LINKS OF INTEREST:

- HELPDESK on Facebook  [CLICK HERE]
- User Technology Training Opportunities  [CLICK HERE]
- Online Faculty & Staff Tech Guide  [CLICK HERE]
- Scheduled PeopleSoft Outages and Related Events  [CLICK HERE]

ADMINISTRATION, MANAGEMENT and PERSONNEL

ITS Welcomes MTIS Staff - It is with great enthusiasm that the ITS Department welcomes Steven Douglas, Kevin Whitaker, Kathy Vincent, Terri Covey, Frank Jones, Maury Webber and Pete Cusumano. With the retirement of Dr. Kaufman, the former MTIS Department staff was reassigned into 3 groups across campus. Several individuals are now part of Public Affairs, while others focused on Instructional Design report to Undergraduate Studies. The Media Technology staff (listed above) report to ITS. The only planned physical move at this time is that Terri Covey will be moving to Bouillon Hall to co-locate with the other members of the Web Office Team. WELCOME!!!

Budget Cuts Hit Hard and Will Impact Many - As like every other department on campus, the ITS Department took some significant budget reductions starting on July 1, 2011. Reductions in our operations budget included the loss of additional positions in CSS, Project Management, and Networks & Operations; elimination of the remainder of WIN-WIN funds so departments on campus are now 100% responsible for the cost to replace desktop computers; and significant cuts to general goods and services ...all while our licensing and other costs are increasing. A huge hit to ITS and ultimately our customers, is the loss of much of our capital funding which was used to modernize our technology hardware. While some funding for network modernization (switches, access points, cabling, etc.) was able to be secured, funding for servers (email, file, application, web, etc.) and storage/disks no longer exists, which could have a huge impact on future performance and reliability of these critical systems. We’re committed to doing everything possible to mitigate these issues.

ITS Staff Present to CTC Presidents - At the request of the CIO from the State Board of Community and Technical Colleges (SBCTC), Ms. Dale Lonowski and Mr. Carmen Rahm attended the June 2nd meeting of all the CTC Presidents to provide a short overview of our PeopleSoft ERP System. Eastern Washington University presented a short overview of their ERP (Banner) at the same meeting. The CTCs are in the early stages of an RFP to select and implement a modern ERP to replace their legacy systems. Since many of the presidents were not familiar with the capabilities of a modern ERP, this meeting was scheduled.
CWU and EWU did not promote one system over another, but simply demonstrated the capabilities of these systems, expected benefits, and expected challenges. We also discussed the key factors that presidents need to know to maximize the potential for a successful project. The response was fantastic. In the photo on the previous page, Ms. Lonowski (CWU Enterprise Application Training Specialist) goes over some of the capabilities for students in the CWU Safari (PeopleSoft) system.

**CWU Mobile Presented at Blackboard World** - Carmen Rahm (AVP-IT) partnered with Dave Tindall (AVP-IT from Seattle Pacific University) for two presentations during the Blackboard World Conference in mid July in Las Vegas. The first presentation was as part of a panel discussion at the pre-Conference CIO Summit attended by over 60 Higher Ed CIOs. The second presentation was entitled “Two CIO’s Speak out about Mobile Strategies” and showcased the processes and decisions that were involved at CWU and SPU as each university selected and implemented Mobile Central from Blackboard.

**CWU MOBILE Debuts** - On June 27, 2011, CWU Mobile for iOS devices (iPhone, iPad, iPod-Touch) debuted during Discover! Orientation. To date, the new CWU Mobile application has only been minimally advertised, as we are awaiting the availability of the Blackberry and Android versions before a full “launch and publicity campaign” closer to fall classes. Android and Blackberry versions have been delayed slightly due to technical issues with the provider, but their launch should occur around the 2nd week of August. Future releases of CWU Mobile are already being planned. Even with minimal advertizing, we already have over 800 downloads from around the world (see map). With students returning, and the app soon to be available for Androids and Blackberries … we are hoping for close to 5,000 downloads by Christmas. Feedback has been outstanding with students hoping that a mobile interface to Safari is in our future plans. It is!

