



# CENTRAL WASHINGTON UNIVERSITY

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



**We Want to Hear About Your Favorite Mobile APP** - Have you found a great mobile App from your App Store or Market Place (iPhone, iPad, Android) that you use in your Academic or Administrative work life at CWU? If so, we'd love to hear about it! We will compile your suggestions and share the results so your fellow co-workers can work smarter, not harder! Please email your submission to: [HelpDesk@cwu.edu](mailto:HelpDesk@cwu.edu). ITS would love to have your responses by January 31<sup>st</sup>, but feel free to submit your recommendations any time. Please include:

- APP NAME
- COST (if any)
- DEVICE YOU USE IT ON (iPhone, iPad, Android, etc.)
- BRIEF DESCRIPTION

**Green Printing Statistics for fall 2011 Quarter** – During Fall Quarter 2011, ITS and the Library collected statistics on student printing. While no charges were levied (except for guests), the system was set up to provide \$10 (200 pages) of “free” printing, although for the 2011-2012 Academic Year all printing for students remains free. Here’s the scoop as of December 13<sup>th</sup>:



- Number of students who printed: 8,253 out of 11,000 students
- Total pages printed: 810,363
- Users who printed more than \$10: 1,003 (<10% of all students)
- Users who printed more than \$15: 538 (~5% of all students)
- Highest printing total by an individual: 3,584 pages (\$179.20)
- Number of Public Users: 43
- Most pages printed by a Public User: 646 pages

ITS, Library and the Student Technology Committee will review this data, and data from Winter quarter, to determine how Green Printing should be implemented in Fall 2012. With the current information, it is likely that the “free” volume would be increased to \$15, so that 95% of students were not impacted. YES ... the numbers are correct. One individual did accumulate nearly \$180 in printing (nearly 3,600 pages). ☺

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**Trip to ASU gives new Classroom Technology Perspective** - Steve Douglas was one of four members of the Samuelson Communications Technology Center Building Committee who traveled to Arizona State University to visit their recently built Cronkite School of Journalism building. The group wanted to see how ASU had incorporated new technologies into their instructional environment. The group was treated to a whole facility tour by members of the Journalism school faculty and staff which ranged from sitting in on a Masters level class presentation to touring the technical infrastructure of the broadcast studios. For the most part, the traditional classroom was missing. There were only three such classrooms to serve over 1200 students and they were equipped just like our current classrooms in Black and Science. The only addition was class capture systems with three cameras and a small control booth in the three rooms. ASU has replaced traditional classrooms with several class/lab spaces where students move from brief lectures to lab activities in the same room. There was a large student “commons” style area that is heavily used and which doubles as a forum for regular evening presentations by practicing professionals in various journalism fields. Overall, the trip was informative and those in attendance returned with new approaches to explore and consider as the SCTC building design is completed.

**WHETC Updates and Plans** – The Washington Higher Education Technology Consortium (WHETC) had its regular meeting on December 15<sup>th</sup> at Everett Community College. In addition to legislative updates and other recurring topics, items of interest included:

- **Microsoft Office 365 for Higher Education:** UW presented on this critical topic. Several major universities have reached a contract agreement with Microsoft, recognizing that their project meets Higher Ed needs (FERPA, HIPAA, etc.), and acquired extremely competitive pricing. All of Washington State Higher Ed is looking at various levels of implementation. Stay tuned!
- **Domain Squatters:** Many universities across the country are buying the new adult web domain (.xxx) to keep others from developing adult websites such as UW.xxx, etc. In Washington, only UW had taken any action. Others felt that this was not a huge issue, that it was unlikely that someone would accidentally go to [www.cwu.xxx](http://www.cwu.xxx) (going to .com sites is more common), etc.
- **CTC ERP Project:** An extensive update was provided on the CTC’s project to implement an Enterprise Resource Planning (ERP) system to replace their legacy system. The project is currently going well with Gartner, Inc. leading the requirements phase. All 4-year schools are participating from an information perspective. If the CTCs were to choose PeopleSoft, there may be some benefits to CWU for pricing, maintenance, etc.

