



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

Month: July, 2006

HRSA UPGRADE – UPDATE: Planning for the HRSA Upgrade from version 8.0 to version 8.9 continues. Current activity includes:

- Looking at options for conducting the upgrade using a Lab. This approach may permit the University to implement the new version and the many additional features faster than doing all the work in-house. It also may provide additional time for CWU to upgrade equipment for the new version to run on.
- Planning for Infrastructure needs. This includes reviewing current hardware and making adjustments as necessary for storage and processing requirements prior to beginning the upgrade effort. One of the lessons learned in the FMS upgrade was the CWU did not have adequate development and testing systems to mirror the production environment.
- Meeting with key users. This effort includes continuing work on a charter, developing a likely timeframe and identifying functional resources.

Our target implementation for HRSA 8.9 is October 2007.

ANTI-VIRUS PROTECTION GETS A BIG BOOST: The ITS Department has now been base-funded to provide for annual maintenance of our Anti-Virus software (Norton). Prior to FY05, each department at CWU was required to fund their own AV protection, but in FY05 the University agreed to fund a 1-time effort to purchase NAV for the entire campus. Since then, viruses at CWU have been basically non-existent. Maintenance funds to have the latest NAV software, however, were not available and must be paid annually. Starting this year, that cost is covered for the entire university by ITS. The only AV costs users will have from now on are when they purchase an additional computer and are NOT replacing an old one. In these cases, they will be required to purchase the additional NAV license for approximately \$40. Maintenance will be covered and we can remain “virus free”.

NEW STUDENT ORIENTATIONS: The ITS Staff played a big part in supporting the Freshman and Transfer Orientations. This included:

- EIS staff assisted by providing guidance using Safari to register for classes. This effort is intended to make the first time use of the Safari system a positive experience for our new students and their families.
- CSS and ResNet personnel staffed a “table” at the SURC during sessions to answer questions and distribute information
- Staff provided technical support “behind the scenes” for registration, to activate student email accounts once registered.
- ITS Management participated in Parent Q&A sessions.
- HelpDesk staff answered questions and provided support to students, parents and others.

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- Auxiliary Computing personnel developed new methods for tracking the students and guests at all orientation sessions (see next item).

The orientations were a huge success, and we commend those on campus who organize and coordinate them. They make CWU a unique place, and the parents and students indicated that.

HOUSING / DINING: It's been a busy spring and summer at Button hall. A new method was developed in April 2006 for summer orientation management. This enhancement allowed tracking 3700 +/- students and guests for the 7 orientation sessions via Housing's application. In preparation for Fall 2006, real time Meal Plan billing between the Housing Director and the campus card system (Cbord) will be in place. This will eliminate manual data entry in both systems for meal plan changes. In early September, there will be a minor version upgrade to the Housing Director. This continues to be a big effort with a lot of testing lead by Marion Andrin.

RECREATION SYSTEM: The remaining modules for the Recreation Center Automation System, which provide support for intramural and league management, were implemented during the last weeks of July. As part of this, an online ASP solution will allow teams to register for these activities. A punch list of changes / refinements has been established and will be completed by the start of Fall Quarter 2006.

FMD WORK ORDER UPGRADE: A great effort was put forward by Charles Pringle and Robby Stahl for developing the code/program to feed Facility Focus financial data to FMS. The decision to develop in-house, rather than via the vendor was based on time and funding. Their efforts resulted in significant financial savings, and helped move the go live date to mid-August, 2006. Robby and Charles each deserve a big "atta-boy" for their efforts in doing in days and for pennies what consultants wanted months and dollars to do.

IS YOUR CELLULAR PHONE ABOUT TO BE OBSOLETE?: A reminder that TDMA cell phones are gradually being moved to GSM. As technology transitions, the service for these phones is starting to decrease and will be gone completely by August 30, 2006. Contact Sue Gardner at Ext 3438 to obtain information on the phones and plans at any time. We have a number of free phones available to us and a variety of service plans to choose from. You also have the option of canceling your service completely.

RESNET MAINTENANCE AND OPERATIONS FUNDS: Prior to FY06, ResNet funds to support the residence halls were approximately \$6.00/port/month to provide high speed Internet services to students. While this covered basic costs (ISP costs, etc.), it did not provide any funds for replacing obsolete or broken electronics, etc. Early in FY06, ITS presented a plan to Housing outlining options to assure that ResNet remained a viable service for our students, and to prevent an outage from failed equipment. We were pleased to find that Housing has taken a huge step in providing the needed funds to assist ITS in keeping ResNet operational and modern, by providing \$50K in funding starting in FY07. That's only about an additional \$1.00/port/month

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... but it makes a huge difference. Where else can you get high-speed Internet access for around \$7.00/month.

