Month: September, 2005

ITS HELPDESK OPEN HOUSE: The ITS Helpdesk is hosting an Open House in our new location at Bouillion 112 on October 7, 2005 from 2:00 to 4:00pm. This event is the culmination of our Customer Service Week celebration. Come by and join in the fun, meet the staff and checkout the new quarters. Refreshments will be served.

FMS UPGRADE MOVES FORWARD: The Applications and EIS groups are continuing their work on the Financial Management System upgrade to the web-based Version (8.8). Fit and Gap sessions were held for Purchasing, General Ledger and Accounts Payable modules, with additional sessions scheduled. Behind the scenes, functional and technical work to convert the current system to the new version continues. This month one huge hurdle was cleared when the data from the old version was converted to the new 8.8 format in a fraction of the time that experts had predicted it might have taken. Implementation is anticipated early spring 2006.

FUTURE PEOPLESOFT UPGRADES ARE PLANNED: Discussions are underway to lay-out upgrade plans for our Financial, Human Resources and Student Administration systems over the next several years. Because of the rapid change in technology, upgrades are critical to maintaining the investment in our administrative systems. Anticipated upgrades include Human Resources and Student Administration from Version 8.0 to Version 8.9 (during 2006 and 2007), and Financials to Version 8.9 (during 2007).

DATA WAREHOUSE PLANNING IS UNDERWAY: A strategic investment by Central to improve our management capabilities is the planned implementation of a Data Warehouse for Financials, Human Resources and Student Administration information. A Data Warehouse will provide a much simplified structure and access to key data when compared to using PeopleSoft Query. Implementation planning of the Financials Data Warehouse is underway for 2006.

SAFARI USAGE HIGH AS STUDENTS RETURN TO CWU: Just a year into its life at CWU, Safari hit new highs this fall when we saw over concurrent 800 users on the first day of fall quarter. This represents an increase of more than 100 over the highest usage we saw at any time last year. The system was up to the task and we saw only a few instances of slower processing speeds. Over the past year, we've been making steady progress on improvements to the system to make it possible to support anticipated increases like this. For example, since this point last year, we've taken such actions as splitting out our database and application servers, adding a server to the Wildcat Connection stage, replacing a shared web server with a dedicated one and performed tuning on several batch processes.

FALL 2005 REFUND PROCESSING - A TEAM SUCCESS STORY: We have had our share of bumps in the road during our first year of processing refunds using the PeopleSoft Student Administration and Financials systems, but the Fall 2005 refund process is a total success story! From tuning to testing, this truly has been a TEAM effort involving ITS/EIS, the Financial Aid Office and Student Financial Services. Refining business processes and tuning software applications has led to a decrease
in system processing time from 48 to 12 hours. Finally, FMS implementing Direct Deposits has definitely streamlined what has proved to be a very complex process!

Here are a few of the highlights that led to these dramatic improvements…

* Adding indexes to FA Term table decreased processing time from 4 hours to 5 minutes.
* Tuning the Batch Refund process decreased processing time from 1 minute per transaction to 1 second per transaction. For 3500 transactions - you do the math!
* Indexing the FMS Voucher Posting process decreased processing time from 24 hours to less than 2 hours.
* Updating charge priority data eliminated the Batch Refund warning messages and allowed generation of the refund records.
* Testing, testing and more testing has helped define and refine many of the functional and technical tasks involved in the disbursement/refund processes.

This fall, CWU processed over 4,000 refunds totaling over $7.3M.

**3 CWU WEBSITES GO BI-LINGUAL FOR PILOT PROJECT:** The CWU homepage, Diversity at CWU and the Welcome to CWU pages will be the 1st pages offered in a bi-lingual version. Working with a certified translator and advanced software, the Web Office has received permission from Senior Administration to proceed with the pilot project. With the changing demographics of our area, CWU recognizes the importance of offering this service. Look for these bilingual pages within the next 30 days … and hopefully many more in the future.

**WEB OFFICE DIRECT SUPPORT PROGRAM CONTINUES TO EXPAND:**

We are pleased to announce the Web Office has entered into direct support agreement with University Recreation. Steve Waldec and Jesse Days worked out the details. Student Web Developer, Dyana Orman will be doing the maintenance.

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.

