



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: November, 2005

GOOGLE SEARCH COMING TO CWU: CWU's new Search Engine, Google-mini, will launch on December 12th. Google-mini will bring the quality search results and familiar interface (including Advanced Searches) that Google is known for, to the CWU Website. Simultaneously, the "Other Searches" link on the website will change to "Advanced Searches" and will include a direct link to Google Advanced Search along with links for email, phone number and other CWU specific searches.

Thanks to Jesse Days and Larry Beintema of ITS for their work in moving CWU forward with this new product. Improving the CWU Search Engine was the most common feedback during a survey of nearly 180 CWU students in September. ITS was aware of the search issues and had been evaluating and testing various Search Engines during the summer.

NWACC GRANTS AVAILABLE: Each year, the Northwest Academic Computing Consortium offers several \$10,000 grants and awards to member Universities. CWU has been the recipient of several of these grants in the past. Grants are normally focused on the innovative and pilot use of technology in academics. Information specific to the 2006 grants will be available soon, but general information on the grant program including information on previous grant winners is available online at www.nwacc.org.

FOUR BUILDINGS TO HAVE NETWORKS UPGRADED: ITS has started planning for upgrading several building networks that are obsolete. Over the next year, a minimum of four key buildings are scheduled for wiring upgrades. These are (in priority order) Hebel, Farrell, Psychology and McConnell. If funding is available, the next building to be upgraded would be Barge. Additional building networks are scheduled for upgrade in the next biennium.

WEB CAMS POPULAR: ITS and the Web Office have had many requests for a new Web Cam page. With Cabinet approval the newly constructed page was linked from the CWU home page. In the last 30 days this site has had over 4400 hits. The direct link to this site is <http://www.cwu.edu/~cams> . Check it out!

ITS TELECOM STANDARDS APPROVED: After a lengthy development and review process, the ITS Telecommunication Standards were unanimously approved at the November 29th meeting of the CWU Communications (COM) Team. This document sets the standards for all telecommunications installations and projects for CWU, and is the basis for contract bids and requirements to assure that all telecommunication installations meet the highest quality of industry standards and provide the highest quality of performance for our customers. A huge "job well done" to members of the ITS Telecommunications Group that led the development and approval of these very important standards.

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IDENTITY MANAGEMENT PROJECT TAKES CWU TOWARD GOAL OF SINGLE SIGN-ON:

One of the current hot issues in the IT world is that of Identity Management. Simply defined, that means that all of the various pieces of information about a given person would be synched up across disparate databases. In addition, the process brings the ability to automatically recognize changes to a person's identity that might be reason to modify rights or privileges elsewhere. For example, when a prospective student takes the step of applying for admission, today we want to create an account so they can access Safari and continue down the road to becoming a student. Currently, that means a program is run each night that finds such applicants, sends it over to the network side and into a partially manual process that results in appropriate accounts being generated and eventually sent back to Safari. Under Identity Management that entire process, although it spans PeopleSoft and Novell systems, could happen within moments after the application has hit Safari without any scheduled or manual tasks intervening. The same potential exists to facilitate changes throughout every phase of the student's existence in our various systems. Obviously, similar results can be introduced for staff and faculty as they go from job applicant to employee to retiree.

Over the last year, ITS staff members have been working on various steps aimed at bringing Identity Management into our systems. In the last month, several Applications staff members attended a Novell class aimed at integrating specifically with PeopleSoft products. After this training, they were successful in linking the PeopleSoft test environments with Novell. Once the process is refined, we'll be moving this into the production world and expanding its capabilities.

One of the early benefits that users at CWU will see soon is "synchronized passwords" which means that you will be able to have all your passwords synchronized to be the same (no more having to remember multiple passwords). This is the first major step toward our ultimate goal of "single sign-on" where users will only need to logon once (enter password once) and they will have access to all systems they are authorized for.

TERATERM &, REFLECTIONS GOING AWAY TO IMPROVE NETWORK

SECURITY: One of the procedures we will need to take as part of the planned actions to harden network security on campus is that of disabling the telnet protocol. When that happens (and our current goal is Jan 30), terminal emulators such as Reflections and TeraTerm will no longer be usable. This is what you may be running in order to log into your accounts on the VMS systems (for access to LMS or the legacy SIS or HRS systems) and elsewhere.

