NOTE: Items related to PeopleSoft and the HRSA 8.9 Upgrade Project are included in a separate section at the end of this Monthly Report.

ADMINISTRATIVE ASSISTANT JOB OPEN IN ITS: After several years of support to the ITS Department, Crystal Whitaker retired on November 15th so that she can focus full time on motherhood. We wish her the best in this venture. As a result, the ITS Department is currently advertising for an Administrative Assistant “A” position within the ITS department, with the hopes of filling the position by the start of 2007. Applicant screening will begin on December 6th. If you’re interested in working for a dynamic organization, please visit the HR Website to complete an online application.

EMPLOYEE OF THE MONTH: Congratulations to Jesse Days who was selected by the Classified Staff Organization as the CWU Classified Staff employee of the month. Jesse was presented his award by President McIntyre on November 30th. Since coming to ITS in July of 2004 Jesse has developed a successful program to support the CWU website, which includes numerous student interns who support various divisional, departmental, and organizational websites across the University. This has reduced the cost and headaches that many departments had when trying to support their own sites, has improved the quality and performance of many of these sites, and has provided valuable experience and internships to numerous CWU students. Congratulations!

WIRELESS EXPANSION PLANNED FOR DECEMBER: During December, wireless access will expand to 2 additional facilities including Hogue Technology and McConnell Hall/Auditorium. These are the last 2 buildings that were scheduled for wireless in 2006. In addition, Nicholson Pavilion has had wireless networking expanded to cover most areas of the building, and Farrell Hall will soon go wireless as part of the building network modernization that is scheduled for the January/February timeframe. Barge Hall is scheduled to go wireless as part of its network modernization project in early FY08, and Dean Hall will go wireless as part of its major renovation in FY08/FY09.

GROUPWISE 7.0 ROLLOUT: The GroupWise 7.0 implementation continues to run smoothly with the Administrative group the final key to project completion. A big “thank you” goes to Tina Klampher, Dave Germain and the Networks & Operations staff for the splendid job. Some of the upgrades have required on-site assistance as there have been problems with incorrect drive mapping or with GroupWise being activated prior to a successful completion of the upgrade, especially on slower computers. Otherwise, most problems were resolved using remote management.
ASAP: The Academic Software Assistance Program (ASAP) continues to gain momentum as numerous academic departments have inquired about eligibility. We are getting the first requests processed. While the “hard” sciences are leading the way in requests; we encourage any departments that have older versions of discipline specific software limiting acquisition of new Win-Win computers to contact Lynn Linnell at 963-2991 for information on the ASAP initiative.

MONTHLY ITS HELPDESK STATISTICS: This month Computer Support Services provided on-site support to 436 customers. Client systems (computers) led the way with 370 resolutions, followed by 41 print jobs, 5 security jobs, 3 network resolutions and 17 miscellaneous jobs.

WIN-WIN: The Win-Win program continues to be a big effort in Computer Support Services with 27 new computers being deployed throughout the campus in November. The majority of the replaced computers were sent to Surplus with the remainder being distributed on campus.

SYMANTEC SECURITY CENTER UPGRADE: The Symantec Security Center upgrade to version 10.1 was applied to the Norton Anti Virus Server. We are in the process of upgrading the desktop clients to version 10.1 as well. The upgrade will expand our reporting abilities of virus and other security threats. As part of the process we are proactively updating older anti virus versions on campus. In 35 instances on-site installations will be necessary, of these; we have accomplished about 50% of the upgrades.
NOTE: The ITS Department is working with the Library to transition their computers to Norton Anti Virus software over the next several months. When NAV was implemented as a campus standard just over 2 years ago, the Library had just implemented a multi-year contract with a different vendor. Now that that agreement is nearing its end, the Library is interested in transitioning to the campus standard.

IE 7 DEPLOYMENT STILL ON HOLD: Late this month, PeopleSoft announced support for Microsoft’s recently released version 7 of Internet Explorer. However, we’ve learned that various other applications in use on campus still are not ready for use with IE7. Until they are ready, our Microsoft patch servers will not push the IE7 product out to campus computers. We encourage all CWU users to refrain from manually downloading the product during this time. As soon as we receive official notice that the other applications have certified IE7, we’ll begin the process of upgrading your browsers.