**White Papers Outline Funding Shortages** - The ITS Department has completed three papers outlining the funding shortages and risks in three major areas. These areas are:

- **Classroom Technology:** Most of the funding for replacement, expansion, and modernization of classroom technology was provided via Minor Capital Funding (Program). This category was eliminated from the capital budget this biennium (and perhaps forever), leaving the classroom technology budget virtually non-existent.

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- Wireless Local Area Networking: Seven years ago, basic WLAN services were provided at CWU using operational funding. The technology is old, and needs to be replaced ... and substantially expanded. With the huge cuts taken in operational budgets, there is basically no funding available to address this area.
- Desktop Computers & Technology: Prior to FY09, the WIN-WIN funding was used to assist in the replacement/modernization of desktop computers. Computers were replaced approximately every 4 years. Between FY10 and FY12, all WIN-WIN funding was lost. Therefore, the full cost of any replacement is the responsibility of the receiving department. Few computers have been replaced/upgraded over the past 3 years.

A fourth paper is in final development, and looks at the overall funding status for Central IT Equipment (servers, storage, ancillary equipment, etc.). Central equipment (like Classroom equipment) was funded via Minor Capital Funding (Program).

### ITS PERSONNEL UPDATES AND INFORMATION

Nothing to include in this report!

### CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT

**DE Operators to help Rewrite “Westside Story” part two** - Maury Webber and Pete Cusumano traveled to Central’s main campus on December 13<sup>th</sup> and 14<sup>th</sup> in order to get an introduction on various systems used to support ITS customers. DeLayna Breckon gave an overview of Blackboard Collaborate and Jane Chinn covered the Blackboard Learning Management System. Tina Klampher took some time and went over CSS procedures with them. The overall goal of the training was to get an overview of what is supported by CSS and the Help Desk staff on any given day. This will be a Win-Win for Pete, Maury, and the Centers. The Centers will receive prompt support and it will save CSS costly trips over the mountains. In addition, Pete and Maury will have more opportunities to grow and expand their support roles.

### Technical Systems Training

**Training Summary:** For the month of December, ITS Training offered a hands-on Access 2010 class. Online demonstrations were conducted on Using the Wildcat Connection, Excel 2010 (PC) Tips & Tricks and Excel 2011 (Mac) Tips & Tricks. Attendees rated these classes an overall 4.67 out of 5.

**Upcoming Training Opportunities** - In January, ITS Training will be conducting hands-on classes for PC users on GroupWise Email and GroupWise Calendar. An online session for “What’s New in Windows 7?” will also be offered. Friday morning workshops via Blackboard Collaborate will be held on GroupWise Address Books and Word Tips & Tricks for Mac and PC users.

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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 Administrative Applications Training Summary**

**Training Summary:** For the month of December, Administrative Applications Training offered nine Safari classes, two Payroll classes and six FMS classes.

**Administrative Applications Upcoming Training Opportunities** - In January, 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](http://www.cwu.edu/~pmits/training_splash.html) .

### **DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)**

**Apple Lion, also known as OSX 10.7 may be coming to campus soon** - Computer Support Services is in the process of obtaining sufficient license rights to upgrade all CWU Apple computers capable of running OSX 10.7. This is the latest revision of Apple's OSX operating system. Upgrading all of the campus supported Apple computers to this operating system will provide the newest features for our users, and enable more efficient support from our technical staff by creating more uniformity on the computers. CWU has approximately 900 Apple computers in student labs, as well as Faculty and Staff offices that have hardware capable of running the new operating system.

**Classroom Technology Budget Cuts Result in Quiet Winter Break** - December is normally a month of hectic activity for Media Support. Being the second longest break in the academic year, it is a time when classroom and system upgrades are normally done. This year with no Minor Capital Funding (Program) for upgrades, it was a much quieter break ... and that's not a good thing. Equipment is getting older and failing, funding for maintenance is nearly non-existent, and many classrooms do not have the equipment faculty need. ITS has estimated that \$380,000 is needed (one-time), and an additional \$305,000 annually to keep current classroom technology operational. A source for that funding has not been identified.