VOICE MAIL STORAGE ON THE RISE: Message storage capacity in the Voice Mail server has been getting tight with only 27% free about two weeks ago. Right now it has improved to 38% free. Voice mail users with full mailboxes and/or aged messages are being contacted and encouraged to find alternate ways of saving the messages they need to keep. Anyone away from the campus for an extended length of time can set up an “Extended Absence Greeting” that will block messages. If you need more information or assistance in setting this up contact the Telecom Department at Ext. 3425.

Are you having Voice Mail problems? Several reports have been received regarding Voice Mail problems. These include, message waiting lights not coming on or not going off; delayed messages, messages that were left by a caller one day and not received until the next day; the server not answering allowing access to mail, a constant ringing was heard. Randy Patterson worked on clearing up these problems for several days and finally had to force a system reboot. All ports are cleared up and working now, the system is functioning normally. We are continuing to investigate the cause. Don't hesitate to contact Telecom at phones@cwu.edu or Ext. 3425 and report if you experience problems.

ITS CAPITAL BUILDING PROJECTS: The ITS Department continues to work on numerous capital projects across the University and the Centers. These include:

CLIP (Complete LAN Infrastructure Project) 3: Work has begun with the selected Infrastructure Engineering Consultant, Summit Engineering, beginning design work on Hebel Hall's wiring infrastructure. This portion of this phase of the CLIP Project is scheduled to be complete by the start of Fall Quarter. When completed, building occupants will enjoy increased numbers of access points and increased network speed and stability. How ironic that our Computer Science building has one of the oldest and outdated networks on campus. Significant increases in material costs and time to order may have an impact on the proposed schedule. Engineering design will begin for Farrell Hall as the next step in this 3rd phase of CLIP.

ResNet Expansion: Network expansion in Munson is complete as all wiring and electronics have been installed. Additional wiring being added to Barto and North residence halls is scheduled to be installed during the weeks of August 14th through 25th. Two cables are being added to each room in all Barto wings and one more added to each room in North to provide a network port per pillow for internet access. This project should be completed by the start of Fall Quarter.

Nicholson Pavilion: Nicholson remodel of Men's locker room, Training room and Weight room is in progress. The ITS department will be working with the design team and the contractors on the project to get the IT portion installed to meet our users needs. Approximately 40 additional network cable drops are being added. This project should be completed by the start of Fall Quarter.

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CHCI lobby remodel. ITS department is working with the design team to meet the technology needs of the users. This will include about 12 additional network cable drops to enable the use visitor kiosks in the CHCI lobby. This project should be completed by the start of Fall Quarter.

Dean Hall: For the Dean Hall Project, technology support meetings with the design teams are underway. ITS staff is working with the project staff to create the specifications required to meet the needs for our users for this building remodel.

Student Union & Recreation Center (SURC): Several cable additions have been requested for various occupants of the Student Union Building. More cables have been added or are in the process of being added in the Kitchen, Bookstore, Radio Station and other Administrative areas. This is part of the final work being completed in the Student Union/Rec Center project. This project should be completed by the start of Fall Quarter.

TELECOMMUNICATIONS CENTER UPGRADE: Initial prep work has begun for replacement of BJED equipment in the Computer Center Switch room. BJED's are dated hardware used for terminating T-1's, which are the services that provide internet access and dial tone to CWU's campus. They have been used primarily because, until recently, they were the only product that provided the testing required by the State SCAN Network. CWU Telecom and Fairpoint Communications (formerly known as Ellensburg Telephone) have partnered to replace this equipment with updated more stable hardware. Cutover work is planned for late August, with about a 2 to 4 hour telephone outage scheduled for 5PM on August 23. Watch for more information on this outage on the CWU Intranet. Randy Patterson is the ITS lead for this effort.

EXCITING NEW RESOURCE DIRECTORY LAUNCHES SOON: The CWU Resources Directory is being created to help "Serve as an intellectual resource to assist central Washington, the state, and the region in solving human and environmental problems."

The resource directory is a free service that links the public with faculty and staff expertise, special knowledge, and skills. Interested employees will voluntarily submit their information to the directory and invite people to contact them directly if a person would like to arrange for a speaker, a consultant, a trainer, or an expert witness. Participants in the resource directory will be employees of Central Washington University.

The Resource Directory is a PHP/ database driven Web site. Although still in the testing phase, it is expected for release sometime in mid August.

