



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: **October, 2005**

OCTOBER IS CYBER SECURITY AWARENESS MONTH: To help educate our customers on cyber security at CWU and at home, the ITS department launched a new website for [Cyber Security](#). This site contains links to CWU Security Policies, educational videos, tips for cyber security at work and at home, and much more. We encourage all CWU faculty, staff, and students to check it out. The tip you learn may save you from the effects of a virus, identity theft, or worse. Did you know that a laptop computer is stolen every 53 seconds, or that nearly 51 million personal records have been disclosed since February of 2005?

TWO FROM ITS ATTEND EDUCAUSE 2005: Carmen Rahm and Gene Rau attended the 2005 National Educause Conference in Orlando, FL on October 17th-21st. This conference is the premier event to network with peers from Higher Ed, learn about the latest technology available for all aspects of education (academic, administrative, security, etc.) and hear how others schools are handling the technology challenges of the 21st century. CWU is a member of Educause and Carmen Rahm is CWU's primary representative. More information is available at the [Educause](#) website.

PROJECT FUSION FUSES THE BEST OF MULTIPLE SYSTEMS: As most of you know, earlier this year Oracle acquired the PeopleSoft Corporation. Over the last few months, Oracle has been releasing bits and pieces of information concerning their plans. They intend to combine the best features of PeopleSoft's product line with the best of their other recent acquisition, JD Edwards, as well as their own application products into a new line. They have termed this effort "Project Fusion". Several of us have begun researching the potential impact of this on our own planned use of the products, and it was the topic of many discussions at Educause. As we find out more about this important project, we'll be publishing the information in this newsletter. It's fairly clear that this will be a bit more than the usual product upgrade as we already know that the new set of products will be based on the Java programming language instead of the proprietary languages used in PeopleSoft. In many ways, that will definitely be a step in the right direction. Currently, Oracle plans to begin introducing the first updated modules in 2007 with the student administration modules appearing around 2009. While that seems like quite a ways out, we have to begin our preparations, including training in the new technologies, very soon. Watch for other developments as we learn about them.

FMS UPGRADE PROGRESS: The upgrade team made great strides this month. On October 27, the first pass was completed. What that means is that all of the steps required to actually upgrade to the new version have been successfully completed and the result is a first full look at the new version with actual CWU data. That was a huge accomplishment after an incredibly arduous process. Next is a lot of testing to ensure that everything is set up correctly for our site and then we'll go through the whole process again. This process will be repeated several times before we finally move to the new system. Each time, the system will be better and closer to the final product. An important goal of each pass is to shorten the time required for the process until it can be done in less than one week. Implementation is anticipated early spring of 2006.

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TWO MORE BUILDINGS GO WIRELESS:

The ITS Department has implemented wireless networking in the State Archives (Bledsoe-Washington Archives Building) and in the Chimpanzee and Human Communication Institute (CHCI). Don't worry, the chimpanzees aren't allowed to check the laptops out of the SUB or Library yet.

An area not covered by the wireless network in the Science Building was identified and remedied with the installation of another access point. The Science Building is now fully covered. Information on where wireless is currently located and where it is planned for the next few years is available at www.cwu.edu/~wireless.

ITS SURVEYS NEARLY 180 TO LEARN ABOUT THE CWU HOMEPAGE: The ITS Department surveyed nearly 180 individuals at CWU to get their feedback on the CWU Homepage. This non-scientific survey provided valuable information as to what students feel about the website, areas they'd like to see improved, and where they feel the website should focus. Results of the survey will be shared with the President's Advisory Council on November 2nd. Replacing the Search Engine was a high recommendation identified on the survey.

NEW SEARCH ENGINE COMING TO CWU WEBSITE: The ITS Department has purchased the Google-Mini Search Engine to replace the current search engine at CWU. The application has been configured and installed in a test mode at CWU. Preliminary testing is going very well. The new search engine should go live within a month. The scheduled go-live date was initially set for the end of December 2005 but things appear to be ahead of schedule.

REVIEWING RESNET FUNDING AND SUPPORT: On October 31st, ITS presented a proposal to several key individuals on campus regarding future funding for ResNet at CWU. Current funding is deemed close to adequate for operating the current design, but does not provide funding for replacement of old or failing equipment or expansion of services (more bandwidth, more features, etc.). We are hoping that this proposal will be adopted so that we can provide a better ResNet which is more proactive in supporting the .NET generation, and has more features and services.

