



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates) Month: December, 2006

ITS WELCOMES MARLA STEPHENS: We are pleased to announce that we have hired a new Administrative Assistant for the ITS Department. Ms. Marla Stephens, who currently handles most of the Administrative functions in the IT Department at Big Bend Community College, has accepted our offer and is scheduled to start work on January 22. Marla has an AA degree in Business & Management Technology from BBCC, and has handled most of the administrative functions in their IT Department for the last 7 years. Her current Director describes her as "... extremely effective at her job and the voice of their Department" and someone who will "... take real ownership in her position and do great things for CWU."

NWACC GRANTS AVAILABLE AGAIN: The Northwest Academic Computing Consortium (NWACC) will again be awarding several \$10,000 Proof of Concept grants for innovative uses of technology in education, for 2007. The deadline for submitting your application is Friday, February 23rd, 2007. Guidelines and online submittal forms are available at <http://www.nwacc.org/programs/grants/guidelines07.html>. In the past, CWU faculty members have been awarded several of these grants. For more information, please access the website or contact your CWU NWACC Board Member, Carmen Rahm at ext. 2925 or via email at rahmc@cwu.edu.

WIRELESS EXPANDS AGAIN: During the holiday break, wireless on CWU expanded into 2 additional facilities as Hogue Technology and McConnell Hall/Auditorium both had wireless installed and activated. These are the last 2 buildings that were scheduled for wireless in 2006. In addition, Nicholson Pavilion has had wireless networking expanded to cover most areas of the building, and Farrell Hall will soon go wireless as part of the building network modernization (CLIP 3 Project) that is scheduled for the January/February timeframe. In early 2007, we will be looking at the feasibility of implementing wireless in the International Center. Information on wireless at CWU is available at www.cwu.edu/~wireless.

NEW WEBSITE ANSWERS QUESTIONS ABOUT CWU STUDENT TECHNOLOGY: Each year Educause, AACRAO and NACAC join forces and distribute a pamphlet for students entitled "The Student Guide to Evaluating Information Technology on Campus". The guide is intended to help students select a University based on technology services and equipment in four areas (Academic Experience, Administrative Experience, Student Life, and Services/Fees). The CWU ITS Department and Enrollment Management have teamed up over the past 2 years to distribute hundreds of these pamphlets to prospective students as we think we "stack up" quite well with regards to technology. This year, with input from many departments and in conjunction with Enrollment Management, the ITS Department has launched a new website which addresses all the questions in the pamphlet to clearly show students how CWU "stacks up". The page mirrors the pamphlet in color and design, and has received very positive feedback. It is linked from numerous areas on the CWU Website to help students clearly

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recognize that CWU has the technology services and equipment they need to be successful. Check it out at <http://www.cwu.edu/~its/techguide/>.

THE SCIENCE BUILDING WEBCAM TO RETURN: The ITS Department is pleased to announce that the highly popular Science Building Webcam service will be back online soon. The ITS Department was able to secure funding to replace the old system with a new more advanced and durable system. The new system will feature a new and more durable 'pan and tilt' unit, which was the component that failed regularly on the old system. This will place the five original views back online that have been so popular. In addition to these 5 views, the old camera will be placed at the east end of the roof on the Science building (without a pan/tilt feature) with a nice view of the 'Greens' and the new SURC. Look for this service to return in late January. On average, the CWU Webcam page gets between 4,000 to 5,000 hits/month.

HARDWARE UPGRADE PROVIDES 9 TERABYTES OF STORAGE: In December of 2001 we purchased our first storage area network (SAN) dedicated to serve the file storage needs of faculty and staff. An upgrade to that system in 2003 maximized the unit's capacity at approximately 2TB (that's 2 trillion bytes). Recently the company announced that the system would be moving to legacy status and no further expansion options would be available. In addition, our fibre channel switches reached their end-of-service and were no longer supported so we decided to replace this aging technology.

