IN THE NEWS

MICROSOFT VISTA DELAYED AGAIN: Microsoft has announced that their new version of Microsoft Windows (VISTA) will be delayed again. Vista was originally scheduled to ship in 2003, then 2005, and then 2006. This month, Microsoft announced that the release of VISTA has been delayed again and now will not ship until early 2007 … or will it?? So what does this mean for CWU? For our current plans … nothing, except that we’ll have even more time to upgrade computers on campus to a level that will support this newest operating system. For the future … it adds new importance to our efforts to continually look at other vendor and open source products on the market that may be worthwhile implementing as we look 3, 4 or 5 years into the future. In a related story, Microsoft announced 2 days later that they were re-organizing management in their Windows Operating System Division.

DEBBY’S VOICE MAIL TIP OF THE MONTH: Did you know: You can leave a voice message for someone without calling them. When in your mailbox go to Send Messages (#2), record your message then enter the 4 digit phone number, and send.

HIGHER EDUCATION USERS GROUP – ALLIANCE CONFERENCE: Tim McGuire of Enterprise Information Systems, presented "Power Expressions: Taking Query to the Next Level" at the 2006 Alliance conference in Nashville, March 12-15. Over 300 individuals attended Tim’s presentation (almost ten percent of the conference attendees!). Congratulations and thanks to Tim for developing and presenting at the Alliance Conference. You were an excellent representative of CWU.

WIRELESS UPDATE: Wireless went live in the Michaelson and Randall in early March, about 2 weeks ahead of schedule. Several other buildings including Farrell and McConnell will also receive wireless this year as part of the Building Network Modernization project, and the SUBREC will go live with full wireless in April. Open space around the SUBREC will also receive wireless as soon as the contractor installs the conduits to get the “wires” to the outside of the building. Although not originally scheduled until 2007, the small effort needed to complete Mitchell Hall will allow us to “fit it in” between some larger projects this spring. Barge Hall is not scheduled until late 2007 because of a major rewire project scheduled for the entire building at that time. For schedules and maps of our wireless coverage, visit www.cwu.edu/~wireless.

INTRANET TURNS 2 “Happy Birthday”: The Faculty/Staff and Student Intranet Sites will each turn 2 years old in April. Since their creation, each Intranet Site has had nearly 2000 announcements posted, over 525 Lost and Found Notices, 2700 Housing ads, and over 7200 Classified Ads (currently being posted at a rate of 15/day). What a great alternative to SPAM
email!! Next time you need to get the word out to the campus, consider using the Intranet Sites. If you haven’t checked out the Intranet recently, or looked at all the links to services and features we rely on to do our jobs … check it out. Have a suggestion? Let us know!

**NEW PASSWORD EXPIRATION PROCEDURE:** Starting in April, ITS will be implementing a new system that will send you an email message warning you in advance when your password, that allows access to the Wildcat connection, Safari, PeopleSoft Self-service, dial-in modems, wireless, your shared directory space, and your personal directory space, is about to expire. When you get the message you will also get a web link to the password change page. Later in April ITS will consolidate the GroupWise password so that it is the same as your Wildcat password. You will receive an email system notifying you before each of these events occur.

**NEW NETWORK MONITORING SERVICE:** ITS is in the planning stages for the development of a graphical service status monitoring system to be used by the Helpdesk. This will enable the Helpdesk to see, in real time, service affecting outages by building or type of service. The Networks Group has adopted a software program called "InterMapper" to monitor network services and page staff when outages occur. The first phase of this project will identify, classify, and organize the myriad of resources presently operated both in and outside of ITS - for presentation to various audiences including the Help Desk and other ITS staff. Ultimately we will involve additional staff who manage resources which may benefit from InterMapper monitoring.

**EMAIL UPDATE:** Email retention has now been set at one year. This has resulted in considerable space reclamation. The purge for March gained back 38.6GB of disk storage over all the post offices. With over 363GB of total space the net gain is significant. Post office free space is now much closer to the recommended email free space. This lightened load will greatly increase the efficiency, delivery, and performance of the email system.

**ITS GEARS UP FOR CHANGES IN RESIDENCE HALLS:** ITS Personnel are working closely with Facilities and Housing to expand networking in some of the Residence Halls, due to the pending closure of Courson and Muzzall. Current plans are to install RESNET access in Munson, expand RESNET ports in Barto and North, and work with Housing to get DSL or Cable-Modem access in Wahle. Work in Munson is scheduled to be done in April. Work in Barto and North will not be completed until sometime during the summer, but all work needs to be done prior to start of school in September 2006. Steve Ashbrooks is the ITS point person for this work.

