



## CENTRAL WASHINGTON UNIVERSITY

### INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates)

**Month:** May, 2006

**FMS CONVERSION COMPLETE:** The Financial Management System (FMS) was successfully converted from Version 7.5 to Version 8.8 during the period from May 12<sup>th</sup> to May 23<sup>rd</sup>. This conversion was the result of months of work by many personnel in all areas of ITS and customer groups especially in Business and Financial Affairs. More information on this successful effort is included in the items in this month's report. Follow-on activities will continue for several weeks before the next major project gets underway.

**PEER TO PEER FILE SHARING STUDY:** CWU participated in a conference call with personnel from the Federal Government Accountability Office (GAO) on May 23<sup>rd</sup>. The GAO is preparing to conduct a study/survey of colleges and universities on what they're doing to address illegal P2P file sharing. This study is for the Justice Department. CWU was selected to work with the GAO to help them fine-tune the questions in the survey, provide input, etc. to assure that the questions made sense, would be responded to consistently by all schools, etc. Participants in the 90 minute conference call included Carmen Rahm and Steve Breyfogle from CWU, and four personnel from GAO.

**ITS PREPARES FOR NEW AND TRANSFER STUDENTS:** Technology is a BIG part of the lives of CWU students, who are part of the .NET Generation. The ITS Department is welcoming them by providing technology booklets in each of their "Discovery Orientation Packets" for students and parents, taking out a full-page informational announcement in the summer Observer, and participating in all of the parental Q&A sessions. We are still debating as to whether an informational booth is needed, given these new opportunities that we are pursuing.

**WIRELESS EXPANDS TO ANOTHER BUILDING:** On May 23<sup>rd</sup>, Mitchell Hall became the latest CWU building to go wireless. For schedules and maps of our wireless coverage, visit [www.cwu.edu/~wireless](http://www.cwu.edu/~wireless).

**ITS SELECTS SUMMER INTERN:** In addition to ongoing student employees in various areas of ITS and student interns in the web support office, ITS selects an annual student intern from the ITAM program, to assist the department over the summer. In 2005, George Clark provided assistance in the Networks area by assisting with mapping out wireless coverage in several facilities on campus, and supporting other network initiatives. This summer, Chelsea Hill will be working with our IT Project Management Staff (primarily Keith Jones) to assist with the upgrading of networks in several buildings across campus and some other smaller efforts. Chelsea will start her internship in mid June. Chelsea has been an office assistant in ITS for the past 12+ months.

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**SOUTHEND NEIGHBORHOOD COMMITTEE:** Carmen Rahm is participating on the South-end Neighborhood Committee (chaired by Bill Yarwood). The purpose of this group is to oversee several aspects of planning regarding several facilities in the south end of CWU including the Samuelson Union Building, Mitchell Hall and Bouillon Hall. Since creating a “technology center” in the old SUB is a proposal for this initiative, selecting an architectural firm with experience in large technology efforts is a critical requirement. A subcommittee has reviewed qualifications from 9 architectural firms that have submitted proposals, and has narrowed the list to 3 for initial interviews, to be conducted in mid June.

**ADVANCED NETWORK FEASIBILITY STUDY:** The Northwest Academic Computing Consortium (NWACC) and the Pacific Northwest Gigapop Organization have signed a memorandum of agreement for a study into providing advanced network capabilities to many of the NWACC members, including CWU. CWU has agreed to participate in this \$100,000 NWACC funded project. Deliverables include providing options and estimates for connecting each of the NWACC participants to the nearest advanced research and education network hub, as part of NWACC continual goal to assure that their membership has adequate bandwidth and network resources at the most competitive prices. Chris Timmons, Senior Network Engineer is CWU’s point of contact for this study. NWACC contacts are Steve Smith (University of Alaska), Louis Fox (University of Washington) and Keiko Pitter (Whitman College).

**BYE-BYE NETWARE OPERATING SYSTEM:** The Networks and Operations Group has developed a 2+ year plan to migrate our file, email, portal, directory and other services off of the Netware Operating System and onto Linux. We’ll still use Netware File Services and GroupWise email. This effort will coincide with the replacement of these servers, so that risk of an outage is minimized, and a smooth transition can occur. Several years ago, Novell announced their plans to move away from their Netware Operating System and support a more “Open Source” environment. CWU is taking advantage of this opportunity, and “It’s a good thing”. Approximately 35 servers are part of this effort.

