FMS CONVERSION SCHEDULED FOR MAY: The Financial Management System (FMS) is scheduled to be converted from Version 7.5 to Version 8.8 starting at 5PM on Friday, May 12th. The system is scheduled to go offline at 5PM on May 12th and return to service on Tuesday, May 23rd. Communications have been sent out from the Financial Management Department (Kevin Kimball) outlining which services will and will not be available during this period, and what “business continuity” plans have been implemented for emergency situations. Additional information on the FMS upgrade is included in other items in the April ITS Monthly Report.

FMS UPGRADE: Work continues with implementation of the Financial Management System (FMS) from (Version) 7.5 to the web-based (Version) 8.8 scheduled for mid-May.

Current activity includes:
User Testing – Was completed the end of April, and has involved key participants from Accounting, Budget, Financial Services, Facilities Management, EIS, consultants and other units.
Technical Work – Major work is complete including CWU unique programs and interfaces. Testing will be finished first week of May prior to go-live. This effort includes database administrators, developers and consultants.
Reporting – End User reports have been completed including Project Summary, Project Activity and Trial Balance (formerly Project Balance) reports.

The implementation schedule is as follows:
May 12th (Friday) – Last day to enter/process financial transactions on FMS 7.5. At close of business, FMS 7.5 will be off-line (except for data look-up).
May 15th (Monday) - Starting the evening of May 15th the functional and technical project staff will begin the execution of several hundred conversion steps and processes over the next 10 days.
May 23rd (Tuesday) - The new FMS 8.8 is scheduled to be available May 23rd for entry/processing of financial transactions.

FMS 8.8 END USER TRAINING: Enterprise Information Systems (EIS) is providing hands-on, end user (departmental staff) training through mid-May, presented by Dale Lonowski. Training will focus on accessing information on FMS 8.8, with emphasis on the enhancements to FMS reports. Current users of FMS 7.5 have received an email with additional information and an online link for sign-up. Please be sure to register for a session, as security access to FMS 8.8 is not available until after training.
A new, comprehensive financial systems end user manual will be handed out to each training participant.

**FMS REPORTS – NEW FEATURES:** FMS 8.8 will have reports that are written in nVision. While the format is very similar to existing reports, nVision has the advantage of providing reports in MS Excel format.

Features will include:

- **Project Summary Report** - In addition to current month and year-to-date totals, you will be able to click on a button and see totals by month from the beginning of the fiscal year.
- **Month End Reports** - Month end reports will be run in advance, so End Users can access reports that are already run.
- **New Reports** - Additional new reports will provide aggregate information at the department, division and/or other summarized level.

*Information on accessing reports in FMS 8.8 is provided during the End User training sessions.*

**STUDENT UNION AND RECREATION CENTER:** On the opening day for the new Sub, Dining Services, Connection Card office, and Wildcat Shop were ready for customers. The Card office is fully operational while the Food and Book venues will continue to run with limited operation until mid May. These are a few of the many services that could not have opened without the joint effort of ITS, FMD and contractor support. What a beautiful facility! Over the next weeks, additional network and telecom services will come online. ITS work on the SUBREC included nearly all areas of the department including EIS/Project Management, Telecom, Networks and Operations, Auxiliary Computing, Computer Support Services, and Applications. A “job well done” is deserved by all of the groups that worked hard to meet a deadline in a reduced amount of time.

**WIRELESS UPDATE:** With the opening of the new SUBREC facility, wireless has expanded on CWU once again. Although all the wireless access points in the SUBREC facility have not been activated at this time, most of the common areas in the facility have wireless access. Wireless will be activated in the Dining areas and the Bookstore when they officially open. In addition, external wireless access will be activated in the very near future. For schedules and maps of our wireless coverage, visit [www.cwu.edu/~wireless](http://www.cwu.edu/~wireless).

**ATHLETIC EVENTS ONLINE:** The ITS Department is working with Jack Bishop (Athletic Director) and David Kaufman in MTIS on a GNAC project to have athletic events broadcast online via a company called Penn Atlantic. Work is just in the early stages, but ITS would provide connectivity and infrastructure, MTIS would provide video services, and Penn Atlantic would provide technology and online distribution services. Jack Bishop is the CWU POC for this effort. There’s still a lot to work out on this effort.
ITS PARTICIPATES IN “ACCEPTED STUDENT OPEN HOUSE”: The ITS Department (Carmen Rahm and Ken Young) participated in the Accepted Student Open House on April 22. We provided handouts and answered questions regarding technology available to students on-campus, ResNet services, wireless, Safari, recommended computers, Bookstore DELL Purchase Program and much more. We’d like to congratulate Student Affairs for a very successful day, and look forward to participating next year. We felt our involvement was worth the effort.

