Information Technology Services Department
(Monthly Information and Updates)
January 2011

LINKS OF INTEREST:
- HELPDESK on Facebook
- User Technology Training Opportunities
- IT Department Project List
- Online Student Tech Guide
- Online Faculty & Staff Tech Guide
- Scheduled PeopleSoft Outages and Related Events

ADMINISTRATION & MANAGEMENT

Buy Your IT Equipment Online With Your P-Card – Starting February 1st, Purchasing Card (P-Card) holders are able to purchase the majority of their technology needs online either directly from ITS (for standard desktop computers) or from CDW-g for standard printers, monitors, laptops/tablets, and accessories. A review of recent technology requisitions indicates that 80% or more will no longer be needed, and that number will rise as more items are added to the CWU list of approved/recommended items. Most orders ship in 24 hours. This new service was a joint effort between Purchasing & Contracts and the ITS Department. Don’t have a P-Card? … You can work with someone who does, or you can request your own from the eProcurement site. Check it out at http://www.cwu.edu/~css/e_purchase/e_purchase.html. The ability to order Apple computers and peripherals is coming soon.

There’s Going To Be a Free “App for That” – At the January 24th CWU Student Technology Committee meeting, the committee agreed to partner with Auxiliary Services and University Advancement to jointly fund a suite of CWU Smartphone applications from Blackboard, Inc. known as Mobile Central. Final details and contracts are under review, but things are moving forward quickly. It’ll take several weeks to get everything finalized, and then an estimated 10-12 weeks after that to integrate the applications with CWU services. Realistically, we’re looking at a late spring or summer launch for this new and exciting service … and it’ll be free to everyone! For more information about this exciting set of mobile tools, check out http://www.blackboard.com/Videos/Mobile-Central-at-Northwestern.aspx and see how another leading university is using it.

Student Technology Committee Hits the Ground Running – In last month’s ITS Report, we put out a call for students to join the CWU Student Technology Committee … and the response was so great, that we now have a waiting list. What incredible students we have at CWU! Student members are: Russell Whitley (Chair), Brittany Skelcher, Anthony Ellis, Joshua Kayla, Jonathon Hyry and Kevin Jacobs. In addition to reviewing the Tech Fee Budget and other general committee activities, the committee approved the following items:
• Allocate funding (in combination with Auxiliary Services and Development & Alumni Services) for Blackboard’s Mobile Central (see above).
• Recommend support for transitioning to a Pay-for-Print service (which would include 100-200 free pages/student/quarter) in the computer laboratories and Library. No funding was allocated at this time, but the “show of support” will allow ITS to continue analysis and testing, and present a recommendation at a later meeting. We believe that final approval will be given, and that a launch could occur for Fall Quarter. Look for more information on this topic below.

**HRSA 9.0 Upgrade is Major Project for 2011 & 2012** – Personnel from ITS continue to work closely with the EIS Governance Team (especially Student Affairs, Human Resources, and Student Financial Services) in planning for the critical upgrade to this vital system. During the upgrade (already underway and scheduled for an April 2012 completion) there will be limited technical and functional staff to do other system enhancements to any PeopleSoft modules, and related systems. In addition to the upgrade, only general maintenance, operational support and regulatory modifications will be achieved without risk to the project and/or additional staffing and funding/resources. (See related postings in this Monthly Report)

**BOT Moves to Paperless** – After a review of several products, the President’s Office and Board of Trustees (BOT) have selected BoardDocs Lt. to move their meeting materials from massive binders to the online digital age. Sandy Colson has been the driver of this from the President’s Office, with support from ITS staff to review products and identify the best “client systems” for the Board. Apple iPads were selected as the clients. Watch for more on this as it is deployed and used at upcoming BOT meetings.