CHANGE IN ROLES: Crystal Wang has assumed primary responsibility for support of the Application Messaging/Integration Broker operation of Student Refunds. This is a complex, real-time tie between our Financial and Safari systems that automated much of the processing that must occur at the point that student refunds are generated. Jim Price originally was the key analyst who implemented this capability during our recent upgrade of the financial system. This functionality was brand new to our site and Jim, along with Kim Black from our DBA team, had to work through many major challenges in making it work. Crystal worked with Jim throughout the last refund process and has acquired thorough knowledge of both the SA and FMS sides of this operation. Jim will continue to work on other aspects of App Messaging/Integration Broker as we expect these tools to become ever more important in our systems. The result will give us a strong team supporting this vital part of our PeopleSoft systems.

ON-LINE SCHOLARSHIP APPLICATION COMPLETED: A custom web-based general scholarship application that can be used by entering freshmen, transfers and current students desiring to be considered for institutional and foundation scholarships has been completed and is now ready for use in Safari. Students will be able to dynamically update the application as their plans, activities, and new scholarship criteria are added. This application will allow the Financial Aid Scholarship Office ready access to current, accurate, and complete administrative information for more efficient processing and distribution to the scholarship committees. Up to this point, students completed paper or web applications, with more questions, which were then submitted to the Financial Aid Scholarship Office. This required office staff to collect all the data and manually process it. The new application will reduce the size of the application, operational costs, and maximize student service in the area of scholarship information dissemination, application, and delivery. This application will also validate the data entered by the student, and allow comparisons between the student-created profile and available scholarships, all in a secure environment.
AUXILIARY COMPUTING FUTURE UPGRADES: Numerous Auxiliary Computing Systems are in-process or scheduled for upgrades in the near future. These include:

- **PARKING**: Parking’s application will be upgraded to the current vendor’s (T2 Systems) new 3-tier environment beginning in January 2007. The go live date is scheduled for late July of 2007, in time for fall term permit sales.
- **FACILITY WORK ORDER SYSTEM**: Facilities management is also reviewing the options for migrating to their vendor’s (Maximus) new 3-tier environment.
- **ORACLE UPGRADE FOR AUXILIARY SYSTEMS**: Squeezed in between these applications and database upgrades, is the pending Oracle 10g upgrade for all existing databases which exist on Quasar (that’s close to 18 folks!). Discussions with the DBA group currently slot these in prior to the beginning of fall term 2007.
- **DINING SERVICES**: Continued planning is underway to upgrade Dining’s legacy food management system which combines warehouse, inventory, recipe and meal planning for all dining venues. This would resolve long term impacts related to local server based hardware support and the current vendors diminishing support for their legacy product.

CLIP 3 PROJECT MOVES FORWARD: Good progress is being made in Hebeler and new electronics, data switches, are being installed in the second floor com room which is about 90% complete. Farrell Hall 30% drawings are being reviewed. CLIP (Campus LAN Improvement Project) is focused on bringing all buildings up to a current networking standard. Prior to the end of FY07 (CLIP 3), upgrades to Hebeler, Farrell and Psychology should be completed. FY08 (CLIP 4) will include Barge Hall.

FIBER UPGRADE: ITS staff, Networks and Telecom have been reviewing fiber needs and funding resources to upgrade the North end of campus network. This is in an effort to provide higher, more reliable network connectivity for campus network users at the north end of campus, which has had older and slower network connectivity in the past.

CELL PHONE CALLS TO MEXICO MAY COST YOU EXTRA: Before you make a call to Mexico find out whether the phone you are calling is a wireless phone or a land line phone. In early November calls to wireless phones in Mexico are expected to cost at least 14 cents per minute - a new charge imposed by Mexican telephone companies. The Mexican government recently agreed to allow the Mexican telephone companies to charge more for connecting calls to wireless phones in Mexico from other countries. When the rate increases take affect it will also be necessary to dial a "1" before the ten-digit number if the phone is a wireless phone. Here’s a Consumer Advisory from the FCC on this topic: http://www.fcc.gov/cgb/consumerfacts/Mexico_caller_pays.pdf

ROAMING CHARGES ON CELL PHONES CAN BE AVOIDED: If you travel outside of Washington/Oregon and your current cell phone plan is LOCAL you will incur roaming and long distance charges. If you travel outside the US – i.e. Canada, Mexico and your cell phone plan is...
NATIONAL – you will incur roaming and long distance charges too. These charges can be avoided if you submit a request to phones@cwu.edu before you travel. Plans can be temporarily changed to accommodate your travel status but the changes MUST be made BEFORE you travel. If you have any questions please call us at extension 3425.

