



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT (Monthly Information and Updates) August - September 2011

LINKS OF INTEREST:

- HELPDESK on Facebook
- User Technology Training Opportunities
- Scheduled PeopleSoft Outages and Related Events

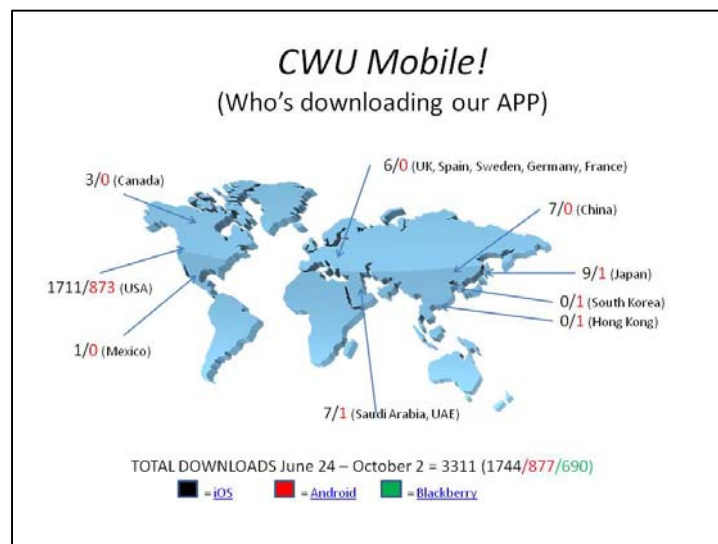
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ADMINISTRATION, MANAGEMENT and PERSONNEL

ITS Hires New Director of Networks & Operations - The ITS Department is pleased to announce the hiring of a new Director of Networks & Operations, to replace Roland Tollefson who retired last year. Mr. Noah Rodriguez has accepted the position and will be starting at CWU on October 10th. Noah comes to us from Southern California where he was an IT Manager supporting Gulf Stream Aerospace. Noah is a native of Sunnyside, WA. We're looking forward to having Noah join the ITS Team.

WHETC Focuses on Microsoft Cloud Services – The Washington Higher Education Technology Consortium (the six 4-year schools and the SBCTC) are all looking closely at migrating to Microsoft's Business Productivity Online Services (BPOS) and Microsoft 365 (including Exchange in the Cloud) when it is ready for Higher Education. UW is leading the effort with Microsoft, but due to their focus on large business customers ... their release of these services for Higher Education continues to be delayed. Issues include assuring FERPA compliance, Records Management/Retention regulations, and more. CWU is at the table on this effort, but UW has the lead because their legal and contracting department is bigger than CWU's ITS Department! ☺ Standardization of these services/products across all of Higher Ed is a huge goal of Washington State.

CWU Mobile Surpasses 3,300 Downloads - As the map here shows, CWU Mobile has been downloaded over 3,300 times in a variety of countries. Nearly 1,000 of those downloads have happened in the past 2 weeks since students returned to campus. CWU Mobile is available on Apple, Android, and Blackberry devices. It's free!!! Version 2.0 is scheduled for release around Winter Quarter. (Accurate location data for Blackberries is not available).



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Bouillon Hall Room 202 . Email: stephenm@cwu.edu . Home Page <http://www.cwu.edu/~its>
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ITS and MTIS Merge – Yes, it was official on August 16th ... seven technical employees previously in MTIS have merged with ITS. These individuals are Stephen Douglas, Kevin Whitaker, Kathy Vincent, Terri Covey, Frank Jones, Maury Webber and Pete Cusumano. Check out the rest of this Monthly Report to see what's happening in the new Media Services branch of ITS, and to learn about how the merger will help reduce costs and improve services.

BICSI Conference – Wade Richardson and Steve Ashbrooks from Telecommunications attended the Fall BICSI Conference as an educational requirement of renewing their RCDD Certifications. The conference covered topics that included sessions on industry standards, wiring, information transport systems, networking, data centers and wireless.

Student Success Project Moves – Over the last two months, the ITS Department has been working with many campus groups to support the Student Success initiative for CWU students. The recent moves brought together Academic Advising, Career Services, and Veterans Services on the second floor of Bouillon with the Dean of Student Success. As a result of these moves, two groups within the ITS Department were also moved:

- ITS Training Services staff moved to Bouillon 113 (next to the ITS HelpDesk)
- ITS Project Management staff moved to Library 290 (near the Media Services area) with the exception of Keith Jones who moved to Bouillon 202.

CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT

Fall Faculty Day - Dale Lonowski and Colleen Halvorson represented the ITS department during Fall Faculty Day. We had the opportunity to meet with the new Faculty and Staff that have joined the CWU team. Dale talked about all the training available to new employees and Colleen went over the technology that is available on campus. It was fun to meet all the new people and welcome them to Central.

