



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates) Month: January, 2007

ITS WELCOMES MARLA STEPHENS: The ITS Department is pleased to announce the arrival of our new Administrative Assistant. Ms. Marla Stephens' first day of work was January 22. She has an AA degree in Business & Management Technology from BBCC, and has worked in their IT Department and handled most of their administrative functions for the last 7 years. Over the next several weeks Marla will be contacting many of your offices to get acquainted with some of the processes unique to CWU and to become acquainted with many of the departments that we rely on and those that rely on us.

NWACC GRANTS AVAILABLE AGAIN: The Northwest Academic Computing Consortium (NWACC) will again be awarding several \$10,000 Proof of Concept grants for innovative uses of technology in education, for 2007. The deadline for submitting your application is Friday, February 23rd, 2007. Guidelines and online submittal forms are available at <http://www.nwacc.org/programs/grants/guidelines07.html>. In the past, CWU faculty members have been awarded several of these grants. For more information, please access the website or contact your CWU NWACC Board Member, Carmen Rahm at ext. 2925 or via email at rahmc@cwu.edu.

MICROSOFT VISTA: Retail stores will be selling versions of Microsoft VISTA by the time you read this monthly report. Testing on the retail versions of VISTA continue at this time in ITS. At the current time VISTA is not compatible with some applications and services at CWU, and users with VISTA may not be able to access network storage devices. Wireless testing is underway and connection using VISTA is not guaranteed with the CWU wireless network at this time. Applications and utilities are being tested as quickly as possible. Please monitor the student and staff intranet sites for the current status of VISTA compatibility. ITS is sharing information with other Universities across the country as we all debate the appropriate time to deploy this new Operating System. Some frequently asked questions are:

- 1) When will CWU deploy VISTA? At this time, we are evaluating the best schedule for campus-wide deployment. It is safe to say that campus-wide deployment will not occur before the Fall Quarter of 2007.
- 2) Why the delay? Deploying a new operating system at a University with thousands of computers, and where hundreds of applications are used, is not a trivial matter. Many of the computers at CWU will need upgrading as they are at the "low end" of what we feel will run VISTA efficiently. In addition, many applications in use at CWU have not been certified by the vendors for use with VISTA.
- 3) What about Student computers? Obviously there are thousands of student computers that access the CWU network (wireless and wired). We are recommending that students delay moving to VISTA on laptops, as there may be compatibility issues

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with the security features of our wireless network, and there may be some issues with accessing network storage devices.

WIRELESS PLANS FOR 2007: Even though wireless is already installed in a vast majority of the academic and administrative buildings on campus, wireless expansion plans are already underway for 2007. Farrell Hall, which will have a major rewire of the entire facility starting in the next month, will get wireless as part of that project. Wireless in Barge Hall is also being investigated, with hopes to have it installed during Spring Break or Spring Quarter. And finally, talks regarding the installation of wireless in the International Center are commencing, with hopes to have that facility completed before the end of the Fiscal Year. More information on our wireless is available at www.cwu.edu/~wireless.

IS A NEW DATA CENTER IN OUR FUTURE? Personnel for ITS and Facilities Management held a series of conference calls with consultants from Mithun and other firms to discuss the planning and needs for a new Central Data Facility at CWU. The current facility (which used to be the bookstore) is (for all practical purposes) out of power, out of space, and out-dated. Since there is only one location; it offers no physical redundancy in the event of a major disaster. A replacement and/or additional center is not currently on the formal plans, but is being looked at closely. The needs assessment and development of options and costs will start the process. It's definitely not a matter of "if" we need one, it's a matter of "when" it becomes the priority and can work into the plans. We appreciate the support and discussions that are currently taking place. Our Data Center Coordinator is Mr. Ron Breckon.

ITS DOES ITS PART TO SAVE 100,000 BARRELS OF OIL EACH DAY: Starting this March, daylight savings time (DST) dates in the U.S. will start three weeks earlier (2:00 A.M. on the second Sunday in March) and will end one week later (2:00 A.M. on the first Sunday in November). It is estimated that this shift will save 100,000 barrels of oil/day. Now imagine that the computers and applications we use are designed to adjust to DST the old way ... they are! It's like a mini-Y2K. Thanks to the proactive work of several ITS staff members, your calendars and personal computers should adjust to this change with minimal inconvenience. Other applications and servers are being addressed as well. In fact, we've been sharing our solutions with other Universities across the state and the country ... many of which did not realize that the change in DST dates would be an issue.