![Map of CWU Mobile Downloads](image)

**CWU MOBILE DOWNLOADS (June 27-August 2)**

**Department Moves Are Priority for ITS Department; May Cause Delays in Routine Support** - Most people on campus are aware of the multiple department moves required to support the consolidation of many student success services in Bouillon Hall. These moves will require a substantial portion of Computer Support Services (CSS) staffing resources to help facilitate the transition for the departments involved. CSS staff will be helping to disconnect, prepare for transport, setup and reconnect all of the computer systems involved in the

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CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143
department moves. While the tasks involved are essentially a routine part of CSS services, it is the number of workstations moving and the necessity of completing them in a short time period that potentially will cause extended delays to the processing of our routine work orders and other projects currently assigned to CSS. Your patience is appreciated.

**New Employees (Temporary) on HRSA 9.0 Upgrade** – We’re pleased to welcome Charles Velasquez and Sue Noce as functional specialists assisting with the HRSA 9.0 Upgrade project. Sue will primarily help the Student Administration – Enrollment Management staff and Charles the Financial Aid staff. Both will be with us through the completion of the Project (scheduled for April 2012), with Sue working out of Hertz Hall and Charles out of Barge. We’re pleased Sue and Charles can provide temporary assistance with this critical CWU project.

**New Employees in Applications/Web Development** – The Web office grew substantially with the addition of three full-time staff members in early July. Jon Belford, Marc Herbert, and Alex Brown have joined the web staff to work on the project that will convert our entire current CWU website to a content management system. All three are recent graduates of CWU will be here though the completion of the project assignment.

**CollegeNet User Conference Attendance** – Xinbao Wang attended the CollegeNet user conference held in Portland. Xinbao supports several CollegeNet products used by CWU including Resource 25, which is used for campus schedules. With interest growing in an upgrade to their newest scheduling program, contacts and information gained at this conference will be valuable to our future directions in the area. Among the information Xinbao returned with was a solution that will allow us to bring data from our current Resource 25 scheduling directly into the new Content Management System version of CWU’s website.

**CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT**

**Parents and Students Discover CaTS at Discovery!**

**Orientation** - The Customer and Training Services staff (CaTS) has once again participated in Discover! Orientation. We talked to a lot of anxious parents worried about sending their child off to a university. We could not ease all the parental anxiety but we did answer a lot of questions about the technology offered on campus. The questions parents asked ranged from “should my child bring a printer?” to “what kind of computer does my child need?” The student questions ranged from “how do I get on wireless” to “how much bandwidth do I get?” It was fun for the CaTS team to get out and meet the incoming freshmen. The CaTS team also demonstrated the new CWU Mobile App, parents and students thought it was really slick.

**Help Desk Hours** - The ITS Help Desk realizes that not everyone on campus works an 8 to 5 shift. There are folks who teach 8 o’clock classes and are in the office early to prepare for the day. In recognition of the early birds, the ITS Help Desk is open in Bouillon 112 from 7am to
Technical Training Summary –

RECENT OFFERINGS: For the two month period of June and July, ITS Training offered a Byte Break demo on “What’s New in Office 2011” for Mac users, a hands-on “The ABCs of the Mac OS” class and a hands-on “Campus Computing Orientation” class. Demonstrations using Elluminate Live! were also held on using the Wildcat Connection and Word Tips & Tricks for both PC and Mac users. Attendees rated these classes an overall 4.93 out of 5.

UPCOMING TRAINING OPPORTUNITIES: In August, ITS Training will be conducting a hands-on class on “Excel 2010 (PC) Getting Started” and a Byte Break demo on the PC upgrade to Windows 7 and Office 2010. 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.

