



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

MONTH: June, 2006

ITS SUPPORTS “ACE” CONFERENCE: ITS joined with several other campus entities in the Achiever’s College Experience (ACE) Conference held the last week of June. Approximately 600 “high achiever” students from around the state along with approximately 80 staff made CWU their home as they experienced what college life is like.

ITS staff from Networks & Operations, Telecom, CSS, and Project Management along with support from RESNET folks established an Information Center in Meisner 105 for use by ACE staff. This involved setting up network connectivity to the regular campus network and to RESNET as well as limited wireless access. In addition to network connectivity, ITS Telecom staff set up telephone and fax service in the Information Center. Finally, HelpDesk personnel from CSS and RESNET helped register ACE staff laptops to allow access to network resources.

In addition to work with the Information Center, several computer labs were used to provide internet access during workshops and for student access to obtain PIN Numbers for use with Financial Aid processes.

Thanks go to Steve Ashbrooks, David Hart, Ken Young, Liz Roth, Chris Timmons from ITS and Jordan Boland from RESNET. Dave Storla was the ITS point-of-contact for this effort. Special thanks go to Dr. Kirk Mathias (Health Human Performance and Nutrition) who graciously agreed to move his summer class from a lab needed by the conference.

LIBERTY LAKE INTERNET EXCHANGE: Carmen Rahm, Roland Tollefson, Terilee Germain and Don Allen traveled to Liberty Lake, WA (near Spokane) on June 5th to evaluate their services and potential use with CWU. LLIX has a State Contract to provide redundant data center services, disaster recovery data center capabilities and more. With the limited space that CWU currently has in our single Data Center, and the need to have a remote data center for redundancy or reliability, LLIX is one option that we are considering. Other options included building a secondary Data Center, and partnering with our colleges or businesses to share their excess resources.

NORTHWEST ACADEMIC COMPUTING CONSORTIUM: Carmen Rahm attended the NWACC Annual Conference in Portland, OR on June 7-9. Carmen is CWU’s Board Member for this organization. The 2 day conference (plus 1-day Board Meeting) focused on convergence of technology and included a host of influential speakers and presentations from around the country. Side discussions and board agenda focused on current NWACC projects including a Northwest Network initiative, and recent national developments regarding CALEA (Communications Assistance to Law Enforcement Act) and Network Neutrality concerns. Information on NWACC is available at www.nwacc.org.

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LAB UPGRADES IN PROGRESS: Summer time usually results in upgrades to lab equipment and software. This summer is no exception. Work has begun to replace the computers and monitors in Hogue 210, Shaw/Smyser 217 and Shaw/Smyser 218. Equipment replacement in Hebeler (Computer Science) will commence in July. All this activity will be completed in time for use at the start of Fall Quarter, if not sooner. So far the replacement of monitors in Shaw/Smyser has given much needed desktop space to those 2 labs.

DELL ANNOUNCES PLANS TO OFFER TABLET COMPUTERS: ITS personnel met with representatives from Dell in June to discuss our technology plans/needs, and to get updates on the technology direction that Dell is taking. We were pleased to find out that Dell has decided to offer a convertible tablet computer starting this fall, since our current laptop standard on campus is Dell. Many Universities have been pushing Dell to join the tablet market. We have requested to get on the “fast track” and receive some of the early systems to try out and be a test site for Dell’s tablets. Our new Dell representative is Otto Coppen.

NEW DSS LAB BEGINS TO TAKE SHAPE: The new Bouillon 211 lab being established for use by Disability Support Services (DSS) students is beginning to take shape. The old tables and chairs have been removed from the former classroom. ITS Telecom staff has put in additional network jacks. New tables have been moved in to the lab. After completion of some electrical work that will be done in the next couple weeks, painting of walls, and cleaning crew work, the lab will be ready for installation of wall partitions and computer setup. Target completion date for all this work is first of August. This lab will be a dedicated departmental lab and not part of the general campus computing lab group.

ADDRESSES BEING CLEANED IN ALUMNI SYSTEM: Efforts are now under way to incorporate address cleansing into the Raisers Edge application used by Alumni Services. For the past couple of years, CWU has been using QuickAddress software from QAS to review and correct postal addresses in the Safari and HR applications. This program makes it possible to ensure that addresses conform to U. S. Postal standards, including the full ZIP+4 information format. As a result, it’s possible to utilize bulk-mailing rates and lower the incidence rate of returned mail. Now we’re working to do the same with the address data used by our Alumni office.

FMS EFFORTS CONTINUE: With the new version of our PeopleSoft Financial system in place, efforts this month have turned to finding and correcting problems that have resulted from the upgrade. No upgrade goes completely smooth and this was no exception. However, the volume and severity of the issues actually has been less than could have been expected. During the month, close to 50 individual issues were identified and addressed by a combination of functional and technical staff. Possibly the most challenging has been the issue of providing a viable reporting instance. In many ways this broke new ground and that meant much experimentation and investigation. But, as the month came to a close (along with the fiscal year and all of its challenges) we find ourselves with a financial system that is working smoothly and

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meeting campus needs. The whole team is to be congratulated on a job well done, and a huge “thank you” for the patience of our customers who rely on this system.