The Help Desk came to you! -The ITS Help Desk was at the SURC for three busy days in order to get new students set up with wireless access and answer all their questions about technology at CWU. The training staff was also on hand to answer Safari questions, and set up PINs. It was a busy few days and it was fun to meet the new incoming students.



Help Desk Hours & New Evening/Weekend Location - The office in Bouillon 112 is open from 7am to 5pm. We also have evening support Monday -Thursday 5pm to 10pm, so if it's late and you need help, Stacy Swayze will be available on the phone, online, and at our new location at the Library 101A, (see photo at right). Need help on the weekend? No



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problem, weekend support hours are Sunday 2 to 10pm. Sorry, we're closed on Saturdays!

Wildcat Password Self-Service is here! - The authentication system used at CWU to log people into many of the network services around campus has been upgraded. The main features of the new system, called Wildcat Password Self-Service are:

- The addition of a “forgotten password” service using security questions.
- Self-service password resets from on or off campus via an easy to remember web address: <https://wildcatpassword.cwu.edu>
- Access to network drives directly from Macintosh computers.
- The ability for people to update their GroupWise address book information.
- User notifications of password changes on their accounts.

The new system's current password policy is very similar to the rules that have been in place for the last 15 years. This policy can be modified to require passwords that are harder to crack or be guessed by hackers. Eventually CWU will have to comply with changes in the Washington State Security Policy, and will be initiating “hardened passwords”, which requires a more complex combination of characters for official passwords. Until then, the current password requirements are:

- Passwords must be 8 to 25 characters in length
- expire every 90 days
- cannot contain your name
- cannot be the words “password” or “wildcat”
- are not case sensitive (at this time)
- can contain alpha numeric and special characters
- should not contain the percent sign, or the bracket symbol

Want to learn more? You can check out the online help guide at:

<http://www.cwu.edu/~itstraining/TechTips/wpss.html> or call the Help Desk at 509-963-2001.

MTIS and ITS Help Desks Merge to Improve Customer Service – Did you ever wonder why you call one number to get your computer fixed, and another number if there's a problem with a projector or piece of classroom technology? We did ... and we took action. With the merging of ITS and MTIS, one of the first visible changes is that all Help Desk requests now go to Helpdesk@cwu.edu, or call ext. 2001, or stop by Bouillon 112. Calls are logged, tracked, and assigned to the correct person. This results in our technicians spending more time working on calls, and assures that you get the best service possible.

Technical Systems Training:

Training Summary - For the two month period of August and September, ITS Training offered a hands-on Word 2010 Getting Started class, a demonstration using the new Blackboard Collaborate tool (formerly Elluminate *Live!*) on the new features of Windows 7 and Office 2010 for the CWU centers, a hands-on Excel 2010 Charts & Tables class, a hands-on Excel 2010 Getting Started class, and a hands-on Excel 2011 Getting Started

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class. Demonstrations using Blackboard Collaborate were also held on dealing with spam with Precise Mail, PC Maintenance, GroupWise Tips & Tricks, and Archiving GroupWise on the PC. Attendees rated these classes an overall 4.83 out of 5.

Upcoming Training Opportunities - In October, ITS Training will be conducting hands-on classes on GroupWise QuickStart for the PC, Mac and Web versions. Friday morning workshops via Blackboard Collaborate will be held on GroupWise Rules for the PC, Mac, and Web as well as dealing with spam with Precise Mail.

Abracadabra!!! Elluminate *Live!* is now Blackboard Collaborate! Due to a merger with Blackboard, this popular webinar tool has now been renamed and upgraded to Blackboard Collaborate 11. What does this mean for you? Some neat new features added in with a familiar look. Check out the new features here:
<http://www.blackboard.com/Platforms/Collaborate/overview.aspx>

Don't forget, if you are new to campus - ITS Training highly recommends its 30-minute, hands-on computing orientation which is done by appointment only as it is a one-on-one class. Check out <http://www.cwu.edu/~itstraining> for scheduling, class descriptions, and a registration form.

Enterprise Systems & Applications Training:

Administrative Applications Training Summary - For the months of August and September, Administrative Applications Training conducted 28 Safari classes, 5 Payroll classes and 15 FMS classes.

