



## CENTRAL WASHINGTON UNIVERSITY

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

**Month:** October, 2006

**Information on the HRSA Upgrade Project is included at the end of this report.**

**ITS WELCOMES A NEW FULL TIME EMPLOYEE:** Computer Support Services in ITS is happy to announce that Mr. Jeff Gladen will begin full-time employment beginning November 1st. Jeff will concentrate his efforts as an Asset Management Technician in charge of getting all new equipment tagged, images, configured and ready for delivery to the campus. This will allow us to track systems and therefore increase service to our customers. Jeff has two years experience and has been a key employee in the WIN-WIN program, as a ½ time temporary employee. In addition to these functions, Jeff will also be leading our Software Tracking efforts previously accomplished by April Street, and will be a key player in the implementation of our new desktop asset management system.

**ADMINISTRATIVE ASSISTANT JOB OPEN IN ITS:** After several years of support to the ITS Department, Crystal Whitaker has announced her resignation (effective November 15<sup>th</sup>) so that she can focus full time on motherhood. We wish her the best in this venture. In the next few weeks, we will be advertising an Administrative Assistant "A" position within the ITS department, with the hopes of filling the position by the start of 2007.

**UITAC HOLDS FIRST MEETING OF THE YEAR:** The University Information Technology Advisory Committee (UITAC) held its first meeting of the year on Thursday, October 26<sup>th</sup>. This meeting focused on desktop computing including offices, labs, and classrooms. The members of the UITAC are discussing a different topic each month and identifying strengths, weaknesses, opportunities, and threats. The November meeting will be on November 30<sup>th</sup> in Hertz 125 at 3:30 PM.

**IE 7.0 AND PEOPLESOFT DON'T MIX - YET:** Microsoft recently released version 7 of Internet Explorer. However, PeopleSoft, which runs via the browser, hasn't yet completed their testing of the product so hasn't certified that the two products will work together. Until that happens, we will not push the IE 7 product out to campus computers. We encourage you to refrain from manually downloading the product during this time. As soon as we get word that PeopleSoft has certified IE 7 for use, we'll begin the process of upgrading your browsers.

**CHANGES FOR FMS ON A FAST-TRACK:** As announced in last month's newsletter, this past month was a time of catching up on application patches issued by PeopleSoft for our Financials system. This project was completed as planned over the weekend of October 21. That was the culmination of a lot of work by many folks in both ITS and functional staffs. The new patches reached into virtually all areas of the financial system so required a degree of testing that matched that done during the recent upgrade. Now the system is patched through

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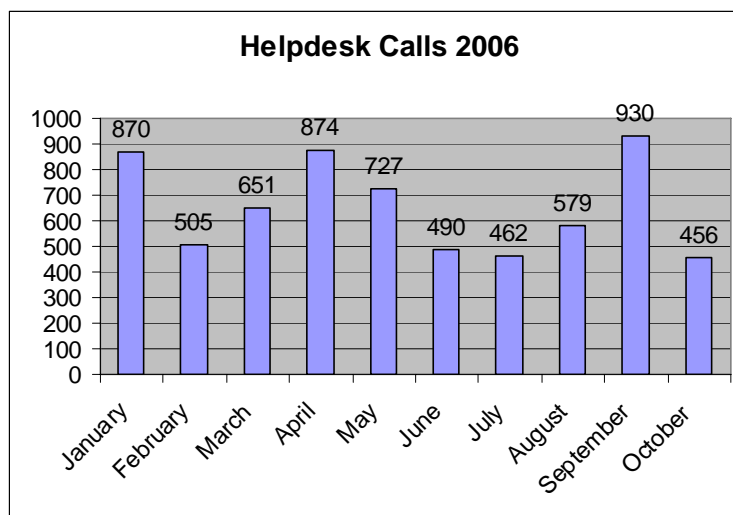
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Maintenance Pack 6, which means it is current through March 9, 2006. While that may seem like quite a ways back, we've learned through our years of working with PeopleSoft that it's prudent to delay implementation of all but the most critical patches for a few months and let other sites debug and prove in the new changes. Now we are planning for implementation of the next patch bundles that have been released.

**ITS HELPDESK STATISTICS:** In the month of October 65% of the 456 calls to the ITS Helpdesk were resolved on the first contact. There have been 6624 calls to helpdesk in 2006. By looking at the graph, can you tell which months a new quarter starts at CWU? ☺



**ITS HELPDESK:** Ken Young has been working with Loren Harris from the Web Office to restructure the Helpdesk Database in order to make it more flexible and user friendly. He is also updating some of the instructional documentation on the wireless website to better incorporate our new software.