CLIP 3 NETWORK UPGRADES MOVE FORWARD: Network upgrade work on Hebeler has been completed. Prior to beginning the Hebeler telecom upgrade project, the building had 287 existing ports terminated in outlets and 108 cables served lab computers but were patch cords that ran between computers and switches. This was barely enough to support the occupants, and very low quality. All were replaced with a total of 687 new ports/universal jacks. This project nearly doubled the number of available ports in Hebeler. New pathways for cable and a new com room were built. Additional electronics, data switches, were added to provide more network capacity for staff and students. All jacks are universal which means they can be used to provide data or voice connectivity.

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Farrell Hall is next and 60 % design drawings are being provided for review January 31. CLIP stands for Campus LAN Upgrade Project!

AT&T AGAIN: You heard it right. BellSouth and Cingular are joining AT&T and they are calling it "The New AT&T". The Cingular brand will continue until early 2007, at which time a transition to the new AT&T brand will begin. For more information, the following link will take you to a list of FAQ's.

http://www.att.com/customer_merger/Common/files/pdf/CingularWeb.pdf

DEBBY'S PHONE TIPS: Did you know that on the M3903's & M3904's you can put a name next to an extension on the telephone display?

- 1 Go to "Options"
 2. Arrow down to "Change feature key label"
 3. Select the key (extension) and arrow over to the end of the number
 4. Enter the name of the person on that ext with the number/alpha key pad
- When finished select done.

Call our office if you need assistance at 3425.

STUDENT REFUND IS A HUGE SUCCESS: The process of allocating financial aid and issuing refunds to students went very smoothly this quarter. As announced last month, staff from across campus participated in a dry run in late December and found no issues at that time. And the real thing turned out to be the same. Over \$21,000,000 of aid was allocated and 1,723 out of 4,642 refund recipients took advantage of Direct Deposit so they didn't even have to wait in line or handle their checks. Thanks to everyone who worked so hard to make this process so smooth and uneventful.

PAYROLL SAVED: The first payroll of this year could easily have made news in a negative way as a couple of problems, one of them a simple but well hidden erroneous entry in a table, jeopardized the entire process. Fortunately, quick work by our Payroll team leads diagnosed the problems, found solutions and saved the day with time to spare before the deadlines. We should all be thankful that we have such dedicated and resourceful staff who worked late into the evening on a Friday, so that all of our payroll funds could be transferred on Monday.

HRSA 8.9 UPGRADE NEWS: The upgrade of our PeopleSoft Human Resource and Student Administration (HRSA) is moving along on schedule. Some milestones as reported by the ITS Applications Group include:

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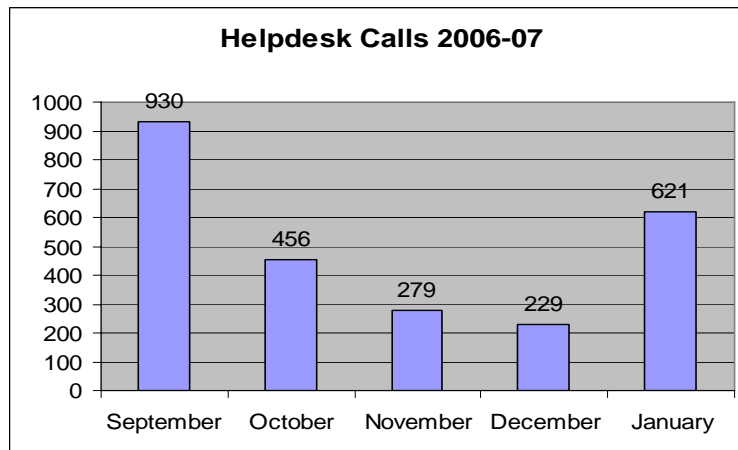
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- CWU's new CSPLAY environment, which is our local copy of the new Campus Solutions 8.9 upgrade environment was completed and brought into alignment with our production 8 version. That was necessary for valid testing of all our processes.
- The Oracle 10g upgrade continues. The HR/SAFARI pre-production LSTST database was upgraded to 10g on January 12. DBA's, Technical Developers and key functional staff have been working together to test the new database release. The upgrade to the production environment is still planned for the weekend of February 17 & 18.
- Analysts are hard at work putting finishing touches on various modification requests needed in the current version as the deadline approaches. After February 6, no further modifications will be allowed to our version 8 system until we have completed this upgrade next October.
- The first set of Fit/Gap meetings were held in the latter half of the month and involved many of our technical and functional staff members. All reports are that these meetings went extremely well.

