Month: August, 2006

ACADEMIC DEPARTMENTS TO BENEFIT FROM NEW IT PROGRAM: In addition to the WIN-WIN program which now can supply departments across campus with new standard Mac or PC desktop computers for only $399 in departmental funds, the ITS Department is also launching a new service to assist Academic Departments in replacing older “departmental specific” academic software that is no longer compatible with newer operating systems and hardware deployed by ITS. This effort currently has a budget of $50,000, so depending on the number of requests … it may become another matching program. The purpose of these funds is not to upgrade every piece of classroom/lab academic software, but to assist departments where updating is mandatory due to changes in desktop computing environments implemented by ITS. For example, when we stopped supporting WIN95 and WIN98, several departments had to upgrade software and that impacted their budgets. Now we’re able to assist in whole or in part.

WIRELESS CHANGES AT CWU: Don't forget, the wireless network client Odyssey no longer works at CWU as of August 22. We are improving our wireless infrastructure by replacing Odyssey with SecureW2, a shareware plug-in for Windows. Alternatively, if your laptop has the Intel PROSet software installed, we have a preconfigured CWU profile available for download. Instructions and downloads for either package are at [http://www.cwu.edu/~wireless/downloads/index.html](http://www.cwu.edu/~wireless/downloads/index.html). Don’t worry … go mobile!

HRSA UPGRADE – UPDATE: Initial activities and planning for the HRSA Upgrade from version 8.0 to version 8.9 continues. To oversee this effort, an Executive Project Team has been implemented with representation from ITS, HR, and SA. The 3 major tasks underway now are:

- Working to set up a DEMO environment at a corporate Upgrade Laboratory so that key user groups at CWU can start to play with the system to better understand the changes and implications. This is planned to be available starting early September for approximately 3 months, however contract issues may delay the availability.
- Upgrading our current Oracle environment from version 9i to version 10g, this is a critical pre-task to the upgrade which will occur over the next several months.
- Upgrading of resources in the Data Center and installation of new servers for our development/test environment. This is scheduled to be completed by mid October, and will give CWU a dynamic server environment which will support growth for years to come.

Our target implementation for HRSA 8.9 is October 2007.

DIS COMPLIANCE LETTER: Each year, the ITS Department at CWU must submit a compliance letter to the State Department of Information Services confirming that we have reviewed and updated our IT Security Plan, reviewed and updated our IT Disaster Recovery Plan, and...
Plan, and updated IT financial and project information on our IT Portfolio Website. This must be completed prior to August 31st each year, or we run the risk of losing our IT delegated authority. We have completed all actions, and submitted our letter to DIS as of August 22nd. CWU’s IT Portfolio Website is located at: http://www.cwu.edu/~its/itportfolio/.

**CWU RECEIVES A 100% RATING ON IT SECURITY PLAN:** Every 3 years, in accordance with DIS Policy, CWU must submit our updated IT Security Plan to the Government Accounting Office for a compliance audit. Three years ago we received a good score, but had some deficiencies to overcome. We’ve been notified informally from GAO that this year it appears we have received a 100% compliance rating. Thanks to all involved in helping update and improve our plan, but especially to Terilee Germain.

**ITS LAUNCHES P2P FILE SHARING AWARENESS PROGRAM:** A requirement of all Universities providing broadband Internet access to students is to take reasonable steps to prevent illegal file sharing of copyrighted material on-campus, in support of the Digital Millennium Copyright Act (DMCA) and Intellectual Property (IP) rights. The multi-pronged approach usually includes awareness, education, technology prevention, and more. CWU has tools in place to help reduce the occurrence of illegal P2P file sharing, and now has launched a new website with educational videos. Links are available on both Intranet Sites & a variety of other locations. These are short, student oriented videos. Check them out at http://www.cwu.edu/~its/property.html. We are also working with Academic Advising to incorporate this awareness into the University 101 classes, and are hoping to work with the ASCWU this year to investigate the potential of bringing a Music Service to CWU students.