**TOM ROCKEY JOINS THE ITS TEAM:** The ITS Department is pleased to welcome Mr. Tom Rockey to our team. Tom, a CWU alumni who graduated from the Computer Science Program, and a former student employee of the ITS Department, started his full time position as a PeopleSoft Analyst on March 27th. Although Tom worked for several years as a student technician in CSS, he is probably best known for being the guy that helped map out and install...
much of the initial wireless at CWU in 2004 and early 2005. Tom’s experience and work ethic will make him a valuable asset to the department. Welcome Tom!!!

**DINING SERVICES, HEALTH CENTER, HOUSING, PARKING, RECREATION, AND UNIVERSITY STORE:** The start of every term is hectic for the Auxiliaries Computing staff! All business applications must be updated with the new term’s students and their ability to eat, sleep, receive medical care, park their vehicle, recreate, and purchase textbooks. A huge amount of data moves between Safari, specific applications and the connection card to make this happen. Thanks to all staff who combine their efforts towards this common goal!

**HOUSING:** Last minute changes did not deter a very successful re-application process for the 2006-07 academic year. Current residents have first choice on signing up for the coming academic year, with nearly 100% retention. Kudos to Marion Andrin of ITS for her continued efforts in customizing the web based application which allows students easy access for this process. This continues to provide secure access and reduces tons of paperwork and data entry for Housing staff.

**RECREATION SYSTEM:** February brought the first week of remote assisted configuration in coordination with our Active networks consultant. Membership categories, annual schedule and rates were setup, along with staff training. Configuration of Class card readers for the CWU Connection Card was also covered in anticipation of switching the center’s gate access to be controlled by the application beginning summer quarter. The next implementation phases are scheduled for mid April and May 2006 in preparation for ‘go live’ summer quarter.

**COMPUTER LAB/CLASSROOM NEWS:** As we start Spring Quarter, several activities involving the computer labs and classrooms during the next 3 to 6 months are occurring. These include lab replacement plans, classroom response system trials, classroom management software, a new Adaptive Technology lab for Disability Support Services, and a large conference that will be on campus the last few days of June. Details are as follows.

**Lab Computer Replacements:** Lab replacement plans include replacing the computing equipment in the Hogue 210 CAD lab, the Hebeler 209 Computer Science lab, the Shaw/Smyser 218 lab and possibly also the Shaw/Smyser 217 lab if additional funding is found. That will upgrade a total of 77 lab computers and monitors (113 if Shaw/Smyser 217 is also upgraded). Some of the above labs will be replaced over the break between spring and summer while the remaining labs will be upgraded before Fall Quarter.

**Classroom Audience Response Systems:** Dr. Marte Fallshore (Psychology) is running a trial of a classroom response system Spring Quarter. Dr. Fallshore is using the eLearning product called Classroom Performance System or CPS for short. CPS is what is referred to generically as a “clicker” system. If you watched the TV Gameshow “Who Wants to Be a Millionaire” and the contestant used his “poll the audience” lifeline you can picture what CPS basically looks like. While CPS can poll the students it can also do much more to involve the students in class.
discussions including both anonymous as well as identified responses to questions/quizzes and quickly even take attendance! Possibly the nicest aspect of CPS is it will work with existing PowerPoint presentations.

ITS is also experimenting with and evaluating a competing “clicker” system from Turning Point. This system is very similar to CPS but does offer even a tighter integration with PowerPoint. It will be interesting to watch as “clicker” systems become more a part of classroom use. ITS and MTIS are working together to coordinate these trials.

**Classroom Management System in EdTech:** Dr. Marwin Britto (Director of Educational Technology Center) has secured a “classroom management system” called SynchronEyes which allows an instructor using a computer lab to expand services offered to students along with control of what occurs in the lab. Examples of what can be done include broadcasting a student’s or instructor’s computer screen to any or all of the other computers using the system. Student’s attention during a class can be controlled by “locking” the student’s keyboard and mouse during a lecture. Instructors can also view a thumbnail of what each student’s screen looks like during times when students are working and even take over control of the student’s computer to demonstrate or help students who may have a question/problem.