**ITS HELPDESK STATISTICS:** In the month of September 85% of the 698 calls to the ITS Helpdesk were resolved on the first contact. There have been 4,828 calls to helpdesk so far in 2005.

The data gathered via the IT Quality Feedback form shows a rating of 4.8 out of 5 for overall satisfaction on all Helpdesk requests during the month of September.

**ITS TRAINING:** We've moved! Replace your GroupWise, Tech Tips and ITS Training bookmarks:

* The ITS Training website has moved from www.cwu.edu/~css/training to www.cwu.edu/~itstraining.

The CWU homepage, Diversity at CWU and the Welcome to CWU pages will be the 1st pages offered in a bi-lingual version. Working with a certified translator and advanced software, the Web Office has received permission from Senior Administration to proceed with the pilot project. With the changing demographics of our area, CWU recognizes the importance of offering this service. Look for these bilingual pages within the next 30 days … and hopefully many more in the future.
* Tech Tips have moved from www.cwu.edu/~css/TechTips to www.cwu.edu/~itstraining/TechTips.

* GroupWise online help has moved from www.cwu.edu/~css/GWHelpPages to www.cwu.edu/~itstraining/GWHelpPages

ITS Training would like to announce the following software training classes available to all faculty, staff and student employees:

* Wednesday, October 19 from 1 to 4 p.m. "I Don't Do Windows!"

Thursday, October 20 from 10:30 to 11:30 a.m. "Word: Styles"

* Every Monday is "Campus Computing Orientation" day for new employees (or current employees wanting a refresher course). Come spend 30 minutes in ITS for a hands-on, computing orientation class. Call 2392 for an appointment.

To enroll for any of these classes or for more information, please visit: www.cwu.edu/~itstraining/Schedule.html

NEW GOOGLE SEARCH ENGINE PLANNED AT CWU: ITS is pleased to announce that the acquisition is in progress for the installation of a new site search engine called Google-Mini. It will replace the current search engine HTDIG, and have much better search functionality making it easier to quickly search the CWU web site … and provide better search results. A recent survey of nearly 180 CWU students, faculty, and staff confirmed that a new Search Engine was a high priority.

COMPUTER LABS ARE READY FOR PRIMETIME: Computer labs across campus were ready for fall classes (software and hardware upgrades) as a result of proactive planning, a lot of hard work by many across ITS, and input from faculty. Over the past few months, the following labs have received new/upgraded hardware:

* Black Hall 129 received 31 new Windows computers,

* Bouillon Hall 103 received 24 new Windows computers,

* Language & Literature 104 received 29 new Mac Mini computers,

* Library 154 received 31 new Windows computers as well as a room remodel,

* Science 103 received 12 “trickle down” Windows computer upgrades,

* Science 118 received 12 “trickle down” Windows computer upgrades,

* Science 119 received 12 “trickle down” Windows computer upgrades.

Earlier, (between September 2004 and December 2004) these other labs received new/upgraded computers:

* Hebeler 207 received 20 “trickle down” Windows computer upgrades,

* Michaelsen 104 received 14 “trickle down” Mac computer upgrades,

* Music 213 received 16 new Mac computers,

* Psychology 441 received 12 new Windows and 6 new Mac computers,

* Science 214 received 14 new Windows computers,

* Science 337 received 24 new Windows computers,

* Shaw/Science 214 received 26 new Windows computers.

Clearly, major progress has been made in assuring that quality and capable systems are available in the labs/classrooms.

CHEMISTRY LABS UPGRADES HAVE MULTIPLE BENEFITS: The Chemistry Department received 36 computers to replace the Cybertnet systems that were installed when the Science Building was
built in 1998. The replacement computers not only provide better performance, but eliminate a serious security threat to the entire CWU networks. Dave Germain worked closely with others in ITS and in the Chemistry Department to pull this off ahead of schedule, and is to be commended for the professional manner in which this project was completed.

CONTEXTLESS LOGINS ARE HERE: Users will no longer have to type in the complete context to login to the Novell Client. With the roll-out of the Novell Client 4.91 users can now just enter their users name to login to the network.

