INFORMATION TECHNOLOGY SERVICES DEPARTMENT
(Monthly Information and Updates)
November 2008

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ADMINISTRATION & MANAGEMENT

Major Spam House Shut Down - On November 12, it was reported by the Washington Post that one of the world’s largest WEB hosting firms for junk mail was shut down, after its Internet service providers cut its connectivity. Most sites reported a significant drop in junk or spam mail. At CWU, we discovered a 33% (and growing) drop in junk/spam mail in the week after the Internet cut-off. This is a significant reduction in the volume of email that approaches 500,000 parcels per day. Users will see a slight decrease in spam, however the majority of the spam originating at this location was blocked by our filters and never reached the CWU end-user.

CWU Alert! Update on November 12th Emergency – Just two weeks after the first all-campus test of the CWU Alert! system, Public Safety and Police Services engaged the emergency alert system to notify the Ellensburg campus of an armed robbery nearby. Starting at 1:22pm, notifications were sent to 12,448 individual contacts via phones. This resulted in 19,417 individual phone messages being sent, with 16,999 successful deliveries. Of the 2,418 unsuccessful deliveries, most were due to calls to phones with no answer. The system will try a phone number 3 times before marking the call unsuccessful. Many messages were received immediately, but due to carrier delays and call backs, the entire phone message sending process took nearly one hour.

At the same time, the system sent 22,639 alert e-mails and 114 text messages. Very shortly after the phone/e-mail messages were sent, a Desktop Alert! went out to faculty, staff, and student computers connected to the campus network. These messages stayed on the screens for 10 minutes.

We received over 200 e-mails to the alertfeedback@cwu.edu account. The vast majority of feedback was very positive with many thanks for implementing the alert system. There were two issues reported frequently in the feedback. The first was the alert system calling a phone, hanging up due to a perceived bad connection, and then calling back. The second was difficulty understanding the computer voice. This was caused by the text to speech conversion and the subsequent computer voice pronunciation of abbreviations. For example, “Ave” was pronounced “Avay”. Many great suggestions were given such as being sure to indicate that the alert impacts the Ellensburg campus, as opposed to a campus center.

CWU Alert! will be tested every quarter to insure new students, faculty, and staff are aware of the system and its purpose and to insure that we do not have any technical issues. The next test will be scheduled for late winter quarter. (ITS Goals 1, 4, 5, 6, 7)

Walla Walla University PeopleSoft Implementation Team Visit – The PeopleSoft implementation team at Walla Walla University met with CWU functional, technical and project
staff on November 24th. Walla Walla purchased the complete PeopleSoft system including Financials, Human Resources, and Student Administration. At this time, they are targeting their first implementation for October 2009. Over the past year, several CWU staff members have visited via phone with Dana Jensen (Walla Walla Project Manager) to share information and offer suggestions. This communication led to a request to visit CWU and meet with key functional and technical staff, an opportunity for both organizations to expand their regional network of contacts. After the visit, Dana Jensen had the following comments:

“I can’t thank you enough for the wonderful meetings you set up for us with your great team there at CWU. We had such a remarkable, educational visit that it was completely worth having to get up early enough to leave WWU at 5:45 am this morning. (If you knew how much some of the users are NOT morning people you would better understand how much it meant to me to hear them say it was sooooo well worth it!) From the technical, to the functional, to the project management side of things, we got our eyes opened wide and learned so very much that will help us with our implementation. Best of all, we feel we have great resources we can call on to help us when we have questions in any of these areas. Thank you so much for sharing your time, your expertise, and your knowledge with us.”

PLANNED OUTAGES & SERVICE DISRUPTIONS

**PeopleSoft Activities** - Events that will disrupt or have affects on the PeopleSoft environments can be found on our Environment Calendar that is posted on the web at [http://www.cwu.edu/~its/appsgrp/schedule/](http://www.cwu.edu/~its/appsgrp/schedule/). This is a dynamic calendar with frequent updates so please revisit it regularly. Actual outages shown on this calendar are also posted to the Service Outages area of the intranet the week prior to the event. (ITS Goals 1, 2, 3, 6)

**PERSONNEL UPDATES & INFORMATION**

**INNUA Leadership Meetings** – As a member of the International INNUA Board of Directors, Nancy Jackson attended the International Nortel Networks Users’ Association Board and Leadership meetings held October 31 and November 1 in Pittsburgh, PA. Issues discussed included the financial impact of the economy on the industry. All costs associated with attendance were paid for by INNUA, the end user association. (ITS Goals 2, 3, 10)