**VOICE OVER IP:** This month, the ITS Department has kicked off a formal initiative to investigate the feasibility of migrating CWU to a VoIP infrastructure over the next several years. Of immediate priority is to determine the rationale for making Dean Hall our first complete VoIP facility on campus, or utilizing current technology. Currently, CWU has a handful of users using VoIP technology, and uses point-to-point VoIP to connect to the Flight Technology Program and the Food Service Warehouse. Watch for developments on this topic in the future, as we determine the best path for CWU.

**WEB DEVELOPMENT TEAM REVIEWS WEB TECHNOLOGY:** We have formed a Web Development Team with representation from the major Web Development areas on campus. The team members include Jesse Days, Terri Covey, Brandy Bradley, Ed Gellenbeck, Lola Gallagher, and Lori Braunstein. The goal of the team is “To identify and implement the best practices and standards in web development, which support a distributed and manageable web architecture and allows web developers to consistently build a web environment at CWU as designed by the CWU Web Design Team.” Thus far, the team has conducted a SWOT analysis of Web Development Tools at CWU, and is investigating several opportunities including a new tool which supports ADA compliant drop-down menus, and other standards to improve the performance and maintainability of the CWU website.
AUXILIARY SERVICES GET UPGRADED DATABASE SERVER: In a joint effort between Networks, DBA’s and Auxiliary groups who provided funding, a new server has been installed and configured to host the multitude of databases used by Auxiliary Services. The increased processing power and storage should provide at least 3 years of service for the many groups who use this resource. Thanks to all for bringing this environment up prior to the start of fall term.

AUXILIARY SUPPORT FOR SURC: The final door access control supported by the Diebold/Cbord system, for the new SURC facility has been installed at KCWU, The Burg. This brings the total to 8 exterior doors which are card accessible. Remember that to enable card swipe access to campus doors requires a ‘Key Card’ approved by the Facilities Lockshop.

Recreation has completed the last stage of their software implementation which supports league and intramural programs. Web access to these and other programs will be available at the start of the academic year.

NEW HOUSING, DINING, SAFARI PROCESS: A new process will launch for the start of the academic year which will automate the many Dining meal plan assignments and plan changes which take place thru the year. This application is embedded in Housing’s application and will keep plan changes and account balances correct in the Diebold/Cbord system, and charges or credits to student accounts balanced in Safari. This will provide a great labor savings and reduce the likelihood of data entry errors.

FMS ASSISTANCE: With the departure of Russ Elliot from the University, end users of the FMS system may contact Tina Short (x2910) for assistance. Tina is filling-in pending the hire of a replacement for Russ Elliot. We all wish Russ the best in his new career (consulting on PeopleSoft Financials) and appreciate all his efforts the past six years.

FMS 8.8 – MAINTENANCE UPGRADE: Starting in August, and continuing through September, functional and technical personnel are involved in applying and testing Maintenance Updates to the Financial Management System. As part of our contract with Oracle/PeopleSoft, we receive continuous maintenance updates to our systems which provide usability improvements, fixes and regulatory updates. With the recent implementation of FMS 8.8, we have a number of maintenance updates to review, apply and test during September. ITS greatly appreciates all the testing help from Accounting, Budget, Accounts Payable, Purchasing and other offices.

PROJECTS AND MORE PROJECTS: The Project Management Group of the Information Technology Services Dept. is involved with numerous IT related projects. Some of the current efforts include:

- Wireless Networking User Support – Ken Young of the Helpdesk, in response to changes in the Wireless software used on campus, has developed documentation both for End Users and
IT staff to ease the transition from the Odyssey client to our new standard (see for more information). Part of this effort has included setting up software scripts to ease the transition for all users.