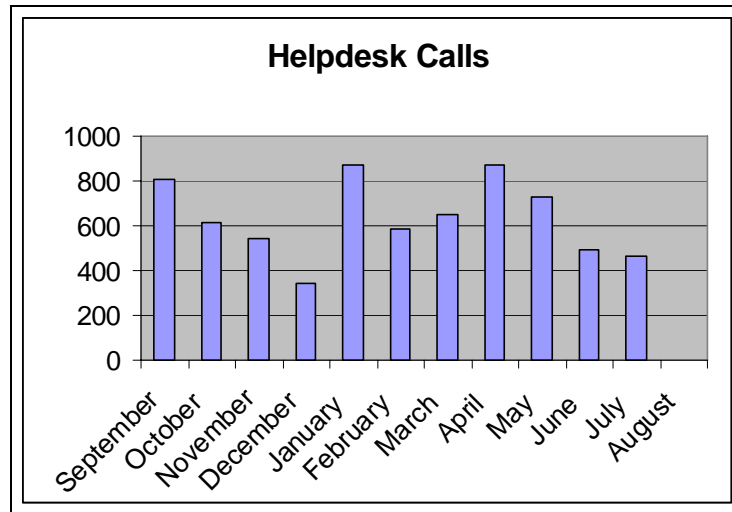
ITS HELPDESK STATISTICS: In the month of July 58% of the 462 calls to the ITS Helpdesk were resolved on the first contact. There have been 6,889 calls to helpdesk in the 2005-06 school year. Our call tracking system was upgraded in March 2006 so the March statistics are an estimate.

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ITS HELPDESK PARTICIPATES IN NEW STUDENT ORIENTATION: The ITS Helpdesk participated in the New Student Orientations in July, providing information to new students and their parents about IT at CWU. To access technology information for students online, go to: <http://www.cwu.edu/~its/techlinks/>

ITS TRAINING: COMING SOON: ITS Training presents a "Getting Started" series featuring classes on Access, Excel, PowerPoint, and Word. Check the training schedule at: <http://www.cwu.edu/~itstraining/Schedule.html> for details.

Also, every Monday (excluding holidays) is Campus Computing Orientation day for new employees. Come spend 30 minutes with ITS for hands-on training on computing at CWU.

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.

CSS MONTHLY STATISTICS: Computer Support Services repaired a total of 378 computers this month. Computer Lab upgrades continue to be our number one priority this month and the monthly total does not reflect this much needed work.

NEW STUDENT TECHS: CSS would like to extend a hearty "Welcome Aboard" to the new student technicians. The new student techs include: Saer Goree-Ndiaye, Peter Carlson, Jeremy Diaz, Noble Brown (intern), and Nick Jeffris (intern). Tyler Tushkov, a long-time Mac student Tech in CSS, is an intern this summer and will be graduating soon.

WIN-WIN PROGRAM SEEING GREAT BENEFITS: In July, 66 Win-Win computers were delivered and setup. The program has a good supply of the newest campus configuration

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Pentium D computers available at this time. If you have any questions, please call or e-mail Lynn Linnell at 963-2991 or LynnL@cwu.edu

The WIN-WIN Program is designed to assist departments across campus with replacing their old computers. The program started in FY06 with \$120,000. The program is expanding in FY07 to \$240,000 which will replace approximately 500 computers on campus annually. The ITS department pays for ½ the cost of a base computer, and the receiving department pays the difference. A department can acquire a standard desktop computer (without monitor) for just over \$400. The only catch is that to participate in this program, you must be State funded, and you MUST turn in an old computer.

This program is also resulting in additional volume purchase discounts from our vendors.

RESNET COSTS DECREASE BY 68%: How often do you get more for less? That is exactly what happened when our ResNet Internet service moved from Sprint as the Internet Service provide to the K20 network. The last full year with Sprint cost the University \$133,085 with a capped average bandwidth of 12Mb. Compare that to the first full year with K20, as the Internet service provider, which cost the University \$38,528 with uncapped bandwidth that started at 13Mb and rose to 32Mb. The average cost of the bandwidth used by month for April – June 2006 was slightly less than \$100 per megabit. This was an incredible savings to the ResNet program of almost \$100,000 in the first year and almost three times the bandwidth or speed, which means much better performance for the students. None of this would have happened had not it been for the efforts of one of our Network Engineers, Chris Timmons. A big thanks to Chris who pursued the K20 alternative to Sprint and made it work.

And a BIG thanks to Housing who took a portion of this savings and reinvested it back into ITS to provide additional benefits and services to students on ResNet.