**Department of Personnel Project Management Training** – In November, Tina Short and Debbie Hunt (Project and Training Services) attended project management training presented by the Washington State Department of Personnel. This training is part of a program designed by the Project Management Institute (PMI) that brings together knowledge and best practices for conducting project work. The goal of Project and Training Services staff is to update their project skills, improving the quality and timeliness of the many initiatives at CWU and achieve certification. (ITS Goals 5, 7)
CUSTOMER SERVICE, HELP DESK SUPPORT and TRAINING

Help Desk Statistics – As the graphs below show, in the month of November, 83% of the 348 calls to the ITS Helpdesk were resolved on the first contact. This exceeds our goal of closing 70% on the first call. In addition, wireless setup assistance remained the top call topic for the third straight month. (ITS Goal 1)

Help Desk Feedback – The Help Desk continues to receive excellent feedback from our customers who complete our support survey. To date, the average score for overall satisfaction is 4.92 out of 5.0. In July we started sending surveys automatically to all customers when their Help Desk call was closed. We use the feedback generated by this survey to update our processes to better serve the campus community. (ITS Goal 1)

Wildcat Chat! - The Help Desk is currently testing the feasibility of using video and/or text chatting as a way for our customers to more easily access our services. We have successfully tested a product called Crafty Syntax which allows us to text chat with multiple users at one time. Watch for this added service to launch in early December! (ITS Goals 1, 2)

Student Tech Guide - We are developing a handbook for students that describes the myriad of technologies available to them on the CWU campus. This handbook is presently being compiled and formatted with the intention of having it ready to print by next summer and ready for distribution by the start of Fall Quarter, 2009. This handbook includes wireless set up instructions, lab locations and configurations, ResNet information, and much more. This handbook was requested by and funded by the Student Technology Committee as something that students can carry with them as a quick and easy reference guide to the technology services on campus. (ITS Goals 1, 2, 4, 5)
Computer Support Services Statistics -
November found the completion of the GroupWise 7.0.3 implementation and the initial delivery of the Novell SP5 update. There were a total of 415 work orders resolved by the Computer Support Services staff. New Win-win computers accounted for 24 work orders with 24 old desktop systems being sent to Surplus. A total of 26 “trickle down” computers were redistributed on campus. There were 12 new Macintosh computers delivered. Laptops accounted for 11 new systems this month. (ITS Goals 1, 4, 5, 6, 7)

University Center Support – On November 13th, Tina Klampher and Dave Germain visited Wenatchee to remove equipment from the library, update all CWU workstations, and perform preventative maintenance. Dave was able to meet the staff since the move to their new location. (ITS Goal 1)

Department of Aviation Simulator Move – Chris Pratz responded in an expeditious manner to move the flight simulators for the Department of Aviation to temporary locations on the main campus. This move required a high degree of attention to detail due to the complexity of hand-wired circuits that cannot be replaced. (ITS Goal 1)

Employee Link Self-Service Guide Reminder – A new comprehensive guide to employee self-service is available at the link below. Reminder - all university employees can access their personal data and paycheck information via the Wildcat Connection, by selecting Employee Link. This will take you to the Self Service pages with your information. (ITS Goals 4, 5, 6, 7) http://www.cwu.edu/~pmits/fms_safaritraining/safari_guides/staff_info/8.9HRSelfService.doc

Upcoming classes – Demonstrations on “GroupWise Rules” and “GroupWise Address Books” will be scheduled for December. Announcements will be made via e-mail and the CWU Intranet. Also, if you are new to campus, ITS Training offers a 30-minute, hands-on computing orientation class. Check out http://www.cwu.edu/~itstraining/ for scheduling, class descriptions, and a registration form. (ITS Goals 4, 5, 6)

Customer Service – Tier II Support – In addition to providing training opportunities, IT Project and Training Services staff also respond to Tier II contacts received through the Helpdesk, directly from customers and from other ITS staff. Many of these calls result in one-on-one training and support. The chart at the right shows the type and number of contacts made during November. (ITS Goals 1, 2, 4, 5, 6)
Administrative Applications User Training
– The chart on the left shows training and attendance in November, by scheduled class. Dale Lonowski is CWU's end-user trainer for various on-line systems including Safari (Student Records, Academic Progress, Financial Aid, Student Financials and Admissions), FMS (Financial Management) and Payroll (Rapid Time Entry). Kristi Gladen provides end-user training on a variety of topics such as BlackBerry PDA's, GroupWise, MS Office applications, networking, Windows, and the Mac OS. (ITS Goals 1, 2, 4, 5, 6)

DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)

Winter Quarter Computer Lab Software Query - Instructors who have a class scheduled in ITS managed computer labs have recently received e-mails asking for their software needs for their Winter Quarter classes. Based on feedback from the instructors, computer hard drives are imaged with the required software by technicians in Computer Support Services. This is a proactive approach to ensure classes have the required software available and installed for the first day of class in Winter Quarter. If an instructor that will be teaching in a computer lab class hasn’t been contacted about their software needs, please contact Dave Storla at storlad@cwu.edu or at 963-2955. (ITS Goal 1, 2, 4, 5, 10)

Classroom CRT's Replaced with LCD Flat Panel Monitors – Just prior to the Thanksgiving break, the last of 99 new flat screen LCD monitors replaced existing CRT monitors in classrooms in Shaw/Smyser. Other campus classrooms had previously received the new monitors. The more energy efficient flat panel monitors were purchased with monies from the President’s Office. Thanks go to Kathy Vincent from MTIS and Dave Storla from ITS for their work on this project. (ITS Goal 1, 2, 5, 7, 10)

Computer Lab Usage Information – Prior to the start of Fall Quarter, additional licenses were ordered for the LabStats program which tracks usage of the labs. With the additional licenses available, additional tracked locations in the Library were added to LabStats, at the request of Library management. The new areas include the 14 computers in the Reference area, 2 ADA computers, and public access computers on the 2nd, 3rd and 4th floors. In addition several Macintosh computers in the Reference area also have basic usage information being collected. The following data represents total logins and number of “unique users” who have used the Windows computer labs during the last month ending November 25th. Note, because Macintosh computers do not log into Novell, information about the Macintosh computers is not shown at this time.
### Lab location

<table>
<thead>
<tr>
<th>Location</th>
<th># of Computers</th>
<th>Logins</th>
<th>Users</th>
<th>Rank</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black 129</td>
<td>31</td>
<td>2410</td>
<td>648</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bouillon 103</td>
<td>24</td>
<td>1736</td>
<td>374</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSS Ada Lab (Bouillon 211)</td>
<td>3</td>
<td>59</td>
<td>18</td>
<td></td>
<td>Note 1 below</td>
</tr>
<tr>
<td>Farrell 420</td>
<td>8</td>
<td>869</td>
<td>177</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hogue 210 CAD Lab</td>
<td>21</td>
<td>2420</td>
<td>279</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library 154</td>
<td>31</td>
<td>10843</td>
<td>3086</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Library 155 (Reference)</td>
<td>14</td>
<td>8136</td>
<td>2164</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Library 1st Floor ADA</td>
<td>2</td>
<td>1132</td>
<td>609</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library 2nd Floor Public Access</td>
<td>9</td>
<td>4361</td>
<td>1530</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Library 3rd Floor Public Access</td>
<td>4</td>
<td>1953</td>
<td>712</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library 4th Floor Public Access</td>
<td>7</td>
<td>2809</td>
<td>766</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Lynnwood 114</td>
<td>31</td>
<td>579</td>
<td>120</td>
<td></td>
<td>Note 2 below</td>
</tr>
<tr>
<td>Lynnwood 115</td>
<td>31</td>
<td>3670</td>
<td>375</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Psychology 441</td>
<td>12</td>
<td>2081</td>
<td>274</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Science 337</td>
<td>25</td>
<td>2890</td>
<td>615</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Shaw/Smyser 212</td>
<td>25</td>
<td>2542</td>
<td>541</td>
<td></td>
<td></td>
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<tr>
<td>Shaw/Smyser 214</td>
<td>26</td>
<td>2726</td>
<td>599</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Shaw/Smyser 216</td>
<td>21</td>
<td>2562</td>
<td>585</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Shaw/Smyser 217</td>
<td>36</td>
<td>2663</td>
<td>543</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Shaw/Smyser 218</td>
<td>36</td>
<td>3736</td>
<td>806</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>SURC Checkout Laptops</td>
<td>31</td>
<td>142</td>
<td>38</td>
<td></td>
<td>Note 1 below</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>428</strong></td>
<td><strong>60321</strong></td>
<td><strong>6662</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