**Pilot Class Capture Program in F&CS** - A pilot program was enabled for Family and Consumer Science with the installation of classroom capture equipment in Michaelson 207. There are certain classes that F&CS wants to explore putting on-line by capturing actual classes, breaking them down into shorter time periods, then making them available as an on-line class. The first phase will be capturing existing classes then experimenting with editing the recordings and posting them. Media Support and ITS Operations staff will be working with F&CS to discover what can be done to accomplish this goal.

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**ITS Looks at Classroom-of-the-Future** - Future-think regarding the classroom of the future is underway by Media Support. It is harder than forecasting the weather since technology is doing much of the driving and it is constantly changing. This is being done to try to forecast what will be expected by faculty and students in 2016 and beyond so CWU's three new buildings being designed can be as creatively current as possible. We know the "end-user" technology will change frequently. The goal/challenge is to design and build a facility that is nimble and flexible, and can change quickly and often.

### **ENTERPRISE SYSTEMS & DATABASES**

**HRSA 9.0 Upgrade** – Status report for the Human Resource and Student Administration systems upgrade from Version 8.9 to 9.0, scheduled for completion 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.

- **HRSA 9.0 Upgrade Overall Status moving to GREEN** – As reported in the December Executive Project Status, the "Overall project was in a category of "AT RISK". However, workload balancing permitted significant progress to be made in customization testing and prototyping. Testing and prototyping tasks have been accomplished at an increased rate allowing for a positive status change at the end of December. The Budget Status remains **GREEN**.
- **Ancillary Project Status remains GREEN** – Focused attention and an 8.9 change freeze has helped better balance the competing resource needs for ancillary projects and the HRSA upgrade. Having this as green doesn't mean that they're all getting done; it simply means that accepting the "freeze" of these efforts has decreased their impact on the HRSA 9.0 Upgrade Project. There are still many projects and over 100 Work Requests "in the queue".
- **Quality Assurance** – Synchronization of databases remains a high concern and one of the project's more significant challenges. Plans are in place to address differences in Message Catalog, Translate Values, Queries, Security, etc., so that changes to Version 9.0 will be fully addressed for go-live. Analysis has begun to review the differences in security set-up so that newly prototyped functionalities will be accurately implemented.
- **HRSA 9.0 Project Upgrade Accomplishments** – The following lists major accomplishments through December:
  - Customization Retrofitting – Approximately 254 of 257 customizations have been retrofitted and migrated into CSTST9 for functional testing.
  - Customizations Tested – 201 customizations of 254 have been tested by the functional areas. 191 of those have been signed off as working as designed.
  - Retired Customizations - 79 customizations have been retired due to availability of new functionality in version 9.0 and/or change in CWU business process.

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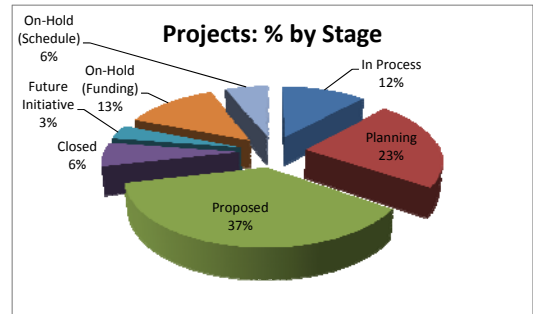
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- Business Process Guides – Approximately 40% of the 419 Business Process Guides of have been updated to reflect the changes in 9.0.
- **Upcoming Activity** – The following lists major upcoming Upgrade activities:
  - Customization Retrofitting – The technical effort of retrofitting the remaining customizations is 99% complete. Approximately 4% of the retrofitted customizations were found to require follow-up work after testing. January will be a critical month for this effort.
  - Business Process Testing – Business process testing utilizes business process guides and test scripts to exercise the system using real world scenarios. Scheduled to conclude no later than Feb 9th 2012.
  - Prototype New Functionality – Most of the new functionality that will be taken live has been setup and tested. Review by operational groups continues.