**Distance Education (ITV) Is Focus of ITS & MTIS Attention** – The ITS Department has been working with MTIS Engineering to resolve some nagging issues related to Distance Education quality and delivery. These include:

1. For some time, issues have occurred when concurrent ITV connections for Distance Education reached approximately 23. ITS worked closely with MTIS last fall to help isolate the problem and Steve Douglas of MTIS identified a software upgrade from the vendor (Polycom) which appears to have resolved this issue.
2. Traffic congestion problems associated at YVCC have long been a concern that was outside of CWU’s ability to resolve. Over the holiday break, these appear to have been resolved through a temporary K-20 Network change, with a more permanent solution planned for the future.
3. ITS and MTIS staff met with Polycom (the vendor of our major ITV/DE hardware) in January. Funding to replace older hardware has long been an issue, and Polycom informed us that much of our central equipment will be reaching End Of Life (EOL) later this year. New hardware is more efficient, provides better utilization of bandwidth, and has many other advantages … but isn’t free. ITS and MTIS will work to develop a plan and recommendations on these issues.

**CWU ALERT! “Gets the Word Out”** – On Friday, January 28th, CWU Alert! (CWU’s Emergency Notification System) was used to notify the campus of an assault on campus.
Within minutes of Police Services sending out the notification via CWU Alert!, 12,254 CWU students, faculty, and staff were contacted by phone, email, text messaging, etc. This included:

- 22,906 emails to personal and CWU accounts
- 18,920 phone calls to office, personal, and cellular phones
- 310 text messages
- 2,325 Campus & ResNet Computers via Desktop Alert!

We encourage everyone to assure their contact information in Safari is up to date, and we HIGHLY recommend that you sign up for TEXT MESSAGING. It is the fastest and most reliable way that the information is disseminated. Need help? Go to the CWU Alert! website at www.cwu.edu/alert or contact the ITS Help Desk at ext. 2001 (Bouillon 112 or SURC Information Desk after hours) for assistance.

CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT

Apple Came to Train the Trainer on the iPAD - DJ Erdmann and Chuck Kenney (from Apple) spent some time with ITS personnel and demonstrated some tricks and tips on how to use your iPad to its fullest potential. They also showed us some great Apps that can really boost your productivity. It was really great to have some hands on training, which will translate into upcoming iPad training. So stay tuned!

Help Desk Stats at the SURC – The chart to the left shows the calls responded to in January at the SURC Help Desk, which is open evenings and weekends. The SURC Help Desk was busy setting up wireless (156 calls), and with general IT questions (91 calls). (ITS Goals 4 and 6)

Main ITS Help Desk Stats – As is evident in the chart to the right, the Main ITS Help Desk (located in Bouillon 112, open from 7-5, M-F) logged 579 calls in January. The two main areas this month included setting up wireless access (209 calls) and helping folks with their passwords (181 calls). It is always a busy time the Help Desk at the start of each new quarter. (ITS Goal 4 and 6)
Administrative Applications Training – The chart on the left shows training and attendance for January 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 Rapid Time Entry (Payroll). Kristi Gladen provides end-user training on a variety of topics such as BlackBerry PDAs, GroupWise, MS Office applications, networking, Windows, and the Mac OS. (ITS Goals 1, 2, 4, 5, 6 and 7)

Customer Service and Tier II Support – In addition to providing training opportunities, IT Training staff also respond to Tier II contacts received through the Help Desk, directly from customers, and from other ITS staff. Many of these calls result in one-on-one training and support. The chart on the right shows the type and number of contacts made during January. (ITS Goals 4, 5, 6 and 7)

Upcoming Training Opportunities - In February, ITS Training will be conducting hands-on classes on GroupWise Calendar for the PC and Mac as well as a hands-on class on Excel 2011 (Mac) Charts & Tables. Friday morning workshops via Elluminate Live! will be held on various topics. 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. (ITS Goal 4 and 6)

Enterprise Systems Training - If you are a faculty member new to CWU, Enterprise Systems Training strongly recommends that you attend a Safari 102 class. Safari is the system that contains all information you may need as a faculty member including, but not limited to, Class Rosters, Teaching Schedule, Advisement Information, etc. You may also view your personal Contact Information as well as your Pay Advice through the Safari system. Do you need FMS training as well? Take a look at all the training opportunities offered at: http://www.cwu.edu/~pmits/training_splash.html

Project Collaboration Tool Research - ITS staff has been working with the President’s office on an interim project collaboration tool that has no cost, because we have no budget. ☺

Information Technology Services Department
400 East University Way  Ellensburg WA 98926-7436  Phone: 509-963-2333  Fax: 509-963-1385
Bouillon Hall Room 202  Email: stephenm@cwu.edu  Home Page http://www.cwu.edu/~its
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143
option being considered is Microsoft’s Windows Live. The project has been put on hold pending the arrival and "settling in” of the new VP/BFA, Provost and their supporting staff.

DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)

Pay for Print Project – One of the many reasons for this project is to explore different solutions to reduce the amount of paper that is wasted in the labs, and the inequitable amount of printouts that some students print. Currently, about $80,000 of Tech Fee funding goes to paper and toner in the labs/Library and the goal is to reduce that amount to keep Tech Fee rates low. We hope to achieve this by making students more aware of the amount of paper they are using.

The solution we choose will also need to be easy to manage, integrate with our current technologies, and be easy to use for the students. We are testing a solution called PaperCut which is very versatile and offers many reporting and payment options. If our testing phase is successful and the Student Tech Fee committee approves the funding, we will move toward a full roll out of the system during spring and summer quarters. The students who do print excessively may have to pay for some printing. (ITS goals 1, 6, and 10)

New Desktop Standard System bid Proposal – We are in the process of selecting vendors for our standard desktop system, as our current contract is expiring. The technicians in CSS will be evaluating these systems, and will schedule an open evaluation for faculty and staff who would also like to be a part of the process. Those interested in being included in the evaluation should contact Chris Pratz via email cpratz@cwu.edu to be included. (ITS Goals 1, 6, 7)

ITS Evaluating “Cloud Based Email Services” to replace GroupWise for Students – For the past several months, ITS has been working with Google and investigating and testing their email for students, including how it integrates with our Identity Management processes and more. ITS is planning a similar test environment for Microsoft LIVE.com services, to provide a comprehensive comparison of the products. We are also continuing our testing in the Google test environment. During January, ITS staff focused on other campus-wide projects which have delayed this effort. The Student Tech Fee committee will be discussing this issue at their February 7th meeting. (ITS Goals 1, 2, 4, 5, 7, 8, 9 and 10)

ZenWorks 10 Project Focuses on Better Service to our Customers – ITS is wrapping up the deployment of the ZenWorks 10 agent into the Administrative users’ computers around campus and have also completed all of the Academic user computer upgrades. We will be upgrading the CWU users that handle tier 2 level support for our PeopleSoft Enterprise Information Systems in February. We are also working on upgrading services at the CWU Centers. The ZenWorks 10 project is an upgrade of the computer management software and is a prerequisite to migrate our Windows-based computers to the Microsoft Windows 7 operating system. The upgrade will give our staff additional tools to support university faculty, students, and staff. Tools including remote control desktop support services, software deployment tools and asset management/inventory services will be upgraded. (ITS Goals 1, 4, 5, 6, 7 and 10)
ENTERPRISE SYSTEMS & DATABASES

MIST (Management Information Systems Team) Initiative – In January, development and testing continued on information for Employment Reports for faculty and staff, and for Faculty Components of Pay. The Employment Reports will be available online in early February, with the Components of Pay reports following later in the month. Three new reporting tables for capturing tuition revenue information were completed. Report writers will focus on developing reports to provide analysis of course level revenue to direct costs. (ITS Goals 1, 2, 4, 5 and 6)

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

- **CWU Reporting and Process Improvement Initiative** – During January, the CedarCrestone staff completed their contract assistance with this effort. This initiative is at the direction of the Enterprise Information System (EIS) Governance Team, which conducted a major review and prioritization of outstanding Work Requests this summer. The result of this effort is the CWU Reporting and Process Improvement Initiative which includes; work focused on improving the information available to decision makers to assist with budget, financial and program analysis; simplifying and/or improving information related to prospective students, retention and planning; and process improvements for numerous areas. Remaining work will be completed by ITS staff. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

