



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT **MONTHLY REPORT - SPECIAL EDITION** September 2009

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ITS BUDGETS CUTS WILL IMPACT ALL AREAS OF CWU

Like it or not, budget cuts are real and the ITS Department is being asked to do its share to reduce costs and cut budgets. To date, the ITS Department Ledger 1 budget for FY10 has been reduced over 13% from its FY09 level, and further cuts are likely. When combined with the loss of 1-time funding, salary savings that were used in the past for special projects, and loss of carry-forward funding from FY09 ... the cuts are closer to 20%.

While we have worked extremely hard to minimize the impact on our customers as a result of these cuts, it is inevitable that they will impact the entire campus to some degree. Some of the more significant impacts on your departments, as a result of these changes, include:

- **WIN-WIN Program:** The very popular WIN-WIN program, which has allowed our customers to purchase new desktop computers at a fraction of full cost, has been reduced by nearly 90%. Only the oldest and most troublesome computers (as identified by ITS) will be replaced through this program in FY10 and FY11. We are extremely proud that over the past five years we have reduced the average age of a CWU computer from six years old to just two years old, so we are in a good position to weather the tough times ahead.
- **Computer Support and Help Desk Services:** With fewer new computers, comes the real possibility that there will be more calls for maintenance/repairs of desktop computers. CSS has lost 3.5 employees due to retirements since July 1, 2009; and these positions have been defunded. Some delays in support and changes in our service agreements may be needed as we prioritize support calls. We recognize that many of your departments have employees who assist you with technology support, and that the service provided by them may not be available in the future. Please contact me so that we can proactively identify how to minimize these impacts. Restructuring of processes between our Help Desk Staff and CSS Staff and Students may eliminate some of these impacts.
- **New Anti-Virus Software:** We recently transitioned from Norton anti-virus software to Sophos. Sophos has been our enterprise/server level anti-virus software for some time, and is now recognized as a top-tier desktop AV provider also. This conversion will save CWU nearly \$25,000/year and also allows CWU students, faculty, and staff to use it on their home/personal computers at no additional cost. Additional information on the conversion to Sophos, and how you can access your free copy for home use, is available later in this Special Edition Monthly Report.
- **Academic Software Assistance Program:** The ASAP Program was initiated to assist departments in upgrading software that was necessitated by a mandated change in

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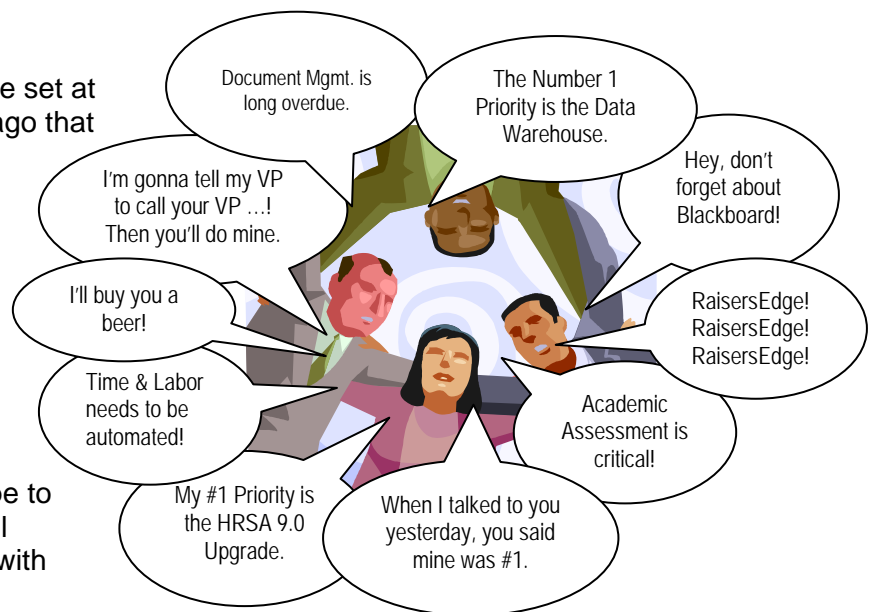
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CWU's desktop equipment or operating system. This program was very successful during upgrades to Macintosh OS-X and to Windows XP. With no major changes to desktop operating systems planned in the near future, the funding for this effort has been eliminated for at least the next two years, saving CWU \$40,000/year.