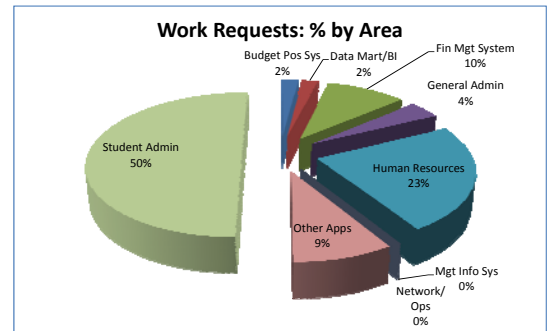
**EIS Governance December Meeting** – The regular monthly meeting was held December 20<sup>th</sup>. The draft HRSA 9.0 Upgrade Monthly Report for December was presented. Discussion included a projected status move to “Green” in January. A document presenting background on security Metadata was presented by Gene Rau. Other discussion included the CWU Enterprise Applications presentation under development for meeting with the President on January 4<sup>th</sup>. Also, the release of the RFP for consulting services to review CWU information services was noted.

**EIS Governance Updates** – Status reports for various Governance activities.

- **Work Requests and Status by Month** – Total number of Work Requests by Status, are shown for the December 2010 through November 2011 period in the chart below. Included are a number of possible new Work Requests related to initial findings/proposals of various Task-Forces. Total Work Requests increased due to results of Prototyping new/improved functionality and services.



- **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 of December. As would be expected, Student Administration (Safari) has the largest percentage of work requests, with Human Resources the next largest.



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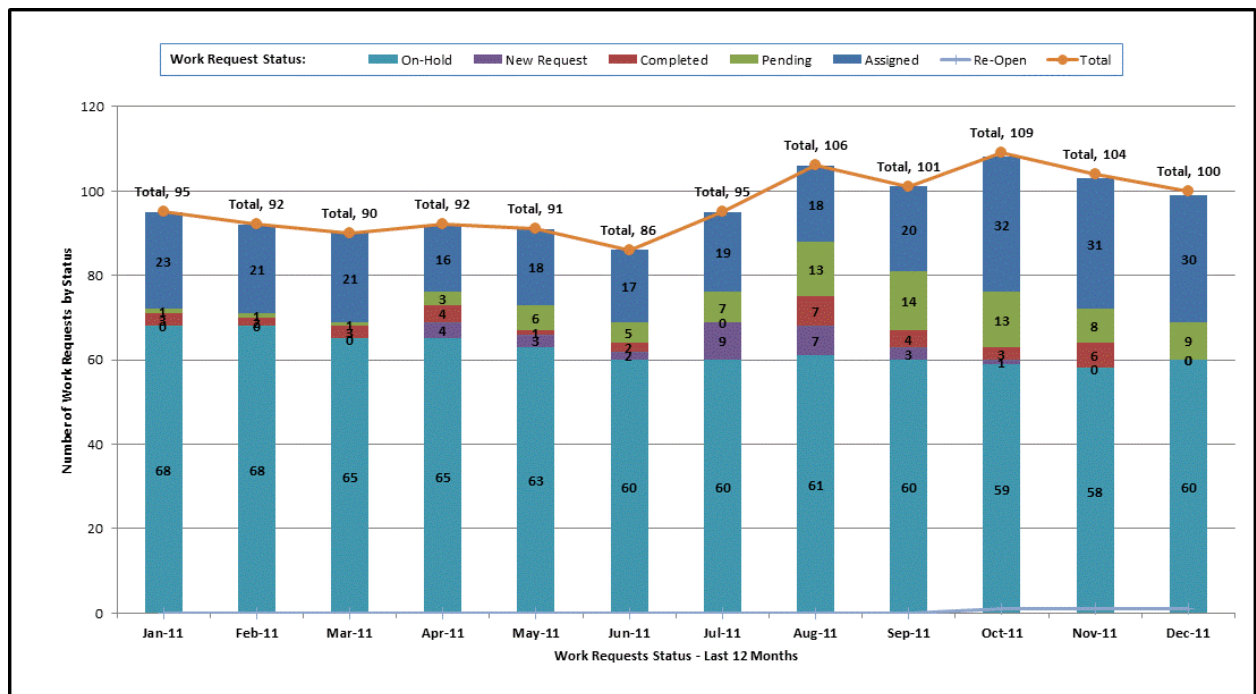


