



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: February 2006

DEBBY'S PHONE TIP OF THE MONTH: Did you know that you can put an 'Extended Absence Greeting' on your mailbox greeting when you are going to be away from the office. After accessing your mailbox go to Personal Options which is #4, then to Greetings #3 and finally to # 2. Remove the 'Extended Absence Greeting' when you return to the office and your 'regular greeting' will still be intact.

STUDENT TECHNOLOGY GRANTS AVAILABLE: The CWU Student Technology Committee is planning to disseminate approximately \$50K to worthy technology needs on campus. Requests can be made online at: <http://www.cwu.edu/~techfee/> and must be received by 5pm on March 17. Requests will be evaluated in early April and funds awarded by April 30, 2006. Funds cannot be awarded to requests that support specific/individual department or academic/administrative needs. Tech fee funds must be used to support the general student population or student interests/organizations. Last year, over \$50K was awarded to replace batteries for the student checkout laptops, purchase 2 assistive technology workstations for students and computers for the writing center, as well as several other worthy projects. More information is available on the Intranet at: <http://www.cwu.edu/~intranet/index.php?go=read-announcement&num=1820>

STUDENT TECHNOLOGY COMMITTEE SUCCESS STORY: In FY04, the Student Technology Committee was spending more money than it was taking in and eating into its reserve funding. As a result of many changes and efficiencies, all without an increase in the fee charged to students (which hasn't increased since its inception in 1996), the committee is not only running in the black, but has been able to donate over \$100K toward new lab computers and \$100K toward technology grants over the past 2 years. Find out more about the committee at: www.cwu.edu/~techfee.

FINAL NOTICE: EMAIL RETENTION TO REDUCE TO 12 MONTHS: As noted in the January Monthly report, email retention will decrease from 18 months to 12 months in March. This is the final step in a yearlong effort by ITS to reduce email retention at CWU. For more on this effort, please refer to the January ITS Monthly Report at: <http://www.cwu.edu/~its/monthlyreport/2006/jan06report.pdf>.

WIRELESS UPDATE: Wireless went live in the Jongeward Administrative Building and Shops and the Naneum Building in early February. Work is also progressing on Michaelson and Randall, which had the cable trays and pathways installed in February. Installation of the wires (for the wireless network) and Access Points is scheduled for early/mid March with wireless going live around Spring Break. Several other buildings including Farrell and McConnell will also receive wireless this year as part of the Building Network Modernization project, and the

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SUBREC and surrounding green space will go live with full wireless in April. For schedules and maps of our wireless coverage, visit www.cwu.edu/~wireless.

ADAPTIVE TECHNOLOGY: ITS is working with the newly formed CWU Disabilities Commission to identify short and long term funding solutions to implement necessary adaptive technology to support students on the Ellensburg campus and University Centers. Making adaptive technology as available and accessible for disabled students, as other lab technology is for non-disabled students, is one of the goals of the commission.

CALEA IMPACTS BEING ASSESSED: CALEA is the Communications Assistance for Law Enforcement Act which was implemented in 1994 to require public telephone companies to implement technology which would make it easier to do wiretapping (if approved by a court order). Recently, the Justice Department asked the FCC to expand this law to include Internet traffic/email, and to expand it to private network services such as those offered by Universities. Higher education groups are arguing against this ruling for several reasons, but primarily because it is expected to cost Universities \$7 billion to comply, and few wiretaps historically have ever been requested at Universities. CWU estimates that full compliance will cost a minimum of \$6M. Stay tuned for more updates. A “final” ruling on this is expected in August. Unless changed, Universities would be required to comply by April 2007.

VIRUS UPDATES: Last month, there were four "massive" virus attacks on Windows systems around the world, with the Kama Sutra virus being reported as the most virulent. CWU experienced zero virus attacks during this period. This is just one more example of the effectiveness of the proactive measures taken by ITS to keep the campus community free from attacks. We will continue to remain vigilant to assure the campus operational computers encounter minimum down time due to virus attacks.

ACHIEVER'S COLLEGE EXPERIENCE CONFERENCE: ITS is working with the CWU Conference Program to support the ACE Conference which is coming to CWU in late June. This conference is headed by the Washington Education Foundation and supported by the Gates Foundation. Nearly 600 students will be attending. Dave Storla is leading the ITS involvement to set up network connectivity, phone services, lab access and more.

