LINKS OF INTEREST:

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

ADMINISTRATION & MANAGEMENT

ITS Unit Action Plan Shows Impact of Potential Budget Cuts – Like all departments on campus, the ITS Department submitted its FY12 Unit Action Plan (UAP) outlining the impacts of potential 6%, 8% and 11% budget reductions. The ITS Plan not only outlined the significant reductions in support and services resulting from such cuts, but also documented the historical cuts that the department has already absorbed over the past 2 years. For example:

- ITS staffing has been reduced from 72 to 58 FTEs (19.4%) since FY08.
- ITS base budget (Goods & Services and STO) has been reduced by 24% since FY09.
- When factoring in "recurring 1-time funds" and other sources, the G&S and STO budgets have actually been reduced by 40%.

Further cuts to ITS will have a severe impact on the CWU technology infrastructure support, and the services we provide our customers. ITS is working to document the amount of work we do (currently charged to Ledger 1 funding) that should more appropriately be charged to Self-Support or other non-Ledger 1 funding sources. Stay tuned!

Holy Acronyms Batman, It's Time for ITS & MTIS To Upgrade our DE ITV Equipment – The ITS and MTIS Departments collaborated to purchase new ITV equipment to support CWU's DE programs. This equipment will not only replace outdated equipment that is reaching end of support (EOS), but will also provided added redundancy, scalability, and reliability … positioning CWU well for the future. Equipment will support future DE to the desktop, failover equipment, multiple network redundancy, and much more. This equipment is on order (thanks to some available capital funding), and will arrive and be installed before the end of FY11. The best points of contact for this important venture are Steve Douglas (MTIS) and Chris Timmons or David Hart (ITS). Thanks for all the hard work!

Green Printing Has Nothing To Do With the Color of the INK – Andy Jackson and Keith Jones of ITS presented their design and recommendations for “Green Printing” to the Student Technology Committee on March 7th. A solution from PaperCut is the recommended system which is intended to reduce printing waste in labs and the Library, and more equitably distribute
the cost of printing. Currently the Tech Fee pays nearly $80,000 annually for paper, toner, and printer maintenance in these locations; and the vast majority of printing is done by a handful of students. In addition, just walk by printers and you can see large piles of paper that were never picked up. The “Green Printing” initiative is intended to resolve many of these issues. Additional discussion will occur at the April 11th Tech Committee meeting, with the goal of “GO LIVE” for this effort in fall 2011. Watch for more information.

I Can See Russia From My House … So! I Can See My Blackboard Classes from ANYWHERE! - ITS, MTIS, and Academics are pleased to announce that Mobile Learn, a suite of mobile applications/services for accessing CWU’s Blackboard Learning Management System (LMS), are being launched for Spring Quarter (2011). A free version of Mobile Learn (available to only certain devices) has been in use for a few months, but CWU is doing a pilot of the paid software version (available to iPhones, Droids and Blackberries … regardless of carrier). If usage is high and feedback is positive … CWU will keep Mobile Learn following the pilot project. Watch for announcements in Central/Today!, the Intranet, email, and more. We want all students taking online classes, and all faculty teaching online classes, to be aware of these exciting services. CWU and Blackboard will host an Information Booth in the SURC from 10AM to 2PM on April 12th. Come check it out!

ITS Joins VP-BFA For Presentation to ADCO – Carmen Rahm joined George Clark (VP-BFA) during a recent budget presentation to the Academic Department Chairs Organization (ADCO). The focus of the meeting was on the budget situation facing CWU, however Carmen presented on several initiatives that are complete, or underway, to improve efficiencies for departments across CWU. These included 1) online Personnel Action Form (ePAF), 2) Technology ePurchasing Site, and 3) New Web Design and Content Management System (CMS). All information provided was well received, and we appreciated the opportunity to address ADCO.

What’s up with the CWU Phone Book and What Does It Cost to Produce? - The CWU Telephone directory was delayed this year, and we apologize for the inconvenience. The campus directory is compiled and updated by ITS department staff, sent off to University Directories for publishing, and distributed campus-wide by Mail Services. The AVP-IT, Carmen Rahm, decided to wait until the final announcements were made regarding the Provost and VP-BFA positions before going to print. We wanted to provide a directory that had the most current and correct listings for these two important positions.