**New Assistive Technology Lab:** Disability Support Services (DSS) has received funding to establish a specialized Adaptive Technology lab in Bouillon 211. The initial plan is to have four fully equipped computer systems in the lab for students with special computing needs. Currently DSS students have few locations where their special needs can be addressed. Establishment of this lab will greatly expand services provided to these students. Future plans include adding additional computer systems to the lab. The new lab is scheduled to be completed in time for Fall Quarter 2006.

**ACE Conference Preparation in ITS:** Finally, the last week of June will bring approximately 600 students and 100 support personnel to CWU as part of the Achievers College Experience (ACE) Conference. CWU will host this conference for the next two summers instead of it being held at its normal location at WSU. The attendees are high achieving students from schools around the state who are looking to start their higher education experience. Each student has received a full college scholarship from the Gates’ Foundation. While here, the students will attend various workshops on college life and will use a couple of computer labs as well as participate in various recreational activities. It’s an excellent opportunity to “show off” CWU to a group of high achieving students.

**TECH FEE GRANTS:** A total of 14 grant requests were received by the 5pm March 17th deadline. Total funds requested amount to approximately $187,000. The Student Technology Fee Committee will review the requests and determine which requests can be funded from the approximate $50,000 of available funding. Final awards will be announced on the Intranet as well as in the next ITS newsletter.
CWU HOMEPAGE - FLY-OUT MENUS AND ADA COMPLIANCE: The issue of fly-out menus and ADA compliance is raised quite often. The Web Office is pleased to announce that in conjunction with Dr. Ed Gellenbeck, Computer Science Department, we are developing such a menu. This menu system, when fully developed, will be completely ADA compliant while using multiple fly-outs. This will allow us to reduce the number of “first tier” links that are available on the Home Page, while still providing short navigation paths to critical information.

NEW STUDENT DEVELOPERS: Two new student Web Developers have joined the Web Office staff. The new developers are; Kyle Hatfield and Jeremy Anderson. Kyle and Jeremy will primarily be working in the academic and development areas of the CWU Web site.

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-May. 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. Test Scripts are used to validate that processes record and produce expected results.
* Technical Work – Continues at a furious pace. CWU unique programs and interfaces are complete or nearing completion, including testing. This effort includes database administrators, developers and consultants.
* Reporting – Work continues on delivery of current and expanded reports.

The implementation schedule is as follows:

* May 12th (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 May 15th, 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 is scheduled to be available May 23rd (Tuesday) for entry/processing of financial transactions.

FMS 8.8 END USER TRAINING: Enterprise Information Systems (EIS) will offer hands-on, end user (departmental staff) training mid-April through mid-May, 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 an email 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.
**CURRENT ITS 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.
* SUB-REC – Keith Jones who coordinates IT Capital Projects is keenly involved with this project to make sure the IT infrastructure is in place for this tremendous new student facility.
* Infrastructure Improvements – Efforts include upgrades to the campus network, server updates and overall IT services.

**TRAINING:** ITS offers on-going training for departmental users of Safari (Student Administration System). When hiring a new employee and/or assuming job responsibilities that include using Safari, check the ITS Website at: [http://www.cwu.edu/~eis/training.html](http://www.cwu.edu/~eis/training.html) for class offerings and schedule. For more information, contact Dale Lonowski at x2407.

**SAFARI USAGE CONTINUES TO GROW:** The first day of spring quarter saw record usage of the PeopleSoft Safari system as 1,000 users accessed PeopleSoft simultaneously (more than 1,000 were attempting to access it). That produced an unfortunate surprise side-effect, since the system as configured could not handle more than 1,000 concurrent users. We understand that some users were inconvenienced for those hours. That experience also showed us that the error message generated when this access threshold is reached, is one the typical meaningless messages that we find too frequently in these systems. Efforts are underway to ensure that we minimize the times when we reach maximum access levels in the future, and to produce more meaningful messages in the event that we do go into temporary overload states. However, the previous max that had been hit was around 900 concurrent users. Reaching the threshold of 1,000 shows that we have a system that is useful, and is being used by around 10% of our students, faculty and staff simultaneously. Imagine trying to accommodate this many individuals WITHOUT this system.

**ITS HELPDESK STATISTICS:** We are currently upgrading our call log/work order system so there are no statistics available for March.