- **Telecom Rates:** The ITS Department is pleased to announce a reduction in phone charges from \$28/month to \$26/month, which occurred on July 1, 2009. This is a reduction of \$50,000 to the Telecom budget (in addition to the ITS Department Ledger 1 cuts), and this money goes straight back to the budgets of our customers. Reducing the number of phones has minimal savings to the university, as we must still pay maintenance on equipment (i.e. central phone switch, voice mail system, etc.), pay for the "trunks" that connect CWU to FairPoint, labor, and much more. A reduction in the number of "trunks" to FairPoint is saving CWU \$50,000/year with minimal impacts on service.

ALL IT 5-YEAR ROADMAP TO HELP SET PRIORITIES FOR CURRENT AND FUTURE TECHNOLOGY AT CWU

Did you ever wonder how IT priorities are set at CWU? Well, it wasn't that many years ago that the process noted in this image was our primary process for setting priorities☺! Over the past several years new structures have been put into place, including the EIS Governance Team, which have been instrumental in setting priorities for our primary enterprise application, PeopleSoft. The EIS Governance process has worked well and continues as a key part of our priority setting today, expanding its scope to include helping to set priorities across all enterprise systems at CWU. However, with shrinking budgets and greater need for information from existing systems and additional/expanded systems ... it is even more critical that we're investing our limited IT budget in the right areas.



On August 12th, the ITS Department and members of the EIS Governance Team presented a 5-Year Roadmap of ITS Department projects to the President's Cabinet. Over 20 projects were presented, including estimated resources needed (funding and labor), planned benefits, risks if not accomplished, and more. The goal of the meeting was to provide information to the Cabinet (also functioning as the IT Steering Committee) to facilitate decisions regarding project priorities. Projects were placed into two categories:

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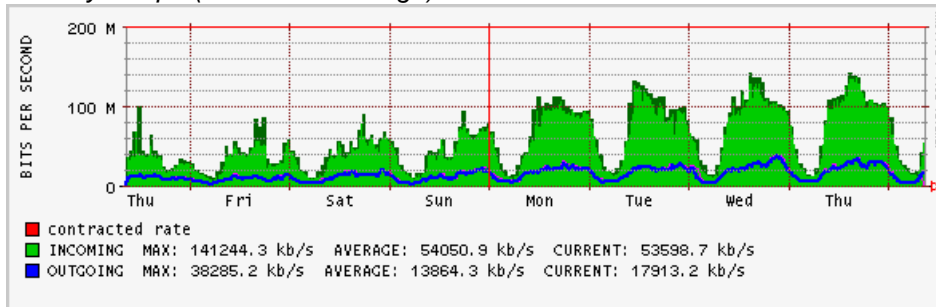
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1. ***Business Continuity***: Projects which are necessary to maintain the current level of CWU services, preventing system failures due to technology obsolescence, lack of regulatory compliance, or unsupported software.
2. ***Strategic Investment/Process Improvement***: Projects that provide support for strategic advantage, reduction of risk, and/or provide significant return on investment through improved business processes.

As a result of this presentation, the ITS Department has been asked to expand the 5-Year Roadmap to include all major IT initiatives across the campus, including those not directly managed by ITS. This will include technology initiatives supported by the Library, Multimedia Technology & Instructional Support (MTIS), University Relations and others. While the ITS Department manages the majority of the technology initiatives on campus, these other areas and systems are equally critical to the success of the university and often require ITS Department involvement. The IT 5-Year Roadmap Team had its first meeting on Friday, September 18th. The goal is to complete the study and present the results to the Cabinet by December 30th, enabling them to make university wide decisions as to how to invest the limited funding available for numerous competing technology initiatives on campus. For more information on this initiative, contact Mr. Carmen Rahm, AVP-IT at ext. 2925 or email at rahmc@cwu.edu.