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. ITS will be contacting those we are aware of, that are using TeraTerm or Reflections.

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NEW PASSWORD EXPIRATION NOTIFICATION SYSTEM TO DEBUT: Beginning in January, ITS will be implementing a new system that will send you an email message warning you in advance when your password, that allows access to the Wildcat connection, Safari, PeopleSoft Self-service, dial-in modems, wireless, your shared directory space, and your personal directory space, is about to expire. When you get the message you will also get a web link to the password change page. This is the first step in a process towards a single password system that will become known as the Wildcat password. Later in the winter quarter ITS will consolidate the GroupWise password so that it is the same as your Wildcat password. There will be much advanced notice and a link to a web page describing what and why this is important.

COMPUTER LAB INFO FOR END OF FALL AND START OF WINTER QUARTERS:

As Fall Quarter winds down we are busy preparing for Finals Week and the Christmas Break period. Lab use schedules for Finals Week are being posted in the labs. Users are reminded that following the end of Fall Quarter, the labs will be closed during the Christmas Break period to reopen on the first day of classes, January 4th. Special needs for lab use during the closure can be handled by contacting the ITS HelpDesk at 2001.

Preparations for re-imaging lab hard drives are being developed as we complete checking with individuals who will be teaching classes in the labs during Winter Quarter. All instructors have been asked if they have any new software to load on the lab computers as a prelude to re-imaging the hard drives.

Recently the computers in Black Hall, room 129 Computer Lab and Bouillon Hall, Room 103 Computer Lab were replaced with computers whose fans were too noisy for normal operations. Bill Miller was extremely proactive working with our PC vendors to rectify the problem. Bill not only got the vendor to replace the fans he went the extra mile to make sure the job was complete and is extremely quiet.

PREVENTING REAL VIRUSES IN COMPUTER LABS: At the request of students and faculty, we have placed containers of anti-bacterial wipes in each of the open computer labs. This will hopefully decrease the possibilities of adding to the problems caused by the cold and flu season.

ITS HELPDESK STATISTICS: In the month of November 81% of the 541 calls to the ITS Helpdesk were resolved on the first contact. There have been 5985 recorded calls to helpdesk so far in 2005.

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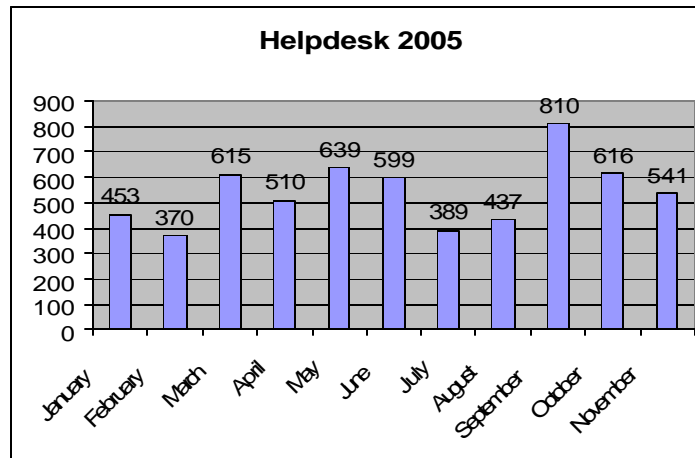
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The data gathered via the IT Quality Feedback form shows a rating of 4.85 out of 5 for overall satisfaction on all Helpdesk requests during the month of November.

ITS TRAINING: ITS Training has the following classes scheduled for December:

Campus Computing Orientation, open every Monday from 8:30 to noon.

OSX Training for beginners, December 21 from 9 to 11:00 a.m.

What's New in Tiger?, December 22 from 9 to 10:00 a.m.

What's New in GroupWise 7 for the Mac?, December 22 from 10 to 11:00 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 "View all announcements" link as there are quite a few postings.