1 - Users do not have to always logon to use these computers so usage is underestimated
2 - Lynnwood 114 is only used occasionally for classes, is not an OPEN Lab otherwise

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**ENTERPRISE SYSTEMS & DATABASES**

**EIS Governance** – Every month, the Enterprise Information Systems (EIS) Governance Team meets to review the status of current work and new work requests for the major administrative systems (Financials, Human Resources, and Student Administration). Recently, Project and Training Services (PTS) has introduced new reports which provide a month to month update on the status and number of work requests. (ITS Goals 4, 5, 6, 7)

**Administrative Systems Work Requests** - We have a significant number of work requests for administrative systems. Work requests can vary greatly by size, from a task that might require a few days of effort, to an upgrade which is six months or longer and involves a large number of functional and technical staff across the university. The following chart shows status of work
requested by system as of the end of November. (Note: additional requests may be pending for a system). (ITS Goals 4, 5, 6, 7)

<table>
<thead>
<tr>
<th>System/Status</th>
<th>SY (Includes Data Warehouse)</th>
<th>FM (Financials)</th>
<th>HR (Human Resources)</th>
<th>SA (Student Admin.)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress &amp; Planned Work</td>
<td>6</td>
<td>6</td>
<td>9</td>
<td>12</td>
<td>33</td>
</tr>
<tr>
<td>Future Work – Not Yet Scheduled</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>16</td>
<td>25</td>
</tr>
<tr>
<td>Evaluate for FMS Upgrade</td>
<td>0</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Completed Work</td>
<td>5</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>17</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>21</td>
<td>15</td>
<td>34</td>
<td>83</td>
</tr>
</tbody>
</table>

**Database Tuning Yields Huge Benefits** – Progress continues in the collaborative tuning project between the DBA Group and the FMS. Recent efforts were applied towards the budget checking process. Tests showed that budget checking the payroll journal was now completing in around 2 minutes where it previously had been taking anywhere from 20 to 45 minutes. Overall, the process was showing an 80% to 95% improvement over previous performance levels. (ITS Goals, 4, 5, 6)

**Data Warehouse Project** – During November, the technical team has continued focusing on implementing the data warehouse for Campus Solutions. Although we have encountered challenges along the way, we have learned a tremendous amount about creating the environment on the server and loading the data from PeopleSoft. The entire transactional layer has been built and the technical team is now working on running the jobs that create the Campus Solutions facts and dimensions. The next step is to define the functional team support required to document requirements for reporting, starting with student enrollment. The existing reports being run by both the student administration functional leads and by Institutional Research for internal and external reporting will be documented. We will also gather requirements for reports we are not easily able to provide today. The requirements documentation will drive the testing plan for validating data in the warehouse and will also be used for evaluating fit/gap with reporting tools when we start researching Business Intelligence and presentation tool solutions. (ITS Goals 1, 2, 4, 5, 6, 7)

**Online Purchase Requisitions** – The workflow for the Online Requisition project has completed the first two phases. Focus has been on prototyping requisitions and pre-encumbrances with initial successful outcomes. During November, a successful live demonstration with FMS Management was held with agreement to move on to the next phase after the completion of the FMS 9.0 upgrade. The next step is for limited use of online requisitions by the Purchasing Office. (ITS Goals 4, 5, 6, 7)

**FMS Upgrade from Version 8.8 to Version 9.0 Underway** – ITS staff, along with functional users, kicked-off the FMS 9.0 upgrade with a project presentation by Gene Shoda of CedarCrestone. You may view the project schedule, status reports and other important project information at: [http://www.cwu.edu/~pmits/FMS_UpgradeProject.html](http://www.cwu.edu/~pmits/FMS_UpgradeProject.html)
A snapshot of FMS production was taken during November with the goal of completing the 9.0 upgrade April 28th and April 29th. Functional staff is reviewing Release Notes and other documentation to better understand changes and new features of Version 9.0. Upgrades are necessary for the university to remain current with technology (databases and operating systems), plus maintaining systems that are compliant with current regulations. (ITS Goals 4,5,6)