- **Blackboard** – Tim McGuire of EIS is coordinating with functional and technical staff updates that will improve the interface with Blackboard and Safari, and access for students.
- **Asset Management** – Keith Jones and Uriel Hernandez are working with ITS staff to identify and implement software that provides continuously updated information on computers across campus, including configuration, software and hardware. This information will permit improved service whether by phone or when making a service call.
- **Project Checklist** – A number of EIS staff are working to develop a standard “Project Checklist” to assist the campus when looking at acquiring and/or modifying software and related business processes.
- **CLIP Project** – This is an infrastructure project with coordination being provided by Keith Jones, to rewire and reconfigure data and telecommunication cabling in several of our buildings. Current efforts are focused on Hebeler for work to be performed this fall. Additional work is also scheduled for other buildings to improve the network infrastructure.
- **Online Purchase Requisitions** – As part of the FMS Upgrade, we are starting the process of identifying requirements and options to implement Online Purchase Requisitions.

**IT TRAINING**
Don’t forget that training is continuously available for IT services, including Safari and FMS End User training, plus numerous offerings for users of Blackberry, GroupWise and other applications. Please see the ITS Web Site for additional information.

**DYNAMIC FUNTIONS AND CHANGES CONTINUE AT WILDCATSPORTS.COM:**
Over the past several months Wildcatsports.com has become increasingly dynamic and interactive. This surge forward in Web technology continues. The next phase of the project is due for completion shortly. The latest areas to become dynamic (database driven) are team rosters and athlete bios. Athletic Department staff will be able to post and edit pages through a Web interface without needing to insert content manually through a code based editor. These exciting dynamic features and upgrades will continue with the next phase to include individual sports pages.

**TELECOM UPGRADED BUT OUTAGE AVERTED:** The best of all possible outcomes in a planned outage is what we call a “non-event”. The Telephone network outage, scheduled August 23, was a “non-event”, meaning that the work was able to be accomplished, but an outage did not occur. There were no reported problems or troubles relating to this scheduled outage and cutover. CWU’s Voice/Data/Video network will benefit from new equipment and provide a more stable environment for our networks. The teamwork of Telecom, Networks, FMD, Media Services and Fairpoint Communications contributed to the success of the upgrade.

**RESNET CABLING:** As of August 25th data cabling added in Munson, Barto and North has been completed on schedule. Cables were added to each room in all Barto wings and to each
room in North and Munson to provide a network port per pillow for resident’s internet access. Steve Ashbrooks coordinated the scope and timely completion of this project with Bob Hendrickson from Facilities and Paramount Communications.

**VOICE MAIL FOR KAMOLA AND SUE LOMBARD RESIDENTS:** Voice mail is available, at no extra charge, for residents of Kamola and Sue Lombard Halls. To request a mailbox or for questions, residents can send an e-mail to phones@cwu.edu including your dorm (Kamola or Sue), room number, phone number, and the name or names of room occupants who would like to have a mailbox assigned. Each room occupant can have their own personal mailbox.

**CLIP 3 – HEBELER CABLING:** The Complete LAN Infrastructure Project (CLIP) 3 work is progressing with 90% engineering documents submitted and some prep work started on Hebeler 1st floor Com Room. Initial cost estimates have been submitted by the engineering consultant and once everything is approved a cabling contractor will be selected. Other buildings as part of CLIP 3 include Farrell and Psychology, which will be upgraded later in FY07.

**CELLULAR PLANS:** To discuss your plan options please call Sue Gardner at extension 3438. For those cell phone users that are on any of the older cell phone plans with Cingular – any plan that you have had for 6 months or more – you might want to consider updating your plan, particularly if your current plan is not meeting your needs.

You can now get the National 450 minute with Rollover minutes, 5000 night and weekend minutes and unlimited mobile to mobile for $39.99, or double your minutes to 900 and receive unlimited night and weekend minutes as well as unlimited mobile to mobile for $59.99.

If you want to downgrade there are two plans available that are a flat rate with a per minute charge – the Business Local Flat rate 11 for $9.99 – each minute you use is billed at $.11 for calls in your local service area. A fixed $.20 per minute long distance charge applies for calls outside your local service area. Or if you need a National plan you can get the National Flat Rate 12 for $12.99 where you will pay a flat rate of $.12 per minute.