NETWORK TRAFFIC USAGE EXPLODES WITH RETURN OF STUDENTS

'Weekly' Graph (30 Minute Average)



This graph shows the increase in incoming and outgoing Internet bandwidth beginning the Thursday prior to classes through the Thursday after the first day of classes. The Thursday before shows incoming bandwidth

averaging 40 megabits (mb) and outgoing at approximately 10mb, compared to the Thursday after averaging 100mb incoming and 40mb outgoing and peaking at 180mb aggregate or an increase of almost 360%. CWU's capped Internet bandwidth is 200 megabits. Current funding limits "available" bandwidth to 85mb for the Residence Hall program, and 100mb for the campus (including the off-campus centers). ITS personnel monitor this graphic closely and use it as a predictor for bandwidth incremental increases. When it consistently averages over 80% utilization, a cost impact study will be done to determine if expansion to the capped bandwidth can be done.

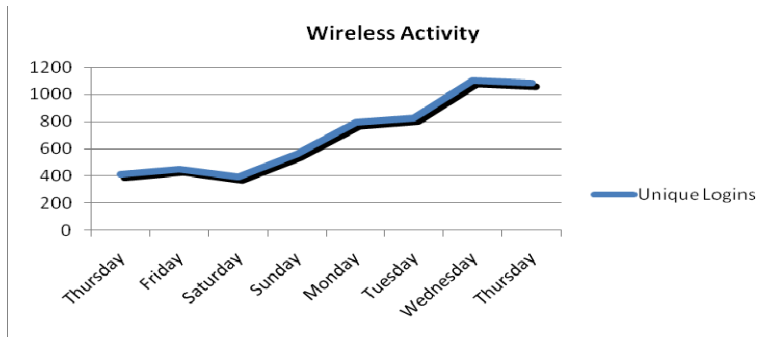
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Another interesting graph, here on the right, shows how students returning to campus with their portable electronic devices impacted wireless network traffic during this same Thursday to Thursday period. The unique wireless logins increased almost three times to over 1,100 logins. The biggest reason for the drastic increase is the new Wendell Hill Hall, which has both wired connections and wireless, with 35 access points, representing 16% of the total 221 access points across campus and accounting for 231 of the logins. This graphic is also closely monitored and is used along with building graphics to assess wireless load and potential growth.



Keeping up with bandwidth needs is critical, but challenging, as new applications, video, telephony, gaming (ResNet only) and other new services demand more and more of this commodity. For the Campus Network, funding comes from the State and Tuition and is part of the competing budget within ITS. For the Residential Network (ResNet), funding is fully provided by Housing, and must be integrated into their budget and planning for all the costs that go with running housing for nearly 3,000 residential students. It is a continual challenge, but one that we enjoy doing.



A FEATURE-FILLED MESSAGING SOLUTION

More than ever, we are tethered to our cell phones, iPhones, or Blackberry PDAs. We rely on these devices to stay in touch with work, family, and friends. The more we can do from our phone, the easier it becomes to keep up with e-mail, voice mail, tweets, and Facebook notifications. If you are one of those people and have a CWU cell phone plan, the new Unified Messaging Phone System, CallXpress, is going to make your day! If you prefer to leave your cell phones turned off and are quite happy with how you use your desk phone voice mail, then no worries. Nothing about your user experience has to change, except that CWU will have a more reliable and modern system!

The CWU Telecom department is replacing our 10 year old voice mail system with state of the art technology for message storage and processing. It will provide increased voice mail storage, and will enable various "flavors" of Unified Messaging options.

All Voice Mail users on campus have been sent instructions on how to set up their new CallXpress Voice Mail Box. Everyone gets a personal email because unique passwords were assigned to each new voice mail box for security reasons. When you initialize the new mail box, you can reset the password to your old one or to any password you desire.