In December of 2006 we installed the next generation SAN utilizing funding secured from the Computing Infrastructure capital project (incase anyone wonders what these funds get used for). In addition to enhanced service and expansion options, the system offers the following advantages over the old one:

- 1) 9TB of storage vs. 2TB – this should accommodate file services storage needs for the next several years. (That's 9 trillion bytes; 9,000 gigabytes; 9,000,000 megabytes, etc.)
- 2) Redundant controllers for reliability and high-performance
- 3) 2GB fibre channel technology based on Cisco switches for fast access transfer speeds
- 4) Modular design for easy maintenance and upgrades
- 5) A modern web-enabled Linux-based interface

We were able to purchase the new unit at a price substantially less than what we paid for the old one (\$100,000 vs. \$159,000).

Thanks to David Hart for the system installation and Ron Breckon for his hard work securing the electrical power needed for this system.

EMERGENCY CLOSURE SITE IS A WELL USED RESOURCE: The Emergency Closures site is a well used resource here at CWU, and was instrumental in keeping employees, students and the community up-to-date with operations information during our recent round of snowstorms. In the months of November and December this site received **28,965** visits. If there

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is a pending campus closure, visit the CWU home page and click on the ticker near the top of the page. The ticker will be in place to link you to the latest information regarding CWU operations. The Emergency Closures site will give you information on future class cancellations or delays, office closures, campus emergencies, mountain pass conditions and weather cams.

NEW PHONE BOOKS DISTRIBUTED: The 2006-2007 CWU Phone Directories arrived in mid December and are being distributed across campus to all departments. If you are in need of additional phonebooks, please contact Debbie Shelton at ext. 3428, or email her at sheltond@cwu.edu.

NEW PROJECT MANAGEMENT AND IT SERVICES WEB SITE:

Thanks to a major effort by Kristi Gladen and Dale Lonowski, in conjunction with the Web Development team, the Project Management and IT Services (PMITS) Web site has been significantly updated and improved. You can reach the site from the ITS Website, or by clicking on <http://www.cwu.edu/~pmits/>

Project Management information is now highlighted on the PMITS Web Site as follows:

- Capital Projects – information on how IT support capital projects (buildings, infrastructure, etc.) across campus and within ITS.
- Project Charters – A repository of current and past major implementation/upgrade projects.
- Project List – A current list of IT Projects (high-level).
- TRAKKER Work Requests & Task Status – the system used to initiate and track Work Requests for administrative systems.

IT Services are also listed for quick reference and information access including:

- Help Desk – online FAQs, general information and who to contact when you have questions or need assistance.
- Computer Labs – link to the current Computer Lab information.
- Training – a valuable link to the wide variety of training offered by ITS including GroupWise, Blackberry support, administrative systems (FMS and Safari), plus Microsoft Office products.

CLIP 3 PROJECT ROLLS ON: The 3rd Phase of the Campus LAN Improvement Project (CLIP 3) continues to move forward. Cable has been pulled and terminated in the com rooms and cable installers are now working on terminating work stations in Hebel. ITS project staff and the project consultant met with Farrell Hall representatives from Sociology and Anthropology Departments to discuss options for the planned upgrade in that building. They were very excited about the expected benefits of the cabling upgrade and excellent progress was made on identifying new com room space and identifying new station additions. 50% drawings will be available for review in January, with work to be completed during the Winter Quarter.

NORTH CAMPUS FIBER UPGRADE PROJECT: Three phases have been identified for the North Campus Fiber Upgrade initiative.

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- Phase I: The first phase calls for new 24 single mode/24 multimode strands of fiber between the Library and PE buildings, this will complete the North Campus hub. Also in this phase are 12 single mode/12 multimode strands to be installed between PE and Psychology, PE and the Stadium and possibly Farrell and the Library.
- Phase II: The second phase includes updating and/or removal of existing fiber at Nicholson, Aquatics and Psychology.
- Phase III: The third phase is to install fiber from Peterson to PE. Vendor estimates have been requested and once received a proposal for this work will be submitted to Facilities Management.

WHAT IS WSCA? The Western States Contracting Alliance (WSCA) was formed in October 1993 by the state purchasing directors from fifteen NASPO western states. The primary purpose is to establish the means by which participating states may join together in cooperative multi-State contracting in order to achieve cost-effective and efficient acquisition of quality products and services. For more information about WSCA (pronounced “wiska”) please go to <http://www.aboutwsca.org/welcome.cfm>.