DEBBY’S PHONE TIPS:

Meet the M3904. One of the nice features of this phone is the Call Log/Personal Directory Display. The Call Log has a Personal log where you can enter numbers you call often, and a Callers Log which store incoming calls. You can also choose your Ring Type. Use the Options Key then arrow down to Ring Type. You will be able to hear each type of ring by selecting play then select. There is also a Redial List, which stores outgoing calls. This phone has a capacity to handle 12 lines or a variety of other features.

EMERGENCY CLOSURE NOTICES: During the winter months and ahead of any pending storms the Web Office has implemented a ‘ticker tape’ style notice on the CWU home page. This link goes to our Emergency Closures page where you’ll find any late starts or campus closure notices for the Ellensburg campus or the CWU Centers. This page is updated frequently throughout the day and is your ‘one-stop’ spot for weather information, mountain pass conditions and closure information.

BLACKBOARD INTEGRATION: This month, a significant improvement was implemented to better integrate the Blackboard Learning Management System and Safari Student Administration System to simplify student access to course offerings. Students can now access Blackboard directly after logging on via the Wildcat Connection (a separate logon is no longer required). Also, access to course information has been expanded.

PROJECT INITITATION CHECKLIST: A new tool to assist defining IT requests for assistance is the Project Initiation Checklist. Depending on the type and scope of a request, the Checklist assists developing the objectives, scope, timeframe and requirements of a work request. This tool is currently being tested as part of the ID Management project.

DATA CENTER UPDATE: Last month we reported the power problems occurring in the Data Center. The battery backup system is now running at a stable 81% capacity with all phases close to balanced. We have moved some computers to grid power (bypassing the central UPS) with stand alone UPS backups for these systems. We have sufficient power to add the pending new
disk to disk storage backup system. Following this project, all new installations of hardware will occur off-site at a proposed temporary data center site in SURC 282A. This location will depend on the appropriate power and air conditioning, which is in process of being determined. Transition to the site, which could house 7-10 servers, could occur in 2-3 months. Thanks to some hard work by Ron Breckon and the Facilities electricians the crisis appears to be temporarily averted.

NOTE: The ITS Department and Facilities are working on a 3 phase effort for the Data Center. Phase 1 (as noted above) includes identifying space which can expand the center for the next 3 to 12 months. Phase 2 includes an intermediate solution to provide ample room for expansion and growth over the next 1 to 4 years. Phase 3 is a permanent solution which includes the design and development of a new/secondary Data Center which will not only allow for expansion, but will also meet several of the Disaster Recovery and Redundancy initiatives planned by ITS.

DATA CENTER CHILLER ONLINE: Rising above the grass (now snow) in the lawn south of the Computer Center and surrounded by a beautiful fence is a new chilled water system dedicated to providing year around cooling for the Data Center. Facilities installed this glycol based cooling system as part of their energy savings program, and to meet the growing cooling needs of the Data Center. With the completion of the system, Facilities is now able to shut down the main chiller plant in the winter and realize much energy savings. Chilled water from the central Facilities cooling tower was the main source for cooling to the Data Center and this change virtually eliminates these past problems. Many thanks to the Facilities crew for getting this done and online.

EMAIL SYSTEM CHANGE: As part of our ongoing migration to Unix/Linux operating systems only the Admin post office remains to be converted. This post office will get its new hardware and operating systems during the quarter break. Once done this will conclude the first phase of our migration from Netware to Unix/Linux as an operating system, and will move us towards our goal of less proprietary systems and more open source systems. The second phase of our Netware transition to Linux will begin summer of 2007 and convert all file and print servers. Thanks to Greg Deluca for his hard work on this important project.

NEW ONLINE TUTORING SYSTEM: As part of a grant from the student technology fee committee the Academic Achievement program was able to purchase for CWU students through Smart Thinking online tutoring, writing services, and homework help. This new system is now available and can be found on the Wildcat connection page for students only. Thanks to Larry Beintema and Greg Deluca for leading this effort.