CAPITAL BUILDING PROJECTS:

SURC: At the new Student Union & Recreation Center the final touches on the wireless network systems and door access systems are being completed. The building is now moving into the on going support and maintenance model for ITS Department.

WENATCHEE: At the CWU-Wenatchee Center Project we are all setup, moved in and functioning in the new building. Our Telecom group has finished 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 new center was open for our summer classes that started on June 19, 2006.

BUILDING LAN PROJECT: 2006 Complete LAN Infrastructure Project (CLIP III) – The first building on this project to have its wiring upgraded to IEEE 568a Cat5E cabling is Hebel Hall. An Engineering & Design team has been selected and they have already started investigating and researching the building to begin their design.

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.

CHCI LOBBY 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 has been bid and construction is to start in June and continue through August.

NICHOLSON PAVILION: Nicholson Pavilion upgrade project phase II is underway. 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.

THANK YOU FMS USERS! The Financial Management System (FMS) upgrade from (Version) 7.5 to the web-based (Version) 8.8 went live the end of May. 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 ITS Helpdesk at 963-2001 option 4.

PACIFIC NORTHWEST REGIONAL USERS GROUP (PNWRUG): This month, CWU was well represented at the annual meeting of the Regional Users Group (RUG) in Spokane. The RUG is an organization of PeopleSoft users in Washington, Oregon, Idaho and Alaska. The current President is Nancy Jo Tutino of CWU Accounting. In support of her efforts, Tim McGuire, Uriel Hernandez, Tina Short and Jason Ringer attended this year’s meeting. The RUG

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provides valuable contacts to other PeopleSoft users. These contacts are often invaluable when troubleshooting, working on upgrades and implementing new functionality.

UPCOMING EIS RELATED PROJECTS: While much emphasis is currently placed on the FMS Upgrade project, there are numerous other projects in various stages of definition, planning, and implementation. Some examples include:

- HRSA (Human Resources/Student Administration) Upgrade – currently in the definition stage working with key units and process owners to develop goals and objectives, define the approach, and determine training and resource needs to develop a charter.
- Data Warehouse – currently under review as to planning needs.
- Portal – also under review as to planning needs.
- ID Management – This is an effort by ITS Networks and Operations and the Applications Group to simplify set up and maintenance of access for faculty, staff and students.

DIRECT WEB SUPPORT PROGRAM: The Web Office is pleased to announce that the Office of Graduate Studies has renewed their Direct Web Support agreement. In addition the Political Science Department is taking advantage of this service.

Departments, Divisions and Colleges participating in this program realize a 40% labor savings in Web maintenance and development. This opportunity provides students “real world” experience, and takes advantage of economies of scale. If interested, contact Jesse Days at ext. 2810.

BUSINESS IN THE NEW SUB: Dining currently has the ability to open all food venues and perform transactions to the Campus Card system All but 2 doors have been configured for card swipe access to the Sub/Rec facility. The Wildcat Shop has 100% of their new retail operation open. Yearend inventory for the bookstore was once again plagued by the vendor’s inability to deliver their new inventory wireless system in time for this process. Nate Hill has provided an in-house solution on very short notice to meet the goal of annual inventory at the end of this month. THANK YOU NATE!!

RECREATION SYSTEM: The ‘Class’ Recreation management went live as June 1st, 2006, with very good operational success. Entrance gate control was transferred from the Cbord system to the Class software prior to the beginning of summer session.

FMD WORK ORDER UPGRADE: In response to growing IT needs, FMD has hired Robby Stahl as an additional member of their IT staff. He has been working with our team to develop specifications with the vendor for the new financial feeds to FMS. The final document has been submitted to the vendor for pricing. Robby replaces Jason Cathcart who was promoted and transferred to the Network and Operations Group of ITS in April.

NAME CHANGE REDUX: We’ve heard from too many of our good friends on campus and the message was loud and clear... Drop DRIP and go back to Win-Win. Almost everyone

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agreed that Win-Win was more positive than DRIP. We feel that the program is a WIN for CWU and a WIN for the users so the name is once again "Win-Win". The program offers both the Dual Core Pentium and the Intel Macintosh computers. Campus standard systems cost \$420 (from the end users) and laptops and more advanced systems are priced at the quoted costs minus \$420 and are treated as special orders. If you have **any** questions, please call or e-mail Lynn Linnell at 963-2991 or LynnL@cwu.edu

MONTHLY STATISTICS: Computer Support Services repaired a total of 311 computers this month. Computer Lab upgrades and the Wenatchee project has kept the staff busy this month unpacking, setting up and delivering new computers and flat panel displays.

WENATCHEE: The new Wenatchee center brings CWU students another building to accommodate their academic pursuits. Tina Klampher and Bill Miller installed new computers in the classrooms. Additionally Distance Education and the conference room received new computers also. Nine faculty and administrative offices had their computer equipment moved and installed in the new digs.