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**Project Status by Major Area** – Governance identifies and maintains a Project List that is critical for long-term planning and resource allocation. Currently we maintain a six year planning cycle. This chart shows:

- Projects Percentage by Stage; and,
- Projects by Type and Stage. Information is as of the end of December.
- The greatest percent of Projects are in proposed status. A significant number (19%) are “On-Hold” due to funding and schedule (resource availability).

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



**CWU Enterprise Applications Presentation** – As noted previously, at the request of senior administration, an overview of CWU Enterprise Applications (Administrative, Auxiliary, and Academic) was prepared for presentation on January 4<sup>th</sup>. The goal of this presentation is to present a global view of the many enterprise applications which support the university’s students, faculty, staff, and patrons to meet our mission. This information will be reviewed as part of the upcoming Information Services review. When available, a copy will be posted at <http://www.cwu.edu/~pmits/index.html>

**“Right-Sizing” Support Presentation** – As noted previously, at the request of EIS Governance, a proposal to “Right-Size” resources supporting our Enterprise Applications and Strategic Initiatives has been developed. Key to the proposal is balancing current workload with staffing, increasing efficiency through shared-work efforts, and development of one-time and continuing costs of proposed Strategic Initiatives (On-line Requisitions, Time & Labor Reporting,

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etc.) so an achievable schedule can be developed. This information will be reviewed as part of the upcoming Information Services review.

## **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 – December 2011***

| Capital Project (Title)                 | Project Stage | Expected Completion | ITS Work Status | Update   |
|---|---------------|---------------------|-----------------|--|
| Hogue Technology Building Remodel       | In Process    | September 2012      | In Process      | <ul style="list-style-type: none"> <li>FF&amp;E procurement process is underway including technology needs for classrooms, labs, and offices.</li> <li>Telecom Department has been working with the contractors to see that CWU Telecomm standards are being met.</li> <li>Furniture designs have being reviewed to better meet the needs of the two CAD/CAM computer labs.</li> </ul> |
| Barto Hall Replacement Housing Services | In Process    | September 2012      | In Process      | <ul style="list-style-type: none"> <li>FF&amp;E procurement process is underway including all technology needs for project.</li> <li>Construction of the East wing &amp; West wing are well underway and work on the South wing has started.</li> </ul>  |
| Science Building Phase 2                | Planning      | June 2013           | Underway        | <ul style="list-style-type: none"> <li>Design Project Capital Funding of \$2 Million (FY12/13) for Physics, Geology, and Science/Math Education.</li> <li>A committee is working with the Design Team to meet the needs of future users of the building.</li> <li>Strategic Design phase is being reviewed.</li> </ul>   |
| Samuelson Building Remodel Project      | Planning      | June 2013           | Underway        | <ul style="list-style-type: none"> <li>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 with a new addition.</li> <li>Strategic Design phase is being reviewed.</li> </ul>   |
| Nutrition, Exercise, Health Sciences    | Planning      | June 2013           | Underway        | <ul style="list-style-type: none"> <li>Project has \$300,000 (FY12/13) for Pre-design of a new facility.</li> <li>A Pre-Design Team is being selected by the committee.</li> </ul>   |
| Digital Virtualization Lab              | On Hold       | TBD                 | Future          | <ul style="list-style-type: none"> <li>Project is waiting for funding.</li> </ul>  |