ITS HELPDESK STATISTICS: In the month of January, 77% of the 621 calls to the ITS Helpdesk were resolved on the first contact. There have been 2,515 calls to the helpdesk in the 2006-2007 school year.



ITS TRAINING: In January, the ITS Training Office partnered up with the Ed Tech Center to offer a GroupWise on the Web class for faculty. Also this month, hands-on training classes for GroupWise E-mail and GroupWise Calendar on the PC were presented. Coming soon will be GroupWise E-mail and GroupWise Calendar classes on the Mac.

LAB ASSISTANT SUPPORT: Sandy Sperline has been working hard to find Student Assistants to cover the open shifts we have in the labs. We have hired several new students but there are still positions in some labs that are open. Keeping 24 labs at Ellensburg on the

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Ellensburg campus (and more at the Centers) staffed and running smoothly is a big task, and Sandy is the cornerstone for daily operations and Student Assistants.

WORKLOAD FORMS MOVE FROM MANUAL TO ELECTRONIC: The Web Office, in conjunction with the Office of the Associate Vice-President for Faculty Affairs, is pleased to announce a major over-haul of how faculty work-load forms are submitted.

An electronic system is being created with the following functionality:

- Information can be entered on-line securely.
- The completed form can be sent to various people for recommendation and approval.
- The submittal can be tracked, showing who has viewed and approved the submittal, including all comments.
- Ultimately, the information gathered is downloaded into a CSV or similar file format, allowing the Office of Institutional Research to upload the information into the workload tracking database.

This online project, using PHP for the dynamic section of the front end and MySQL as the database, is a considerable advancement over the hard copy system now in place. Many thanks to Loren Harris, Senior Student Web Developer and Deborah Schriber-Barkley, Admin Asst - AVP for Faculty Affairs for their leadership and collaboration in this project.

LIGHTS, WEB-CAMERA, ACTION: The Erdman Video Systems, Inc. technician will be on campus Feb. 12th through 15th installing the new Web cam system on the roof of the Science Building. We expect approximately a week of testing after the installation and then placing the new camera in service. This will place the five original views back online that have been so popular. On average, the CWU Web cam page gets 4,000 to 5,000 hits per month.

PEOPLESOFT TEST SYSTEM HARDWARE UPGRADE: This month, the new hardware to support the data base component of the test/development environment currently being run on Aquarius was turned over to the Applications unit. Initially configured on our new 32-processor GS320 system are four processors (Aquila) to run the test/development database. They are 1000 Mhz (1 Ghz) processors with configurable 2GB memory per processor, which makes it more than twice as fast as the old Aquarius ES40 processor. In the next month, new hardware needed for the applications component of test/development will be turned over to Applications. It will use four more of the GS320 processors (Columba), complete the migration of the Aquarius test/development into the GS320 environment, and make available for other duties the Aquarius ES40 processor. Thanks to Jason Cathcart and Don Allen for achieving this important milestone.

WIN-WIN COMPUTER UPGRADE: Computer Support Services took delivery of another 100 new computers for the Win-Win program on Wednesday, January 24, 2007. The latest configuration raises the processor speed to 3.4 GHz and increases the memory to 2GB of RAM. The upgrades are in anticipation of new technologies that will be implemented in the future, and