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The new CallXpress system will be in use as of Friday, October 9th. If your new Voice Mail box has not been initialized by then, you will not receive any new voice mails until it's been set up! Contact phones@cwu.edu if you have not received your e-mail with the initialization instructions and temporary password.

What is Unified Messaging (UM)? With UM, your GroupWise e-mail, voice mail, and faxes can all be directed to your GroupWise mail box.

Communications and work flow are simplified with “one stop shopping”. Through the implementation

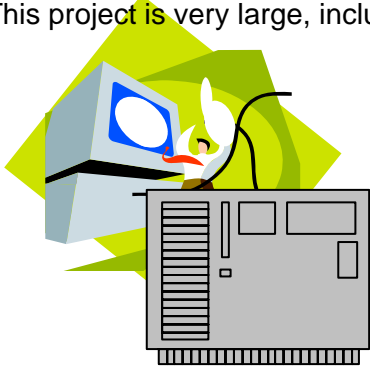
of this Unified Messaging System, we are providing smarter technology tools to make processes more efficient and productive for the CWU community. As of October 9th, you will have visual access to your voice mail through the Web Phone Manager Internet application. Around the end of October Telecom will start rolling out the Unified Messaging options which integrates with GroupWise. Unified Messaging is just a first step in a fully integrated communication environment that CWU hopes to deploy in the future ... Unified Communications (UC).



Read all about CallXpress and Unified Messaging capability at this new website:
<http://www.cwu.edu/~its/telecom/callxpress.html>

TRU-64 UNIX OPERATING SYSTEM REPLACEMENT PROJECT

Just like your personal computer, our large systems eventually require replacement of software and hardware over time. The TRU-64 UNIX Operating System supports our Oracle, PeopleSoft, and other Enterprise Information Systems. Just like earlier versions of MS Windows (remember Windows 95?) that are no longer supported by Microsoft, TRU-64 Unix Software support from Oracle and PeopleSoft is ending, requiring CWU to select a replacement UNIX operating system. This project is very large, includes new hardware (servers), training for technical staff, and careful scheduling for a phased migration, and comprehensive testing of our Enterprise applications.



Starting March 2008, technical staff from Networks & Operations (the hardware and system administration folks), working closely with the Applications Group (database administrators), reviewed current and projected CWU needs to plan for replacement of the TRU-64 UNIX Operating System and related hardware. After extensive review, HP-UX (from Hewlett-Packard) UNIX was selected and paired with HP equipment to meet CWU requirements now and in the future.

When asked for comment, Roland Tollefson (Director of Networks & Operations) stated, “This is the first major hardware technological upgrade for the enterprise PeopleSoft application system since 1998. As new applications were added, hardware needed to support was incremented by acquiring additional older generation computers. Even though the PeopleSoft applications were upgraded during this 11 year period, the hardware was not. All of the current hardware supporting the applications is used equipment over six years old.

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“The primary benefit of the change is the technology itself, which allows us to create virtual application partitions, virtual processors, and virtual disks with a much smaller footprint on hardware at least three times faster than the current platforms. Replacing the equivalent of *seven-19* inch enclosures with just *two-19* inch enclosures also saves both space and power.”

The combination of HP UX (UNIX) and HP hardware brings a new level of processing speed and flexibility to CWU. When implemented, the new hardware and software will support “virtual” movement of processors to where the demand is (increasing power during Student Refund processing, for example), and fewer pieces of equipment to maintain. These efficiencies, plus a platform that can be expanded to support new applications in the future, provide CWU a long-term reliable and supportable computing infrastructure.

Gene Rau (Director of Applications) observed that, “I think our most important result is support from our software vendors. Tru-64 had reached a point where vendors like Oracle/PeopleSoft had dropped it to the lowest level of importance for their support and certification efforts. While they've continued to be responsive to actual production issues, they've stopped efforts to certify any of the major upgrades to their products.”

“A similar issue exists with Updates and Fixes to the versions of our products. These continue to be produced but Tru-64 is among the last of the platforms upon which they get tested. The switch to HP-UX will turn all of that around. It is one of the first platforms upon which they test and certify all of these changes.”

