

CAMPUS IT INITIATIVES

Roadmap for administrative IT services. A workgroup, endorsed by the chancellor and the Council of Vice Chancellors, has been formed to develop a concise roadmap for administrative information technology services at UC Davis. The workgroup is composed of representatives from Office of Administration, Office of Research Management and Planning, Information and Educational Technology (IET), Student Affairs, and (representing the deans) Mathematical and Physical Sciences. The group will: identify core administrative IT services among central campus units; document in general terms their current architectures; identify how those architectures serve the UC Davis community; articulate how a coordinated or integrated architectural strategy over the next five years can improve the services from a faculty, staff and student perspective; and document a road map and a timeline that will move UC Davis forward. The group is expected to deliver a draft of the report and executive summary in August for review with the Council of Deans and Vice Chancellors in September. As part of its efforts, the group will consult colleagues informally across the UC campuses, especially within the UC-wide IT Leadership Council. Information about the workgroup will be available at vpriet.ucdavis.edu/initiatives.cfm.

Chancellor's Fall Conference. Information technology will be the theme of this year's UC Davis Chancellor's Fall Conference at Lake Tahoe, September 16-18, a conference of approximately 150 invited faculty, staff, students, and alumni. IET will provide leadership in shaping the conference program. Brian Hawkins, President of Educause, will be the keynote speaker. Based on an early draft agenda, other speakers will look at technology as an enabler, learning in the digital age, and innovative uses of technology in research and public outreach. Breakout sessions for the conference will examine: the role of information technology in teaching and learning, research, and scholarship; the impact of information technology on the culture of the university; information technology as a tool for insight and innovation; and how information technology governance can be most effective. The conference is an annual event to share views on a topic of importance to the campus. Information will be posted at chancellor.ucdavis.edu/Events/FallConf/.

Cyberinfrastructure workshop. On April 5 and 6, IET and Office of Research hosted a workshop on cyberinfrastructure for researchers. The program featured a series of presentations by representatives from Educause, Office of the President, cyberinfrastructure agencies (TeraGrid, Internet2, CENIC, Open Science Grid) and UC Davis faculty members representing five different schools and colleges. The intent of the workshop was to take stock of existing resources, and discuss needs and opportunities for enhancing cyberinfrastructure in support of research at UC Davis. Research project ideas touched on such diverse areas as genomics, the environment, medicine, and engineering. IET Vice Provost Pete Siegel and Research Vice Chancellor Barry M. Klein will continue to engage campus researchers and administrators in a discussion of a common set of priorities. The UC Davis cyberinfrastructure roadmap will be shared with deans and other key campus groups for their comments and support. vpriet.ucdavis.edu/cyberinfrastructure.cfm

Administrative computing policy. In March, the Office of the Vice Provost-IET submitted a new administrative computing policy for official campus review and adoption. The policy defines clear oversight for review and coordination of campus administrative systems that meet one or more specified criteria. The policy also outlines a process by which the project sponsor and the Vice Provost-IET will jointly determine whether a proposal for a new system (or a significant modification of an existing system) warrants further discussion. By ensuring that existing and proposed administrative IT investments benefit from timely review and evaluation, the policy is expected to promote a long-term integrated systems approach for the campus. vpriet.ucdavis.edu/adminpolicy.cfm; drshelby@ucdavis.edu.

Sakai implementation. SmartSite, UC Davis' instance of Sakai, is emerging from its pilot phase and preparing for its official roll-out in Fall 2007. Both SmartSite and the MyUCDavis course management tools will continue to run in parallel over the next year until MyUCDavis' course tools are shut down in 2008-2009. To help faculty begin their transition to SmartSite, two trainers were hired in January to develop

a curriculum of biweekly SmartSite and educational technology-related classes (see trc.ucdavis.edu/TRC/calendar). In addition, tools for exporting course Web sites, tests, and quizzes created in MyUCDavis for import into SmartSite are now available. As of April 2007, SmartSite has grown to include over 6,000 individual workspaces and approximately 1,000 course and project sites. smartsite.ucdavis.edu; Kirk Alexander, kdalex@ucdavis.edu.

MyInfoVault Project. The Faculty Merit and Promotion Project, sponsored by Academic Personnel, has been piloting an online system known as MyInfoVault (MIV) that creates faculty digital portfolios in support of academic merit and promotion actions. Phased improvements are planned for the Web-based application to improve the overall architecture and to create a more intuitive look and feel for the functionality. The first two phases are in progress. A group of MIV users has volunteered to test the changes. In March, a focus group meeting was held with users from numerous departments to get feedback about the direction of MIV and the enhanced design. The focus group provided valuable feedback on the current system and was receptive to the upcoming changes. Schools and colleges representing 123 departments and 2,800 accounts are currently participating in the pilot. A project report is expected in May and will be posted on the Web site and discussed with various campus groups. myinfovault.ucdavis.edu.