Administrative Applications Upcoming Training Opportunities - In October, Administrative Applications Training will be offering classes in Safari, Payroll, and the Financial Management System (FMS). Access class schedules, detailed descriptions and registration forms by clicking on the appropriate link located here:
http://www.cwu.edu/~pmits/training_splash.html

Download Class Rosters to Excel in Safari - Since we are beginning a new term, remember that you can download class rosters to Excel with the simple click of a button. If you are a faculty member, refer to section 2.2.2 of the "**Safari Faculty Guide Section 2 – Faculty Center**" document for directions on how to do this. Staff members will find directions on downloading class rosters to Excel in the document entitled "**Viewing a Class Roster.**"

Change Your Default Term in Safari - Also remember, with the start of the new term, that you may need to change the term you have set for a default in Safari. If your Faculty Center is displaying your Teaching Schedule for a term other than Fall 2011, you may need to do this. If you are a faculty member, refer to section 2.1.2 *User Preferences* of the "**Safari Faculty Guide Section 2 – Faculty Center**" for directions on how to do this. Staff members will find directions on changing their defaults in the document entitled "**Specifying User Defaults for Student Records.**" For a copy of any

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of the documents listed above, click on this link:

http://www.cwu.edu/~pmits/fms_safaritraining/safari_guides/SAFacultyandStaffGuide.html

Faculty members should refer to the leftmost column of the html page that opens. Staff members should refer to the rightmost column of the html page that opens.

DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)

Open Computer Lab News - In previous years, the Technology Fee employed approximately 70 students at a cost of over \$300,000 a year to staff each lab with a Student Assistant (SA) during "open" lab hours. It became apparent to us that this staffing model had become outdated. In 1996, when the Student Tech Fee was implemented, computers were new, scarce, and costly technology. It made sense to have full time staffing in labs for both security and assistance. Now, however, students need far less help operating computers and the computers have become less of a target for theft since the cost of computers is a fraction of what it was 15 years ago.

The ITS Department proposed (with the approval of the tech fee committee) to gradually reduce the lab assistants (to around 40) with the goal of having one SA per building. At this time, we have 45 student assistants. This will potentially save nearly \$100,000 a year. Labs will be served by a roaming SA who will be required to check in at each lab every 15 minutes during their shift. There is a phone number posted in the Labs which will be answered by the roaming SA, in case there is a problem. We have a roaming SA in Black Hall serving Black 129, 226, 227 and the Ed Tech Center; Shaw/Smyser serving SS 212, 214, 216, 217, and 218; and we have combined Dean 230 with Science 337. In the latter part of fall quarter, we will gather data from the roaming SA's to see how this procedure is working out and their thoughts on this change. Savings will be used to support student technology in other areas.

Windows 7 in Student labs! XP Going Away – CSS has been very busy with Student labs this summer, and several changes are taking effect. The most noticeable one is the presence of Windows 7 in nearly all of our student labs. The remaining student labs that are still running Windows XP will be upgraded to Windows 7 during winter break. After the end of spring quarter 2012, Windows XP will no longer be supported in the student labs.

Faculty need to be aware of this pending change for summer, and also understand that CSS simply does not have the staff available to continue maintaining legacy operating systems in the labs. For the present quarter we have left the Windows XP installations in the following labs: Psychology 441, Science 337, and it's still included as part of a dual boot configuration with both Windows 7 and XP in Shaw 217-218, and the Farrell Hall 420 lab. These legacy XP installations will be left 'as is' until the end of spring quarter 2012. At that time the XP operating systems will be removed.

Faculty input for lab software needed – ITS would like to make your software requests for teaching in student labs an easy process. Due to reductions in CSS staff, we have to reinvent how we receive and process your requests. These changes are required to meet our annual goals in maintaining campus computing equipment. One of the changes that will directly affect

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faculty is the manner in which software for the student computer labs/classrooms is requested. Faculty will need to request (from this link www.cwu.edu/~css/software_request_form.html) what additional software they would like to have in a particular lab/classroom. The software will have to meet certain requirements to be installed:

- it must be compatible with the current operating systems installed in the labs and not conflict with other required software,
- it must be legally licensed to CWU for use in teaching situations,
- it must be paid for or available as a free download (CSS cannot fund any requests),
- a copy of the software will have to be available by the request date for the following quarter.

Beginning this year, CSS will require that your software needs for upcoming quarters be made by the same date that your textbook orders are required.

The dates are as follows:

- In Fall quarter requests for the following Winter quarter need to be in by October 15th.
- In Winter quarter the requests for the following Spring quarter need to be in by January 15th.
- In Spring Quarter the requests for the following Summer quarter need to be in by April 1st, and the requests for Fall quarter of the next academic year need to be in by May 1st.