**STUDENT TECHNOLOGY COMMITTEE DISBURSES \$50,000:** The CWU Student Technology Committee received requests for approximately \$180,000 in funds, and was able to award \$50,000 in grant funding to two proposals. \$37,500 was awarded to the CWU Scheduling Center in the new SURC to purchase 25 additional laptops for student checkout. Combined with 15 laptops the Scheduling Center recently purchased with their own funds, this give the SURC 40 new laptops for student usage. In addition, the committee award \$12,500 for a pilot project in Academic Achievement to provide 400 hours of online tutoring for students. This innovative program will connect students (as needed) with tutors from around the country, online. If successful, Academic Achievement plans to pursue expansion of the initiative via other fund sources in the future. A bit “thank you” to Robbie Stahl (Chairperson for the Student Tech Committee) and the other members of the committee.

**RECREATION SYSTEM:** The final preparations for the move to their purchased ‘Class’ Recreation management application are almost complete. Go live date is June 1<sup>st</sup>, 2006.

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Heidi Wixson of the ITS Department has put in a great effort to keep track of all the last minute loose ends to insure a successful launch!

**WIN-WIN:** 100 new PCs have arrived and we are already scheduling their delivery. The new PCs use the latest CWU configuration: Intel Pentium D – Dual Core Processor running 3.0GHz, 1 GB memory, 120GB hard drive, Combo drive (CD-RW/DVD), and USB. Volume purchases of 100 systems at a time are allowing CWU to save an additional 3-5% on the purchase ... and that's an additional 3 to 5 computers for each 100 we buy.

**WIN-WIN NAME CHANGE TO "DRIP":** The Win-Win program has evolved into the Desktop Replacement Incentive Program (DRIP). The new program allows users to upgrade both Windows and Macintosh computers. We're making it easier to see if the computer you want to replace qualifies for this current effort. If the Tag# is less than 80000 then it qualifies. If you have **any** questions, please call or e-mail Lynn Linnell at 963-2991 or [LynnL@cwu.edu](mailto:LynnL@cwu.edu)

**CSS MONTHLY STATISTICS:** Computer Support Services repaired a total of 418 computers this month. Again, the new SURC building consumed a lot of our time and we're glad to see it open and ready for action.

**ITS SAYS GOODBYE TO SOME INCREDIBLE STUDENT TECHNICIANS:** It is very hard for all of the employees of Computer Support Services to say goodbye to two of the finest student technicians ever. We will miss Kim Chen and David Forrest for the fine work they have done over the many years they have been part of our family. We congratulate them on their graduation from CWU, and wish them the greatest success in their career ventures.

**ITS WELCOMES SOME TOP NOTCH NEW STUDENT TECHNICIANS:** ITS welcomes Saer Goree-Ndiaye and Peter Carlson to the ranks of student technician in Computer Support Services. Both of these young men are already proving that they are up to the job and will perform in the manner accustomed to by CSS. Again, welcome aboard!

**GENERAL UNIX SYSTEMS HARDWARE UPGRADE:** Starting in June, ITS will be migrating all of the old UNIX system users currently on Sunrise to a newer system called Horizon. Jason Cathcart is leading this project and will work with both Ron Breckon and Bill Glessner to move the faculty/staff and department accounts. Their goal is to make this process as transparent to all the users as is possible and complete the migration by the end of the summer quarter. Horizon is a faster system with 2 CPUs, 4GB memory and more disk storage than its predecessor. CWU's main web pages, currently located on Sunrise, will move to this newer more reliable system. Sunrise will then be retired to wherever old servers go.

**KITITTAS COUNTY HEALTH DEPARTMENT TO RENEW CONTRACT:** The Web Office is pleased to announce that the Promotions Division of the County Health Department is renewing their web development and extended maintenance agreement with the CWU Web