Installation of the new equipment is underway at the Computer Center. Later this fall, the DBA Group will begin migration of systems from our old equipment and software to the new HP UX UNIX and HP hardware. This is a complicated multi-month effort that relies heavily on help from our functional users (Finance, HR, and Student Administration) to fully test all systems. Only after complete testing and validation of data, will a system be moved to production. Our goal is to provide a seamless migration from old to new with limited impact on our faculty, students, staff, and others. As the TRU-64 UNIX project progresses, additional updates will be included in the ITS Monthly Report.

ITS PILOTS COST-SAVING INITIATIVE & OFFICE AUTOMATION

Recently it was discovered not many employees in ITS had their computer set up to allow double-sided printing to our large multi-function printer (MFP) in Bouillon 202. In fact, many didn't think it was possible. Thanks to Pat Jack, manager of ITS Help Desk, we found out we can and immediately began saving up to fifty percent of the paper on everything we print that is over one page. Realizing that this situation existed across campus, and that ITS needed to take a leadership role in resolving it, the ITS Office Automation Project was born.

Think this is unique to CWU? At a recent conference in Seattle, Microsoft's Chief Environmental Strategist commented about how all MFPs and their operating systems have a default setup to NOT easily permit double-sided printing, and how users have to go search for the drivers to allow double-sided printing. In Windows 7.0, all that is going to change. That's just one of dozens of things that we are planning on doing campus-wide that will save time, resources, and dollars.

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Generally, there are three basic activities of an office automation system: data storage of information, data exchange, and data management. Within each broad application area, hardware and software combine to fulfill basic functions. This phase of the Office Automation project will focus on savings to ITS by centralizing our document processing. It's a very small step, but it is a step in the right direction that can easily be emulated across the campus.



Information has been gathered over the last two months on how people use printing technology in ITS and other areas. Three vendors have offered their recommendations and vision to assist ITS in truly understanding the capabilities of the office technology we have, or could have. In addition to copying and printing, we are investigating faxing, scanning to email and scanning to desk top, memory stick interfaces, printer administration, print accounting, etc. Many departments are starting to use this technology to better utilize the MFP in their area to reduce dependence and expense of desktop devices.

During the week of October 5th, in Bouillon 202, Cascade Copiers will be installing an Océ CM3522. Please feel welcome to stop in and see the latest MFP technology. If you'd like, an appointment can be scheduled for a basic demonstration by Bill Miller in Computer Support Services, or a more in-depth demonstration by Curtis Bell Jr. from Cascade Copiers.

"We're working with our copier/MFP vendors with one goal in mind," according to AVP-IT Carmen Rahm. "We want them to start providing solutions, instead of just providing pieces of equipment." To date, ITS has not been directly involved in the selection and deployment of MFPs on campus. That is changing, and will result in better standardization of systems, better understanding of and training on the multiple cost-saving features of these systems, and more. "My goal is to eliminate at least 50% of the desktop printers, and all the expense that accompanies them, in ITS by January 2010," stated Rahm.

FINANCIAL AID / STUDENT FINANCIAL SERVICES PROJECT

Much has been written about the increasing cost of higher education in the press. For our students, the issue becomes reality each quarter when tuition, fees, and expenses are due. Many of our students rely on financial aid to help pay their bill. Two campus offices are the focal point for this information; the Office of Financial Aid, and Student Financial Services. Jointly, these offices process disbursement of aid and collection of amounts billed each student.

Students rely on the information entered to the Safari (Student Administration) system by these offices. Given the expense of education, books and supplies, plus the cost of living, students rely on Safari to know what their financial status is with CWU.