Our software committee will review the requests for availability, published compatibility issues, and published hardware requirements. If need be, the software will be installed and tested on a lab computer to verify compatibility. Once that is done, the requesting faculty member will be sent a response indicating if it is compatible for installation, and if so which of the requested labs we will be able to install the software in. We have a web page available which outlines our current procedure http://www.cwu.edu/~css/std_lab_sw.html and near the bottom of the web page you will again find the link to our request form www.cwu.edu/~css/software_request_form.html. Throughout the year we will continue to remind faculty of this new process via Central Today, and the Intranet. As our process evolves we will notify faculty of changes and improvements.

Campus and Centers' Classrooms Prepared for Fall Quarter - Media Services/Classroom Support was able to complete visitations to all of the campus classrooms to update computers and check system operations.

Media Services Engineering staff was able to visit four of the five supported Centers to resolve issues they were having at the end of summer quarter. No major upgrades were done at the Centers this year so more time was available for general support operations to be performed. The last room in the major DE Classroom upgrades, begun last year, was completed this September. Library 153 was brought to the same performance level that all the other CWU DE classrooms are at.

The move-in operation to the new Hogue building was done with two temporary classrooms being constructed in addition to those which were done under the construction contract. Work was begun on the pre-design of the Samuelson SUB remodel project. METS Engineering and ITS are both on the building committee.

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ENTERPRISE SYSTEMS & DATABASES

Major Software Project Statuses – Updates for several major software projects underway.

- **HRSA 9.0 Upgrade Overall Project Slips to YELLOW** - The Executive Project Team – Monthly Status reported, “The Overall project is in a category of “**AT RISK**”. Competing work assignments, in both technical and functional areas, continue to impede project milestones from being achieved on time. Workload balancing, improved testing procedures and the addition of a Student Administration consultant are being put in place as remedial actions.” The Budget Status remains **GREEN**.

Completion is planned for April 2012. If the upgrade is not completed by the end of 2012, the university's Human Resource and Student Administration (Safari) systems will no longer be supported by the vendor for critical updates such as Financial Aid regulations, tax updates, and other major changes.

- **Ancillary Projects** – There are significant development efforts (work requests) continuing in the HRSA 8.9 production system. Limited progress has been made due to competing workloads to support the new fiscal year, OFM requirements, etc. The Project Management Team is looking at ways to “freeze” most new work requests to free resources to complete the upgrade. In short ... the project is trying to overhaul the engine while it's running (upgrade to Version 9.0 while we're changing Version 8.9). This is not a good practice.
- **ePAF Support** – In an effort to improve our ability to provide ongoing support to the custom ePAF application, Susie Haberman and Heidi Wixson travelled to Smart ERP headquarters in California to work closely with the developers for a week. During this time they were able to receive training and assistance in addressing several of the issues that have been identified since the product went into limited use on campus.
- **Data Mart** – In collaboration with the Office of Institutional Effectiveness (OIE), in mid-August ITS staff from Networks and Operations and from our DBA group installed and configured the Data Mart server and database environment as part of the initial phase of this strategic project. OIE staff next will begin the process of designing and developing the campus Data Mart.

EIS Governance Updates – Status reports for various Governance activities.

- **EIS Governance September Meeting** –The regular meeting was held on September 27th. The current “Right-sizing” of resources was discussed. At this time, information continues to be reviewed and updated for eventual consideration by senior administration. Edward Day is the point of contact for this effort. As noted above, we are seeing significant impact of competing priorities (work) on the HRSA upgrade and other activities. Current plan is to finalize a recommendation for presentation in October.