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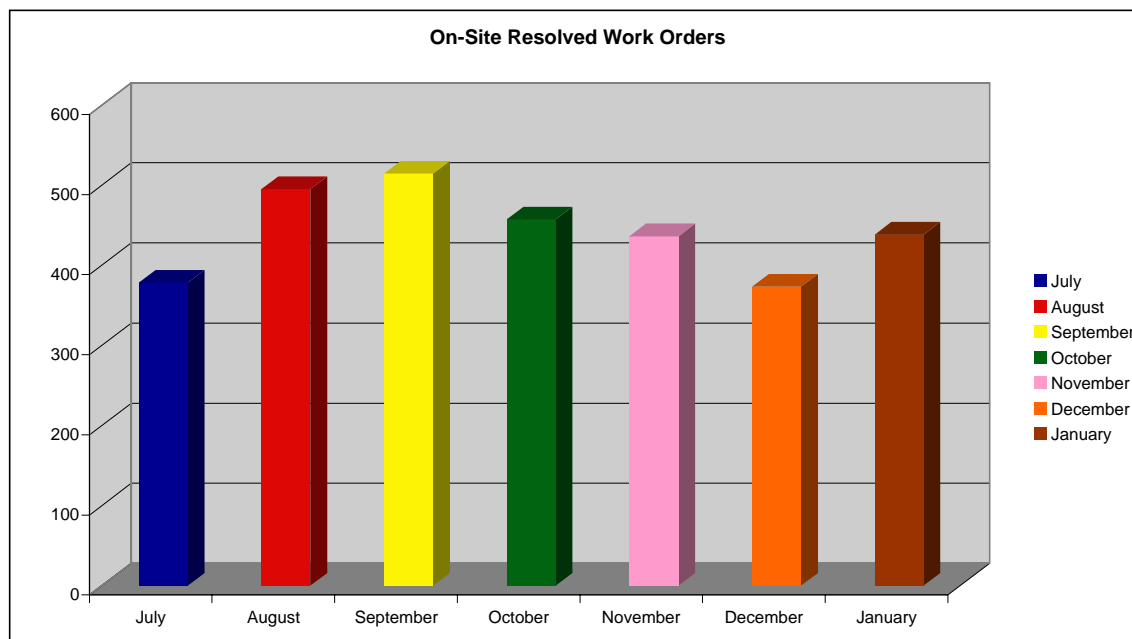
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to maximize performance with VISTA. The more powerful computers will raise the price of the Win-Win computers to \$380 to the departments, but this is still an exceptional deal.

ITAM LOOKS TO THE FUTURE: Steve Beekley and Lynn Linnell met with the ITAM department to discuss the direction of new technologies that will be coming to the university in the future. Both software and hardware issues were covered with the majority of the discussion centering on the implementation of the new Microsoft VISTA operating system. Additionally, the new Microsoft Office 2007 was discussed. New hardware configurations were covered with the ITAM faculty and staff present with a focus on new, more powerful processors by Intel. Computer Support Services would like to thank Dr. Lori Braunstein, Chair, and the ITAM department faculty and staff present for the proactive collegial approach to the introduction to new technologies.

OLD NETWORK PRINTERS: CWU faces challenges in the replacement of the old HP LaserJet printers that have been on campus for the last 6 to 10 years. We are having problems finding HP laser printers in the \$800 to \$1,500 range that are compatible with our environment and needs. At this time, CSS is working with the Purchasing Department, Helpdesk and our vendors to identify suitable printers for use on campus. We are recommending that departments with older printers (especially the high speed, high volume printers with Tag #'s below 70000), plan to budget for replacement of these in the next 1 to 2 years. The ITS Department has no funding of the replacement of these printers.

MONTHLY CSS STATISTICS: This month Computer Support Services resolved 438 on-site work orders.



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LCD FLAT PANEL MONITORS AVAILABLE AT A LOW COST: Many of the new Win-Win computer requests have been accompanied with a request for a new flat panel monitor. We have listened and have added a 19" Viewsonic LCD flat panel display to the Win-Win page. The monitors do not qualify for matching funds, but ITS did a volume purchase for these monitors which resulted in substantial savings that we are passing on directly to the customers. The monitors will be paid for through the charge credit process and can be ordered by calling or sending an e-mail to Lynn Linnell at 963-2991 or LynnL@cwu.edu

NETWORKS & OPERATIONS WEB PAGE: This month a new web page, designed specifically for Networks and Operations, has been developed and made available. This page provides much information about Networks and Operations, and has many important links to security, networks and policies. To see details, please go to:
<http://www.cwu.edu/~networks/>

Networks would like to express a big thank you to Jesse Days and especially his student assistant, Zachary Thorpe, for their very important contributions and help in getting this done.

HUMAN RESOURCES AND STUDENT ADMINISTRATION SYSTEM (HRSA) UPGRADE PROJECT: This month, the HRSA Upgrade Project saw significant activity, as reported by the ITS Project Management/EIS Group.