**Hobson’s EMT** – Student Affairs and Enrollment Management is actively engaged in the implementation of Hobson’s EMT, a hosted product which provides expanded services for prospective students and new tools to assist with retention of current students. Two modules have been licensed, Connect (for prospects) and Retain (for retention). Utilizing data from various sources, including PeopleSoft Campus Solutions, these systems add new tools for maintaining and increasing contact with prospects and students. During November, testing of data interfaces was conducted. ITS will actively support this effort, particularly in the area of meeting data needs and networks needs. (ITS Goals 1, 2, 3, 4, 5, 6, 7)

**Loan Management System** – Staff from ITS and Student Financial Services met with SunGard representatives to work on possible schedules for implementation of the Campus Loan Management System. While schedules are still tentative, it appears that work will commence in January, 2009, with a projected go-live date in June or July. When it is complete, one of the last two major legacy applications will have been replaced and we’ll be a big step closer to eliminating our dependence on VMS systems. (ITS Goals 1, 4, 6)

**Budget/Position Control System** – Replacing our Position Control System has been a goal of CWU for some time, and earlier this year staff visited Simon Frasier University (SFU) to review software they had developed. In June, we received notification that they were willing to share their software with us at no cost, and in late July, we received copies of their custom application along with applicable documentation. During August and September, we installed the SFU software and began a reconfiguration of part of the Human Resources system for maintaining Position Data. We are now reviewing the SFU customization to determine what changes and additions will be needed to adapt it to our needs. This project is scheduled to be completed in May 2009. (ITS Goals 4, 5, 6)

**Operating System (TRU64) Replacement** – CWU uses the TRU64 (Unix-based) operating system to support most of our enterprise systems. Unfortunately, Oracle/PeopleSoft has announced discontinuance of support for TRU64 for our EIS environment. This requires the university to choose a new operating system. Network & Operations, along with Applications, has been reviewing options for replacing TRU64. This change will require some new hardware, retraining of key staff, and a complex transition for our enterprise applications. Keith Jones, with assistance from Debbie Feinman, is having preliminary planning meetings prior to kicking off the official project with ITS Networks & Operations, and Applications staff. The project is expected to run from early 2009 to mid/late 2010. (ITS Goals 1, 4, 6)

**Legacy Applications Retirement Project (LARP)** – A long-term ITS project has been the retirement of applications that were hosted on the old VMS system. These systems have been replaced by newer technology. Auxiliary Computing, Networks & Operations, and Applications
have teamed to replace applications including software development, hardware updates, and archiving of legacy data. Of 23 sub-projects, 10 are complete, with 7 underway, and the remainder scheduled for next year (2009). The goal is to achieve a final shutdown of these systems and hardware by November, 2009. (ITS Goals 1, 6, 7)

**CAPITAL FACILITY PROJECTS:** The following are capital projects that ITS supports, 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.

**Campus LAN Infrastructure Project (CLIP) Planning** – The planning for the next biennium’s infrastructure improvements is pending. The project group, including FMD and ITS, is reviewing the building infrastructure improvement priority list and discussing plans with the UITAC. This review will result in a plan for specific upgrades to be done during the next biennium (assuming funding is available). Biennial funding is normally around $500K. Buildings on the priority list include McConnell, Shaw-Smyser, Mitchell, and Bouillon. (ITS Goals 1, 2, 4, 5, 6, 7)

**Dean Hall Project** – During November, installation of network equipment and Voice & Data cabling installation and testing was completed. Wireless Access Points are being installed throughout the building. All additional computer equipment has been ordered to support the project. A card-access system for the building, similar to other buildings on campus, is underway. Interconnection for campus back bone fiber optic and copper cabling has been installed to tie the Dean Hall building to the campus infrastructure networks. Final plans for the December move-in were completed during November. (ITS Goals 1, 2, 4, 5, 6, 7)

**Hogue Tech Remodel & Design** – A design team is working on the design guide and requirements in preparation for the Design Development stage of the project. The goal is to have design work completed by the end of the fiscal year. With the plans for the primary Data Center to be relocated to the old Hogue Tech Building, ITS will be both a provider and tenant of this project. ITS has been working closely with the architect and FMD to finalize plans including size, power needs, cooling, etc. for the Data Center. (ITS Goals 1, 2, 4, 5, 6, 7)

**Nicholson Pavilion Remodel** – Construction is underway and nearing completion with move-in scheduled for the first week of December. ITS has completed work with the contractor for relocation and/or replacement of cabling and equipment as part of the project. Wireless Access Point locations relocation has been completed with improved coverage. ITS worked with the Athletics Department to upgrade older desktop computers with newer equipment through a redistribution process. (ITS Goal 7)