**ITS HELPDESK KNOWLEDGEBASE:** Every year the Computer Science Department issues a request for proposals for Senior Projects. This year Ken Young, ITS Helpdesk technician submitted a request for a web-based Helpdesk knowledge base tool that acts as an intelligent agent, allowing computing solutions, instructions, and procedures to be easily entered by technicians and quickly accessed by Helpdesk employees, including student workers, while on the phone with customers. The request was accepted and the Amphibious Design team, consisting of Andrew Howell, Darrin Hanson, Brad Klocksiem, and Long Tran was assigned to the project. Their faculty advisor was Grant Eastman. This project has been brought to a
successful conclusion and the Helpdesk knowledge base is now in daily use and being considered for expansion to other departments within ITS. Using the knowledge base allows us to help our customers more efficiently and quickly and ensures consistent, correct answers to a wide variety of problems.

**ITS TRAINING:** ITS Training would like to announce the following software training available to all faculty, staff, and student employees:

Wednesday, April 26, from 9 to 10:00 a.m., Mysteries of Mail Merge

Also, 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](http://www.cwu.edu/~itstraining) for class and registration information.

**BLACKBERRY NEWS:** RIM, maker of the Blackberry, settled their long legal battle with patent holding company NTP. They announced a $612.5 million dollar settlement after being encouraged by Judge Spencer to settle their differences. This is a full and final settlement, Blackberries will stay on.

**CAPITAL PROJECTS:**

* Wade Richardson Telecom project lead for the new Student Union and Recreation Center has been meeting with SUB Building administrators to plan each department’s moves and equipment needs. All the old telephones, some more than 10 years old, will be replaced. Randy Patterson rescheduled the PBX install at Wenatchee Center twice this month. The main distribution com room has not been sufficiently complete to begin the installation.

* Steve Ashbrooks, Telecom project lead for Nicholson, Residence Halls and Computer Center upgrade, reports that Nicholson Pavilion’s second phase remodel has started. This phase of the project will involve the men’s locker room, Weight room and training room. There will be many cables and a few wireless access points added to these new areas to give them more support with technology. The planning for the residence hall relocations has been finished for Munson, Barto and North. Increased occupancy in these halls required increased data cabling to ensure the campus standard of a “port per pillow”.

* Munson has started construction for the new cabling infrastructure and the communication cables should be installed in April. Once complete, students relocated from Courson and Muzzall will have network connectivity for each resident. Computer Center cable upgrade is in the final stages of being completed then all the server can be cut over to the new cables. It should provide better connectivity and bandwidth.
* Provisioning voice and data services for the ACE Conference which CWU will be hosting the end of June is currently underway.

* Progress is being made on installing the VXTracker application which will allow departments who use ACD, automatic call distribution, to get reports on the effectiveness of their systems.

**SERVICE CENTER UPDATE:** HP/Peregrine Service Center job tracking software was updated to version 6.1 by Steve Beekley and Kerry Green. This version gives both technicians and users additional features to provide faster desktop services.

**WEB SELF SERVICE FOR THE HELPDESK:** Computer Support Services and Helpdesk held a focus group to gain feedback on the web self service capabilities of Service Center 6.1. Users from across the campus were invited to the meeting and a good representation provided excellent feedback. Web Self Service was universally viewed as a valuable tool in desktop support. This tool not only allows individuals to submit helpdesk calls via an easy to use web interface (instead of the phone, mail, etc.), but it also allows anyone to look up the status of any open or closed calls that they have previously submitted to the HelpDesk. It also puts the customer in the Driver’s Seat, as calls will only be closed when the customer says the work is done. Watch for this to go LIVE within the next 4 to 6 weeks.

**CSS MONTHLY STATISTICS:** Computer Support Services repaired a total of 723 computers this month with Dave Germain being the top producer with 26% of all jobs. This was an exceptionally busy month as the break between winter and spring quarters are so short and we have so many labs that have to be updated. All of the technicians deserve a big thank you for a job well done.

**WIN-WIN:** The WIN-WIN Program (which provides matching funds from ITS to assist departments in replacing their oldest computers) continues its popularity with more computers being replaced every day. While we are able to identify most of the oldest computers via our records, all departments are encouraged to continue to look for old computers to replace and call Lynn Linnell at 963-2991 if you have any questions. Of course, if the computer isn’t being used … just arrange for us to get it to surplus. In FY06, we are scheduled to replace around 250 computers via this program. In FY07, we are hoping to expand this program to an even larger number … and continue that each year into the future.