- The Project Charter has been drafted for review and approval by the Executive Project Team. This document is the foundation for the project moving forward, providing a shared understanding and agreement as to objectives, scope and deliverables. Once approved, it will be available on the ITS/Project Management and IT Services Web Site.
- A Project Management Team has been formed to provide direction, coordination and a decision point for the project.
- A detailed Project Plan has been developed with assistance of our consulting partner, CedarCrestone. The Project Plan, when finalized, will list major milestones by date. Our schedule calls for completion of the upgrade by late October this year.
- Fit and Gap sessions are underway. These are meetings conducted by a consultant with key University staff to review changes between the current software and the new version. These meetings assist CWU with identifying opportunities for service improvements. Fit and Gap sessions will continue through February.
- Issues and changes which are identified during the Fit and Gap sessions will be recorded for follow-up by the HR and SA Work Teams, which will be comprised of functional and technical subject matter experts.

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HRSA UPGRADE INFORMATION AVAILABLE ONLINE: During the HRSA Upgrade Project, key information including the Project Charter, high level Project Plan, Fit and Gap information and meeting minutes will be available on the ITS/PMITS Web Site.

ONLINE REQUISITIONS PROJECT: Work is continuing on developing a new Online Requisition process as part of the Financial Management System. Current activity includes mapping existing purchasing processes, from when a requisition is initiated through review, approval and eventually issuance of a purchase order. This effort will provide the basis for designing a process for electronically routing purchase requisitions.

AUXILIARY COMPUTING FUTURE UPGRADES: Numerous Auxiliary Computing Systems are in process or scheduled for upgrades in the near future. These include:

PARKING: To date, hardware and software resources are near ready for the initial test environment of the new application. Collaboration between Networks and our Application group's DBA's have combined to keep this project on schedule.

FACILITIES WORK ORDER SYSTEM: Work continues in the development environment for the new Facility Max work order system. Charles Pringle and Robby Stahl are heading up the technical effort for data conversion and development hardware environment.

AUXILIARY DATABASE SERVER: All user groups (Alumni, Dining, FMD, Housing, Parking, Recreation, ITS, and Scheduling Center) of our shared database server have agreed to contribute funding for a redundant set of processors and memory. Planning between Networks and Auxiliary IT staff concluded that this is the most efficient means to ensure minimal server down time in the event of hardware failure.

DINING SERVICES: Initial information from our existing vendor (Computrition), indicates that their current Windows version "Hospitality Suite" may be an excellent candidate to replace our legacy system. This software offers client-based access to an Oracle database and supports the business practices which Dining is looking for. We are currently working with CWU Purchasing to pursue the objective of hosting a software demonstration.

RESNET: Residence Hall P2P violations increased from just over 100 in spring 2006 to 330 during fall of 2006. Due to this sharp increase, we have worked with Networks, Housing and Student Affairs to alter the user registration process by adding a quiz, and implementing P2P violation penalties.

Restructure of P2P penalties:

Prior to the beginning of winter term 2007, a first time offender received 1 week without internet access. Their service was automatically reactivated at the end of the period. Second time offenders lost their service until they met with Student Affairs. After confirmation of the meeting, the student's service was manually re-enabled.

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Beginning winter 2007 the policy will be:

First time offenders receive 1 week without internet access. Housing sends each offender an official letter.

Second time offenders receive 2 weeks without service and Student Affairs sends a second letter indicating that further P2P activity will have serious consequences.

Third time offenders will be disabled until a meeting with Student Affairs has been held. It is most likely that third strike violators will be placed on deferred suspension.

As of February 2007, P2P offenders will be able to reduce their sentence by taking a quiz based on the two available videos found at <http://www.cwu.edu/~its/property.html>. The number of correctly answered questions will reduce their sentence proportionally.

Acceptable Use Policy quiz at time of registration

This will insure that every student who registers a computer on our network actually reads and has a basic understanding of what we expect from our clients. No mechanism currently exists to ensure all students read this document. This quiz would be an open book test on Resnet's policy regarding acceptable behavior on our network. Categories include P2P, hacking, account impersonation and banned services. Questions are easy and the student must pass the test prior to gaining access to the global Internet.

Programming which delivers the quiz is finished. Work continues to integrate this into the main registration page. All new students moving into Housing during Spring term 2007 will register using this method. All students (old and new) entering Housing for Fall 2007 will register using this method.

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