Administrative Applications Training Summary –

RECENT OFFERINGS: For the months of June and July, Administrative Applications Training offered 31 Safari classes, 7 Payroll classes and 17 FMS classes.

UPCOMING TRAINING OPPORTUNITIES: In August, Administrative Applications Training will be offering classes in Safari, Payroll, and the Financial Management System (FMS). Access class schedules, detailed descriptions, and registration forms by clicking on the appropriate link located here: http://www.cwu.edu/~pmits/training_splash.html

Download to Excel - As the Summer 2011 classes come to an end in the next several weeks and preparations for Fall 2011 are underway, you may want to ensure that the Download to Excel button in Safari is working. You can do this through a quick and simple set-up process on your PC computer. **Note: If you are a MAC user, this set-up is not necessary.** The directions assume that you are using Windows XP as your operating system. If your operating system is Windows 7 and you have followed the Download to Excel directions with no positive results, you might consider using Firefox instead of Internet Explorer as your browser. To view a short Elluminate Live! video that illustrates how to take care of this setting, click on this link: https://sas.elluminate.com/site/external/jwsdetect/playback.jnlp?psid=2010-10-07.1436.M.3AA57142E1D3BF97B7F0D13F5EE9BC.vcr&sid=2009402
DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)

CSS Staff Busy Deploying Hundreds of New Computers and Equipment – New computers have been delivered to the new Hogue building addition, and CSS is in the process of rebuilding the software on the old systems that will be recycled within the IET department. In addition, a total of 103 new computer systems, funded by the Student Technology Fee, will be distributed to student labs on campus replacing older systems, some of which will sent to surplus and some of which will be re-tasked to other labs to replace obsolete equipment. The student labs affected will be Bouillon Hall Room 103, Black Hall Rooms 129, 226, and 227, Hebeler Hall Room 204, and Shaw-Smyser Hall Room 216. In addition, there are 28 new computer systems in process for faculty and staff on campus, as well as 36 new computer systems awaiting delivery and setup at our 8 CWU Centers. Seven of the new computers for the CWU Centers will be iMac systems to support FaceTime video conferencing between Center students and main campus administration. As can be seen in the photo, for several weeks the CSS workspace looked more like a scene from the warehouse in Raiders of the Lost Ark.

ENTERPRISE SYSTEMS & DATABASES

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

- **HRSA 9.0 Upgrade Project Still overall GREEN; Schedule Slips to YELLOW** – The Executive Project Team – Monthly Status reported, “The overall project is in a category of “GOOD”. However, while the overall timeline for this project remains viable, decisions are required to reduce non-project related work being added to the workload of project resources, or identify/fund additional resources. EIS Governance has been meeting to work on solutions.

- **HRSA 9.0 Upgrade Pass 1** – During June and July, work continued for both functional and technical staff involved with the HRSA 9.0 Upgrade Project. The 1st Upgrade Pass testing was completed July 8th. The implementation date for the HRSA Upgrade remains April 2012.

- **HRSA 9.0 Upgrade Pass 2** – As of July 11th, the 2nd Upgrade Pass database was available for initial data and page validation. Indepth functional testing started the end of July. This database is now the primary TEST environment for the remainder of the project.

- **HRSA 9.0 Project Upgrade Accomplishments** – The following chart lists major accomplishments through July:
**ACCOMPLISHMENTS**