Ctrax music service. Cdigix, the company that owns the Ctrax music download service for college students, has ended the service citing “moderate interest” from students and changing company priorities. About 1,300 students used Ctrax at UC Davis. Last fall, the university signed a one-year agreement with Cdigix to give UC Davis students free access to music through Ctrax. The goal was to encourage students to buy and obtain copyrighted music legally, not through illegal file-sharing. Ctrax users who bought permanent downloads can keep using them. Student access to songs that were downloaded as part of the subscription service will expire 30 days after the download date. UC Davis continues to promote legal file-sharing and respect for the creative property of media artists. getlegal.ucdavis.edu; dmca@ucdavis.edu.

Implications of new RIAA legal tactic. UC Davis was among 13 campus ISPs that received the first batch of preservation notices from the RIAA in February. UC Davis has forwarded these preservation notices to the individuals involved. In a new legal tactic, the RIAA will also send a “pre-suit” settlement offer for the ISP to forward to the individual. UC Davis has not received any “pre-suit” settlement offers, but has been advised by the Office of the President to forward any settlement offers if they are received. The UC’s Information Resources and Communications (IR&C) office is consulting with the Office of the General Counsel and all the University of California campuses, including UC Davis, to consider issues raised by the RIAA’s new legal tactic. Some of the concerns include: FERPA privacy concerns; whether the “preservation notices” are also considered legal DMCA “notifications”; the preservation of evidence; and the possible perception that the universities have become an arm of the RIAA. Discussions are expected to be ongoing. Jan Carmikle: dmca@ucdavis.edu.

Electronic Research Administration Project. The implementation of the “proposal development” phase of the Electronic Research Administration (eRA) system, which will support system-to-system submissions of federal grants, has been put on hold for a year. Continuous changes with grants.gov, and delays in creating a system-to-system process for all federal granting agencies continue to escalate costs for deployment. Additionally, approximately 60% of campus research proposals are non-federal and will require duplicate data entry in order to capture relevant data within the system. At the end of the year, the campus will reevaluate whether or not it should proceed with the Proposal Development module. It is conceivable that other alternatives such as Quali may be further along in development at that time and may serve as a more viable option going forward. In the meantime, work continues to proceed in developing a decision support reporting tool to enhance the currently installed system. The project is sponsored by the Office of Research. eRA coordinator: klguentert@ucdavis.edu, (530) 757-8315.

Quali. UC Davis, UC Irvine, and UC Santa Barbara are active participants in the development of Quali Financial System (KFS), along with Indiana University, University of Arizona, Cornell University, and others. The primary development of KFS will be completed with the scheduled release of Phase IIb in July 2008. A University of California KFS Oversight Board has been formed to govern the UC Quali effort, with participants from Davis, Irvine, Santa Barbara, and Office of the President. The UC Davis members are Peter Siegel, Vice Provost for Information and Educational Technology; Mike Allred, Associate Vice

Chancellor for Finance/Controller; and Katy Wesnousky, Controller UC Davis Medical Center. Technical staff from the three UC campuses are exploring architecture and implementation options that will inform decision-making as KFS Phase IIb approaches release and UC implementation efforts begin in earnest. accounting.ucdavis.edu/projects/UCDKuali/.

Effort Reporting. A new Effort Reporting System (ERS) was released for campuswide use in March. Effort reporting is the method of certifying to granting agencies (such as the federal government) that the effort required as a condition of a grant award has actually been completed. The new Web-based system replaces the paper Personnel Activity Report (PAR) forms used to certify effort on federally-sponsored research projects. The new system is expected to save time and money. The effort certification process for the July through December 2006 period is well underway with the goal of completing 100 percent of the certifications by mid-May. To date, 10 percent of the 6,300 reports requiring certification have been completed. The next effort reporting period will be January through September 2007, with effort reports available for certification in mid-November. accounting.ucdavis.edu/projects/ERS/.

MyTravel. MyTravel, a new Web-based system for reporting travel and entertainment expenses, is gaining ground at UC Davis. MyTravel streamlines the entire reimbursement process from capturing receipts electronically to electronically routing the report through the approval process. The pilot continues to generate many helpful enhancements and suggestions. About 60 departments are using MyTravel on campus and at UC Davis Health System. The rollout will continue throughout 2007 and into 2008. Over 5,000 expense reports have been processed to date via MyTravel. travel.ucdavis.edu/mytravel/.