Kristi Gladen, ITS Trainer, earned her certificate of completion as a certified HTML developer.

BROADCAST ASSISTANCE: On Friday, November 18, CWU Basketball played Chico State at CWU. Telephone lines were provided on site for radio broadcast. Telecom staff, Debby Shelton, received a phone call at home from Rob Lowery shortly before game time that the lines were not working. Debby made several calls, after hours, from home to locate another staff member to investigate. With game time at 7:15 all problems were resolved and both teams were up, running and broadcasting by 7:20.

NEW TELECOM APPLICATIONS: Telecom staff is in the middle of implementing two new applications, VXTracker and Web Query. Once the applications are up and running, the VXTracker will provide ACD calling statistics to the calling centers that currently use ACD (Automatic Call Distribution) these include the ITS Help Desk, Financial Aid, Registrar and Safari Help Desk. Web Query will give all faculty members and staff the ability to enter

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Telecom work orders and allow them the ability to track their work order numbers. Look for an update on these applications in a future edition of the monthly report.

FMS UPGRADE: Work on upgrading the Financial Management System to the web-based Version 8.8, continues. During October, key users from Accounting, Budget, Purchasing, Asset Management, Facilities and other departments are working together for in-depth testing of the new version. This testing is important to identify changes to the business process, validate data conversion and help with final system configuration. From the technical side, our focus is on whittling away at various performance issues that have been introduced by the brand new technologies of this version. Some of the first issues that have been identified and dealt with are rebuilding all of the database indexes and bringing the operating system parameters in line with Oracle/PeopleSoft recommendations. Implementation is anticipated early March of next year.

SAFARI TRAINING: Enterprise Information Systems offers on-going training for departmental users of Safari (Student Administration System). When hiring a new employee and/or assuming job responsibilities that include using Safari, check the ITS Web Site at <http://www.cwu.edu/~eis/training.html> for class offerings and schedule. For more information, contact Dale Lonowski at x2407.

ADDITIONAL BILINGUAL WEBPAGES NEARLY READY: 21 commonly used and high level pages on the CWU website are nearly ready to post in Spanish. At that point CWU will have nearly 8000 words on 25 pages presented in Spanish. In the first 28 days, these pages had over 1100 hits. Watch for the official launch in the next ten days.

ASSISTANT WEB DEVELOPER SEARCH UNDERWAY: The search and hiring of an Assistant Web Developer to support Student Affairs and Enrollment Management is well underway. The Web Office hopes to have this person in place by January 10.

SERVICE CENTER TRAINING: Kerry Green is spending the last week of November in San Diego for Service Center SC100 training. Kerry is training in order to backup Steve Beekley on the Peregrine Systems Service Center software. Kerry is learning the fundamentals of the system including Server/Client Installation and Setup, Administrative Management, Inventory Management, Incident Management, and Root Cause Analysis. Service Center is the software application used by the ITS HelpDesk and several other groups on campus.

FACILITY WORK ORDER SYSTEM: WorkFlow management with auto generation of notification emails has been developed. Continued testing of all developed functionality in the application to date is ongoing.

RECREATION SYSTEM: Contract negotiations with the selected vendor, Active Networks, are still ongoing. External building door access and swing gate access for the Rec center are in progress to meet the January 4th opening.

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DES MOINES WEST SIDE CENTER ID CARDS: Hardware and software have been received at the Des Moines center. Deployment will occur in December with the system being operational beginning winter quarter 2006.

CAPITAL BUILDING PROJECTS: At the new Sub & Recreation Center Building, ITS staff members have finished our pre-installation plans for the Recreation Center and will begin our installs on December 1st. The networking equipment will be the first phase of our operation with the connection card door access to follow close behind. Also, the Data/Voice cabling installations on the Recreation side of the project is now finished and final performance testing is underway. The Fiber Optics and Copper outside plant connections to the computer center are now installed and tested so the connection to the campus network can be made.

WENATCHEE CENTER ITS SUPPORT: 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.

DEAN HALL RENOVATION SUPPORT: For the Dean Hall Project, The first technology support meetings with the design teams have begun. 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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