**SCREEN ACCESS TO SIS ENDS:** Ever since the PeopleSoft Student Admin system (SAFARI) came on line, we’ve been gradually moving towards retirement of the legacy Student Information System (SIS). At the end of this month, we’re taking one more step by discontinuing access to the SIS screens. At the beginning of the year, the same was done with the legacy Human Resources application. By taking this step, we make it possible to move the data off of our old VMS systems while still keeping the data accessible. A tool called CONNX makes it possible to access the data from virtually any operating system or data file. That versatility will enable seamless access no matter where we move it. Current plans are to convert the data to Oracle databases that would be located somewhere within our production environment so that we can continue to ensure the appropriate level of security and backup capabilities. This is a major milestone in our transition away from legacy systems at CWU.
DRACO REPLACED: One additional old computer was retired this month. All of the applications that previously ran on the Draco computer were moved to other systems so that this old machine could be de-commissioned and removed from service. Two of the primary applications there were the old version 7.5 FMS reporting environment (FSRPT) and the Resource 25 application. FSRPT will be kept available for several months as the university completes the year-end process then will be archived. Resource 25, which among other things provides the Campus Calendar, was moved to a more robust computer platform.

CAMPUS CALENDAR PERFORMANCE BOOSTED: As noted above, the Campus Calendar has been moved from one of our older computers to a much higher-performing machine named Quasar. Initial reviews show much faster response to calendar inquiries.

READY FOR NEW HIGHS AS STUDENTS RETURN TO CAMPUS: As we reported last March, the first day of spring quarter saw record usage of the PeopleSoft Safari system as over 1,000 users were serviced simultaneously (something that obviously couldn’t be done on our older systems). That produced an unfortunate situation as we discovered that the system as configured could not handle more than that volume. That experience also showed us that the error message generated when this problem occurs was one of the typical meaningless messages that we find too frequently in these systems. None of this should occur this fall as we’ve now prepared the system to handle as many as 1,500 simultaneous users. Even if we hit that volume (which is unlikely), the error message has been changed to give a more meaningful explanation.

BYE BYE HYDRA/DRACO: Two larger refrigerator size computer systems are heading for surplus. Hydra, an old Compaq 8200 computer with four processors and 8GB of memory and Draco another old Compaq 8200 computer with four processors and 4GB memory that were purchased to support the original PeopleSoft HR application in 1998 for $211,500, are about to become a distant memory. These systems served the first implementation of HR and then the Financials system. Several years ago HR migrated to the more powerful and faster GS160 processor, and the new Financial migrated to new ES40 processors. The de-installation of the two computers, along with the Crater de-installation last month, has made room for the new pre-production test processing capability needed prior to the HRSA PeopleSoft 8.9 upgrade currently planned for next October 2007. The de-installation is key to the continued expansion of computing without adding additional power or cooling to the Computer Center.

NETWORK & SERVER UPGRADES NEVER END:
- Firewall: Plans for the implementation of PIX firewall are moving closer to completion. PIX, which is short for Private Internet EXchange Firewall (a firewall protection technology developed by Cisco Systems); will be used to enforce secure access between the Internet and our internal Internet and Intranet links. Every attempt to minimize the impact on users and not compromise security will be made.
Email and File Services: As part of the Computing Infrastructure capital project, 14 server class computers were acquired. Additionally, the student tech fee purchased 3 server class computers. All were purchased to replace out of warranty mail or file servers. Seven of the eleven computers in the GroupWise email environment have both new hardware and new operating systems. As part of the migration to Linux from Netware, the email systems were chosen to be done first. The student post offices (3) and the GWweb (2) and the Internet gateway (2) have been completed. There are 4 more faculty staff GroupWise processors to be migrated to their new hardware and Linux. This change should provide much improved mail delivery and post office service. Two of the off-campus program sites also received new hardware, Lynnwood and Highline. Yet to be completed during the fall quarter are file servers in support of faculty and staff (4).