There was recently an inquiry made via the anonymous suggestion box in Human Resources, as to why we would continue to print a hard copy of the telephone directory in this electronic age, under the current budget situation. The truth is we don’t pay a cent to have the phone book printed. In fact, we are guaranteed a share of revenue collected from the advertisements that are sold throughout the community. This amounted to nearly $10,000 in FY10 and $11,000 FY09.
CUSTOMER and TRAINING SERVICES (CaTS) SUPPORT

Microsoft online training is here! - This year we have included Microsoft IT-Academy in our campus agreement. This will allow students, faculty, and staff to take on-line classes from Microsoft, at no cost! If you are trying to become Microsoft certified or you just want to brush up on your Office skills, we have the class for you. To get started, just log on to the Wildcat connection and click the IT-Academy link in the menu listings!

What do the ITS Trainers do for you?? - A Monthly Report reader sent in an anonymous concern wondering why we employ two trainers when the classes they teach are so small in size during this time of budget crisis. Since the concern was anonymous, we would like to answer that reader’s observation via the Monthly Report.

- There is one full-time trainer and one half-time trainer.
- The training personnel create all the training documents and user guides for technology on campus. They also make sure the on-line documentation is kept current.
- They are an extension of the Help Desk and take tier two calls. They handle the calls that are more in-depth and time consuming.
- TRAINING TOPICS: One reason that the training numbers/attendees appear to be low is the very specific and individualized nature of Safari and FMS training (PeopleSoft). This training is geared toward a very important but select audience, most of whom use the systems in very specific and unique ways. It is better for the customer to receive a one or two hour (one-on-one) training environment focused specifically on their needs, than to attend a 4 hour class attended by 8 to 10 students. The one-on-one structure is more beneficial to the user’s needs, and reduces the amount of time for each student. For example: Teaching 8 students individually for 1 hour each consumes 8 hours of student time and 8 hours of instructor time. However, teaching 8 students in a 4 hour classroom setting consumes 32 hours of student time (8x4) and 4 hours of instructor time, and the benefit to each student is no greater, and perhaps even less due to the direct “contact time” the trainer has with the customer.
- They provide new employee training.
- There is generally an uptick in training when new software is deployed on campus such as Windows 7 and Office 2010.
- Training personnel are also involved in the testing of new software to make sure it is compatible with other software & hardware used on campus.
- They train staff on new technology like the iPad and iPhones.

We understand your concern that it appears, on the surface, that the training staff is under-utilized, but they do many other tasks behind the scenes and the training they provide is critical to the functioning of CWU.

CUSTOMER SERVICE & TRAINING

Training Summary - For the month of March, ITS Training offered a hands-on GroupWise Calendar on the Web class, two demonstrations on “What’s New in Office 2011” on the Mac and a demonstration on the PC upgrade to Windows 7 and Office 2010. Demonstrations using
Elluminate Live! were also held on Archiving GroupWise mail for both the PC and Mac. Attendees rated these classes an overall 4.65 out of 5.

**Upcoming Training Opportunities** - In April, ITS Training will be conducting a hands-on class on GroupWise Email for the Web, a demonstration on iPhones and iPads and a demonstration 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.

**ENTERPRISE SYSTEMS TRAINING**

**Administrative Applications Training Summary** - For the month of March, Administrative Applications Training offered eighteen Safari classes, two Payroll classes and ten FMS classes. Eleven users benefited from taking advantage of these training opportunities.

**Administrative Applications Upcoming Training Opportunities** - In April, 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 Button in Safari** - As the spring 2011 term begins; 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. 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. To access the directions in your Safari guide, click on the appropriate link below.

- Faculty member: https://www.cwu.edu/~pmits/fms_safaritraining/safari_guides/fac_guide/8.9SafariFacultyGuideSection1-GettingStarted.doc - beginning on pg. 37
- Staff member: https://www.cwu.edu/~pmits/fms_safaritraining/safari_guides/staff_info/8.9IntrotoPeopleSoftReferenceGuide.doc - beginning on pg. 36

If you have questions, please contact Dale Lonowski at x2407 or e-mail at lonowsda@cwu.edu.