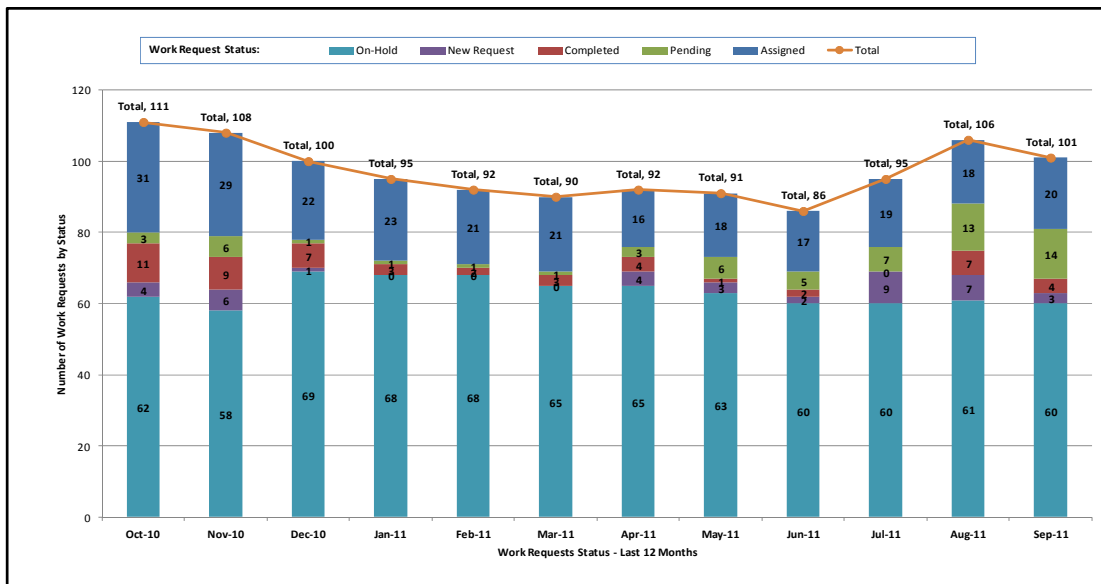
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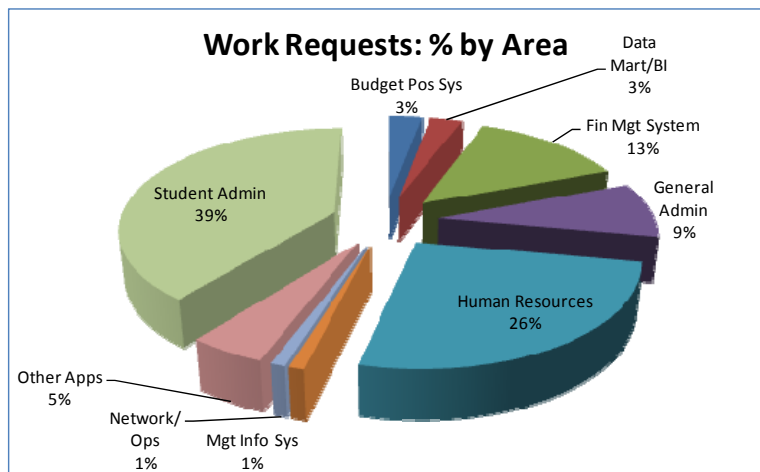


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- Proposed Change Freeze for HRSA 8.9 Production** – At the September meeting, Gene Shoda indicated that given the impacts other work activities are having on the upgrade, and that HRSA version 8.9 has a very limited lifespan, that we should stop making changes to that database. Every change is taking critical time away from the upgrade. A proposal is being developed for discussion with the Executive Project Team of EIS Governance to address the issue.
- Work Requests and Status by Month** – Total number of Work Requests by Status, are shown for the October 2010 through September 2011 period in the chart below. Included are a number of possible new Work Requests related to initial findings/proposals of various Task-Forces.



Work Requests Status by Major Area – Every month, the Enterprise Information Systems (EIS) Governance Team meets to review the status of current and new work requests for the major administrative/enterprise systems. This chart shows Work Requests percentage by Area. As would be expected, Student Administration (Safari) has the largest percentage of work requests, with Human Resources the next largest



Additional information can be found at: <http://www.cwu.edu/~pmits/EISGovernance.html>

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CAPITAL FACILITY PROJECTS: The following are capital projects that ITS supports (or will support), under the direction/management of the Facilities Management Department (FMD). ITS plays a major role in these projects via network/telecom installations, desktop support upgrades, etc. Please, contact Keith Jones at (509) 963-2191 if you need more information.

IT Capital Project Status – September 2011

| Capital Project (Title) | Project Stage | Expected Completion | ITS Work Status | Update |
|---|---------------|---------------------|-----------------|---|
| Hogue Technology Building Addition | In Process | September 2011 | In Process | <ul style="list-style-type: none"> The re-cycled desktop equipment deployment was completed in August. Desktop computer equipment to support Labs & classrooms is being finalized to be ready for Fall quarter classes. Testing & final configuration of the Multi-media classrooms & labs was completed. |
| Hogue Technology Building Remodel | In Process | September 2012 | In Process | <ul style="list-style-type: none"> This remodel project has started and is planned to be completed September 2012. FF&E procurement process is underway including technology needs for classrooms, labs, and offices. Telecom Department has been working with the contractors to setup temporary office space in the old Hogue Tech building during the remodel. Telecom Department staff have been working with contractors on verifying cable pathways within the remodel project. |
| Barto Hall Replacement Housing Services | In Process | September 2012 | In Process | <ul style="list-style-type: none"> FF&E procurement process is underway including all technology needs for project. Construction of the East wing & West wing are well underway and work on the South wing has started. |
| Science Building Phase 2 | Planning | June 2013 | Underway | <ul style="list-style-type: none"> Design Project Capital Funding of \$2 Million (FY12/13) for Physics, Geology, and Science/Math Education. A project committee is working with Design Team to meet the needs of future users of the building. |
| Samuelson Building Remodel Project | Planning | June 2013 | Future | <ul style="list-style-type: none"> Phase 1 Capital Funding of \$5 Million (FY12/13) for the demolition of the south portion and full design for a new facility that will be remodeled and for a new addition. Selection of a design team is in the review phase for this project. |
| Nutrition, Exercise, Health Sciences NEHS | Planning | June 2013 | Future | <ul style="list-style-type: none"> Project has \$300,000 (FY12/13) for Pre-design of a new facility. |
| Digital Virtualization Lab | On Hold | TBD | Future | <ul style="list-style-type: none"> Project is waiting for Funding source. A mobile Demo of the DVL was on campus as part of the S.O.U.R.C.E. conference in May. |