NEW CELLULAR WSCA CONTRACT WITH CINGULAR: There are a couple of changes to note on the new WSCA Contract with Cingular.

- 1) There has been a change in the Upgrade Policy that will affect us the most – “lines of service will qualify for a new discounted handset (Cell phone) every 2 years. Should you have a need to replace a device in under 2 years your equipment will not be available at the discounted new service cost.
- 2) Service discount on monthly service charges has changed from 15% to 20%.
- 3) Accessory discount has changed from 25% to 20%
- 4) There are no early termination fee, no change of service fees and no enrollment fees.

As Jan 1 the flat rate plans will no longer be available. Also, effective January 21, 2007 Cingular is increasing the pay-per-use charge for all text and instant messages from \$.10 per message to \$.15. If you find your job requires a fair amount of instant messaging you might consider adding one of the available packages – 200 messages for \$4.99 or 3000 messages for \$19.99.

DEBBY’S PHONE TIPS: Need to update the name on a phone display? Need to heat up a new data port or add a new phone? Need a voice mailbox? Need an authorization number for making long distance calls from a restricted phone? Need a cell phone? Need a Blackberry? Moving your department? Go to the Telecom website <http://www.cwu.edu/~its/telecom> because everything you need is there (we hope). For questions or problems call ext. 3425, the trouble-line at ext. 2007, or e-mail phones@cwu.edu.

ITS HELPDESK STATISTICS: In the month of December 64% of the 229 calls to the ITS Helpdesk were resolved on the first contact. There have been 7132 calls to helpdesk in 2006.

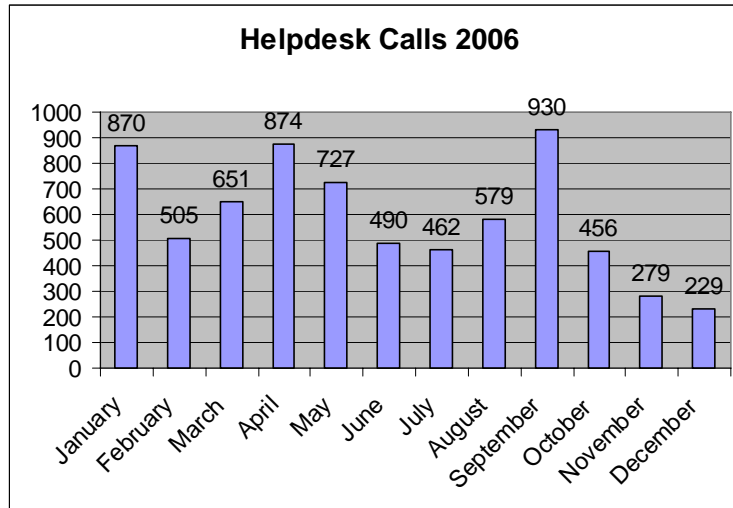
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December is typically our month with the lowest call volume as students, faculty and many staff members head home for the holiday period.



ITS HELPDESK: Ken Young continued working with Loren Harris from the Web Office to restructure the Helpdesk Database in order to make it more flexible and user friendly. He has also updated some of the instructional documentation on the wireless website.

ITS TRAINING IN DECEMBER: In December, ITS Training partnered up with Computer Support Services and the ITS Help Desk to offer training on the new online tool "Peregrine's Self Service." This tool provides another means of requesting computer assistance by entering information online rather than calling the Help Desk. Those attending the training were appreciative of the new tool and looked forward to using it in the future.

Also this month was a class on "Excel: Charts & Database Functions." This class finished up the Excel series of classes started earlier in the fall.

COMING SOON FROM ITS TRAINING: ITS Training is preparing to offer a GroupWise class for the PC, Mac, and Web with hands-on and demonstration-type instruction on e-mail, calendar, and more advanced features such as rules, junk mail handling, and archiving. Watch for more information on this in the near future. Information on ITS Training is available at <http://www.cwu.edu/~itstraining/>.