**DESKTOP INITIATIVES & SERVICES (INCLUDING CLASSROOMS & LABS)**

**Windows 7 deployment plans** – Windows 7 is being deployed on campus. The deployment of the operating system is one of the largest challenges faced by CSS in recent history. Due to
budget constraints and staffing reductions within CSS, it is necessary that the deployment be a progressive process. A brief synopsis of our process and pending schedule is included below, prefaced with some bulleted specifics that should address some specific questions.

- CSS is processing requests for Windows 7 upgrades on computers with CWU tag numbers higher than 88240, older systems with tag numbers lower than 88240 will be addressed at a later date.
- Standard desktop systems with a CWU property tag number higher than 80000 will meet minimum specifications established by CSS to run Windows 7 at CWU for faculty and staff.
- Most new laptops are required to have Windows 7 due to lack of support from the manufacturer for older operating systems.
- At this time, Windows 7 is an option on new desktop systems.
- Starting in April new desktop systems will be delivered with Windows 7 by default, unless the user has a specific need for Windows XP.

Deployment Timeline - Up to now!

- Early 2010: Testing of Windows 7 began within CSS and specific individuals who were identified as volunteer testers.
- Fall 2010: Due to a lack of driver support for Windows XP on newer laptop models, CSS began delivering some laptops on campus with Windows 7.
- Fall 2010: Student labs in Shaw 217 & 218, Dean Hall, Farrell 420, Psychology 441, L&L 104, and Bouillon Hall 103 are setup with the option to boot Windows 7.
- January 2011: CSS started delivery of new desktop systems with Windows 7 as an option. CSS also began taking requests for system upgrades to Windows 7 on existing computers provided they are newer than CWU property tag #88240.

For the Future!

April 2011: CSS will begin using its first image of the standardized software build for Windows 7, this will speed the deployment of brand new systems and those newer than CWU property tag #88240

CSS will continue to develop software image builds for older CWU systems, while processing requests for upgrades on systems newer than tag #88240. Later, when CSS has developed an image library for Windows 7 that will address an adequate range of the CWU computers in service, plans will be announced to finalize Windows 7 deployment across campus.

Student lab updates – Windows 7 is available in the labs listed above as an alternative boot operating system. That means if the computer is rebooted, the user will be presented with an option screen. If the user makes no choice, the system will automatically continue its boot process with Windows XP. If in a dual boot lab the user chooses Windows 7 at startup, the system will then boot the Windows 7 operating system.

For fall quarter 2011, it is our intention to make Windows 7 the default system for login on computers in dual boot labs. Users in those labs will need to restart the system and specifically

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: stephenmi@cwu.edu . Home Page http://www.cwu.edu/~its
CWU is an AA/EO/Title IX Institution. TDD 509-963-2143
select Windows XP if they desire that operating system. Windows XP will be phased out of the student labs in 2012.

ZenWorks 10 Project Focuses on Better Service to our Customers – ITS is completing deployment of the ZenWorks 10 agent. In March, the upgrade was completed for the CWU Lynnwood Center computer labs. We are also completing the upgrade on a few remaining computers that still have the ZenWorks 7 agents. 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.

Blackboard LMS Server Upgrade – Replacement and upgrade of the servers/hardware supporting the Blackboard Learning Management System has been funded. The existing servers and hardware is approaching end-of-life, thus requiring replacement in order to support the expanding use of this instructional technology. This project is a collaborative effort with the MTIS Department, with funding provided by the CWU Web Online Course fee. In March, the specifications and system requirements review was complete and a purchase order issued for the new hardware. The new equipment is expected to arrive in April. The ITS Networks & Operations group will install, configure, and complete system testing in May. Live user testing is planned for this summer with go-live scheduled for fall quarter 2011.