ELECTRONIC TRANSCRIPT LOAD PRODUCING SAVINGS: A new custom Electronic Transcript Load has been developed and implemented for use with PeopleSoft. According to Admissions Associate Director Jill Orcutt, “The Electronic Transcript Load” is now working efficiently and effectively. Transcripts are received from the CTC (Community and Technical Colleges Center for Information Services – representing 38 schools across the state) each business day and uploaded into SAFARI. This modification supports both Admissions and Degree Checkout. We find that this modification saves staff time in numerous ways including the reduction in hardcopy transcripts that are opened by the Admissions Receptionist, to data entry by an Admissions Processor, to data entry by a staff member in Degree Checkout. During the load process this modification identifies data entry errors and forces cleanup of bad data prior

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to posting. We are averaging about 20 electronic transcripts per day. Prior to the implementation of the modification, it took Degree Checkout staff about 10 minutes to enter one community college transcript and Admissions staff about 2 minutes per transcript. External degrees are now posted as part of the load and are available immediately on all transcripts and CAPS reports. Formerly, external degrees were posted only after transfer coursework was articulated and posted. The entire electronic transcript load process takes about 15-20 minutes to run in its entirety.

In summary:

- * Eliminated printing of electronic transcripts (saving trees).
- * Reduced time to process Community College transcripts received electronically by Admissions and Degree Checkout staff.
- * Academic and External Degree data is available immediately to all University staff with appropriate security for admission, advising, and reporting purposes.
- * Cleans up existing data in SAFARI.
- * Increases timely information available to applicants on self-service

In the first four weeks, this new process loaded 399 transcripts carrying information about 5961 courses and replaced approximately 80 hours of data entry work.

FMS UPGRADE: Work continues with implementation of the Financial Management System (FMS) from (Version) 7.5 to the web-based (Version) 8.8 scheduled for mid-April. Current activity includes:

- * User Testing – Extending three to four days each week, involving key participants from Accounting, Budget, Financial Services, Facilities Management, EIS, consultants and other units. Participants use Test Scripts to validate that the applications produce expected results.
- * Technical Work – Continues at a furious pace. CWU unique programs and interfaces are complete or nearing completion, including testing. These efforts include database administrators, developers and consultants.
- * Reporting – Work continues on delivery of current and expanded reports.

The implementation schedule is as follows:

- * April 14th (Friday) – Last day to enter/process financial transactions on FMS 7.5. At close of business, FMS 7.5 will be off-line (except for data look-up).
- * Starting the evening of April 14th, the functional and technical project staff will begin the execution of several hundred conversion steps and processes over the next 10 days.
- * The new FMS 8.8 will be available April 25th (Tuesday) for entry/processing of financial transactions.

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Business and Financial Services in conjunction with ITS will issue comprehensive schedule and information early March.

FMS 8.8 END USER TRAINING: Enterprise Information Systems (EIS) will offer hands-on, end user (departmental staff) training mid-March through mid-April, presented by Dale Lonowski. Training will focus on accessing information on FMS 8.8, with emphasis on the enhancements to FMS reports. Current users of FMS 7.5 will receive in March, with additional information and an online link for sign-up.

A new, comprehensive financial systems end user manual will be handed out to each training participant.

STUDENT & EXCHANGE VISITORS INFORMATION SYSTEM: An important provision of the Patriot Act is the requirements for reporting of information concerning international student and exchange visitors. This reporting is to the Students and Exchange Visitors Information System (known as SEVIS). This requirement applies to all organizations (including Central).

Here at CWU, the Office of International Studies and Programs (OISP) manages the collection of required information and provides updates to SEVIS during an international visitor's stay. During the past year, Tim McGuire of EIS has been working with OISP to set up within Safari (PeopleSoft Student Administration), the direct reporting of required information to SEVIS. This will replace reporting information manually, allowing OISP more time to work with our students and visitors from overseas.