CHANGE IMPROVES REFUND PROCESSING: The Student Financial System (SFS) processes thousands of refunds each year. With a recent modification to the refund process, students are going to see their names printed in the format of Firstname, Lastname on their refund checks. This prevents the potential problem of giving students the wrong checks during

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the upcoming winter quarter Financial Aid refund. The name format issue became a problem with the use of new technology in the form of a feature called Integration Broker which was introduced during the FMS upgrade. Integration Broker automates the delivered refund process by sending vendor, voucher messages from the Safari system to the Financial Management System but, with the change, some names were being printed in the undesirable (for manual distribution) format of Lastname, Firstname. Previously, we had names being simultaneously printed in both formats with new students in Lastname, Firstname format and existing students in Firstname, Lastname format. This modification not only solves the name format issue by making them uniform, it also facilitates the check-sorting process and others.

MORE CHANGES & UPDATES TO FMS: PeopleSoft's Maintenance Packs 7 and 8 were tested in our development environment and are currently undergoing testing in the pre-production test environment. This will result in the FMS application being current on Updates and Fixes through August 3, 2006. This is part of an ongoing effort in which we strive to apply changes released by PeopleSoft that either change functionality or fix known bugs in their software. Every round must be thoroughly reviewed and tested by our technical and functional staff to ensure that their introduction doesn't introduce problems to our local implementation of the PeopleSoft products. It isn't uncommon to be several months behind the latest updates and fixes, in order to do all the necessary testing. During the lengthy FMS Upgrade Project, all updates and fixes (maintenance packs) were put on-hold, so that the upgrade environment would not be changing during testing. This is also S.O.P.

WE'RE READY FOR JANUARY 2007 STUDENT REFUNDS: As has become customary, staff from various functional areas collaborated with our techies for a complete dry run of the upcoming student refund process in late December. No problems were encountered and we're anticipating a smooth ride in January.

OFF-SITE CAMPUS CENTER SUPPORT: December found the CSS technicians busy updating and replacing computer systems in support of our University Centers. Additionally, preventative maintenance projects were completed at many of these sites. Centers supported this month included:

- **LYNNWOOD:** Dave Germain and Jeff Gladen supported various software and hardware issues and other work in progress.
- **WENATCHEE:** Tina Klampher and Jeff Gladen resolved software and hardware issues at the Wenatchee Center.
- **YAKIMA:** On Wednesday, December 27th Chris Pratz resolved numerous hardware and software issues in Yakima.

There was no activity in Steilacoom, Des Moines, or Moses Lake this month. Currently Chris Pratz is trying to arrange delivery of 4 new workstations to CWU-Pierce.

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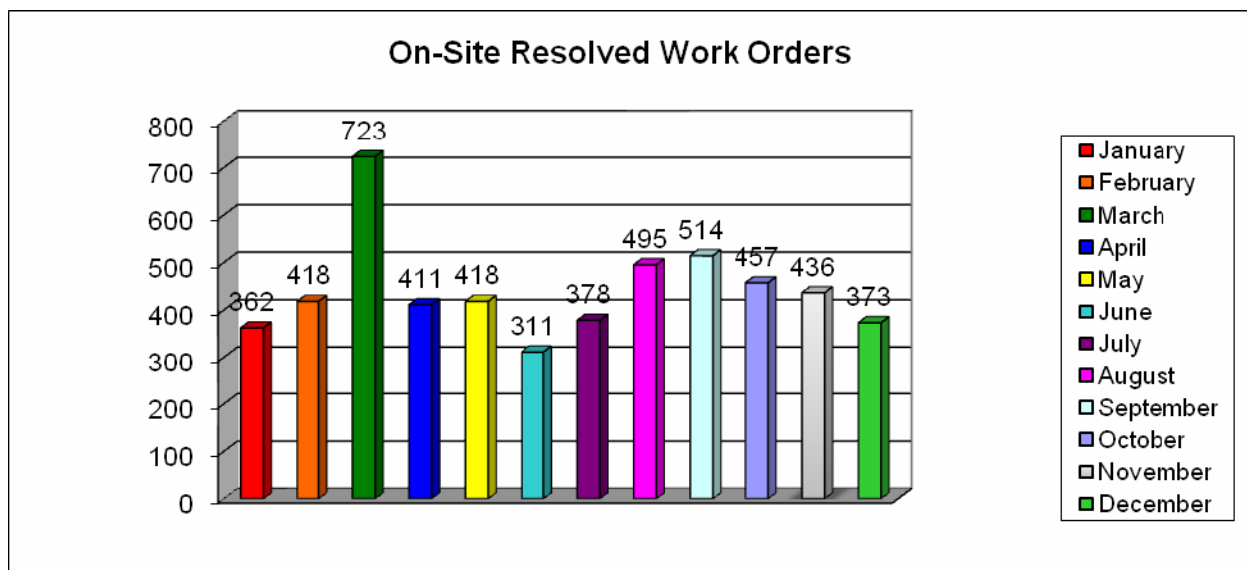
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MONTHLY STATISTICS: This month Computer Support Services provided support to 373 customers. These included:

- ON-SITE TECHNICAL SUPPORT: 138
- WIN-WIN installs: 91 installations and redistributions
- RE-IMAGING: 84 computer were re-imaged in the labs
- NEW EQUIPMENT INSTALLS: 27
- EVALUATION AND REDISTRIBUTION: 21 computers picked up for evaluation and were determined to be redistributed
- PRINTER REPAIRS: 12 printers were repaired.



COUNCIL OF PRESIDENT'S OFFICE COMPUTER: Chris Pratz and Dave Germain replaced an aging workstation with a new WIN-WIN computer, upgraded the monitor to a flat panel, delivered and installed a new printer, and setup and thoroughly tested the systems for the Council of the Presidents Office in Olympia. The new equipment will provide an up-to-date system for CWU's President and others from CWU who use this office during trips to Olympia.

FLIGHT SIMULATOR PREVENTIVE MAINTENANCE: Chris Pratz, Dave Germain and Bill Miller performed quarterly preventative maintenance on the simulators in the Flight Tech program. Work included electronics and instrument calibration and general cleaning of all simulators. In addition, a seat for the 242T simulator was sent out for upholstery repair.

PEOPLESOFT UPGRADE INFORMATION:

HRSA UPGRADE NEWS: (FROM ITS APPLICATION SERVICES)

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- CWU's local copy of the new Campus Solutions 8.9 upgrade environment was completed in mid-December. That eliminated our dependence on a similar environment we were basically renting from Cedar-Crestone consulting group.
- The Oracle 10g upgrade continues. The HR/SAFARI development database was upgraded to 10g on December 10. DBA's, Technical Developers, and key functional staff have been working together to test the new database release. Due to concerns about our ability to respond if problems arose in the refund processing, we elected to delay upgrading the HR/SAFARI test database until Friday, January 12. The upgrade to the production environment is still planned for the weekend of February 17 & 18.
- In preparation for this upgrade, a small group of Analysts is reviewing and updating our current standards and documentation. Our goals are to simplify yet make our documentation more usable and to have uniform documentation across all PeopleSoft systems and specifically for customization development. The group has a goal of completing this by the end of January. As we work through customizations during the upgrade, all existing documentation will be updated to reflect these standards.

HRSA UPGRADE MOVES FORWARD WITH AN OCTOBER 2007 COMPLETION

GOAL: (FROM ITS PROJECT MANAGEMENT)

Activity for the HRSA Upgrade from version 8.0 to version 8.9 continues.

- During December, CWU held an initial meeting with CedarCrestone to start planning for technical and functional assistance to the project.
- A working draft of the project plan is under discussion with Human Resources and Student Administration system project team members. These meetings will result in a detailed project plan, timeline and resource requirements document.
- Both CWU and CedarCrestone are planning to begin conducting initial fit/gap meetings with key system users in January.
- Current plans are for the initial upgrade work to start early January with our planned implementation date during October 2007.
- Once the project plan and timeline is finalized, the project team will communicate project details, expectations and improvements to faculty, staff and students.

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