ENTERPRISE SYSTEMS & DATABASES

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

• HRSA Upgrade from Version 8.9 to 9.0 Project Status – March was a very busy month for functional and technical staff involved with the HRSA 9.0 Upgrade Project. The Executive Project Team – Monthly Status reported, “The project is in a category of “GOOD”. The 1st upgrade pass was started Jan 3rd and is progressing as planned. A snapshot of production was taken on February 1st. The 9.0 Fit/Gaps are progressing well and are providing valuable information regarding new features, functions and impacts on modifications.”

• HRSA 9.0 Project Upgrade Accomplishments – The following chart lists major accomplishments for March, as reported to the Executive Project Team and Senior Administration.
### Accomplishments

<table>
<thead>
<tr>
<th>Project Charter</th>
<th>Status Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>This document identifies the approach, scope and plan for the upgrade project. It was a collaborative effort between project mgmt, functional and technical areas.</td>
<td>These reports provide updates on the current schedule, accomplishments and upcoming tasks. It is used to drive communications with the project teams.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kick-Off Meeting</th>
<th>Campus Community Fit/Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>A kick-off meeting was held on Monday March 14th to orient the team with the project and establish a common understanding.</td>
<td>This effort focused on cross-module capabilities. It introduced XML, Communication Generation and Population Selection to CWU Staff.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Records Fit/Gap</th>
<th>Degree Progress Fit/Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>These sessions were focused on improving service to students through self-service and developing better reporting capabilities.</td>
<td>These sessions were focused on improving service to students through self-service and developing better reporting capabilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Financials Fit/Gap</th>
<th>Copy of Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>These sessions focused on collections, mass assigning of contracts and the utilization of equation engines.</td>
<td>A snapshot (copy) of production was taken on February 1st. This copy is currently being upgraded and will be validated and tested as part of the 1st pass.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hardware Upgrade</th>
<th>Customization Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment on order from HP; due to arrive week of March 21st. Installation is planned for the week of April 4th.</td>
<td>Functional review during Fit/Gap meetings is underway to identify Customizations that may be deleted, require modification or maintained as is.</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.

**ePAF Now in Production** – The Electronic PAF project completed a final phase of testing and was moved into production on March 17. Initial use is going on in the HR department with plans to bring other groups into the user group as they are trained. See full details and documentation at [http://www.cwu.edu/~hr/epaf/index.shtml](http://www.cwu.edu/~hr/epaf/index.shtml).

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

- **EIS Governance March Meeting** – At the March meeting, discussion centered on the HRSA 9.0 Upgrade Project. Key information included distribution of the first Executive Project Team - Monthly Status Report, which is available at [http://www.cwu.edu/~pmits/statusreports/HRSAUpgrade8.9to9/GovernanceStatRep11/ExecutiveProjectTeamReport_March2011.pdf](http://www.cwu.edu/~pmits/statusreports/HRSAUpgrade8.9to9/GovernanceStatRep11/ExecutiveProjectTeamReport_March2011.pdf) This report includes a temporary staffing update, progress to date on Fit/Gap meetings, and upcoming retrofit of existing customizations. 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 reorganization, a revised draft was distributed at the March EIS Governance Meeting. The plan is to finalize the document at the April meeting.

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 March. Additional information can be found at: http://www.cwu.edu/~pmits/EISGovernance.html

<table>
<thead>
<tr>
<th>Work Request Status</th>
<th>Budget Planning</th>
<th>Data Whse</th>
<th>Fin Mgt System</th>
<th>General Admin/ System</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>2</td>
<td>2</td>
<td>10</td>
<td>21</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</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>12</td>
<td>36</td>
<td>65</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>3</td>
<td>4</td>
<td>14</td>
<td>6</td>
<td>14</td>
<td>3</td>
<td>46</td>
<td>90</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Projects by Type/Stage</th>
<th>In Process</th>
<th>Planning</th>
<th>Proposed</th>
<th>On-Hold</th>
<th>Complete</th>
<th>Future</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auxiliary Applications</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>Enterprise Software</td>
<td>2</td>
<td>7</td>
<td></td>
<td>13</td>
<td>2</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Instructional Technology</td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>IT Capital Project</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>IT Infrastructure</td>
<td>2</td>
<td>1</td>
<td>22</td>
<td></td>
<td>3</td>
<td></td>
<td>28</td>
</tr>
<tr>
<td>Other Enterprise Apps.</td>
<td>2</td>
<td></td>
<td></td>
<td>1</td>
<td>4</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Productivity/Office/Desktop</td>
<td>2</td>
<td>2</td>
<td></td>
<td>1</td>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Telecommunication</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>21</td>
<td>17</td>
<td>32</td>
<td>17</td>
<td>5</td>
<td>8</td>
<td>100</td>
</tr>
</tbody>
</table>