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NETWORKS, TELECOM & COMPUTER CENTER

Internet Bandwidth Utilization - The following charts show the Internet bandwidth for August and September 2011, for our two CWU networks. The ResNet bandwidth utilization (Figure 1) shows nearly no bandwidth usage during summer break. The point at which students returned is obvious as the graph shows a significant increase in traffic. The Campus network bandwidth (Figure 2) shows averages of 145 Mb/sec with occasional bursts near 170 Mb/sec. With additional demands for ResNet bandwidth, and higher needs for Campus bandwidth to support “rich content” and online courses, ITS has increased the “pipe” available to us from 200 Mb/sec to 500 Mb/sec. Not all of this can be turned on due to budget limitations, but we now have the capacity to expand to that level if needed and funded.

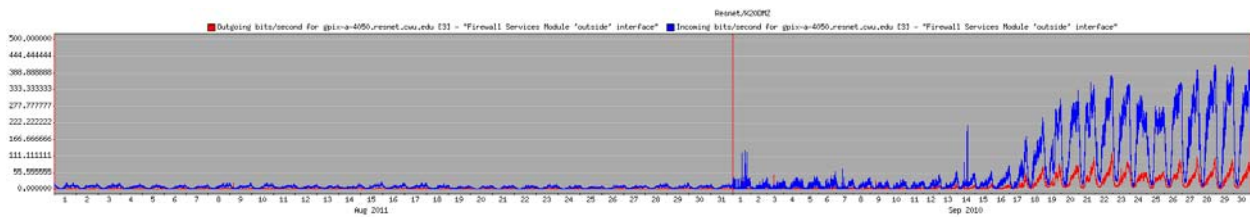


Figure 1: ResNet Bandwidth Usage for August/September, 2011

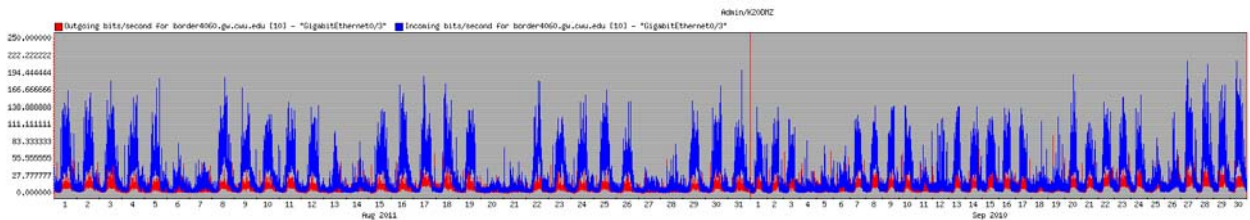


Figure 2: Campus Bandwidth Usage for August/September, 2011

Data Center Power Outage - Following the power outage on July 25, our UPS service technician discovered and replaced faulty batteries on the evening of August 4. Discussions with FMD led to the decision to replace batteries every three years and to schedule quarterly inspections of the UPS. The entire battery series was replaced September 15 without incident. Full diagnostics are contracted and will be scheduled for a later date.

Patch Installation Issues - Following the application of operating system patches to the PeopleSoft test and development servers, these environments have experienced intermittent performance problems. N&O and Applications staff is working diligently to resolve the problems before patching the production environment.

Web Upgrade Project - N&O staff continue to provide technical support to the web redesign initiative, whose foundation is the Drupal content management system. Development and production servers are in place, and the transition to the new system is scheduled for mid-October. The new web environment has a completely new architecture consisting of multiple physical and virtual machines and is designed to maximize performance and redundancy.

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CWU Data Mart - Hardware and software configuration of the new data warehouse development server is complete, and the system has been turned over to the Department of Organizational Effectiveness. N&O will continue to maintain the operating systems while the department will be responsible for database development.

Blackboard Upgrade - The new system, which includes a software upgrade and hardware replacement, was fully tested over the summer and placed into production for fall quarter.

