Month: January 2006

**DEBBY’S MONTHLY PHONE TIP:** Did you know that while listening to a voice mail message, if you press the 5 key, it will tell you the time, date and phone number of the person that left the message. It’s called Envelope Information.

**AC FAILURE CAUSES COMPUTER CENTER OUTAGE:** At approximately 11AM on Tuesday, January 3rd, while many on campus were preparing to tour the new REC Facility, a near catastrophic situation was occurring in the CWU Central Computer Facility. One of the two 20-Ton Air Conditioning Units had to be taken offline for emergency repairs which resulted in the temperature rising from an acceptable 68 to 70 degrees, to a potentially catastrophic 90 degrees. ITS personnel immediately started to shutdown many of the systems which the University relies on including the PeopleSoft FMS and HRSA systems. Temporary cooling with fans and open doors was activated until the AC unit could be returned to service, but this action was not sufficient to allow the larger systems to stay on. ITS and FMD have worked together to implement a short-term solution to provide redundant cooling in the center for the next few months, with a goal of having an additional permanent AC capacity in place by the end of March 2006. Heat is one of the greatest enemies to our computers and will result in system failures and data loss if not addressed.

**FRIDAY THE 13th LIVES UP TO ITS REPUTATION:** At approximately 12PM on Friday, January 13th, power was lost to nearly all systems and networking equipment in the CWU Central Data Facility. This catastrophic outage was the fault of a heat sensor/thermostat located on the ceiling of the Data Center for approximately 25 years, and no current staff in ITS or FMD knew of its purpose. During scheduled heat sensor calibration and testing, this sensor was adjusted and resulted in the tripping of the main 400 Amp service breaker to the center. Due to the purpose of the sensor, and the location of the breaker, the Uninterruptible Power Supply (UPS) and Generator did not provide power to the center, as would occur if there were a loss of street power. In short, it functioned exactly as designed. This was an accidental event that occurred while personnel from ITS and FMD were doing approved work, however, many steps have been taken to assure that this situation does not reoccur.

**MICROSOFT PUBLIC SECTOR CIO SUMMIT:** Carmen Rahm attended the Microsoft Public Sector CIO Summit in Redmond, WA on January 25th and 26th. The summit included several general sessions focused on Security and Disaster Recovery Planning. Breakout sessions were focused in four major areas which were 1) Federal Government, 2) State and Local Government, 3) K-12 Education, and 4) Higher Education.
BLACKBERRY LITIGATION: Could it affect CWU? The ITS Department is closely monitoring the RIM/Blackberry litigation, which has the potential of disrupting our wireless Blackberry Service that many at the University are dependent on. How and if this will impact CWU is still unknown as we maintain much of our own Blackberry equipment locally, and news releases have stated that government agencies would not be impacted by the court rulings. We are planning to participate in an audio conference later in February to better understand our options.

EMAIL RETENTION TO REDUCE TO 12 MONTHS: In March of 2005, ITS set the email retention period at 24 months, with the plan to reduce to 18 months in September of 2005, and to 12 months in March of 2006. Well, it’s approaching March 2006, and we want to remind everyone that all non-archived email older than 12 months will be automatically purged in March. For people who are already archiving their email before it is 12 months old, this will have no impact. For individuals not currently archiving, email older than 12 months will be deleted monthly, starting in March. Tips for archiving email are available on the ITS Training website at http://www.cwu.edu/~itstraining/GWHelpPages/, or you can contact the ITS HelpDesk at ext. 2001. This is the final scheduled reduction for email retention.

FMS UPGRADE - PROGRESS REPORT: The new version of our financial application continues to be a major focus as we move into the final months of this project. The Computing Infrastructure capital project has funded the acquisition of a database server, an application server, and a process scheduler/report server for the new Financials 8.8 implementation. All of the equipment has been ordered and is expected to be installed, tested, and operational in time for the conversion of the old FMS system to the new 8.8 system. Our planned go-live target date is April 25.

Key users from Accounting, Budget, Purchasing, Asset Management, Facilities and other departments are continuing in-depth testing of the new version. Testing is conducted three days each week for approximately three hours per day. Every page/process is tested using a pre-defined script. Any issues that arise are recorded for further review and/or technical work. This extensive testing effort is intended to make go-live as error free as possible.