- **HRSA Upgrade from Version 8.9 to 9.0 Is Critical to CWU** – During January, work continued to finalize staffing, equipment, and funding needs. The approach is to focus on a Standard Upgrade to maintain current functionality while benefiting from various new/improved processes and features. Key to supporting this effort is providing limited temporary staff (backfill) for key functional and technical staff. Our current staffing levels barely support day-to-day production and maintenance; upgrades, which can provide numerous process improvements and efficiencies, are beyond what existing staff can fit into an already reduced work schedule. The revised schedule has preliminary technical work underway, with the major technical work efforts underway, and functional work (Fit/Gap Meetings, etc.) starting February. Completion is planned for April 2012. If an 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. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

- **ePAF in Testing** – Final system testing for the Online/Electronic Personnel Action Form (ePAF) started this month. HR staff has started working with an expanded group of testers so that all potential problems can be addressed. The vendor is working through each and sending updates for further testing. The plan is to extend this testing to select departments on campus later in February with an end goal of implementation in March. The rollout will be phased in that a small number of departments will move to the new process each month. (ITS Goals 1, 2, 3, 6, 7, 8, 9 and 10)
EIS Governance Update – Governance continues to be a major resource for information and direction as to current, future and project requests, especially concerning the HRSA 9.0 Upgrade planning. During January, much of the discussion centered on finalizing the HRSA Upgrade funding and resource plan for presentation to the President’s Cabinet. An Upgrade Subcommittee of the membership was formed which will meet and review the Upgrade Project Status, review recommendations and provide direction to the Project. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

Changes in Support of Financial Reporting – In order to better support the increasing demands for financial data reporting, ITS has re-purposed one of the PeopleSoft Financial Systems (FSPRO) for use in prototyping and delivering responses to emergent financial reporting requests. FSPRO will be used exclusively by Financial Services reporting staff and will be refreshed with data in those instances where management has urgent needs for specialized data. This action will not replace the normal production reporting that is used by campus users in the FSRPT environment. It will remain the official reporting source.

System Work Requests – During January the total number of Work Requests continued to slowly decrease. This is the result of additional contract assistance supporting the CWU Reporting and Process Improvement Initiative. Contract staff assistance ended during January. The Work Request Status Report (see below) lists the number of Work Requests by Status, by month for the February 2010 through January 2011 period. Review of the On-Hold requests to determine if the work is part of the HRSA 9.0 upgrade or a separate effort is part of the current project planning effort. The permanent staffing challenges will remain. (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

Work Requests by Month (Last 12 Months)
EIS Governance Work Requests – 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/enterprise systems. The following chart shows the current status of work requested, by system, as of the end of January. Additional information can be found at: http://www.cwu.edu/~pmits/EISGovernance.html (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

Work Requests Status – January 2011

<table>
<thead>
<tr>
<th>Work Req. Status</th>
<th>Budget Position</th>
<th>Data Whse</th>
<th>Fin Mgt System</th>
<th>General Admin</th>
<th>Human Resource</th>
<th>MIST</th>
<th>Student Admin</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td>1</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>10</td>
<td></td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>New Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Hold</td>
<td>1</td>
<td>4</td>
<td>8</td>
<td>7</td>
<td>12</td>
<td>36</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>Totals:</td>
<td>3</td>
<td>4</td>
<td>15</td>
<td>7</td>
<td>15</td>
<td>3</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td></td>
<td>95</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

EIS Governance Project List – As of the end of January, the following are project counts by stage. Additional information can be found at: http://www.cwu.edu/~pmits/EISGovernance.html (ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

Project List Status – January 2011

<table>
<thead>
<tr>
<th>Project Type / (Count by Stage)</th>
<th>In Process</th>
<th>Planning</th>
<th>Proposed</th>
<th>On-Hold</th>
<th>Complete</th>
<th>Future Initiative</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auxiliary Applications</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Enterprise Software</td>
<td>2</td>
<td>7</td>
<td>3</td>
<td>10</td>
<td>2</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Instructional Technology</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>IT Capital Project</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>IT Infrastructure</td>
<td>5</td>
<td></td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td>29</td>
</tr>
<tr>
<td>Other Enterprise Applications</td>
<td>2</td>
<td></td>
<td>1</td>
<td></td>
<td>5</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Productivity &amp; Office/Desktop</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telecommunication</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Totals:</td>
<td>18</td>
<td>16</td>
<td>36</td>
<td>15</td>
<td>7</td>
<td>92</td>
<td></td>
</tr>
</tbody>
</table>

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.