Dial-in Server - The power outage on July 25 resulted in extended down time for our aging and long out-of-warranty dial-in access server. Though the system was eventually brought back online, the outage prompted us to evaluate the benefits of this service vs. the cost of maintaining it. Following internal discussions and contact with the handful of remaining users, ITS has decided (and Administration has concurred) to terminate general availability of this service effective January 1, 2012.

Tomlinson Network Expansion - N&O worked with Telecom to expand the network at the stadium. There is now access in the concession stand and gate areas. This service will facilitate ticket processing and vending by Dining and the Wildcat Shop.

Telecom Upgrades - N&O provided extensive network support for recent PBX upgrades by Telecom. These upgrades involved major architectural changes which required the creation of multiple network segments at the extended campus centers.

Network Hardware Evaluation - N&O staff is evaluating HP networking equipment as a possible alternative to Cisco gear at the edge. CWU is a Cisco shop and we have been generally pleased with the performance of the equipment, but the current fiscal situation demands that we consider less expensive solutions. Staff is comparing HP and Cisco in terms of feature sets and performance and will determine whether the cost savings justify the move to a heterogeneous network environment.

CWU Telephone Switches upgraded at 4 Centers and Ellensburg Campus – All five of CWU's telephone switches were upgraded to current release 7.5. The upgrades were necessary for continued hardware and software maintenance support. Our old release 5.5, was no longer supported and software licenses for things such as IP and digital phones could no longer be purchased at the old release. All systems were successfully upgraded with minimal service outages and impact on staff and students. The upgrade was also required to support the CallXpress Messaging system upgrade that was completed. We now have a much tighter integration between the systems allowing for better call completion and transfers. The upgrade has significantly improved the administration and functionality of the PBXs, it has provided improved web-based management, network timing, security, survivability and it establishes the initial requirements for the evolutionary paths into a fully integrated SIP-based architecture.

CallXpress Messaging Upgrade –The system was upgraded to the current CallXpress 8 platform. This upgrade incorporated significant architectural changes as well as a major feature release. Improvements include improved survivability and flexibility by moving to a distributed multi server architecture and removing single points of server failure; increased mailbox and

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licensing capacity, we now have enough licenses to allow all user mailboxes to be integrated or unified messaging mailboxes; improved availability of speech resources and speech licenses; improved integration between the telephone system and CallXpress; and implementation of new features such as Personal Assistant, a “find me follow me” application.

CallXpress Personal Assistant - What was once a *nice to have* feature in the past has become a *need to have* feature now. In the office, in your car, stuck in an airport, or someplace without an Internet connection, CallXpress Personal Assistant provides Advanced Call Screening – it allows you to acknowledge an incoming call with a brief message before putting them into your voicemail or divert (transfer) the call to another subscriber when you are unable to take the call and want to transfer the caller to someone that can help them. Personal Assistant will be

gradually deployed to campus after an initial test is completed.

Speech Services and Speech Recognition - A Speech Directory and speech recognition services will be available to all campus users shortly. The CallXpress upgrade significantly improved our ability to utilize this feature. Look for more information in the next Monthly Report on how to access this service.

Blackberry Tip - When typing an email address in the 'to' field of your BlackBerry® Smartphone's email application, there's no need to look for the @ key; just hit the space key and your phone will insert the "@" symbol into the e-mail address for you. You can also press the space key when you need the "." symbol in the middle of an email address and it will fill that in too. To save time, do the same when typing URLs in the browser; pressing the space key fills in the periods faster than typing them manually.

AT&T App designed to curb texting behind the wheel - AT&T has launched its free AT&T Drive Mode mobile application (www.att.com/drivemode), which, when downloaded and activated, automatically sends a customizable reply to incoming texts – notifying the sender that the user is driving and unable to respond. The auto-response is similar to an “out-of-office” email alert. For more information and a brief video go to <http://www.yummyummyclub.ca/att-drive-mode-blackberry> . The app is currently only available to AT&T BlackBerry subscribers, but versions for other smart phones are planned for future release.

To download the free app: <http://appworld.blackberry.com/webstore/content/55091?lang=en>

AUXILIARY COMPUTING SYSTEMS

CWU Smartphone App – With the initial launch of CWU Mobile for the iPhone during the summer, we now offer Central's app for Android and Blackberry devices. There has been over