**HELPDESK WIRELESS:** With the expiration of the Odyssey wireless client and the influx of new students, the Helpdesk has been kept busy supporting our customers and assisting them with configuring their wireless laptops. We are still averaging approximately 10 laptops per day, either registering and setting up new machines or switching others from Odyssey to one of our new solutions.

**ITS LAB SUPPORT:** Things are running smoothly with the computer labs so far this quarter. We have had two SA's submit their resignations, one is a Head SA so we have been scrambling to replace them. The season has hit for cold viruses so we have been busy finding substitutes for those who have been ill.

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**ITS TRAINING:** In October, ITS Training partnered up with the Ed Tech Center to offer classes for faculty on GroupWise tips and working from home. Those able to attend the workshops made very positive comments regarding the training such as "Lots of very practical info I will use every day!"

Other classes offered during the month were: Campus Computing Orientation for new employees, GroupWise 7 for the PC, Excel Getting Started, and an Excel Tips & Tricks demonstration.

For upcoming classes in November, please visit the ITS Training website at <http://www.cwu.edu/~itstraining/>

**ATTENTION – INSTRUCTORS WHO USE COMPUTER LABS:** As part of our ITS proactive efforts, Dave Storla will again be contacting instructors who are scheduled to teach Winter Quarter classes in the computer labs. He needs to know whether you have any additional software that needs to be loaded on lab computers for your Winter Quarter class. Many textbook companies are now bundling a CD-ROM containing software with their textbooks. This creates a problem for students as they can not save anything on the lab hard drives due to other software we use to protect those drives. Your software can be included in our lab hard drive image if you give us adequate lead time.

Dave will be sending out e-mails to your CWU e-mail address starting the first week of November. Please watch for his e-mail and respond as quickly as you can. To have your software be part of the lab hard drive image, we need to have your software no later than the middle of November.

Also, here's a heads-up for all lab users. As we replace older computer lab systems we are no longer adding floppy disk drives or zip drives to the new computers. With rapidly falling prices for USB thumb drives and their much larger storage capacities we have chosen to support cd/dvd and thumb drives rather than floppies or zip drives. So far the only labs that do not have floppies and/or zips are Shaw/Smyser 217, 218 and Hogue 210. These are all Windows based labs.

A reminder to all that information about the "open computer labs" can be found by going to either the student or faculty/staff Intranet web page and click on "Computer Labs" under the "Hot Links" section in the upper left side of the web page. The "Computer labs" link will take you to a page where you can see the current quarter's Holiday Lab Schedule, location and hours of the various labs and even detailed information about each of the labs, including a look at the scheduled use of the lab that day. One caution though, you need to be patient when checking the scheduled use of the labs as it takes a few seconds to bring up that information.

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**HAVE YOU SEEN THIS PHONE?:** Do you have a phone that looks like this? We want to terminate them!!



This is an analog Unity II phone and most of them are at least 10 and maybe 15 years old. In order to set up a replacement plan for these antiquated models we need to know where they are. If you have one please e-mail [phones@cwu.edu](mailto:phones@cwu.edu) and tell us you have a U-2.

**TELECOM STAFF ATTEND ACUTA:** Susan Gardner and Nancy Jackson attended the ACUTA (Association for Communications Technology Professionals in Higher Education) Fall Seminars where two educational tracks were offered 1. New and Evolving Technologies and 2. Chargeback and costs models. Some key issues covered during the sessions included the focus on the direction Universities across the country are moving in regard to their traditional communications infrastructure, wireless, cellular, VoIP wired vs. wireless VoIP etc., and how technology and services are being paid for in a traditionally chargeback environment. CWU is constantly investigating alternative solutions for telecom support in the future for both the administrative services and residence halls.

**CLIP 3 PROJECT STARTS WITH HEBELER:** Construction of the second floor com room nears completion and Paramount Communications has been contracted to install the new cabling in Hebeler. Paramount will be on site Oct. 30 to begin cabling. Summit Engineering has begun design work on Farrell Hall. This project is behind schedule due to several situations including the added scope of work planned for Hebeler, and the shortage of copper cabling.