Work Requests and Status by Month – Total number of Work Requests by Status, are shown for the April 2010 through March 2011 period. During March, the total number of Work Requests continued to decrease. Most of the work currently assigned (to Functional and/or Technical staff) is anticipated to be complete by April. Starting April, most technical staff will be focused on retro-fitting customizations from HRSA Version 8.9 as part of the upgrade to HRSA Version 9.0. As Upgrade Fit/Gap Findings are issued, some of the On-Hold Requests may be cancelled.
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. Please, contact Keith Jones at (509) 963-2191 if you need more information.

**IT Capital Project Status – March 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>June 2011</td>
<td>In Process</td>
<td>• Installation of Data cabling is underway</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Furniture, Fixtures and Equipment (FF&amp;E) procurement requisitions are being finalized; the desktop computer equipment has been approved. The Networking &amp; Telecom equipment orders are pending.</td>
</tr>
<tr>
<td>Hogue Technology Building Remodel</td>
<td>In Process</td>
<td>September 2012</td>
<td>Future</td>
<td>• This project is scheduled to start after the Hogue Tech Addition is completed in June 2011.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• FF&amp;E procurement process is underway including technology needs for classrooms, labs, and office space.</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 almost complete.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• FF&amp;E procurement process is underway including technology needs for project.</td>
</tr>
<tr>
<td>Science Building Phase 2</td>
<td>On Hold</td>
<td>TBD</td>
<td>Future</td>
<td>• Project is waiting for Capital Funding.</td>
</tr>
<tr>
<td>Samuelson Building</td>
<td>On Hold</td>
<td>TBD</td>
<td>Future</td>
<td>• Future Communications, MTIS, and ITS building</td>
</tr>
</tbody>
</table>
Remodel Project
• Project is waiting for Capital Funding.

Digital Virtualization Lab
On Hold  TBD  Future  • Project is waiting for Funding source.

**NETWORKS, TELECOM & COMPUTER CENTER**

**Internet Bandwidth Utilization** - The following charts show the Internet bandwidth for March 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 170 Mb/sec. Usage drops off significantly the week of spring break, when most students left campus. 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. Just three years ago, CWU’s total bandwidth was limited to 100Mb/sec.

**Figure 1: ResNet Bandwidth Usage for March, 2011**
HP-UX Upgrade - Hardware has arrived and installation of the new blade system is scheduled to begin April 4th. The chassis currently houses a single Integrity blade with 8 cores and 128GB RAM, but it has the capacity for seven more blades at an incremental cost substantially lower than that of standalone servers. ITS will initially be migrating two virtual machines housing non-PeopleSoft databases (Aux Services, Facilities, Alumni, etc.) from the existing RX7640 platform to the new blade. The resources freed by the move will be reallocated to virtual machines involved in the upcoming HR/SA upgrade. Additionally, 16GB of RAM will be added to each of two cells on the RX7640s. These hardware upgrades will position us well for any needs we might encounter as our PeopleSoft environment evolves.

VMWare Virtualization Environment - The upgrade of the VMWare environment is complete. All blades in the cluster are now running the latest version of vSphere and enjoying improved performance and an enhanced feature set. Additionally, maintenance contracts for both software and hardware have been extended, protecting this mission-critical system which supports more than 70 virtual servers.

Hogue Addition - Networking equipment has begun to arrive for the Hogue addition. N&O expects to have access to the com rooms in the building on April 18th, when it will begin to work with Telecom to complete the installation. Due to the size of the equipment order, we were able to receive a substantial discount from Cisco. These savings will be a welcome addition to the meager funds currently in the renovation budget.