Information Technology Services Department

400 East University Way . Ellensburg WA 98926-7436 . Phone: 509-963-2333 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: stephenm@cwu.edu . Home Page <http://www.cwu.edu/~its>
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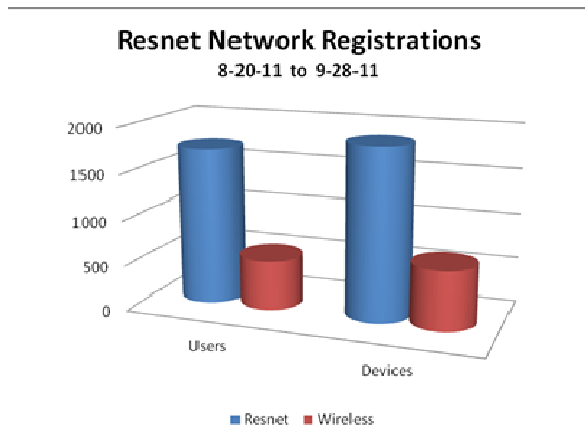
3,300 combined downloads. Planning for a Phase 2 rollout is in progress with additional modules for Places, and Library information being added.

Dining - Computrition, the warehouse recipe and menu system, has been upgraded to Oracle11g R2. After a long delay, the Kronos time keeping program is on the verge of migrating to CWU's standard version of Oracle. The online Web Menus nutrition application will expand access to include the Residential network.

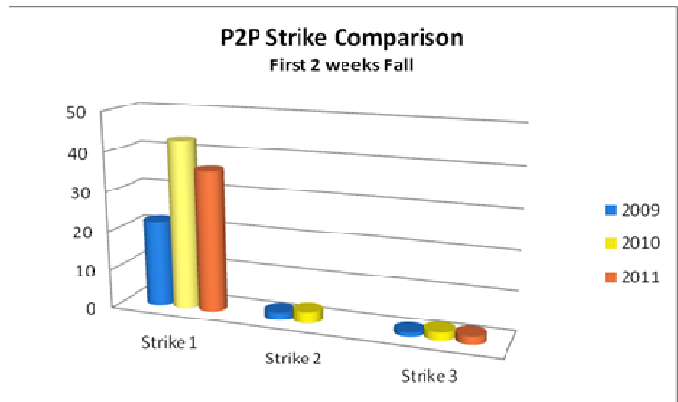
Housing - The Judicial Officer application received a minor version upgrade.

Parking - Six new parking Permit payment stations from Parkeon have been installed around campus. These offer permit purchases with cash, and debit or credit cards. Fall parking permit sales for students, staff, and faculty have been completed, with 2,334 permits being sold via the T2 Flex parking application.

ResNet, Bandwidth and P2P File Sharing - It's all about *Bandwidth!* We have increased ResNet bandwidth by 100% for the 2010-11 Academic year. This is big and means that each basic plan now receives 1.5 mbps and premium plan holders receive 3 mbps. Premium plans are still offered as an opt-in/opt-out option for University Housing residents. Students can sign up at <https://www.resnet.cwu.edu/portal/>. CWU currently has 10,309 registered devices on the network.



Once again, newly arriving students were eager to hook up to the internet in the apartments, residence halls, and via campus wireless. The chart on the left indicates the 2 groups and total number of users and their devices who registered this fall.



CWU is still bound by the provisions of the Federal Higher Education Opportunity Act of 2010, which mandates us to monitor all traffic for illegal Peer to Peer file sharing. This includes those students who make use of the Campus wireless network, represented by the red cylinders (chart above). The graph above, on the right, indicates that we are very close to last year's record breaking pace for downloading copyrighted material. The good news is that our technology allows us to catch and stop most of the illegal activity before they are successful,

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thus preventing violations of the Digital Millennium Copyright Act. Students who are caught attempting to download illegally are subject to escalating consequences.

Tomlinson Stadium - A joint effort between Athletics, Dining, Wildcat Shop, and Wildcat Tickets has expanded network data for better customer and services in Tomlinson Stadium. These include sales with debit and credit cards, and student verification of current student status verification for free entry into stadium events. The project was completed in time for the September 2nd game with Humboldt State.

WEB PROJECTS & SERVICES

Web Redesign and Content Management System (UPDATE) – The last two months saw a great deal of progress in preparation for the new website. The major areas of focus were actual page/site conversions and installation of the physical servers needed to support both our development and production efforts. With the full team in place, conversions hit high gear and resulted in over 55 departments and organizations being converted. Over 2,200 web pages were converted in the process. Efforts have recently been concentrated on verifying data, links and other aspects of the new site. Along with that, our programming staff has been working to ready features like the new search functionality. The search is complicated by the need to return results not only from the data in the CMS but also from legacy sites that haven't yet been converted. While getting that to work, they're also working to enable new capabilities such as the Google-like "search as you type" function.

On the server front, the hardware has been installed, configurations completed and the database containers required for the initial implementation have been created. All of the converted pages have been moved in to these databases for testing. All of these activities consumed more time than was originally planned, and competed with other priority projects, so the site launch date has now been moved to October 16.

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