LARGE CRATER REMOVED FROM DATA CENTER: Another large double refrigerator wide computer system is heading for surplus. “Crater”, an old DEC 7000 computer with two processors and 1GB of memory that was purchased in 1996 for \$212,500, is about to become a distant memory. This 200MHZ system has served the legacy student record, payroll, and financial systems well. It was state of the art at the time of its purchase. Most recently it has served as the anchor node for licensing some of our software, like Powerhouse, to keep the cost of re-licensing on faster processors down. Crater has no residual value and as such will be sent to the computer graveyard. Resurrected in its place will be processors that are over four times as fast and a tenth of the original cost. Today, 10 years after we purchased Crater, a four processor 833MHZ system with 16 GB of memory can be purchased for \$7,000. Consider that it is possible to place at least 4-5 times that processing power in the footprint that Crater occupied. Amazing!

COMPUTER LABS HAVE A “NEW LOOK”: Several of the CWU Ellensburg Computer Labs either have or shortly will have a new look. Users will soon notice quieter labs in Psychology 441, Science 214, Science 337, and Shaw/Smyser 214 as original noisy CPU fans

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are replaced with quieter versions. The most noticeable change in the noise level will be in Science 337 and Shaw/Smyser 214 due to the larger number of computers in those labs. Dave Storla worked with Bill Miller to resolve the problem. Bill contacted the vendor and an equitable solution was agreed on with the vendor supplying the replacement fans and CSS installing them. Tina Klampher and Dave Germain installed the new fans with assistance of the student technicians. Thanks to the efforts of Linda Mahaney from the Provost's Office, Psychology 441 lab users will also notice a new look as old computer tables were replaced and the lab layout modified slightly.

As reported in last month's report, several labs are in the process of getting new computer equipment. Shaw-Smyser computer labs in 217 and 218 now have the latest configuration Pentium D computers with flat panel monitors. In addition, new computers have been installed in Hogue 210. These new systems were configured to meet the rigorous demands of the high demand graphics programs. By the time Fall Quarter starts, Hebel 209 will also have new CPU's and monitors. Following the end of Summer Session, the labs will all receive a general checkout and software upgrades as needed.

IMPORTANT NOTE: To instructors who use Shaw/Smyser 217/218 or Hogue 210: The new computers do not have a floppy drive or zip drive as we phase out the use of those devices in favor of CD/DVD and USB thumb drive devices instead.

TWO CONFERENCES TO USE CWU COMPUTER LABS: As the Summer Session heads towards a close, two traditional conferences once again come to CWU to utilize our computer labs. The Washington Journalism Education Association (WJEA) group will have a 4-day session for Washington state high school journalism advisors followed by a 4-day student session with those advisors. This year, WJEA has adjusted their schedule so the advisors session will overlap with the local Jazz in the Valley event. While here WJEA will use Black 129, Black 226, L&L 104 and Science 337 labs. WJEA lab use will extend from July 29th through August 5th.

Jostens Yearbook conference attendees will be on campus starting August 8th through the 11th. That group will use Black 129, Black 226, Bouillon 103, Shaw/Smyser 212 and Shaw/Smyser 215 labs.

CSS technicians are currently busy installing software and readying the labs for use by these two conferences. With WJEA moving up their use of the labs it gives a few days break between the two conferences for a change.

FINANCIAL MANAGEMENT SYSTEM (FMS) 8.8 UPDATES:

FMS USERS – YEAR END CLOSING: The staff of Accounting, Budget, Purchasing and related offices are in the process of financial year-end close. All activity is occurring on the new

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FMS Version 8.8. Once year-end close is complete, that information will be sent to campus departments.

FMS 8.8 – REMINDERS: Special thanks to all users of FMS for your patience while we work out the inevitable “bugs”. Please, if issues or questions arise, call the EIS Helpdesk at 963-2001 option 4.

- Because the FMS Report database is a complete copy of the transactions through the prior day, End Users now see the same data whether accessing an online Inquiry, Query or a Report. For the current instructions for creating your reports, you may select the below link: https://www.cwu.edu/~eis/fms/fms_guide.html
- We recommend End Users looking up budget information thru the Commitment Control menu (see FMS Instructions - Chapter 2). This provides a fast way to review both current and prior month information.
- All of the End User (CWEUxxx) queries were converted and are available to End Users in the FMS Reports database. Remember, queries are run via your Web Browser. Your *Departmental Handbook* includes information on how to run queries (see Chapter 6).

FMS NVISION REPORTS – REMINDERS: At this time, reports are available by **Generating a Report on Demand (ad-hoc)**. You can find the FMS instructions online (Chapter 5 Section 4.0) on how to process On-Demand nVision Reports. Note: Please do not Cancel or Delete your nVision report processes on the Process Monitor.

You are welcome to call the EIS Help Desk at 963-2001 option 4 for help regarding the above information for additional help.

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