- **Hogue Tech Addition Project** – The expansion of the Hogue Technology building is almost complete. ITS staff members have been monitoring the conduit pathways and data jack outlet box locations to comply with CWU Telecom construction standards. The contractor is building out the main communication room (MDF), which serves as the connection point between our outside campus “back-bone” infrastructure to the inside services that will support this addition. ITS also supports the Furniture, Fixtures and Equipment (FF&E) procurement process to acquire technology related equipment for the project. During January, planning and equipment layouts to equip the addition are being
worked on, including technology needs for classrooms, labs, and office space. Watch the live web camera to view the building construction; it can be viewed at http://www.cwu.edu/fmd/ (ITS Goals 1, 2, 4, 5, 6, 7)

- **Hogue Remodel Project** – This project is scheduled to start after the Hogue Tech Addition is completed in June 2011. The planning phase of the FF&E procurement process to acquire technology related equipment for the project is scheduled next. In the Hogue remodel, we will be installing two Distant Education (DE) class rooms and two CAD/CAM computer labs to support program requirements. Unfortunately, location of a secondary redundant Data Center will not be a part of the project at this time due to cost. We will continue to seek funding for a secondary Data Center to meet the goals of our campus computer disaster recovery plan. (ITS Goals 1, 2, 4, 5, 6, 7)

- **New Student Residence Hall Project** – During the month of January, ITS continued working with the Housing Department and FMD to support the Barto Hall replacement. The first phase of the project is underway. ITS staff will continue working with FMD staff to support the contractor as they prepare the building for the demolition phase of the project. (ITS Goals 1, 3, 7)

### NETWORKS, TELECOM & COMPUTER CENTER

**Internet Bandwidth Utilization** - The following charts show the Internet bandwidth for January, 2011, for our two CWU networks. The ResNet bandwidth utilization (Figure 1) for the month shows a consistent and predictable pattern of usage at about 160 Mb/sec. The Campus network bandwidth (Figure 2) shows averages of 145 Mb/sec with occasional bursts near 165 Mb/sec. With additional demands for ResNet bandwidth, and higher needs for Campus bandwidth to support “rich content” and online courses, ITS has increased the “pipe” available to us from 200 Mb/sec to 500 Mb/sec. Not all of this can be turned on due to budget limitations, but we now have the capacity to expand to that level if needed and funded. Just three years ago, CWU’s total bandwidth was limited to 100Mb/sec. (Goals 7, 8 and 10)

![Figure 1: ResNet Bandwidth Usage for January, 2011](image-url)
HP SAN Maintenance - Firmware on the HP EVA SAN, which provides storage space for PeopleSoft and other administrative systems, was updated January 30. This brought the storage controllers up to the latest version, which was necessary to ensure continued support by the vendor. Thanks go to Applications, N&O and HP for a successful outage. Due to careful planning and execution only minor issues were encountered. We also must thank our customers for their patience as we take all our major systems “offline” temporarily.

KCWU Streaming - N&O met with KCWU staff to discuss an expanded presence for the station on the web. Broadcast radio is losing ground to streaming and other Internet delivery methods and KCWU is taking steps to address this trend. The existing streaming service will be moved off the ITS server to KCWU servers dedicated to the task, and content will be added. KCWU staff will administer the new servers, but N&O staff will assist in configuration and troubleshooting on an as-needed basis and will provide support for network connectivity.

Systems Tuning - System administrators are working closely with DBAs to tune the PeopleSoft systems. With the current budget constraints, it is more important than ever to utilize existing resources effectively. With information gathered from this process, ITS will also be better able to decide what hardware upgrades are required for the upcoming HR/SA upgrade.

VMWare Virtualization Environment - Work continues on software upgrades in the VMWare environment. A new management system and backend database is being built. Once these are complete, upgrades on the individual blades will begin.