HIGHER EDUCATION USERS GROUP – ALLIANCE CONFERENCE: Tim McGuire of Enterprise Information Systems, is presenting "Power Expressions: Taking Query to the Next Level" at the 2006 Alliance conference in Nashville, March 12-15. This year, over 4,000 participants from North and South America, Europe and Australia will be in attendance. Congratulations to Tim for being selected as a presenter representing CWU!

CWU TELEVISION SPOTS ON THE WEB: For a look at recent CWU television spots, Public Relations and the Web Office invite you to visit:

<http://www.cwu.edu/~relation/welcome/index.html>

WMV and MOV formats are available. These TV spots ran during the Olympic coverage.

WILDCAT SPORTS: The Web Office is pleased to announce that the press release area for Wildcat Sports.com is now dynamic. This area now is database driven and is a significant step forward in Web technology here at CWU.

RETURN OF THE WEB CAM: The Web Office is pleased to announce that the Science Building Web cam is up and running again. Many thanks to Dave Germain, Keith Jones, Bill

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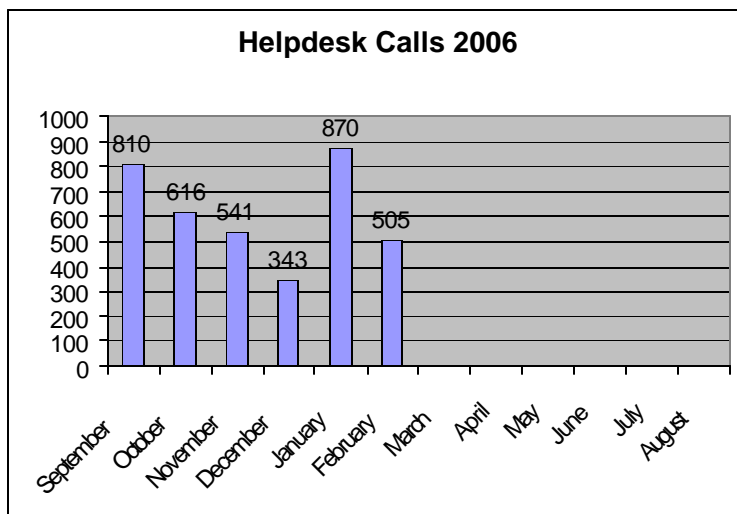
Miller, Chris Pratz, and Jim Pruitt. The web cams are accessible from a link on the Homepage, or you can access them directly at <http://www.cwu.edu/~cams>.

PROSOFT: ITS has purchased a site license for the Novell Netware Client, for the Macintosh computers, from ProSoft Engineering. Now Macintosh users can enjoy easy access to their network drives. To have the ProSoft Netware Client installed simply call ext. 2001 and request the "ProSoft Netware Client" install. The install can be done remotely at your convenience.

SELF SERVICE SUPPORT: Computer Support Services is in the process of updating our service tracking software that will allow faculty and staff to enter and track their own computer support service tickets via the web. Part of the process will include a Beta Test with selected CWU employees.

COMPUTER SUPPORT STATS: In January Computer Support Services provided 346 Tier III on-site support resolutions. Of the 346 contacts HelpDesk escalated 149 calls to on-site status. The remaining 197 contacts consisted of 60 new equipment items and 137 direct user contact to CSS.

ITS HELPDESK STATISTICS: In the month of January 76% of the 505 calls to the ITS Helpdesk were resolved on the first contact. There have been 3685 calls to helpdesk in the 2005-06 school year.



The data gathered via the IT Quality Feedback form shows a rating of 4.91 out of 5 for overall satisfaction on all Helpdesk requests during the month of February.

ITS TRAINING: ITS Training would like to announce the following software training:

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Every Monday is Campus Computing Orientation day for new employees. Come spend 30 minutes in ITS for hands-on training on computing at CWU.

Visit <http://www.cwu.edu/~itstraining> for class and registration information.

NETWORK BACKBONE UPGRADES: During the 2006 winter quarter ITS personnel have continued to install upgrades to the backbone network. North of the Town Ditch gigabit upgrades to Michaelson, Randall, and Hogue will be completed after single mode fiber is installed to those building sites, which is expected to happen before the end of summer. In the core of the network (Data Center), hardware and software upgrades have been applied to improve network security. These changes involve strengthening the Internet firewall, improving capability to detect internal and external network-based attacks, and enhancing protection for servers that store confidential information. The core changes complete the planned backbone hardware upgrades for this fiscal year.