<table>
<thead>
<tr>
<th>Pass 1 Testing Complete</th>
<th>Data validation, page validation and functional testing were completed for Pass 1.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EIS Governance/Competing Priorities</strong></td>
<td>The EIS Governance Team has assumed the leadership role to identify the resources and schedule requirements to support the known projects and initiatives underway and/or proposed.</td>
</tr>
<tr>
<td><strong>Pass 2 Testing Begins</strong></td>
<td>Data validation, page validation and functional testing for Pass 2.</td>
</tr>
<tr>
<td><strong>Staff Augmentation</strong></td>
<td>The remainder of the temporary project staff have been hired. One ITS 1 is started on July 5th, with the other ITS 1 starting August 1st. Instead of a Secretary Senior, a full-time Student Employee was hired through the summer. Starting fall quarter, this student employee will continue and a second student employee will start work.</td>
</tr>
<tr>
<td><strong>Customization Retrofitting</strong></td>
<td>Approximately 193 out of 230 customizations have been retrofit and migrated into CSUTST9 for further testing. Additionally, 62 customizations have been identified for retirement due to availability of new functionality in version 9.0 and/or change in CWU business process.</td>
</tr>
<tr>
<td><strong>Security Request Process</strong></td>
<td>Specific to the Upgrade Project, a request to change the security administration approach for the Prototyping (UPG9) environment is being implemented.</td>
</tr>
<tr>
<td><strong>Prototype Targets and Schedule</strong></td>
<td>For the Student Records, Degree Progress and Admissions Modules, Prototype Targets have been selected and a preliminary schedule developed.</td>
</tr>
<tr>
<td><strong>Financial Aid Prototyping</strong></td>
<td>Starting July 25th, Financial Aid staff and a consultant are involved in an intense, four week prototyping exercise which includes planning for new functionality such as Mass Repackaging.</td>
</tr>
</tbody>
</table>

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.

- **Ancillary Projects** – There are significant development efforts (work requests) continuing in the HRSA 8.9 production system. Limited progress has been made due to competing workloads to support the new fiscal year, OFM requirements, etc. If not resolved soon, this situation will have a downstream effect on resource availability and eventually project scope.

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

- **EIS Governance June Meeting** – The regular meeting was held on June 27th. Carmen Rahm provide an overview of the discussion to date concerning the impact of Competing Priorities (work) on the HRSA Upgrade and other activities. Additional round-table discussion centered on identifying known or emerging projects that should be added to the Project List for prioritization. We will (based on available information) add the Task Force information that may have systems and/or resource impact. The current Project List will be updated and distributed to Governance. Some adjustments were made to the Project List per the discussion. Additional information can be found at: [http://www.cwu.edu/~pmits/EISGovernance.html](http://www.cwu.edu/~pmits/EISGovernance.html)
• **EIS Governance Charter Revision** – For the past several months, EIS Governance Coordinator, Don Diebert, with the assistance and input of the EIS Governance team, has been drafting a revised EIS Governance Charter. Due to the recent university re-organization, a new revised draft will be put together for future adoption.

**Work Requests and Projects’ Status by Major Area** – 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 charts show the current status of work requested, by system, as of the end of July. The high numbers of “pending” and “on-hold” are due to limited resources resulting in lower priorities for these requests. Additional information can be found at: [http://www.cwu.edu/~pmits/EISGovernance.html](http://www.cwu.edu/~pmits/EISGovernance.html)

<table>
<thead>
<tr>
<th>Work Request Status</th>
<th>Budget Planning</th>
<th>Fin Mgt System</th>
<th>General Admin</th>
<th>Human Resource</th>
<th>Other Systems</th>
<th>Student Admin</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>8</td>
<td>19</td>
<td></td>
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<tr>
<td>Completed</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td>1</td>
<td>7</td>
<td>4</td>
<td>17</td>
<td>5</td>
<td>26</td>
<td>60</td>
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<tr>
<td>New Request</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals:</td>
<td>2</td>
<td>12</td>
<td>6</td>
<td>20</td>
<td>9</td>
<td>46</td>
<td>95</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Projects by Type/Stage</th>
<th>In Process</th>
<th>Planning</th>
<th>Proposed</th>
<th>Closed</th>
<th>Future Initiative</th>
<th>On-Hold (Funding)</th>
<th>On-Hold (Schedule)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auxiliary Applications</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Enterprise Software</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>3</td>
<td>28</td>
</tr>
<tr>
<td>IT Capital Project</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>IT Infrastructure</td>
<td>2</td>
<td>1</td>
<td>23</td>
<td>1</td>
<td></td>
<td></td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>IT Instructional Technology</td>
<td>5</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>IT Productivity/Office/Desktop</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>IT Telecommunication</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Other Enterprise Apps.</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td>8</td>
<td></td>
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<tr>
<td>Totals:</td>
<td>24</td>
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<td>32</td>
<td>5</td>
<td>7</td>
<td>10</td>
<td>6</td>
<td>97</td>
</tr>
</tbody>
</table>
Work Requests and Status by Month – Total number of Work Requests by Status, are shown for the August 2010 through July 2011 period in the chart below. July shows a number of possible new Work Requests related to initial findings/proposals of various Task-Forces.