## **NETWORKS, TELECOM & COMPUTER CENTER**

**Internet Bandwidth: What goes up doesn't necessarily come down** – Bandwidth usage goes up, up and away!! The following charts show the monthly usage for both the Campus and Residential network bandwidth. There is the usual dip in the ResNet chart over the Winter Break holiday, where most of the students left campus ... but it is evident that students like to use the Internet. It's also evident that many faculty and staff were working during the break! ☺

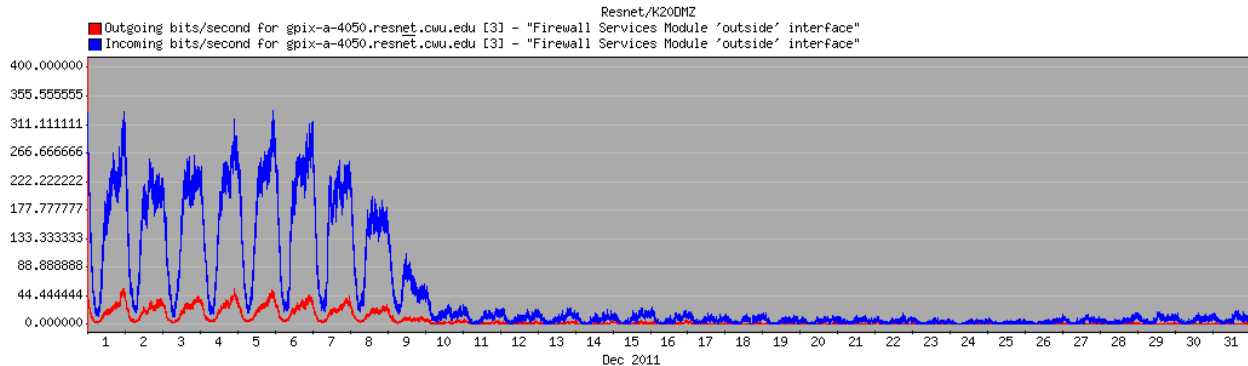
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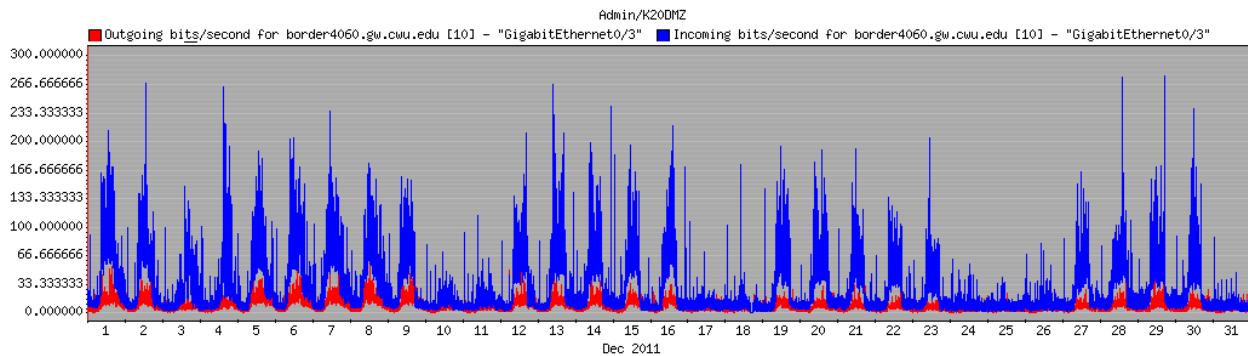




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**ResNet Bandwidth Usage for December, 2011**



**Campus Bandwidth Usage for December, 2011**

**Web Cutover** - Networks and Operations implemented a new Web system infrastructure to accommodate the launch of the new Drupal-based CWU Web system. This new infrastructure includes new server hardware and several additional Linux-based virtual machines. The coexistence of old and new Web systems, necessary during the piecemeal 2012 site roll-out, required ingenuity [or creativity] and careful planning. The increased complexity of the new Web infrastructure permits more flexibility, better security, and improved performance.

**HP-UX Environment** - Update activity to the HP-UX September 2011 distribution on rx7640\_2 platform for all of the VMs, VMHost and VMGuests is complete.

