been received for software systems to manage the new Recreation facility. These are in the process of being scored. Onsite demonstrations will be held the week of August 8th.

FMD Work Order System: The Maximus Project Manager spent the week of July 18th onsite for system conceptual training. Software installation and configuration is ongoing this week. Fit / gap and business process review will be conducted the week of August 1st. Tentative go live date is mid December 2005.

WEB DEVELOPMENT OFFICE **INVESTIGATES TRANSLATION** **SOFTWARE AND CONTINUES**

DIRECT SUPPORT: With the growing need to provide bilingual Web services, the Web Office is investigating the feasibility of Web page translation. We are currently testing several utilities that will translate selected pages from English to Spanish. Stay tuned for this exciting new feature.

We are pleased to announce that the President's Office has extended the direct support agreement with the Web Office to run through the end of the upcoming academic year. Kim Dawson, Crystal Whitaker and Jesse Days worked out the details.

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

*400 East University Way . Ellensburg WA 98926-7436 . Phone: 509-963-2924 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: crystal@cwu.edu . Home Page <http://www.cwu.edu/~its>
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143*