**COMPUTER CENTER SHORT ON SPACE AND POWER:** Last month's installation of the new hardware to support the HRSA upgrade to 8.9 had the unfortunate side effect of pushing the main battery backup system over 80% of the systems capability, resulting in our shutting down the new equipment to prevent a center wide outage. This was done as a precaution to the possibility that should we lose outside power and have to depend on the standby generator, there was an extremely high probability that we could lose the entire power. After much reshuffling of power circuits and two visits by the battery backup systems technicians, we were declared ready to go and again supplied power to the new system. However, that is as much as we can do. The Computer Center cannot handle any more new systems without increasing power to the building and upgrading both the diesel generator and the battery backup system. The Facility Department is undertaking a study to determine the systems capability and options to increase power. The

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Networks staff is currently looking at what can be moved outside of the Computer Center to mitigate the power problem in the very short term (3-6 months) and has identified some potential sites for temporary data centers. The long term (3-4 year) solution is most likely to be a newly designed modular modern data center appropriately sized and conditioned. An interim solution may be a small modular structure located somewhere preferably close to the Computer Center.

**EMAIL DELIVERY HITS A SPEEDBUMP:** Beginning in late September incoming email (mail originating from outside of the University) suddenly spiked upwards from an average of approximately 100,000 messages to approximately 150,000 messages per day. Mail doesn't come in evenly spread throughout the day but rather comes in spurts with the majority coming before noon. This tremendous increase in email was coming from places like China, India and Pakistan, and primarily was spam destined for our students. The unfortunate side effect was mail delivery delays of up to a full day by the middle of the month. All incoming email is virus checked and spam checked both of which are very computer intensive processes. We have made changes to how our email is checked to reduce some of the delays, and are taking all steps available to combat this situation. We've contacted our peer Universities (WWU, EWU and TESC) and they report similar increases in spam and email traffic. All of us report that approximately 70 to 75% of the email we receive from off campus is spam.

**CWU FIREWALL UPGRADE COMING TO INCREASE SECURITY:** CWU is planning a major upgrade to the firewall between our campus network and the Internet. This will take place over the Veterans Day holiday weekend, beginning on Friday, November 10. As this date approaches, specific outage information including down time and resources affected will be posted at the sites web page and on the Intranet. Every day, CWU is probed thousands of times from remote corners of the Internet by automated scanners looking for hosts which may be poorly secured or infected with a virus.

The upgraded firewall will be more particular about which traffic originating from the Internet can enter CWU's network. Service to public interfaces such as [www.cwu.edu](http://www.cwu.edu), [gwweb.cwu.edu](http://gwweb.cwu.edu), and [portal.cwu.edu](http://portal.cwu.edu) (among others) will be unaffected. Other connectivity between outside networks and CWU (for example, home broadband Internet via DSL or cable-modem) will need to occur using our VPN service. Most people working from home are either able to do so exclusively through the public interfaces mentioned above, or, are already using the VPN. However, if you have explicitly configured a custom networking application (such as a "remote desktop" tool) to operate around our legacy firewall, going forward you will need to use the VPN service to obtain access. We have developed a web page that will provide much useful information to the faculty and staff. It can be found at: [www.cwu.edu/~its/firewall\\_tutorial.html](http://www.cwu.edu/~its/firewall_tutorial.html)

**CWU SPANISH WEB PAGES:** Recently the Web Office working with Martha Linsley (state certified translator) re-translated our Spanish Web pages to insure the English and Spanish versions mirrored each other. For easier accessibility to these pages a special section was added to the CWU A-Z index. These pages average several hundred "hits" per month.