Information Technology (IT) Roadmap – The IT Major Projects - Six Year Roadmap (first issued in 2010), continued to be updated during June and July. This document provides a comprehensive list of major Information Technology projects across the university. Critical information includes funding status, to assist with prioritization of work effort. This is a “living” document that provides a comprehensive review of Information Technology projects and initiatives including academic, instructional, administrative, operations and capital funded, across university departments. The goal of this effort is to assist the decision process for best use of our limited university resources (both human and financial), making better use of current or emerging technologies, while maintaining our core services.

CAPITAL FACILITY PROJECTS: The following are capital projects that ITS supports (or will support), under the direction/management of the Facilities Management Department (FMD). ITS plays a major role in these projects via network/telecom installations, desktop support upgrades, etc. Please, contact Keith Jones at (509) 963-2191 if you need more information.
## IT Capital Project Status – July 2011

<table>
<thead>
<tr>
<th>Capital Project (Title)</th>
<th>Project Stage</th>
<th>Expected Completion</th>
<th>ITS Work Status</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hogue Technology Building Addition</td>
<td>In Process</td>
<td>August 2011</td>
<td>In Process</td>
<td>• Installation of all new desktop computer systems has been completed.&lt;br&gt;• Move-in of all the IET Departments Faculty &amp; Staff into the Hogue Addition has been completed.&lt;br&gt;• The removal of computer related equipment that supported old Hogue has been completed to support the remodel of Old Hogue Hall.&lt;br&gt;• The re-cycled desktop equipment deployment is underway for installation in August.&lt;br&gt;• Desktop computer equipment to support Labs &amp; classrooms is being installed for fall quarter.&lt;br&gt;• Wireless Networking Access equipment has been configured, installed, tested for users.&lt;br&gt;• Door Access equipment is installed &amp; tested.</td>
</tr>
<tr>
<td>Hogue Technology Building Remodel</td>
<td>In Process</td>
<td>September 2012</td>
<td>Future</td>
<td>• This remodel project has started and is planned to be completed in August 2012.&lt;br&gt;• All Computer equipment has been removed in preparation for the remodel.&lt;br&gt;• FF&amp;E procurement process is underway including technology needs for classrooms, labs, and office space.&lt;br&gt;• Telecom Department has been working with Contractor’s to setup temp office space in the old Hogue Tech building during the remodel.</td>
</tr>
<tr>
<td>Barto Hall Replacement Housing Services</td>
<td>In Process</td>
<td>September 2012</td>
<td>In Process</td>
<td>• Demolition of the old building is complete.&lt;br&gt;• Underground pathways for future data connection services are being installed.&lt;br&gt;• FF&amp;E procurement process is underway including technology needs for project.&lt;br&gt;• Construction is underway.</td>
</tr>
<tr>
<td>Science Building Phase 2</td>
<td>Planning</td>
<td>June 2013</td>
<td>Future</td>
<td>• Design Project Capital Funding of $2 Million (FY12/13) for Physics, Geology, and Science/Math Education.&lt;br&gt;• A project committee is being created for this project.</td>
</tr>
<tr>
<td>Samuelson Building Remodel Project</td>
<td>Planning</td>
<td>June 2013</td>
<td>Future</td>
<td>• Phase 1 Capital Funding of $5 Million (FY12/13) for the demolition of the south portion and full design for a new facility that will be remodeled and a new addition added.&lt;br&gt;• Selection of a design team firm is in the review phase for this project.</td>
</tr>
<tr>
<td>Nutrition, Exercise, Health Sciences NEHS</td>
<td>Planning</td>
<td>June 2013</td>
<td>Future</td>
<td>• Project has $300,000 (FY12/13) for Pre-design for a new facility.</td>
</tr>
<tr>
<td>Digital Virtualization Lab</td>
<td>On Hold</td>
<td>TBD</td>
<td>Future</td>
<td>• Project is waiting for Funding source.&lt;br&gt;• A mobile Demo of the DVL was on campus as part of the S.O.U.R.C.E. conference in May.</td>
</tr>
</tbody>
</table>