RECREATION SYSTEM: Mid April brought our software consultant on-site for a week of implementation. Facility program and equipment lending modules were configured. The system continues to show flexibility, allowing our existing business processes and varied programs to be managed. Training courses for full-time and student staff will begin in early May. These will be staged thru the end of May. The next implementation phase is scheduled for mid May 2006 in preparation for ‘go live’ prior to the start of summer quarter.

AUXILIARY DATABASE SERVER: In just 2 years our joint Oracle database server shared between Alumni, Dining, Facilities, Housing, and Parking is full. Plans have been made with ITS Networks to pursue an upgraded environment, funded by the multiple data owners. This is another great collaboration effort to ensure that the data continues to flow!

ITS HELPDESK STATISTICS: In the month of April, 84% of the 874 calls to the ITS Helpdesk were resolved on the first contact. There have been 5,210 calls to helpdesk in the 2005-06 school year. We upgraded our call tracking system in March 2006 so the statistics for March are an estimate.

ITS TRAINING: ITS Training would like to announce the following software training classes:
Every Monday is Campus Computing Orientation day for new employees. Come spend 30 minutes in ITS for hands-on training on computing at CWU. There will be no class on Monday May 15th.

Visit [http://www.cwu.edu/~itstraining](http://www.cwu.edu/~itstraining) for class and registration information.

**SPRING REFUNDS - ANOTHER TEAM SUCCESS STORY:** The Financial Aid, Student Financials and ITS departments have completed processing Spring 2006 refunds. Here are the statistics as reported by the Student Financials office. Another successful Team effort!

- 16,816 Financial Aid transactions
- $20,325,248.74 posted to student accounts
- Processing Time to post Aid 3 hours 17 minutes

4,670 Total Refunds

- Parent/3rd Party Refunds - 574 Checks for $989,389.38
- Student Checks - 2,336 Checks for $4,219,662.14
- Student Direct Deposit - 1,760 for $3,990,036.30

Direct Deposit was 43% of the total count and 48.6% of the total dollar amount of student refunds. This is up from winter which was about 34% of the count and 38.5% of the total dollar amount of student refunds.

Total Safari refund processing time: 1 hour 10 minutes plus about 3 hours of review and manual adjustments. Total FMS processing time: 9+ hours.

**ELIMINATING USE OF TAPES:** A Business process has just been completed by ITS to upload and transfer Loan Management System (LMS) monthly Credit Bureau data files electronically via secure internet file transport protocols to Experian, Equifax, and TransUnion. This process will eliminate the need to create and send 8mm tapes to each Credit Bureau. It will save time and money for CWU.

**RESOURCE25 UPGRADE IN PROGRESS:** ITS personnel are working closely with Academic Scheduling and the Scheduling Center to implement the latest version of Resource25. Resource25 enables the university to centralize academic and event scheduling, optimize facility usage, and present timely event information via several online calendar sites. This upgrade includes enhancements to existing features along with the addition of a web services module that will enable scheduling data to be exchanged with other space and facility management applications on campus.
**UPCOMING EIS PROJECTS:** While much emphasis is currently placed on the FMS Upgrade project, there are numerous other projects in various stages of definition, planning, and implementation.

Some examples include:
- **HRSA** (Human Resources/Student Administration) Upgrade – currently in the definition stage working with key units and process owners to develop goals and objectives, define the approach, and determine training and resource needs to develop a charter.
- **Data Warehouse** – currently under review as to planning needs.
- **Portal** – also under review as to planning needs.

**STUDENT RECREATION CENTER WEB SITE DEVELOPMENT:** The web office has completed a redesign for the University Recreation department. The redesign was created to incorporate an easy navigation structure within all programs and also to create a unique look and feel to the department site. Programs within University Recreation include Group Fitness, Intramural Sports, Student Recreation Center, Outdoor Pursuits and Rentals, Personal Training, Rock Climbing Wall, Sport Clubs and Summer Kids Camp. You can view the site at: [http://www.cwu.edu/~rec](http://www.cwu.edu/~rec). Thanks to Brandy Bradley for this new site for the Recreation Dept.

**NEW SOURCE SITE IS LAUNCHED:** The Web Office is pleased to announce the launch of the new SOURCE site. This new dynamic site is a leap forward in Web technology here at CWU and features some of the following functions:
- Pages are dynamically created for the SOURCE site.
- Submissions waiting to be approved are viewed and approved by mentors online.
- The new abstract submission form has some error checking features
- The site can display all abstracts that are approved
- Format of the program page is exactly like the original document created by the participants.
- When program page is generated, corrects some errors like "Word Apostrophes", and a few other anomalies.

Many thanks to Lee Gobroski, lead Student Developer on this advanced project. To view this site, please visit [http://www.cwu.edu/~source](http://www.cwu.edu/~source).