DINING FOOD MANAGEMENT SOFTWARE GETS FED NEW LIFE: Legacy food management software, which was originally scheduled for replacement, has been migrated to a new server. Replacement of the software was determined to be cost-prohibitive this year, so a project was undertaken to try to migrate to a newer system and current operating system to extend the life. Testing during the last 2 weeks has resolved final issues, and cutover is scheduled for early October. This should extend the life of the current software by at least 2 years.

DINING TIMEKEEPING SYSTEM: The go live date for the new time keeping software in Dining Services has been pushed out until the end of October. This will allow supervisor and manager training for the application outside of the academic year startup.

FACILITY WORK ORDER SYSTEM (Maximus): Base configuration for work order management has been completed, and testing is about to begin. Setup continues for Central Stores inventory management and sale of items used in work orders. Planning and discussion of how the Maximus system will produce financial feeds for FMS was introduced.

SUE LOMBARD TECHNOLOGY WRAPS UP: Electronic door access, via the connection card, for Sue Lombard was completed prior to the September move in. The laundry system, which allows students to pay for laundry services with their Connection Card, is complete as of September 26th. These are in addition to the data network and phone systems that were installed and operational prior to student move-ins.

RECREATION SYSTEM completes ANOTHER HURDLE: The vendor for the Recreation Center Management System software has been selected. We are currently working thru the contract negotiations to finalize purchase. Electronic door access equipment has been ordered for the new facility.

SUPPORT FOR RESNET USERS GOES SMOOTHLY: This fall’s support effort for Resnet was probably the best to date. Several actions which resulted in this success were:

* An all ITS booth was open during all summer orientation sessions providing information for all facets of campus computing.
* Networks added the capability to push the Resnet registration page to any user not currently registered.
* Extra telephone support staff was arranged with CSS to handle the anticipated volume of calls.
* Resnet staff created a script based utility which users could clean and patch their PC’s with.
In the end a majority of users having computers with Windows XP service pack 2 increased the likelihood their PC’s had up to date operating system patches and were virus free. This resulted in an astoundingly low demand for support to date, compared to the last 2 years. Since September 16th, 2200 new users have registered with Resnet with only 20 users remaining in quarantine “Cyber-jail”. Thanks to all for an outstanding effort!

**WIRELESS EXPANSION CONTINUES:**
ITS is pleased to announce that wireless networking is now available in Lind, L&L, all of Bouillon, and a small common area in Sue Lombard. This important phase was completed in time for fall quarter student arrival. Continued expansion plans include CHCI in October and Randall/Michaelsen by the end of 2005. Buildings like Farrell, Barge, and McConnell will become wireless as part of the planned re-wiring project. Hogue technology and other non-academic buildings like Jongeward and Mitchell are planned for 2006.

Wireless info is available online at: www.cwu.edu/~wireless.

**CELLULAR & BLACKBERRY GROWTH SUPPORT MOBILE CWU USERS:** In 2001 CWU had about 75 cellular phones in use by Faculty and Staff, primarily those who are considered “Road Warriors”. Almost all of those cell phones were basic analog models with service provided by AT&T Cellular. Cellular providers were very limited in this region.

Currently, the number of cellular phones used by Faculty and Staff has increased to over 200, doubling in just the past 8 months. This dramatic increase can be primarily attributed to the implementation of our Blackberry Enterprise Server (BES), which allows multiple vendor cellular service and access to CWU’s Groupwise e-mail. Almost half the increased number of cellular phones in the past 8 months has been Blackberry activations. Ongoing industry improvements in cellular hardware also contribute to increased cellular use.

Susan Gardner is Telecom’s contact for cellular service. She handles cell phone hardware orders, plan changes and activations, billing support, trouble support and Blackberry activations and support.

**ITS SUBREC SUPPORT MOVES FORWARD:** At the new Sub & Recreation Center Building, ITS staff has begun configuring the Network “backbone,” 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 underway and purchase orders for computers and other office automation equipment for the Recreation Department are in process.

**CWU WENACHEE CENTER IT PLANNING:** 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.

**VOLUME DISCOUNTS STRETCH IT BUDGETS:** By combining orders for over $100K in networking equipment for the SUBREC and an order for over $300K for planned FY06/07 upgrades to the campus infrastructure … ITS received an additional
7% discount ($30K) from CISCO. Savings like this are used to fund projects such as wireless implementation across campus, which have no specific funding allocation.