**Old Heating Plant Remodel** – A design consultant has begun initial work on this project. ITS will be working with stakeholders and the design team to develop the project plan and schedule. (ITS Goal 7)

**New Flight Technology Modular Building Project** – A project is underway to replace the old Flight Technology building located by the Ellensburg Airport. This project will remove the old building from the site and replace it with a newer, larger, modular building. The new building will
be sized to support upgrades to the flight simulators and classroom space. A design which meets funding availability is complete, with an estimated construction completion of April, 2009. ITS not only provides data and voice services, we also support the ongoing maintenance of the Flight Simulators with certified technicians. (ITS Goal 7)

**Student Village South** – Construction on this began in July with completion scheduled for fall, 2009. ITS plays a significant role in this project. A web cam was set up to provide a running visual account of the construction progress. For a live look, go to [http://www.cwu.edu/~housing/](http://www.cwu.edu/~housing/) (ITS Goals 1, 3, 4, 5, 6, 7)

**CAPITAL TECHNOLOGY PROJECTS:** The following are capital projects that are specific to the ITS Department, and are focused on the technology infrastructure of the university. These projects are primarily staffed and managed by ITS, and funded from the Computing Infrastructure Capital Project account.

Activity is currently occurring in two of the six sub-projects. These two sub-projects are:

**Disk Storage Archive System** - While the planning stage of this project has been completed, it has become necessary that we immediately add additional storage to the current disk backup system, which is at 88% of its capacity. This additional storage will effectively add another one and a half times the existing 45TB capacity, with the potential to add an additional three times the current capacity. While this will stop the bleeding, it will not change our focus, which is to reduce the disk storage backup through the plan initially established which is to implement a tiered storage system, promote good file storage habits, and reduce the enterprise applications data storage backup requirements. (ITS Goal 7)

**Enterprise Email project** – This project has moved into its final stage, which is to implement the web based functions that will allow faculty and staff to set their spam tolerance level, set their allow and block list, and release emails from quarantine. This last stage is in the final testing phase. It is expected to be enabled for faculty and staff in early January, after the appropriate training materials have been developed. (ITS Goal 7)

**NETWORKS, TELECOM & COMPUTER CENTER**

**Internet Bandwidth Utilization** - The following two charts show the Internet bandwidth for a one month period beginning November 15 for our two CWU networks. Currently, the ResNet Internet bandwidth is limited to 39 mb/sec (Figure 1) and the Campus Network is limited to 100 mb/sec (Figure 2). The ResNet bandwidth utilization graph for the period shows saturation at 39 mb/sec from noon to 2am (indicated by the square top shape), a classic ResNet pattern for CWU, documenting that the students are using every bit of bandwidth provided. You can see on the charts that Thanksgiving weekend showed much lower usage, presumably due to the number of students leaving campus for the holiday. Feedback from residential students indicates that they want additional bandwidth, but ITS cannot provide additional bandwidth without funding from Housing. The Campus network bandwidth shows averages of 40-50
mb/sec with occasional bursts near 100 mb/sec, this is an increase from the previous period shown in last month’s report. We significantly increased Campus Network bandwidth starting in FY09 to meet the higher demand. Since the students utilize a portion of the Campus Network bandwidth via personal and checkout wireless laptops, a portion of the funding for the Campus Network is provided by the Student Technology Fee. (ITS Goals 7, 8, 10).

Unified Messaging System (New Voice Mail System) – All RFP responses have been reviewed and evaluated by the ITS team. CWU Purchasing will be scheduling a team meeting in December to review the evaluations and plan on product demonstrations. Our current system has reached end of life and is no longer supported by the manufacturer. Newer technologies are available that will provide more flexibility and features, Voice Mail Systems are being replaced by Unified Messaging which is described as the handling of voice, fax, and regular text messages as objects in a single mailbox that a user can access either with a regular e-mail client or by telephone. (ITS Goals 2, 6, 7, 8, 10)