DISASTER RECOVERY PLANNING: Over the last several months ITS Operations personnel have been assembling a new updated Disaster Recovery Plan (DRP). This includes identifying all computer hardware/software configurations in the Data Center as well as a new improved DRP. The final version of the DRP is expected by the end of March. Changes have been made to the storage backup processing so that backups occur nightly rather than over the weekend. Off site cloning of backup will be implemented by the end of March. Cloned backups will occur between the Data Center and Bouillon. This will effectively insure our ability to recover should there be an unexpected disaster in the Data Center.

INTERNET OUTAGE: The night of February 16th from approximately 8:30PM until 11PM the University and the residence halls experienced an Internet outage. Almost all web based or email access was not available. This outage occurred at the K20 networks operations center in Seattle, and affected CWU and all other K20 institutions state wide. The problem was a mis-configured switch which, when removed, caused the problem to clear up.

WILL OUR BLACKBERRIES BE SHUTDOWN? RIM, Research in Motion, the parent company of the ubiquitous Blackberry realized a small victory Friday February 24th when Judge Spencer decided against issuing an injunction that could have shutdown Blackberry operation in the United States. About 50 Blackberries are presently in use at CWU and more are being requested. With the concerns about a Blackberry shutdown CWU ITS staff formed a committee, including Susan Gardner, Kristi Gladen, Greg DeLuca, Nancy Jackson, Roland Tollefson and Carmen Rahm, to research and inform CWU Blackberry user's about the ongoing legal battle. We had a conference call with CWU's Cingular technical support on Feb 3 and with RIM's Regional Sales Manager, Jim Bertlesman, on February 13th. On February 9 RIM announced that it has developed and tested a software workaround to be used as a contingency should the court implement an injunction. We will be investigating other alternatives as a backup but for now the Blackberries will continue to function.

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TELECOM CAPITAL PROJECTS: On an emergent request, Purchasing Dept. staff was moved temporarily from Mitchell to Black Hall while carpeting is being replaced in Mitchell. Telecom staff is assisting with infrastructure changes in Nicholson during asbestos abatement and Resnet service to students in Munson, Wahle, & North. Thanks to Randy Patterson, Steve Ashbrooks and Wade Richardson for all their support.

ITS CAPITAL BUILDING PROJECTS:

- * At the new SUB & Recreation Center Building, ITS staff is now focusing on the SUB portion of the project. Planning is underway to install the many information technology systems and other special services that will be used in this new building. Currently, we are monitoring the installation of the voice/data cabling while configuring and testing network equipment. Our staff is working with the partners (Bookstore, Dining, and Student Services) on the move in and setup plan. Our goal is a smooth transition from the old SUB to these new spaces so the campus community will not see an interruption of services these groups provide.
- * At the CWU-Wenatchee Center Project, ITS staff is working closely with the technical staff at Wenatchee Valley College to build the technology plan to bring this building on-line. Orders for new network equipment are being placed for data/voice connectivity between the main campus and for services in the new building. Our Telecom group is working on setting up phone services so the new center will be connected to our main campus phone PBX switch. This will give the new Wenatchee Center the same services (four digit dialing) that we have here on the Ellensburg Campus. The Wenatchee Center project is anticipated to be completed mid-2006.
- * For the Dean Hall Project, technology support meetings with the design teams are underway. The ITS staff is working with the project staff to create the specifications required to meet the needs for our users for this building remodel.
- * For the CHCI remodel Lobby project, ITS department is working with the design team to meet the technology needs of the users. This project will start in June and continue through August.
- * Bids on the Nicholson Pavilion upgrade project should occur mid February through the first part of March. The ITS department is working with the design team to get specifications ready in support of the bid documents.
- * Music Building phase II Voice/Data upgrades of eleven faculty offices are being installed & tested, to better support the needs of these users. This project should be finished by the

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first of March. Thank you Music Faculty for your support, which is allowing us to complete this so quickly!

- * ITS has started working on a project to compile information to assist the CWU Housing department on scope and cost estimates for an upgrade to the ResNet dorm network.

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