Blue Light Phones – Are an important part of our Emergency Notification System for the security and safety of the CWU community. CWU has approximately 30 Blue Light phones distributed throughout campus. These phones route 911 calls to Kittcom, our E-911 Center. Some of these phones have been in and working for several years and needed to be upgraded. Repair parts are no longer available and older models are no longer supported by the manufacturer. With the support of Facilities Management and Police Services, new supported and more efficient phones were purchased and about half of the Blue Light phones were
CWU Conference Bridge Update – The Audio Conference Bridge has been updated to require individual conference access codes that participants will be required to enter before gaining access to the Bridge. Requiring access codes provides privacy and secure audio conferencing for participants. Send an e-mail to phones@cwu.edu requesting a unique access code for the Bridge which will be e-mailed back to you. Schedule the bridge through GroupWise as usual by sending a meeting appointment to your attendees and Meet Me Conference Bridge. Include the access code in your meeting appointment to your attendees.

Long Distance Invoicing Changes – A new Verasmart Call Accounting system has been installed and is now processing calls for all CWU campuses. Beginning with March’s bill, long distance calls will be processed separately from your other telephone charges. Departments will be receiving a separate invoice and call detail for your March long distance charges. Implementing e-mail invoicing is a new feature we will be setting up. This feature will significantly reduce paper and printing costs. Departments need to identify and forward to phones@cwu.edu a list of their project ID’s, the name and the e-mail address of the individual designated to receive electronic copies of their department’s long distance bills. This information is needed as soon as possible.

Hogue Addition – All new IP phones have been ordered for the occupants of the new addition to Hogue Hall. Many of the phones being replaced are very old analog phones. While CWU has over 50 IP phones deployed across campus in locations such as the Welcome Center, Brooklane’s ECLC and Jansen Warehouse, Hogue will be the first fully IP building located on the main campus communications infrastructure.

AUXILIARY COMPUTING SYSTEMS

Blackboard Mobile Central - The CWU Smartphone application development project was launched on March 1st which will provide a CWU branded application for Android, Blackberry, iPhone, and Mobile web devices. Phase one applets will include CWU Faculty/Staff Directory, Athletics, News, Videos, Images, Events, Get Help, Links, and the Ellensburg campus map. Funding for this project was contributed by Business Auxiliaries, Student Technology Committee, and University Advancement. This project has an aggressive timeline which is being supported by Public Affairs and Auxiliary Computing. The project is currently on schedule. Planned 2011 release dates are just in time for summer orientation sessions:
- iPhone during late May
- Mobile Web during late June
- Android and Blackberry during mid July

Dining - The Connection Card system, Cbord, has been successfully upgraded to version 6. This project did not exceed the projected budget, system downtime was minimal, and upgraded the Oracle database to version 11g. The Web Menus rollout is underway with receipt of the
Linux version of the vendor’s software. The Kronos timekeeping system is currently being upgraded to meet Oracle 11g compatibility.

**Housing** - Student History web page has been published. Access is for select Housing staff only. Data given per student lookup includes historic room assignments and complete housing log entries. The Re-Application process for current residents is ongoing.

**Parking** - Parking’s application, T2 Flex, was successfully upgraded to version 7.1 in mid March. The associated database will be upgraded to Oracle 11g during April.

**ResNet** – Peer to Peer violations declined sharply during winter quarter, but still remain high when compared to historical data. We continue to try and educate our residents regarding CWU’s strict P2P policies and offer help to_remove P2P software from their personal computers.

**Student Empowerment** - The student event tracking application has been delivered to our customer for production use.

**WEB PROJECTS & SERVICES**

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

Tasks in the development environment for March included:

Much time was devoted to the new “Search” function for the new site. The new function is very Google-esk.

- It provides a drop down list of suggested words when typing in the search box.
- If there is a misspelling it offers a “Did you mean?” function.
- Results can be filtered by author, relevancy, date, title, type, or date published.
- Multi language support for Chinese, Japanese, Spanish and other languages will be included.
- We will have the ability to monitor top search phrases to increase speed and accuracy.

Additional work being performed by Public Affairs included:

- Information hierarchy for the new Web site