BILINGUAL WEBSITE MOVING FORWARD: ITS will be presenting the first model of the bilingual (Spanish/English) website to Senior Administration on November 2nd. This first model includes Spanish versions of 4 key web pages. If adopted, we will be requesting the authorization to translate an additional 21 commonly used pages on the CWU website. Watch for the official launch coming soon.

STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT EXPAND RELATIONSHIP WITH WEB DEVELOPMENT OFFICE: With a strengthening partnership, the SAEM Division is assisting the Web Development Office in hiring an Assistant Web Developer to work on SAEM related web projects and initiatives. The recruitment and hiring process is just getting underway. Since July of 2004, the Web Development Office's new business model has allowed them to hire nearly a dozen paid student interns and provide standardized web services for many departments and divisions on the campus (at a lower cost to the customer). The most

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recent addition to the Web Office list of customers is the Development Office (a division of University Relations).

TELECOM FUNDING MODEL: We are developing a new funding model proposal for senior management, with regards to how telecom services are funded at CWU. The current model provides funding necessary to telecom services on our campus (dial tone, v-mail, etc.) but does not provide a fund for replacement of older or failing hardware and systems. Our v-mail system is due for replacement (for one example) and without adequate funding set-aside for this purpose, it may be extremely difficult to modernize these services when needed.

WEB SUPPORT EXPANDS TO KITTITAS COUNTY HEALTH DEPARTMENT: We are happy to announce an exciting partnership with the Promotions Division of the Kittitas County Health Department. The Web Office is providing design and implementation of their new SHAPE UP KITTITAS COUNTY Web Site. This new site is at www.shapeupkc.org and is currently under construction by Student Web Developer Siobhan Dodd. Congratulations to all involved in making this partnership a reality.

SPSS USERS – WE NEED YOUR HELP: We are trying to determine the number of SPSS users that need access to three SPSS modules (Advanced, Trends and Answer Tree). If you (or your students) use any of these modules, please e-mail Dave Storla at storlad@cwu.edu with the names of the modules you use.

DINING'S KRONOS SYSTEM TO GO LIVE: Dining's new Kronos time keeping system will go live November 1st, 2005. Thanks to everyone in Dining and Auxiliary Computing that worked to bring this new system up and online.

FACILITY WORK ORDER SYSTEM TESTING: The base configuration for Central Stores inventory management and sale of items is nearly complete. Ongoing testing is ferreting out unexpected problems in setup to date. Planning has started for how to incorporate Auxiliary Work orders into Maximus and provide access control between the 2 entities. Jason Cathcart is the primary ITS person assigned to this initiative.

NEW PARKING SOFTWARE: In conjunction with the Parking staff, the project timeframe of their vendor's new flagship product will begin in January of 2007, with a go-live date of August 2007. The new software moves from a 2-tier fat client environment to a 3-tier web environment. The project is being treated as a complete implementation, rather than an upgrade. Work with the vendor has begun in preparation for this event.

RECREATION SYSTEM: Contract negotiations with the selected vendor, Active Networks, are still ongoing. A software contingency program is being developed to bridge the period between Recreation's grand opening and implementation of the vendor's application.

DES MOINES WEST SIDE CENTER ID CARDS: Hardware and software have been ordered which allow the Des Moines center to create their own CWU ID cards. The same system will

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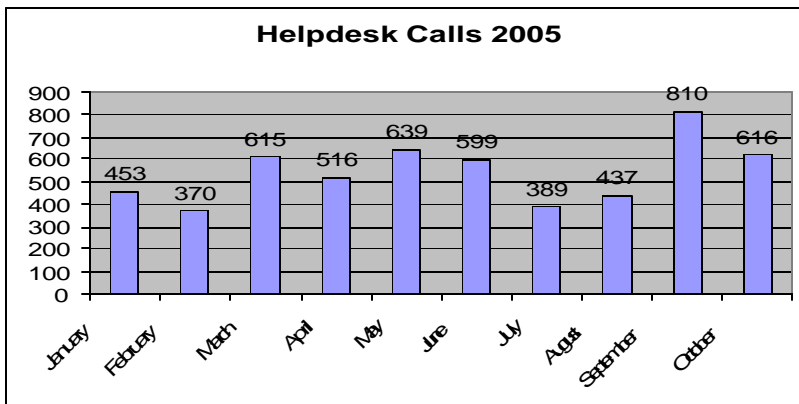
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potentially be used for card production for all west side centers in the future. Installation is tentatively scheduled for mid Nov 2005.