CWU Conference Bridge Instructions – Even though the Conference Bridge is being used across campus, we frequently receive requests for information and instructions on how to use the Bridge. The number to our conference bridge is 509-963-1000. It is a 16 port bridge allowing 16 simultaneous callers that currently does not require a pass code. Conference attendees call into the bridge either by the call in number, 509-963-1000 (1000 for on campus users), or the 877 toll free number. Schedule the bridge through GroupWise by sending a
meeting appointment to your attendees and Meet Me Conference Bridge. This ensures no one else has it scheduled during the time you need it. If you choose to provide your long distance attendees with the toll free number, we will re-bill you for the cost of the calls based on the carrier invoice. This is the only cost for the service. Please be sure and send an e-mail to phones@cwu.edu with your budget number, date and time you will be scheduling the bridge and the toll free number will be sent to you. GroupWise address = Meet Me Conference Bridge@cwu.edu (ITS Goals 2, 3, 10)

Mobile Voice Manager – Mobile Voice Manager is a VXTracker service, contracted on a per-phone basis and implemented by Telecom this month, which provides detailed reports of our cellular phones. VXTracker will be providing comprehensive reports on individual phone, voice, data, text, rollover minutes usage and accrual, individual and family plans, savings, 411, long distance and roaming on a monthly basis.

Improving Blackberry Battery Life - By tweaking your BlackBerry Smartphone’s screen and keyboard settings, you can get noticeably longer battery life without affecting functionality. Just follow these simple battery-saving tips:

• Set backlight brightness to 80 or less
• Set backlight timeout to 10 seconds
• Turn off key tone (the sound that is made when you push a key)
• Turn off the trackball/track pad audible roll sounds

AUXILIARY COMPUTING SYSTEMS

Dining - The Web Menus deployment has been delayed until late February. The vendor failed to inform us that their Linux version of the software will not be released until mid to late February. An incremental patch to the client software and Oracle database was applied in January which sets the stage for the Web Menu’s rollout. (Goals 1, 2, 8 and 10)

Housing - Residence Hall Association assignment application for department secretaries has been published. This effectively empowers these users to grant or delete access to Housing’s applications for the hundreds of student and professional staff. (Goals 1, 2, 6, 8 and 10)

Parking - The Flex testing database has been migrated to Oracle 11g. We are in the final round of testing for Flex 7.1 upgrade. The next phase will be migration of the Production application server and Oracle database. Parking staff have been asked to provide cashiering services for all customers who want to pay for permits or citations at their office. Trish Swanson is working with the Bursars office in Barge Hall to implement these customer services. (Goals 1, 2, 6, 8 and 10)

Student Empowerment - Student Empowerment has accepted a bid to develop a tracking application for this group’s student events. Data will be captured thru Connection Card swipes
as students enter an event, and then imported into a web program for reporting and trend monitoring. The applications are in development with beta testing scheduled for early February. (Goals 1, 2, 6, 8 and 10)

**WildCat Shop - Video Surveillance System** - Server and storage hardware have arrived and are being configured for the Wildcat Shop’s video surveillance system. The system will have its own fiber channel SAN with an initial usable storage capacity of 18TB. Installation of cameras and connection to the server is expected to take place the second week in February. Once the system is stable and a cost model has been completed, surveillance services will be offered to other departments. (Goals 1, 7, 8 and 10)

**WEB PROJECTS & SERVICES**

**Web Redesign and Content Management System (UPDATE)** – Additional work continued on this project during January. The ITS Technical team continues to build the prototype site in our development environment.

Tasks in the development environment for January included:

- The new “look and feel” (commonly called “theme”) for the Web site has been provided by the Public Affairs department.
- The Web Office technical staff continues to enhance functionalities and depth of the prototype site using the new theme.

Additional work being performed by Public Affairs included:

- Navigation scheme for the new Web site

(ITS Goals 1, 2, 4, 5, 6, 7, 8 and 10)

**Staff Changes in the CWU/ITS Web Office** – With heavy hearts ITS says goodbye to R-25/Web Analyst, Mr. Dan Roth. Dan is leaving us to pursue other interests. Dan has done a great job for CWU and will be missed.

Mr. Xinbao Wang has accepted the position of R-25/Web Analyst. Xinbao brings a wealth of database experience gathered from a strong educational background and extensive work experience, including time spent as staff at M.I.T. Welcome Xinbao!

(ITS Goals 1, 7 and 8)