FMS UPGRADE IMPLEMENTATION PLAN: Implementation of the Financial Management System (FMS) from (Version) 7.5 to the web-based (Version) 8.8 is scheduled for April 25th. The implementation schedule is as follows:

* April 14th (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).
* Starting the evening of April 14th, the functional and technical project staff will begin the execution of several hundred conversion steps and processes over the next 10 days.
* The new FMS 8.8 will be available April 25th (Tuesday) for entry/processing of financial transactions.
Business and Financial Services will issue comprehensive schedule and information by the end of February.

**FMS 8.8 END USER TRAINING:** Enterprise Information Systems (EIS) will offer hands-on, end user (departmental staff) training mid-March through mid-April, 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 will receive an email late February/early March, with additional information and an online link for sign-up.

*A new, comprehensive financial systems end user manual will be handed out to each training participant.*

**SAFARI USAGE REACHES NEW HIGHS:** The first day of winter quarter saw record usage of the PeopleSoft Safari system as over 950 users were serviced simultaneously. That is a huge leap from the maximum 700 users seen during the last school year. Heavy usage carried over into the next week as financial aid refunds processed without a hitch.

**MORE SOFTWARE IN THE LIBRARY 154 COMPUTER LAB:** One of the goals for the remodel and expansion of the Library 154 computer lab was to provide a spot where students would have access to more software in a lab with the most open hours. Over the last few months ITS has worked with the staff of the Library/Electronic Resources and Systems group to add software to the standard computer build of an Internet Browser, anti-virus software and the Microsoft Office Suite of software. The latest software additions to the lab include two statistical packages (SPSS – Base only) and Minitab 14. Thanks go to David Carrothers, Sergio Razo and Jack Frost from the Library for their help in getting the software installed. Library 154 Lab hours are 7:30am-11:45pm (Monday through Thursday), 7:30am-8:45pm (Friday), 11am-6:45pm (Saturday) and 1-11:45pm (Sunday). It is hoped that by making more software available in the Library, and by expanding the size of the Library labs … hours for other labs can be reduced, thus saving dollars associated with keeping these labs open in low usage periods.

**ITS HELPDESK STATISTICS:** In the month of January 82% of the 870 calls to the ITS Helpdesk were resolved on the first contact. There have been 3180 calls to helpdesk in the 2005-06 school year.
The data gathered via the IT Quality Feedback form shows a rating of 4.63 out of 5 for overall satisfaction on all Helpdesk requests during the month of January.

**ITS TRAINING:** ITS Training would like to announce the following software training available to all faculty, staff, and student employees:

Wednesday, February 22, from 9 to 10:30 a.m., GroupWise E-mail on the PC
Thursday, February 23 from 8:30 to 10 a.m., GroupWise Calendar on the PC
Friday, February 24 from 8:30 to 11:30 a.m., Word: Getting Started

Also, every Monday is Campus Computing Orientation day for new employees. Come spend 30 minutes in ITS for hands-on training on computing at CWU.

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

**WIN-WIN:** The WIN-WIN project, which is intended to replace approximately the oldest 250 Windows computers on campus each year, is on track with initial goals. Computer Support Services (CSS) has already begun to contact departments to assist in identifying and replacing older Windows based computers.

Family & Consumer Sciences was the first department to contact CSS to verify some of their qualifying computers for the project and are in the queue to receive new computers. Bill Miller and Lynn Linnell met with Dr. Meghan Miller, Dean of the College Of The Sciences (COTS) to review the program and to outline how ITS will be able to provide support for this project.

Additional departments have been contacted by CSS to arrange for replacements. The bid for the first 100 computers was awarded to Alden & Associates and should be arriving in early
February. Since this is the first year of this ongoing effort, we are setting up many automated processes to help streamline all the work and logistics.

**SUPPORT STATS:** In January Computer Support Services provided 362 Tier III on-site support resolutions. Of the 362 contacts, HelpDesk escalated 151 calls to on-site status. The remaining 211 contacts consisted of new equipment and direct user contact to CSS.