ITS HELPDESK STATISTICS: In the month of October, 85% of the 616 calls to the ITS Helpdesk were resolved on the first contact. There have been 5444 calls to helpdesk so far in 2005.



The data gathered via the IT Quality Feedback form shows a rating of 4.62 out of 5 for overall satisfaction on all Helpdesk requests during the month of October.

NEW HIRE INSTRUCTIONS WEBSITE DEBUTS: Pat Jack, ITS Helpdesk Manager; Kristi Gladen, ITS Trainer; Dale Lonowski, Safari Trainer; and Lynn Hutchins, Human Resources Training Coordinator; have compiled some of the most commonly used links for departments that are hiring new faculty and staff, and placed them on a common page titled "NEW HIRE INSTRUCTIONS". This page should make it a lot easier for departments to make sure they've gotten everything they need prior to a new hire's arrival. You can check out this page at <http://www.cwu.edu/~helpdesk/instructions.html>

ITS HELPDESK PROMOTION: Ken Young, ITS Helpdesk Technician, has been promoted to an Information Technology Specialist II. Congratulations Ken.

ITS TRAINING: The ITS Training Office would like to announce the following computer training available for all faculty, staff, and student employees:

1. Wednesday, November 16, 1-3 p.m., GroupWise QuickStart on the PC
2. Tuesday, November 22, 9-10 a.m., GroupWise QuickStart on the Mac

Also, every Monday is Campus Computing Orientation day for new employees. For class descriptions and other training information, see <http://www.cwu.edu/~itstraining>

EMERGENCY TELECOM INSTALLATION: On October 4th, the Strategic Planning Committee met in the newly remodeled Lombard Room. A Polycom duplex conferencing phone

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is regularly used at these meetings to include all Committee participants. A phone line had been left out of the remodel process for the Lombard Room. Telecom was contacted by the President's Office and the Conference Center for an emergency installation. Service was in, up and running in time for the 3:00pm meeting. Ken Baxter, Conference Center Director, expressed his appreciation for the quick response and top notch customer service provided by members of the Telecom Department.

COMPUTER LABS UPGRADED: 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.

STATE AUDITOR ACCESS SUPPORT: The State Auditors Office (SAO) has come to campus for their annual financial audit of Central Washington University. Kerry Green lent his technical expertise in getting the SAO up and running and on-line here on campus. Terilee Germain and David Hart helped in the process of getting the many SAO users connecting in a secure environment.

SUBREC TECHNOLOGY: At the new Sub & Recreation Center Building, ITS staff has begun configuring the Network "back bone," the equipment that connects all systems inside the building with each other and our campus networks. Also, the Data/Voice cabling installations have begun on the Recreation side of the project.

Verification of the infrastructure to support the Wireless Access Points as well as the locations for the Connection Card door access readers is under way. Purchase orders for computers and other office automation equipment for the Recreation Department are in process.

ITS staff has met with CWU Media Engineers to discuss the multi-media equipment for the new Student Union meeting room spaces. Additionally, new operations software for the Recreation Department is being purchased with installation scheduled to begin shortly.

WENATCHEE CENTER PROJECT: For the CWU-Wenatchee Center Project, ITS staff is reviewing 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.

EIS PLANNING: The Enterprise Information Systems (EIS) office of ITS, provides planning support for future information technology (IT) projects. Technology (both hardware and software) continues to change at a rapid pace. Central, like other large organizations, must actively review the status of our existing technology, develop and understanding of possible future change, and make decisions on what projects to expend valuable resources. An example of this type of planning is the current discussions with Student Administration and Human Resources concerning timing and options for upgrading the respective PeopleSoft systems. In the future, as specific plans emerge, that information will be communicated to the University community.

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