**Server Upgrades** - A new Linux server was installed to house a new Oracle 11g Grid Manager. Staff prepared a new Web/CMS platform for production, rebuilt the development environment and management backend, and established a CMS-dedicated database server.

N&O worked with the Applications group to determine a process to upgrade the VeriSign certificate on Web Logic server. They also migrated housing's residence hall CMS to the new Web platform.

**Data Center** - N&O staff continue to support our data center with 24/7 monitoring of all systems, from electrical power requirements, UPS battery backup systems, and a generator power

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backup system. N&O is currently working with Facilities on power requirements for upgraded Cisco hardware that is in the works for implementation.

**Network Upgrades Result in Huge Cost Savings** - As a result of N&O working with our network equipment vendor and VAR, we combined the equipment orders for the Network Infrastructure Modernization Project with those for the Hogue renovation and new residence hall for a substantial discount.

N&O staff spent many hours researching to determine the best option, not only in dollar savings, but also in getting the appropriate hardware requirements that fit our current and future infrastructure growth for CWU, to assure the best Total Cost of Ownership (TCO). This gave CWU the best discount due to the size of our order. Therefore every project benefited on the total discount of \$186,660.05. Using CWU's relationship with a Certified Vendor allowed us to receive an additional discount of 5.5 %. The vendor honored last year's discount of 40.5%, instead of the current rate of 35%. So ... when you look at nearly a \$1,000,000 order; the \$186K discount combined with the additional 5% discount yielded a \$200K+ savings which was invested back into the CWU network infrastructure.

We are now taking delivery. Much of this order will upgrade core equipment in the campus backbone, Computer Center server farm, Internet connection and wireless networking. VPN service will be upgraded, providing client support for newer operating systems as well as bringing mobile devices into the fold. Content switches fronting our web server farm (providing load balancing, failover, and SSL termination) will be upgraded. Everyone benefits!!!

**Is Open/Public Wi-Fi in CWU's Future?** – At the request of Senior Administration, ITS is looking at options for providing open/public Wi-Fi on campus. There are numerous regulations, laws, risks, and State policies which prohibit us from easily doing this on the cwu.edu domain network, but other options are being investigated. Due to our relationship and direct connectivity with FairPoint, one option may be to provide open/public Wi-Fi using CWU infrastructure ... but have it routed out over FairPoint rather than utilize the CWU Internet connectivity and networking. These discussions are in the very early stages, and there may be some technical and financial hurdles to jump ... but investigation is underway.

**Update** – We have a follow-up onsite meeting with FairPoint on January 10<sup>th</sup> for them to present in more detail the various options, along with the costs associated with them.

**Eastbound Internet Service** – We are currently looking into the opportunities in partnering with FairPoint, on a solution that would provide a redundant Internet connection (eastbound) for CWU at a much lower cost. Due to our location, CWU currently uses the K-20 Education Network with a single connection to the Internet, via Seattle. A lengthy loss of that “single line of failure” would have catastrophic impacts to the university. Acquiring a cost-effective link to the east would substantially lower this risk. Stay tuned!

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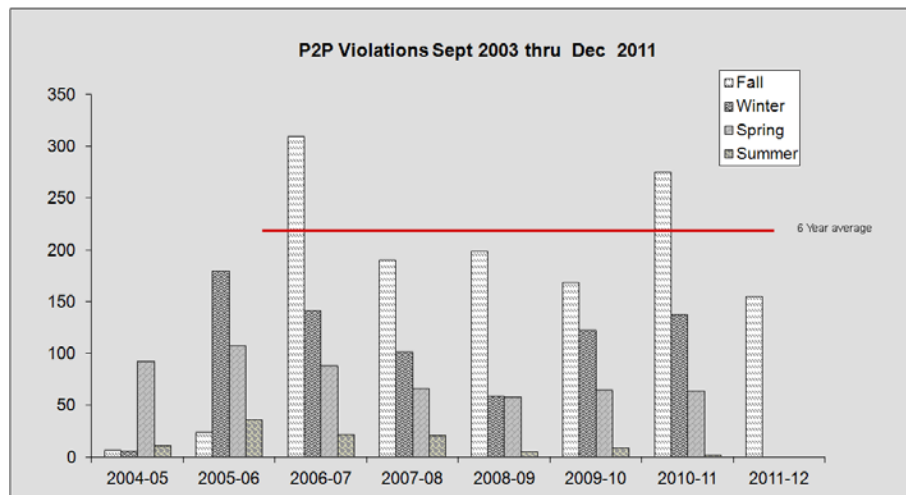
### AUXILIARY COMPUTING SYSTEMS