**WIN-WIN:** The Win-Win program continues to see a lot of action and the level of campus computers improve. We have placed the second order for 100 new computers and look forward to working with the departments that need upgrades to the old computers they have. Starting next year (FY07, the WIN-WIN Project will be renamed the Desktop Replacement Program … as it will be ongoing, and will focus on the oldest computers on campus regardless of whether they are Windows based or Macs).
**CSS MONTHLY STATISTICS:** Computer Support Services repaired a total of 411 computers this month. What doesn’t show in our monthly figures this month is how much work was accomplished in the new SUB REC building as we installed equipment transferred from the old SUB.

**SPECIAL RECOGNITION:** The Military Science department has awarded Dave Germain a Certificate of Recognition for the excellent service he provides to the Army ROTC. Thanks Dave for a job well done!

**TORRENTIAL IMPROVEMENTS FOR RESNET:** BitTorrent is a widely used method for downloading files which involves a network of connected users sharing bits and pieces with each other.

Although BitTorrent is sometimes a tool chosen by those who illegally download music and movies, there are also a growing number of legitimate uses for it, such as downloading new Linux distributions.

Previously, ResNet curtailed BitTorrent usage in the same fashion as other (prohibited) peer-to-peer software by throttling the bandwidth available for it to practically nil. Unfortunately, legitimate use of BitTorrent in that environment was unworkable.

Michael Backman, an Information Technology Specialist, has implemented a system for ResNet that supports occasional, legitimate, use of BitTorrent by giving increasing per-user bandwidth for a specific amount of time. As the user continues to use the protocol, the system periodically throttles available bandwidth until their Internet connection is reduced.

The effect of this new system is that a student using BitTorrent only for occasional transfers will see greatly improved performance over the previous method. Those attempting to run BitTorrent continuously (as in the case of users attempting to download large volumes of illegal content) will see even slower speeds than before.

This enhancement to ResNet is only one of many substantial improvements Michael has made since coming on board in June, 2005 as the first full-time staff member dedicated to serving ResNet. There is a definite perception among staff and students that ResNet is running better today than at any time since its inception in 2000.

**NETWORK SECURITY IMPROVEMENTS PLANNED:** In order to better protect vital information stored on the University's mission critical applications and network resources, changes are being made which will allow a software-based inspection of network traffic at critical points on the backbone.

A network-based Intrusion Detection System (IDS) works in a similar fashion to the anti-virus software already in use on host computers at CWU. An IDS system is tuned to recognize
signatures of network traffic which indicate that a system is being tampered with, or has downloaded a known infection. IDS has initially been deployed to protect systems processing credit card data at CWU and is being expanded to provide coverage for other areas as well.

A number of other security related projects are also underway. With funding from the 2005/2007 Computing Infrastructure project, a device has been acquired which can correlate the large volume of real-time network management information continuously generated by the backbone network. Factors such as network traffic, diagnostic output from switches and routers, as well as IDS and firewall logs are combined and "boiled down" in a fashion that calls operator attention to unusual events as they unfold.

Over summer 2006, a long-standing firewall upgrade will be applied at CWU’s border with the Internet. In addition, internal firewalls will be enabled to better protect the server farm from systems within the CWU network in the event one or more becomes compromised. Since firewalls are intended by design to disrupt network connectivity, your patience will be appreciated throughout this project as we proceed carefully to ensure that normal traffic is unaffected by the upgrade.

**TELECOM PROJECT WORK:** Wade Richardson and Randy Patterson have worked tirelessly on making sure the new occupants of the Student Union Center have their communication needs up and running. Phones have been moved, installed and updated. Alarm circuits and data connections have been supported. Steve Ashbrooks and Randy Patterson have been busy supporting the Nicholson Pavilion remodel and asbestos abatement project, assisting contractors with telephone installation and moving cabling for demo work. Steve has also been coordinating the cabling and infrastructure remodel at Munson Hall in preparation for new student residents. Steve managed all of this and took a week off to have his tonsils removed!

**SCHEDULED BUILDING CABLING:** Three buildings have been selected for a cabling infrastructure update. These are Hebeler, Farrell and Psychology. The engineering consultant, Summit Engineering, was selected from three top candidates by an IT and Facilities committee. Work will be proceeding on engineering with Hebeler first and scheduled completion of new cabling before Fall Quarter begins. These three buildings were the top three among eleven that require upgraded cabling to improve data connectivity and speeds.

**TELECOM STUDENT EMPLOYEE:** Bradford Gay, Accounting major, has been employed by the Telecom department for about 3 ½ years. Brad has been an outstanding employee and will be graduating after Summer Quarter. Brad was nominated for the Student Employee of the Year and although he was not selected, he was recognized for the nomination. Brad has had a significant role in the installation of the University wireless network. Brad really deserves the recognition. Thank You Brad!