However, this picture is not as simple as looking at your checkbook (deposits minus payments). There are many variables a student must take into account to determine his/her financial status. Sometimes, it can be confusing if a student views his/her account, assumes the loan amount

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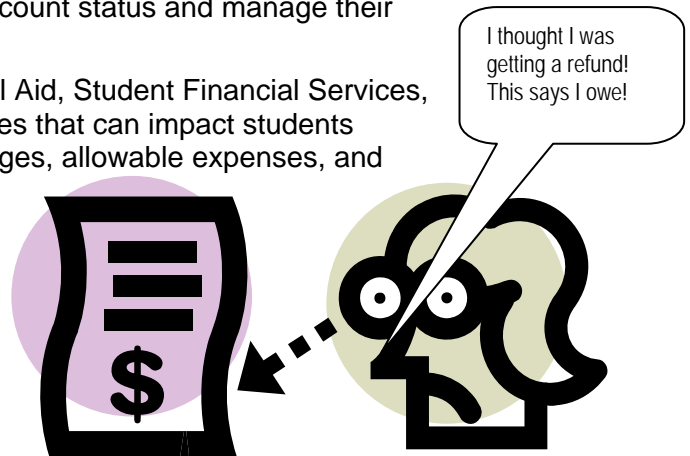
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shown is available, but fails to check their To Do List (which perhaps shows a promissory note that must be completed before funds are disbursed).

One of the major reasons students leave school is lack of funds. It is very important all students have a complete understanding of their Student Account status; otherwise, a student may “think” they have money to spend. Both Financial Aid and Student Financial Services have a long-term commitment to help students understand their account status and manage their finances.

This past summer, representatives from Financial Aid, Student Financial Services, and other offices met and discussed various issues that can impact students including disbursement schedule, posting of charges, allowable expenses, and ways to reduce student confusion about his/her Student Account status. While many issues have been raised, a key issue was identified which is the “presentation” of information for a Student Account.

The committee found that the current Student Account information display requires a student to navigate multiple pages to see the complete account status. For example, awards/loans amounts are shown, but if there is an outstanding action required (as shown on the “To Do List”), the amounts will not be disbursed. This information is displayed separately.



The committee asked what can be done to improve the display (thus communication) of a student’s account information. Can the information be brought together on a single page, or can other information be displayed to notify the student that there are “To Do List” items, or expenses charged at the Bookstore?

A working team including Debbie Hunt of ITS, Adrian Naranjo of Financial Aid, Jana Kruckenberg of Student Financial Services, and Crystal Wang of ITS, has been charged with looking into options. During the next few weeks, information will be gathered which will be provided to the committee, for discussion and direction.

This effort is a great example of various offices working together to work on solutions to a problem for our students. By relying on our knowledgeable CWU functional and technical staff, it is likely we can achieve a solution that improves service to our students, reduces confusion thus calls and in-person visits for assistance, and will have been implemented without a major cost.

ITS PREPARES FOR RETURNING FACULTY, STAFF, AND STUDENTS (or ‘Now you know what we did last summer’!)

ITS was very busy over the summer preparing the university for the start of Fall Quarter. This year we had several major projects updating software across campus, updating equipment in many of the Labs, and installation of Sophos, our new anti-virus software.

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Summer Computer Updates - Starting late July and finishing just before Labor Day, technicians from Computer Support Services (CSS) visited offices across the university installing the following updates:

- Upgraded GroupWise e-mail software (from version 7 to 8);
- Installed the new Sophos Anti-Virus software (replaced Norton anti-virus);
- Verified the latest version of Microsoft Office was installed; and,
- Applied miscellaneous software updates and patches, plus updated inventory software.

While the majority of this could have been accomplished over the network, by doing this work while many faculty members, staff, and most students were away, the time users would need to get their computers up and running after returning to campus was minimized. We didn't want employees returning, turning on their computer, and getting a message that said "Loading software updates, please come back tomorrow".

FREE Anti-Virus Software! With our new anti-virus software (Sophos) an added benefit is available for CWU faculty, staff, and students. In addition to saving the university approximately \$20,000/year, faculty, staff, and students may download a FREE copy of Sophos for use on their personal computer! CWU students and employees may download a copy of the software by going to "Wildcat Connection" and clicking on the "Free Sophos Antivirus" link on the left side of the screen, and following the instructions.