**Housing & Judicial Systems Upgraded** - The Judicial Officer application, jointly used by University Housing, Police Services, and Student Success, which tracks student conduct matters, was upgraded in late December to version 2.3.05. Enhancements and bug fixes included:

- Resolved problems when sending automated reply or confirmation emails.
- Reporting issues fixed and enhanced.
- Fixed problems with adding updated information to existing incidents, where some data would be reset to default values.

Their *Employment* web page has also been updated and now allows filling out online applications for Apartment Managers, LLC Community Programmer, Residence Assistant, and Orientation Leader 2012. The URL is <http://www.cwu.edu/housing/employment>

**ResNet P2P Educational Programs Have Impact** - It appeared, at the beginning of fall quarter 2011, that we were headed for another quarter of runaway P2P violations. By quarter's end, we had the lowest count of violations since the record set in 2006 (which was 143% of the 6 year average). We credit this to our education program working as planned.



We continue to develop a new educational tool for those students who unknowingly use Cyberlockers (described in October's issue) for gaining illegal access to copyrighted material. Our goal is to redirect these sessions to an educational web page which provides advice on how to avoid P2P issues and stay legal.

**PCI Compliance Focuses on Credit Card Security** - The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all entities that process, store, or transmit credit card information maintain a secure environment. The

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standards consist of 12 significant requirements related to governance, risk, and compliance that will be adhered to in order to protect cardholder information during all transactions at CWU.

CWU initially qualified for compliance in 2005. Since then the new standards have significantly raised the bar for functional and technical requirements. The university has been working towards achieving campus-wide certification for the new Payment Card Industry (PCI) since early 2010.

This is a university wide project so we have requested \$50,000 to \$70,000 from the administration which will support an RFP for rigorous onsite consulting, network monitoring, and penetration testing.

**CWU Mobile Version 2 Slated for Release** - The following items are the planned additions to CWU Mobile, in cooperation with our vendor Blackboard.

- Library module (iOS and Android Devices):  
This will link directly to CWU's Library Worldcat catalog system. All data elements have been sent to Blackboard
- Places Module (iOS only at this time. Android coming soon!):  
Places will include food, entertainment, retail and recreation venues, student resources, help and assistance locations, places of interest, academic departments and student services.
- Map Module: (All devices) Photos of buildings have been added to the Map for better identification of location.



Pending: 88.1 The Burg is currently working to provide streaming broadcast suitable for smartphones. While our vendor, Blackboard, does not offer native music support, Kurt Oberloh, The Burg's broadcast technician, has created a streaming applet for iOS. A similar Android offering is in the works. Check this out at <http://m.881theburg.com/>

**BLACKBOARD ROADMAP:** During a phone-call between Blackboard and CWU ITS, Blackboard outlined their "roadmap" for future mobile development. A few points from that discussion are:

- Blackberry (RIM): No future development for this "dying" platform. Only bug fixes and maintenance will occur in the future.
- Apple (iOS): Apple is the preferred and initial development platform at Blackboard, because it is easy and quick to market. Several enhancements to existing apps are scheduled for release in January 2012, with new apps scheduled later in the year.
- Android: Blackboard recognizes that they have not kept up the Android apps with the Apple apps, as they should. They have a six-month "close the gap" project underway. The "PLACES" app is their #1 priority for the Android!

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