**CAPITAL BUILDING PROJECTS:** ITS personnel from nearly all areas of the department are involved in capital buildings projects around campus and at the Centers. Our involvement includes network and telecom infrastructure, desktop computer installations, development and implementation of specific applications and systems to support the building occupants (i.e. REC Center Systems), and much more. Current projects include:

SUBREC: In the new SUB & Recreation Center Building, ITS personnel have been making minor adjustments at the Recreation Center in response to student and other users’ needs. ITS staff is now focusing on the SUB portion of the project. Planning is underway to install the many information technology systems and other special services that will be used in this new building. Currently, we are monitoring the installation of the voice/data cabling and configuring and testing network equipment. This new backbone equipment will be installed when the data communication rooms are finished off and ready.

CWU-WENATCHEE: For the CWU-Wenatchee Center Project, ITS personnel are working very closely with the technical staff at Wenatchee Valley College to build the technology plan to bring this building on-line. The Wenatchee Center project is anticipated to be completed mid-2006.

DEAN HALL: For the Dean Hall Project, technology support meetings with the design teams are underway. The ITS staff is working with the project staff to create the specifications required to meet the needs for our users in this building remodel.

CHCI: For the CHCI remodel Lobby project, the ITS department is working with the design team to meet the technology needs of the users. This project will start in June and continue through August.

NICHOLSON PAVILION: For the Nicholson Pavilion upgrade project, we are working with the design team to get specifications ready in support of the bid documents. Bidding for the project should occur mid February.

MUSIC BUILDING: Music Building phase II Voice/Data upgrade of eleven faculty offices is being planned, to better support the needs of these users.

**WIRELESS UPDATE:** After several months with little activity the Wireless project is starting to move again. Funding has been secured to add wireless to the Facilities’ Jongeward complex.
Wireless should be up and available by the end of the first week in February. Funding has also been secured to enable wireless in Michaelsen and Randall. Facilities work is in progress and these two buildings are expected to be complete by the end of the winter quarter. Wireless is also available in the new REC complex’s weight room, exercise facility and the gym. It will be available throughout the entire complex upon completion of the new SUBREC building in April. This will also include outside coverage in the common areas around the building.

**MOBILE NEEDS RESULT IN CELLULAR GROWTH:** Cell phone usage continues to increase with a total of 227 cell phones on campus. Out of this number 65 are with Nextel and 162 are with Cingular/AT&T. Included in this count are 50 Blackberries. The status of Blackberries in the U.S. continues to be uncertain but State and Government agencies have been determined exempt for any rulings that may shutdown Blackberry service in the U.S. We are monitoring the media reports and will update the campus as the patent infringement case continues.

**ONGOING TELECOM PROJECTS:**

1. **VXTracker**, a web based application that will provide metrics for ACD Groups. *Status:* Pending, waiting for Network support. **No change in the implementation status.**
2. **Web Query**, a web based application to provide customer access to work order information. *Status:* The vendor is working on it but has had problems getting it to install. **UPDATE – This application will not work on our server. A new Telemanagement product suite would have to be purchased to provide this service. Telecom will be actively pursuing reimbursement from the vendor for all costs associated with the Web Query application purchase.**
3. **SRS and PBX upgrades. Status:** Collecting data for quotes, continuing to work with Qwest to set up an implementation schedule. **No change in the implementation status.**
4. **Telecom Disaster Recovery Planning** – Ongoing data collection for hardware, software and accounting data.

**SPANISH WEBPAGES ONLINE:** With 8,000 words on two-dozen pages the ITS/Web Office launched our Spanish pages on January 15th. The next feature will be Mp3 files that provide an audio version of the individual pages. To view the Spanish pages, simply click on the *Espanol* icon at the bottom of the page.

**ASSISTANT WEB DEVELOPER FOR STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT:** The Web Office is pleased to announce that Brandy Bradley has been hired for this position. A long-time employee of CWU, Brandy has cross-trained into the IT field and is certified by the World Wide Web Consortium.

**NEW PROJECTS:** We are pleased to announce that Linda Beath, AVP for Under Graduate Studies and the Web Office are partnering on a project to develop Web sites for grant proposals with Edmonds Community College and Pierce College.
**DIRECT WEB SUPPORT CONTINUES:** We are pleased to announce that The College of Education and Professional Studies has entered into a direct support agreement with the ITS/Web Office. Departments, Divisions and Colleges participating in this program realize a 40% labor savings in Web maintenance. This opportunity provides students “real world” experience, and takes advantage of economies of scale. If interested, contact Jesse Days at ext. 2810.