CWU WENATCHEE CENTER IS NOW PART OF CWU'S TELEPHONE NETWORK:

Through Telecom staff teamwork, Randy Patterson, Steve Ashbrooks and Wade Richardson completed the installation of a new telephone switch for CWU staff in Wenatchee. 963-3950 has been assigned to the Center as their main incoming departmental line. All staff members can be reached from any other CWU Center by dialing their 4 digit extensions or just 3950. Online Directory will soon reflect these new numbers along with their local Wenatchee numbers. Center staff has also been added to CWU's voice mail network. Messages can be left when calling them directly or by sending a message through voice mail sending using either dial-by-name or extension.

Telecom Staff have made several trips to Wenatchee to complete the PBX installation and planning. A Nortel Option 11 PBX has been installed and is tied back to the Ellensburg campus.

CELLULAR PHONE CHANGES: TDMA cell phones are gradually being moved to GSM. As technology increases, the service for TDMA phones is starting to decrease and will be gone completely by August 30, 2006. Beginning in June the Telecommunications department will be contacting all those departments that still have TDMA Cellular Service to discuss options for upgrading their service or you may 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.

WIRELESS UPDATE: Wireless is now available in Tunstall Dining. Please note that wireless is generally available throughout most of the CWU campus. There are still a few places where wireless has not been deployed – Barge, Farrell, Hogue, McConnell and Dean, all of which will have wireless implemented as part of building renovation or building re-wiring projects. Wireless surveys will be conducted at our University Center sites this summer and

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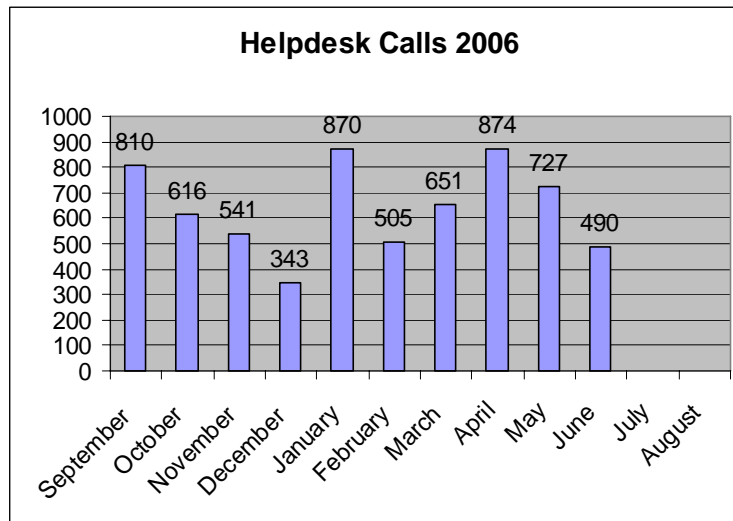
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implementation of wireless will commence on the basis of available funding. For the latest coverage maps go to www.cwu.edu/~wireless/

ITS HELPDESK STATISTICS: In the month of June 60% of the calls to the ITS Helpdesk were resolved on the first contact. There have been 6427 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.



ITS HELPDESK: Ken Young, ITS Helpdesk Technician was chosen as the CWU Employee of the Month for May. Congratulations on this well deserved recognition.

ADDITIONAL FMS UPDATES AND INFORMATION:

A few reminders-

- All financial data (history) from FMS 7.5 was brought forward to FMS 8.8.
- Online Inquiry, Query or Report can access prior year data (same as in FMS 7.5).
- 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.

FMS nVision REPORTS UPDATE: All of us in ITS would like to thank Department End Users for their patience while we worked to resolve implementation issues with the FMS Report database. The set up of the FMS Report database, overnight processing and access for the new nVision reports has been challenging. As of the end of June, the following is the latest information:

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- 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.
- The monthly **Delivered Reports** will not be available until a future date.
- Note: Please do not Cancel or Delete your nVision report processes on the Process Monitor.

You are welcome to call the ITS Help Desk at 963-2001 option 4 for help regarding the above information for additional help. For the current instructions for creating your reports, you may select the below link:

https://www.cwu.edu/~eis/fms/fms_guide.html

We all appreciate your patience as we continue to work towards the goal of providing you improved access to your reports and enhanced functionality.

FMS nVision REPORTS-REMINDERS: A few reminders about using the new nVision reports:

- nVision has the advantage of providing reports in MS Excel format.
- For the **Project Summary** report, in addition to current month and year-to-date totals, you will be able to click on a button and see totals by month from the beginning of the fiscal year.
- The **Project Balance** report does not apply to Fund 001 (General Fund).

BUDGET INFORMATION ONLINE: 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.

FMS QUERIES-REMINDER: All of the End User (CWEUxxx) queries were converted and are available to End Users in the FMS Reports database. Remember, queries are now run via your Web Browser. Your *Departmental Handbook* includes complete information on how to run queries (see Chapter 6)

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