Cellular Plans and Carriers - Three more departments were migrated to the cost saving Business Group Plans. Savings include $40 per month for CAMP, approximately $100 per month each for the ECenter and Computer Support Services. Verizon cellular service is now
Conference Bridge – Several departments have taken advantage of the Conference Bridge service available through Telecom and we’ve made the scheduling process more efficient for users. If you wish to use the Bridge you may now include it on your busy search when scheduling through GroupWise. It is listed as “Meet Me Conference Bridge”. If you wish to provide the 800 number for long distance callers, send an e-mail request to phones@cwu.edu for that number and provide your PID (budget number). The only charges for this service are for the actual costs associated with the 800 number. With the positive response and increasing use of the system, we are evaluating expanding the number of ports. (ITS Goals 2, 6, 10)

Security Camera Project – In May, a Request for Information (RFI) was issued to identify Security Camera – Management Software and IP Camera options. Review of the RFI was completed during November. The committee is now creating a Request for Proposal (RFP) to acquire necessary hardware and software. A “Usage Policy” has been drafted by Public Safety and is in review. ITS has developed a support and maintenance policy which is also in review. (ITS Goals 6, 7)

AUXILIARY COMPUTING SYSTEMS

Conference Center – The Conference Center test and production applications were migrated from the server Horizon to an ESX instance during early November. Significant performance gains were noted in speed of reporting. The complex report 'Events by JV Disbursal' took 48 seconds on Horizon and 5 seconds in the new environment. (ITS Goals 1, 2, 6, 7)

Dining Services - The Cbord Pocket PC readers have been given to Athletics for verification of 'current student status for admission to CWU athletic events. The Computrition Oracle test instance has been established in the virtualized server farm. This will be online during the first week of December. A version upgrade is in the planning stage for the Kronos timekeeping system. This will allow use of the latest Apache web server version on the application host. The current Apache version was flagged by our recent Accudata security scan as non-compliant. (Goals 1, 2, 6, 7)

University Housing - All six Cold Fusion web applications had their 'look and feel' updated during November to meet CWU’s branding. (ITS Goals 2, 7)

Parking - New virtualized server instances will be created for the upgrade of Parking's application environment. (ITS Goals 1, 2, 6, 7)

ResNet - Jason Gerdes has developed a new script to "jail" P2P users. Data is polled every 30 minutes from the Audible Magic CopySense appliance and is analyzed for information related to P2P attempts. Based on IP cross referencing, confirmed P2P activity triggers the termination of the student’s internet access. Our current shaping vendor, Packeteer, has released a new signature for Xbox traffic which increased gaming performance for the 330 registered users.
The RFP processes for acquisition of a new shaping appliance have ended. The review of returned bids is currently under review. (ITS Goals 1, 5, 6, 7).

**Student Union Laptop Checkout** - The new Scheduling Center Laptop Checkout Program went live on October 27th. (ITS Goals 1, 2, 6, 7, 8)

**Wildcat Shop** – Hardware, software, and professional services have been ordered for the Sequoia 5.8 upgrade. This will insure compatibility with the vendor’s current version and keep the store’s POS system, Merchandise, Trade books, and Textbook modules running smoothly until the release date for the vendor’s Data Warehouse system is announced. The upgrade is scheduled for the third week of December. (ITS Goals 1, 2, 6, 7)

**Student Computer Repair Service coming to CWU** - The opening of the Wildcat Service Center occurred on November 4th, 2008. President McIntyre has actively supported this expansion of student services. The service continues to offer both MAC and PC repair service to current students of CWU. (ITS Goals 1, 2, 6, 7)

**WEB PROJECTS & SERVICES**

**Institutional Animal Care and Use Committee Approval/Tracking System** - The Institutional Animal Care and Use Committee (IACUC) has contracted with the Web Office to develop an online database-driven web application to replace the pen-and-paper forms currently being used for the animal use clearance process. This is a mandatory procedure for all CWU students or faculty who wish to conduct studies that involve the use of animals. The web application has recently gone through a major revision after receiving numerous new feature requests from various IACUC members and is currently being reviewed by the IACUC. (ITS Goals 2, 6, 8)

**Administrative/Legislative Blog Under Development** - The Web Office is pleased to announce that, in partnership with the Legislative Affairs Department, a new online database-driven web BLOG is being developed. This dynamic program is being designed for Legislative Affairs and Senior Administration to review and discuss (through a web interface) pending legislation in the State House and Senate that would affect higher education in general and CWU specifically. Topics and subjects are broken down by pending legislative action, with links to the specific bills. A calendaring system is also included. (ITS Goals 2, 4)