BLACKBOARD UPDATE: the recent BlackBoard (BB) upgrade includes the capability for accounts to be created automatically from PeopleSoft and automatically enroll students in their BB courses. Previously done manually, this important change will save much BlackBoard administrator time. Thanks to both Crystal Wang and Larry Beintema for teaming up with Jane Chinn from the Library MTIS department in getting this done.
CWU FIREWALL UPGRADE UPDATE: Prior to the November 10, 2006 upgrade of CWU’s Internet Firewall it was necessary to permanently leave open certain network pathways in order for applications like web browsing to work normally. Unfortunately this could also expose our internal network to various types of malicious traffic from the Internet. The upgraded Internet Firewall now rejects all traffic requests from the Internet that did not originate from within CWU. The benefit to the University is that it is now much harder for automated scanning “worms” operating on the Internet to attack systems on our network, which have not been properly configured with the latest security patches. But, will it help reduce SPAM? Unfortunately no, the firewall has to permit incoming email traffic in order for legitimate messages to be exchanged. For more information on the CWU firewall, go to the web link at: www.cwu.edu/~its/firewall_tutorial.html

PEOPLESOF T INITIATIVES AND HRSA 8.9 UPGRADE INFORMATION:

MEET THE EIS GOVERNANCE TEAM: The EIS Governance Team is responsible for reviewing, approving, prioritizing and overseeing the execution of tasks and initiatives related to the PeopleSoft/Oracle EIS Environment (Student Administration, Financial Services and Human Resource Management), along with the systems that support these applications and other “enterprise” level applications. The Governance Team meets the 1st and 3rd Tuesdays of each month and is establishing processes and procedures to assure that work accomplished and enhancements implemented benefit the University and look at the “big picture”. Members of the Governance Team include:

- **Information Technology Services**: Carmen Rahm (Chair), Don Diebert (Project Management), Roland Tollefson (Networks and Operations), Gene Rau (Applications) and Tiffany Price (Database Administration).
- **Human Resources**: Wendy Rittereiser and Marie McGowan
- **Student Administration**: AVP of Enrollment Management (vacant) and LeAnn Hunter
- **Financial Services**: Kevin Kimball and Chris Huss

Currently, the team is in the process of reviewing (approving and prioritizing) all work requests that have been submitted for consideration, entering all information for approved initiatives into our Trakker Database, and making personnel assignments. This effort should be completed within the next 60 days.

PEOPLETOOLS UPGRADE NEWS: PeopleTools was upgraded to version 8.22 on our observed Veteran’s Day Holiday (11/10) for the HR/SAFARI application. The PeopleTools upgrade was a major milestone to accomplish on the road toward upgrading our application to the latest PeopleSoft version, Campus Solutions 8.9. By upgrading to PeopleTools 8.22, we can now upgrade our PeopleSoft environments to Oracle 10g and migrate our application to Campus Solutions 8.9. A special “thank you” to everyone that helped out over that weekend to make sure the tools upgrade was seamless to our customers. New servers were configured for our Campus Solution 8.9 upgrade environment. This new hardware will ensure that our upgrade
processes are run on the fastest hardware available and will have a direct benefit to cutting down processing time. We will also have the advantage of testing in an environment that mirrors our production environment, so server response time will represent the true response time we will get out of our production environment when we go live. The Oracle 10g upgrade has been underway for the last month. The HR/SAFARI development database will be upgraded to 10g on December 4. After the database is upgraded, DBA’s, Technical Developers, and key functional staff will be working together to test the new database release. The HR/SAFARI test database will be upgraded on Thursday, December 28, and the upgrade to the production environment will occur over the weekend of February 17 & 18. We’ve begun the process of reviewing existing customizations. Our initial pass identified 308 individual items. While this is considered a light to moderate customization level in the PeopleSoft world, it represents a significant challenge to our upgrade process as each of them must be carefully reviewed and changed where necessary to make them work in the new environment.

**HRSA UPGRADE-UPDATE:** Activity for the HRSA Upgrade from version 8.0 to version 8.9 continues.

- CWU selected CedarCrestone to provide both technical and functional assistance to the project. The University has worked with CedarCrestone for several years and is pleased to continue the consulting relationship.
- Initial project planning meetings with key Human Resources and Student Administration system users are scheduled for December 6th. These meetings will result in a detailed project plan, timeline and resource requirements document.
- Current plans are for the initial upgrade work to start early January with our planned implementation date during October 2007.
- Once the project plan and timeline is finalized, the project team will communicate project details, expectations and improvements to faculty, staff and students.

**PEOPLESOFT HRSA HARDWARE UPDATE:** Early in the month of November, new hardware to support the HR/SA upgrade to version 8.9 was installed, configured, and turned over to the Applications unit for use. This system is capable of utilizing up to 32 parallel processors, but will initially be configured with four processors each to run the pre-production/conversion data base and applications for the 8.9 conversion. Thanks to Bill Glessner and Don Allen for achieving this important milestone on schedule.