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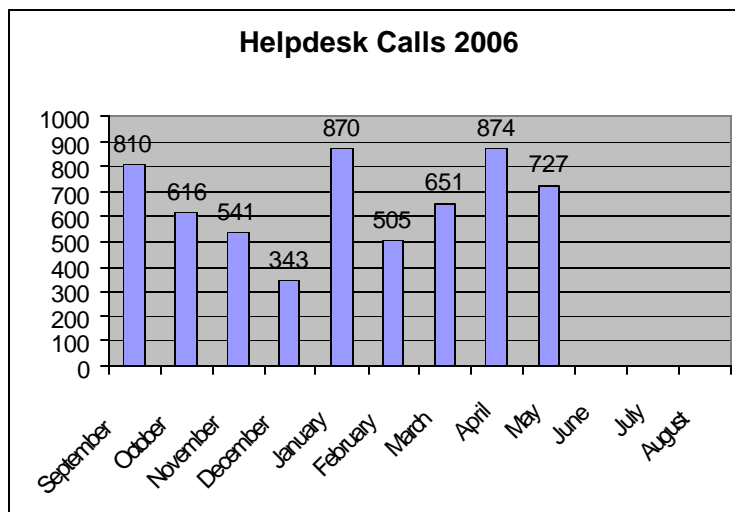


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Office. This opportunity provides student developers “real world” paid internship experience with a non-CWU Web site.

**SUMMER WEB INTERNS JOIN AS OTHERS GRADUATE:** Three ITAM students will be joining the Web Office staff as summer interns. They are: Zachary Thorpe, Dawn Sakai and Erin Philomeno. These students will be replacing several other Web interns who are graduating and moving out into their permanent careers. Those graduating include Siobhan (shuv-on) Dodd and Lee Gobroski. ITS wants to thank these 2 individuals for all the great support they have provided CWU during their time with ITS.

**ITS HELPDESK STATISTICS:** In the month of April 72% of the 727 calls to the ITS Helpdesk were resolved on the first contact. There have been 5937 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 TRAINING:** The ITS Training Office partnered up with the Educational Technology Center and presented a "GroupWise & CWU Networking Tips" class to faculty. In the first part of the course, participants came and learned GroupWise tips including how to create groups, schedule repetitive appointments (classes), track e-mails, and use the busy search tool. The second part of the course involved tips for accessing and sharing files over the CWU network whether on campus or at home through either the Wildcat Connection or VPN.

For more information about ITS Training including a schedule of upcoming classes, please visit <http://www.cwu.edu/~itstraining>

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For more information about the Educational Technology Center, please visit <http://www.cwu.edu/~etc>

**WORK ON NEW DSS LAB BEGINS:** The transformation of Bouillon 211 from a classroom to a new lab for Disability Support Services (DSS) took its first steps recently. Additional jacks for telephone, printer and network connectivity were installed in the room that will initially contain 4 completely outfitted adaptive technology computer systems and a networked printer. Future plans include adding up to 4 additional systems in the room. Additional work will be needed to complete the transformation into a lab but that will wait until after Spring Quarter classes have finished.

**LAB UPDATES FOR SUMMER & FALL SESSIONS ARE UNDERWAY:** Instructors of Summer Session classes that will be using a computer lab have been contacted about their software needs for summer. This occurs each quarter about a month before the start of each new quarter to enable the labs to be configured to support the following quarter's classes.

Dave Storla will soon be contacting instructors who will be teaching Fall Quarter classes in the labs about their software needs. While this is very early in comparison to the start of Fall Quarter it will hopefully catch instructors who will not be here during summer and will avoid last minute lab software modifications. Please respond to Dave as quickly as possible about your summer and/or fall quarter software needs so we can insure the labs are ready for use on "Day 1" of the quarter.

**ACHIEVERS COLLEGE EXPERIENCE (ACE) CONFERENCE TO ARRIVE AT CWU:** The end of June up to 600 "high achiever students" and 100 staff will arrive at CWU for the ACE Conference. The attendees will be housed in the Bassetti's and will use a couple of CWU computer labs. CWU will play host to the conference for the next two years as the normal location (at WSU) is undergoing some construction activity. ITS is playing a big role in providing lab support, setting up network and telecom services in their "office" area, and providing wireless and wired access for staff. ACE students have received full-ride scholarships from the Gates' Foundation.

**LAB REPLACEMENT ACTIVITY:** Requisitions have been submitted to replace the equipment in 4 computer labs. Hebel 209, Hogue 210 and Shaw/Smyser 217 & 218 will soon be the recipients of the new computers and flat panel monitors. The new equipment will provide "state-of-the-art" computing resources to students in such areas as Computer Science, Industrial & Educational Technology, and ITAM and College of Business as well as general drop in student use. Funding for this effort comes from annual allotments of \$50K from ITS, \$50K from the Student Technology Committee, and \$25K from the DRIP project to replace the oldest computers.