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CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143
Networks, Telecom & Computer Center

Internet Bandwidth Utilization - The following charts show the Internet bandwidth for June and July 2011, for our two CWU networks. The ResNet bandwidth utilization (Figure 1) shows a consistent and predictable pattern of usage at about 170 Mb/sec. until the end of spring quarter, when usage dropped to nearly nothing after the students left campus for summer break. The Campus network bandwidth (Figure 2) shows averages of 145 Mb/sec with occasional bursts near 170 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.

Figure 1: ResNet Bandwidth Usage for June/July, 2011

Figure 2: Campus Bandwidth Usage for June/July, 2011

DE Upgrade - N&O staff worked with the media engineer during June and July to complete the upgrade of our video head end. This involved networking support for the new equipment and systems support for its SQL Server back end. Ongoing problems with DE delivery to Yakima were exacerbated by the upgrade, but a collaborative effort by networking, media and YVCC staff is close to resolving the matter.
Data Center Power Outage Takes Critical Services “Off Line” - A lunchtime thunderstorm on July 25 sparked a sequence of events which ultimately led to momentary power loss to nearly all centralized servers in the data center, a situation which our backup power supply system is designed to prevent. Critical servers were online within a couple of hours, but several systems required the remainder of the week for recovery. N&O staff and electricians from Facilities Management are investigating the cause of the outage and will make every effort to prevent a similar event in the future. The vendor of our uninterruptible power supply will be on site soon to perform full diagnostics.

RX7640 Memory Upgrade - The remaining memory modules were installed in hardware hosting the PeopleSoft applications on July 10. This completes the hardware upgrades to the administrative systems which were begun in March. These upgrades are in support of the PeopleSoft upgrades currently underway.

Content Management System - N&O staff are providing technical support to the web redesign initiative, whose foundation is the Drupal content management system. A development environment is in place and project team members are finalizing system architecture. Hardware has been received for building the production environment and replacing our aging web servers.

CWU Data Mart - Hardware and software configuration of the new data warehouse (data mart) development server is well underway. The server boasts 12 3.46GHz cores, 96GB RAM and nearly 3TB of storage. The Open Source Xen virtualization environment will host a Linux guest running Oracle and a Windows guest running SQL Server. The use of commodity hardware and Open Source software has significantly reduced the cost of the project.

Blackboard Environment Upgrade - The new system, which includes a software upgrade and hardware replacement, has been installed and turned over to a group of users for testing. It is scheduled to go into full production in time for fall quarter.

Virtual Infrastructure Environment Evaluation - CWU is undergoing an evaluation of its VMWare virtual server environment courtesy of HP. An engineer from the Lilien consulting firm was on campus for two days in July examining our system and will report back shortly with results of the survey. Included will be recommendations for improving performance, increasing redundancy and utilizing our existing resources more efficiently. We currently have in excess of 90 virtual servers in our environment, but preliminary investigation suggests we could increase that number significantly without purchasing additional hosts. That is great news in the current fiscal environment.