Lab Equipment Updates - While you were gone, many labs were upgraded with new equipment. These upgrades are jointly funded by CWU and by the Student Technology Fee, as the labs are used both as classrooms and as open computer labs.

<i>Location</i>	<i>Upgrade</i>	<i>Notes</i>
Science 337	25 new PCs	
Lang. & Lit. 104	30 new iMacs	Macintosh and Windows software
Psychology	6 new iMacs	Macintosh and Windows software
Randall 216	21 new iMacs	With Adobe Creative Suite 4 software suite
Library 154	31 new iMacs	Windows OS, eventually Macintosh OS and software.
Music 213	16 iMacs	More speed and much more memory (from Randall)
SURC Laptops	20 Mac PowerBooks	PowerBooks run both Windows and Macintosh software
Hebeler 218	10 new PCs	Flat panel monitors from Lib. 154, replaces CRTs saving energy.

As a result of these upgrades, here is a breakdown by age of our 667 Lab computers. This is a far cry from just a few years ago when over 50% of CWU's computers were over five years old.

<i>Age of lab computers</i>	<i># of computers</i>	<i>% of total computers</i>
Less than 1 year old	155	23%
Between 1 and 2 yrs	224	34%
Between 2 and 3 yrs	91	14%
Between 3 and 4 yrs	183	27%
4 or more years old	14	2%

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Last Call for Office 2003/2004: For some time, users have been told we will stop supporting Microsoft Office version 2003 (for Windows) and version 2004 for Macintosh. The time is here - users need to convert their old PowerPoint and other Office documents, etc. to MS Office 2007 for Windows and MS Office 2008 for Macintosh, no later than the start of Winter Quarter, 2010. ITS will be removing the old Office programs from user's computers at the end of Fall Quarter so please convert the items you need soon. Users can request a FREE upgrade to the latest Office version at any time by going to the following web site: <http://www.cwu.edu/~css> and clicking on the appropriate Office upgrade version for their computer from the menu options on the left side of the web page. This will open a form that will generate a message to CSS Technicians who will verify that your computer can run the newest Office version and will generate a work order to install the updated software.

CUSTOM HEALTH SERVICES APPLICATION SAVES BIG MONEY

During 2003 & 2004, the university transitioned our EIS Student system from SIS to Safari. As a result of this, most of Auxiliary's legacy applications were abandoned for new software. Amongst these was Student Health and Counseling, whose legacy software was customized to directly integrate with CWU's Enterprise systems. The replacement application purchased was an Application Service Provider web-based environment. While the new application supported basic functions for patrons, appointments, and billing, it did not directly support seamless integration with Safari, or all of Health's business practices.

With the five year contract set to expire in July of 2009, Auxiliary Computing approached Student Health with a bid to develop a turnkey application offering specific customizations to support their previous business model, and integration with Safari. We presented a cost comparison for five years of maintaining a contract with the current vendor versus the development and support of a custom application. The cost savings provided by a custom application approached six figures. The development cycle was driven by two factors; a six month timeline, and the need to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1976. The result was a highly secure web-based application offering database encryption, and a tailored user interface for both Health and Counseling's needs. Testing and training for the lead up to production occurred during the last half of June, with the jump to production occurring on July 1st. This was a great project based on buy-in from the Health and Counseling staff, strong support from ITS Networks, and very creative programming by Josh Turner.

IT STAFF FOCUS ON SUPPORTING ACCREDITATION



ACCREDITATION: What is it?

Central Washington University is scheduled for a full accreditation review in October of 2009. Every ten years, colleges and universities in the Pacific Northwest are reviewed by the Northwest Commission on Colleges and Universities (NWCCU). The review is performed by a team of peer evaluators who come from other colleges in the Northwest, generally outside of Washington. Planning for this event is

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a two-year process which culminates in a self-study report that documents the college's programs and services, its strengths, and the areas in which it could improve. Done well, accreditation leads to improvements and helps set a path for the next ten years. So what could the ITS Department possibly have to do with this accreditation. Well, in addition to working closely with the Library and MTIS in the development of Standard 5 for the Self Assessment, ITS is involved in many ways to help make the accreditation process as smooth as possible.