### **CAPITAL BUILDING PROJECTS:**

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**SURC:** The new Student Union & Recreation Center is alive and functioning. Almost all the technology components are installed and running in the building. ITS personnel are still putting the final touches on the system configuration and helping the building users with these new services.

Our staff is working with all of the partners (Bookstore, Dining, and Student Services) on the move in and setup of their offices and equipment. Our goal for a smooth transition from the old SUB to these new spaces has gone very well with little interruption of services to the campus community.

**CWU-WENATCHEE:** At the CWU-Wenatchee Center Project, ITS personnel are 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.

**DEAN HALL:** 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. Our goal is to have this facility be totally configured with IP Phones, and to investigate soft-phones and phones that work on the wireless IP network to provide a feature-rich, reliable, and mobile telecom experience for the residents of this facility.

**CHCI:** 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.

**NICHOLSON PAVILION:** Nicholson Pavilion upgrade project phase II has been bid and construction 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. Wireless expansion in Nicholson is part of this effort.

### **PEOPLESOFT & FMS 8.8 INFORMATION:**

**FMS VERSION 8.8 IS LIVE!:** The Financial Management System (FMS) upgrade from (Version) 7.5 to the web-based (Version) 8.8 went live the end of May. During the period May 12<sup>th</sup> through May 21<sup>st</sup>, the functional and technical project staff executed several hundred conversion steps and processes over the ten day period. Starting May 22<sup>nd</sup>, entry of financial transactions resumed in stages during that week.

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After Memorial Day, the new FMS Reports environment was made available to Department End Users. All access is via the Wildcat Connection (**FMS Reports** option) including online Inquiry, Queries and Reports. Password information will be provided to End Users who have attended the recent FMS Training.

**USING THE FMS REPORTS DATABASE:** Department End Users will now find online Inquiry, Queries and Reports in one location, the FMS Reports database. Highlights include:

- \* Because the FMS Reports database is a complete copy of the transactions through the prior day, End Users will now see the same data whether accessing an online Inquiry, running a Query or a Report.
- \* Month End reports for March and April will be available in the new nVision format. Please review your FMS Departmental Handbook on accessing these reports.

**NVISION REPORTS:** 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.
- \* Month end reports will be run in advance, so End Users can access reports that are already run.
- \* Additional new reports will provide aggregate information at the department, division and/or other summarized level.

**QUERIES:** 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)

**WILDCAT CONNECTION:** Access to FMS 8.8 is now via the Wildcat Connection. When you login, a new option will appear on the left, "Financial Management System (FMS)." This will provide access to **FMS Reports** which is now the access for all online Inquiry, Queries and Reports. For additional information, please see the *Departmental Handbook for Using FMS*, page 1-7.

### ***Need Assistance?***

- \* Call the EIS Help Desk at 2001, option 4
- \* Refer to your new *Departmental Handbook for Using the FMS System*
- \* Instructions are also available online

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**UPCOMING PEOPLESOFT 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.

**CHANGES HAPPENING IN LEGACY REALM:** A major milestone was reached on May 19 when the legacy Student Information System (SIS) was placed in read-only mode. Until that date, data was still being entered into SIS whenever Student Financials received payments for old accounts. Many on campus probably didn't know that when the PeopleSoft Student Admin application (SAFARI) came on-line in the fall of 2004, only current students were brought across from SIS. That meant that the old SIS system had to continue running. ITS continued to perform most of the old tasks involved in operating the system, from administering user accounts on down to nightly backups of the data. Now, while the data will continue to be available for viewing by those departments needing it, the level of maintenance will be minimal. ITS is also replacing the old SIS screens with an interface that utilizes a product called CONNX. Once that is fully in place, the data in SIS can be migrated to an Oracle database, which means that one more system can be relocated off of the old VMS computers. SIS is the second of the old legacy applications to reach this read-only stage. HRS became the first back in January. Now only the old financial system, FRS, is occasionally being updated. While it hasn't yet reached a full retirement, it's gotten at least partially there as this month nightly backups were reduced to weekly ones.

**HRSA UPGRADE PLANNING STARTS:** Personnel from ITS and Human Resources met to initiate discussion for the planned migration of the Human Resource/Student Administration (HRSA) PeopleSoft System to Version 8.9. This is a huge project which will begin in earnest in late July/August of this year, with a goal of completion by October of 2007. Oracle/PeopleSoft has announced that they will no longer support our current version beyond Q3 of 2008.

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