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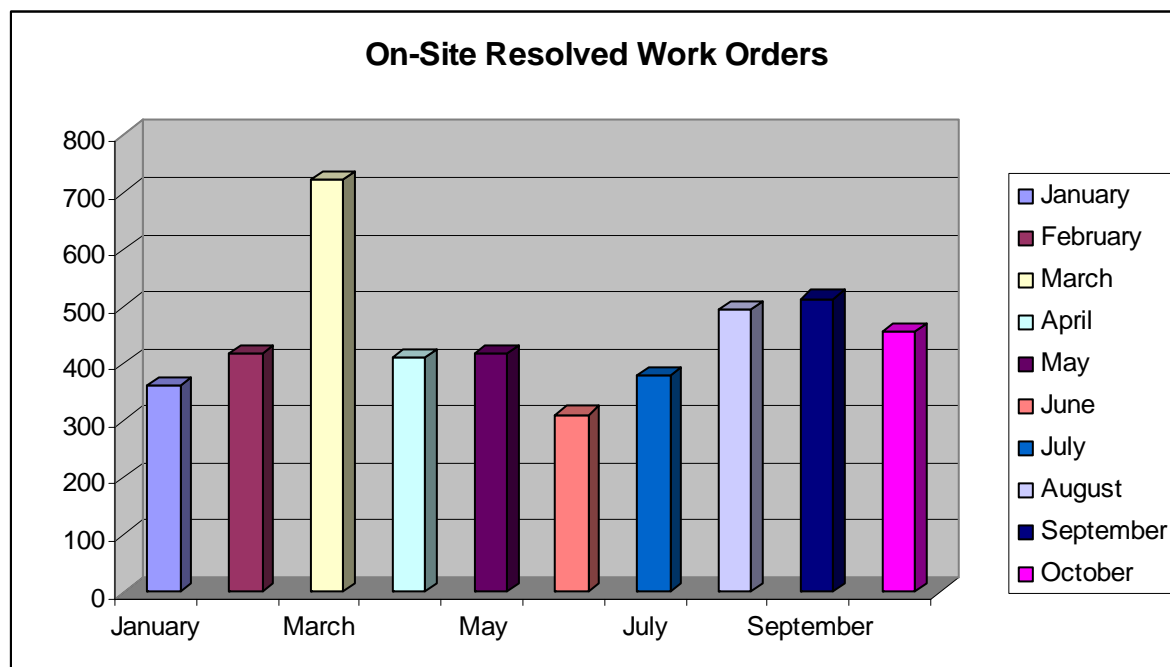
**NEW LOOK FOR THE UNIVERSITY BULLETIN:** The University Bulletin is about to receive a face lift. A joint effort between the Office of Public Relations and Marketing and the Web Office will result in the new look making its debut for the December issue.

### **IT CAPITAL PROJECT OFFICE**

Keith Jones, who heads up the IT Capital Project effort, has relocated to Bouillon 206. He can be reached at the same phone numbers.

**ASAP:** ITS and Computer Support Services is proud to announce the implementation of the Academic Software Assistance Program (ASAP). The program will assist academic departments that are required to update department specific software as a result of technology updates imposed by ITS. The FY07 budget for this new program is \$50,000. ITS will be reviewing all requests for approval.

**MONTHLY STATISTICS:** This month Computer Support Services provided on-site support to 457 customers.



**NORTON ANTI-VIRUS TRAINING:** Dave Germain and Steve Beekley spent three days training on the latest Symantec Norton Anti-Virus server program. CSS technicians continue to update their technical skills and expertise to provide the best possible desktop security.

**WIN-WIN:** Computer Support Services is working as fast as possible to clear out a backlog of users waiting for new WIN-WIN equipment. With the addition of the full-time Asset

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Management Technician, Jeff Gladen, we anticipate a quick resolution to the back log. We are on our 3<sup>rd</sup> order of 100 computers since March 2006. The program is being very well received across the University.

**GROUPWISE 7 ROLL-OUT:** GroupWise 7 automated deliveries continue with Barge Hall receiving the new program during October. The GroupWise 7 roll-out will continue with a focus on the academic departments, followed by the Administration areas.

**JUSTIN BROOKS TREE DEDICATION:** We are happy to announce the dedication of a Colorado Blue Spruce in memory of Justin Brooks, an ITS/CSS student technician killed in June of 2002. The ceremony will be held near the tree located east of Bouillon Hall on November 1 at 3:00 PM.

### HR/SA UPGRADE PROJECT INFORMATION:

**CONSULTING PARTNER FOR HRSA UPGRADE:** Over the past couple of months, a team representing HR, Student Administration and the ITS Department has been working through the process of selecting a consulting partner for the PeopleSoft HR/Safari upgrade. CedarCrestone came out on top of those companies bidding for the contract. Our team was looking for evidence that the consultants could bring a high level of applicable expertise to our campus and we found that with CedarCrestone. They have already completed similar upgrades at many other campuses around the country and our calls to some of those customers found a high degree of success and with that, a high level of satisfaction with CedarCrestone as an upgrade partner. This isn't our first experience with them. They partnered with us when we implemented the initial Safari system and during our recent upgrade of our Financials system. HRSA 8.9 is scheduled to go live at CWU in October of 2007.

**ONE MORE STEP IN THE ROAD TO UPGRADE:** Preparations for our upcoming PeopleSoft HR/SAFARI upgrade continue. This month we began steps towards upgrading PeopleTools, which is the proprietary programming environment upon which PeopleSoft is developed. This will take us from version 8.20 to 8.22. While this looks on the surface like a minor upgrade, we've discovered that it actually reaches into virtually every facet of the architecture. That means we have to take even more care in testing. We currently expect to move this into production the weekend of Veterans Day. When this upgrade is completed, we will have the architecture necessary to make the next leap to the PeopleTools version used for the HR/Safari 8.9 environment.

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