CWU Accreditation Web Site: The accreditation Web site has served as the main communication tool regarding the accreditation process, both to the college and the larger community. It has described the purpose of accreditation, the process the college has undertaken to prepare for a renewal of its accreditation, and the outcome of the evaluation. Drafts of sections of the self study document and the full document have been posted on the web site. Supporting data and materials were also posted. The CWU community and the larger Ellensburg community were invited to give feedback and suggestions.

Information gathered, supplied by CWU departments, has been placed in a data base environment (on this dynamic Web site) for ease of retrieval, compiling, printing, and viewing. Planning for constructing the site and supporting CWU's accreditation committee has been a two-year process.

When the Team of Peer Evaluators Arrive At CWU: Prior to and while the evaluation team is here, ITS will provide support in the following areas:

- Coordinate with CWU's accreditation team regarding the needs for the 11 member visiting evaluation team who will be located in the Grupe Conference Center.
- Wireless Internet accessibility, for individual laptops
- Wired Internet access for five desktop computers
- Five new desktop computers for use by team members during their visit
- Supply a new printer for use by team members
- CSS will deliver and setup the five desktop computers and printer prior to team arrival
- Available to handle any last minute needs of the team and be "on call" throughout the accreditation visit

DOCUMENT MANAGEMENT INITIATIVE TAKES A SMALL BUT SIGNIFICANT STEP FORWARD

A long-standing request from many departments is for an electronic document management solution. There are many reasons, but typically the most pressing are lack of space to store hard-copy documents and files, safety and security, and increasingly – ease of access for timely response to requests for information. An Electronic Data Management System (EDMS) is a system which can fulfill these needs. However, it can be a huge project and expense with numerous issues, such as:

- What are the benefits?
- What are the risks?

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- What technology should be deployed?
- What should the deployment schedule be, by department?

To answer these questions, last year a comprehensive review of needs across the university was conducted. CWU engaged a consultant with extensive Electronic Content Management (ECM) background and experience, and who had analyzed needs at other higher education institutions. This review included on-site interviews and discussion with approximately two dozen university departments, and dozens of CWU employees.

The *Enterprise Content Management (ECM) Requirements Study Findings Report* presents an overview of the available technology including Electronic Content Management, Workflow and eForms, and Records Management. Based on available technologies, a comprehensive review of CWU issues and needs, plus recommendations is presented.

The study's summary recommended the following:

- For CWU to do an evaluation of ECM options and vendors to develop an understanding of available solutions and costs;
- Based on the evaluation, develop a cost-model (estimate) comparison of the solutions;
- Apply the findings to high priority records management needs, such as official and vital documents; and,
- Review feasibility based on cost, assessment of risk and university needs.

The study identified the Office of Financial Aid as a high priority for deployment of ECM. The benefits of electronic access to the large store of Financial Aid documents are significant; the risk of not implementing electronic storage is high, given the critical importance of Financial Aid to our students (thus the university); deployment of technology within the Financial Aid office is already extensive, and by focusing on a "beta" project, purchase may be feasible.

Beginning last spring, ITS scheduled presentations with ECM vendors to develop an understanding of available technology and how it may be used to mitigate many of the issues in the Financial Aid Office, resulting from paper based document systems. The current plan is to finish general vendor presentations, with a follow-up discussion with each vendor focusing on the Financial Aid ECM project. Following the recommendation of the study, a comparison of benefits, risks, and costs for each vendor will be documented for review and discussion. The findings will then be submitted to the ITS Steering Committee (Cabinet) as part of the IT 5-Year Roadmap discussed earlier in this Special Edition Report.

Even in these very difficult budget times, CWU must continue to evaluate benefits and risks associated with maintaining our critical business functions. ITS is very much engaged with this process so CWU can make best use of very limited resources.



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