Purchasing an iPad; Please Read This - IPads can be purchased with Wi-Fi only, through Computer Support Services or through Apple directly. They can be ordered through Telecom with 3G service in addition to standard Wi-Fi. 3G uses cellular signals, the same signals your cell phone uses, to connect to the Internet. The cost of the equipment is the same regardless of how it is ordered but it does require DIS approval from ITS and because of the price, a Purchase Order is required.
When ordering the equipment with 3G service through Telecom it can usually be set up and received within two days of receiving the PO which has been significantly faster than other ordering methods.

We strongly recommend the equipment and service be ordered at the same time through Telecom. It is quicker, easier, and billing is much less complicated. 3G service can be added afterward, if needed. Either the department can order service and set up monthly bill paying with a departmental ProCard or through Telecom and have it added to their AT&T bills. IPad purchases have been increasing across campus.

**Upgrades to all CWU Telephone Switches and Voice Messaging CallXpress** – Because these upgrades will require system outages and to minimize the impact on faculty, staff, and students, they are all being scheduled after Summer classes are no longer in session. Upgrades will bring all equipment to the latest release of software, consolidate hardware, and provide improvements to system application functions. Upgrades to the Ellensburg campus phone switch and CallXpress Unified Messaging System are planned for the 3rd week of August and CWU centers shortly after. Notices of outages, once Qwest has confirmed dates, will be posted with CWU Helpdesk, on Central Today and the intranet. The campus community will see enhancements in mobile communications and speech services. More detailed information will be provided after the upgrade.

**Long Distance Bills** - As of July 1, the long distance portion of departments’ monthly bills is now being sent electronically. Departments identified and forwarded to Telecom a list of their project IDs, the name and the e-mail address of the individual designated to receive electronic copies of their department’s long distance bills. If you should be, but are not, receiving an e-mail notification, your report is ready… please e-mail phones@cwu.edu.

**AUXILIARY COMPUTING SYSTEMS**

**Dining** - The Computrition database upgrade is still in progress with some outstanding technical issues. The Kronos time keeping solution database upgrade is currently stalled due to staffing deficiencies.

**Employee Vacancy** - Progress on many projects has been slowed by the loss of our web application developer, who left CWU for a position at Seattle Pacific University. Remaining staff have taken over support responsibilities for this individual. We have advertised to fill the position with 2 finalists selected.

**Housing** - The Discover Student Orientation sessions went very well, both from a logistic and technical viewpoint. A new web based inventory tracking system has been moved to production replacing a client based application developed by a Housing Computer Apprentice in 2004.

**ResNet** - Our Senior Computer Apprentice has been busy building the master inventory of Fairpoint DSL modems which provide internet service for Brooklane, Getz, and Wahle
apartments. Maps, annual inventory, and cleaning of all CWU com rooms have also been ongoing to insure a solid starting point for the beginning of the academic year.

WEB PROJECTS & SERVICES

Web Redesign and Content Management System (UPDATE) – Additional work continued on this project during June and July. The ITS Technical team finished the sample (prototype) site and have migrated it into a true development environment for active site conversion to begin.

The full technical team is now in place with 3 full-time staff positions (Web Content Specialists) filled. Welcome Jon Belford, Marc Herbert, and Alex Brown. 7 student content specialists have been in place since mid-June.

The transition team comprised of Public Affairs and Web Office representatives have begun meeting with representatives of the 10 most heavily trafficked sites in our domain to prepare those sites for porting into the new content management system. These meetings with individual departments and units will be on-going over the next 18 months.

We have established a target date of September 15th to go live with the home page and the top ten sites while linking to the rest of the current site. As other departments come on line in the new format, we will discontinue their old links and link to their new sites.

Training, at no cost, will be provided to departmental staff who maintain individual unit Web sites. ITS staff will conduct this training.