SOFTWARE & TRAINING

Results of Vista testing. In a campus-wide effort coordinated by IET, individuals and groups from 15 departments volunteered their expertise and time to complete compatibility testing of Vista, Office 2007, and IE 7 with widely-used software applications and critical campus services. The test results show which applications were tested; which ones functioned as expected; which ones did not; and the problems that surfaced. The site will be updated on an ongoing basis as compatibility issues are discovered and as dates are known for compatibility issues to be resolved for various applications. The site also includes information on campus Microsoft software licensing agreements, details on how to obtain copies of Vista and Office 2007 and activate these products, hardware requirements, vista security features, compatibility testing methodology, and testing results. At this time, like many other universities, UC Davis does not recommend an immediate upgrade to the new Vista operating system. iet.ucdavis.edu/microsoft

Daylight Savings. At UC Davis, the early switch to Daylight Saving Time was fairly uneventful, thanks largely to media coverage and to a comprehensive campus remediation approach. Earlier this quarter, IET started working on a coordinated effort to inform and prepare the campus community for the March 11th DST change. Several IET units teamed up to prepare a remediation and communication plan. The team began to carry out the plan in January, when major vendors started releasing patches and updates. To help faculty, students and staff understand what steps they may need to take, a campus directive was issued and a dedicated Web site with advice and information was created. The site includes a table that identifies the patches and updates available for various operating systems, platforms, applications, mobile devices, etc., and provides links to vendor DST patches and updates. vpiet.ucdavis.edu/dst/

New software reseller, Web site. When the Technology Resource Center (TRC) merged with CDW-G, the TRC Web site was no longer available for UC Davis purchases and downloads, and a new UC Davis-specific CDW-G site was developed. IET and the UC Technology Acquisition Support group have begun a series of ongoing discussions with CDW-G to try to address issues that arose as a result of the transition. www.cdwg.com/ucdavisvla/; software@ucdavis.edu.

Campuswide backup solutions. IET has been looking into providing a campuswide solution for backup software. Based on surveys, Symantec Backup Exec and Netbackup are reportedly the most widely-used solutions on campus. The Office of the President has begun negotiations to pursue a direct agreement to purchase Symantec backup software through UC Davis' software reseller, CDW-G. If this is not achieved, we plan to pursue a campus backup agreement, directly. software@ucdavis.edu.

Parallels Desktop for Mac. IET is working with the campus technical community to assess interest in Parallels Desktop for Mac. The Office of the President is pursuing a potential UC system-wide licensing agreement for Parallels. If a system-wide agreement is not achieved, we will pursue a campus license for distribution from the UC Davis Software site. my.ucdavis.edu/software/; software@ucdavis.edu.

Sophos Mobile Security. Sophos Mobile Security 1.0 provides virus protection for handheld devices and is now available for download from the Software Web site, <https://my.ucdavis.edu/software/>. As part of the five-year campus-wide agreement with Sophos for anti-virus software, Sophos Mobile Security is available to students, staff, faculty, and departments for use on university- and personally-owned devices at no individual or campus-unit cost (the agreement does not include coverage for the UC Davis Health System, which has a separate agreement with McAfee for anti-virus software). Sophos Mobile Security runs on Windows Mobile 5 for Pocket PC and Pocket PC Phone editions. www.sophos.com/products/es/endpoint/mobile-security.html; raono@ucdavis.edu.

Free whole disk encryption. In late February, Pointsec encryption products were made available, and a program was launched under which IET covers 100% of the cost of Pointsec for PC whole disk encryption licenses for individuals and departments demonstrating the need for encryption services. As part of this program, IET provides support services including central key retention, consultation and pre-installation assistance. Pointsec for PC is a Microsoft Windows compatible whole disk encryption software package currently available for Windows XP and Windows 2000. Two other Pointsec products—Pointsec Media Encryption (ME) and Pointsec for Linux—are also available, but are not subsidized or supported by IET. security.ucdavis.edu/encryption.cfm; raono@ucdavis.edu.

Sophos technical training. A two-day Sophos training program will be offered to campus technical support staff this spring or early summer. The Sophos team will be on campus for a four-part training session to review implementation and use of their anti-virus product: Enterprise Console Implementation, Competitive Removal Configuration, Help Desk Training, and Operations & Administration Training. The Enterprise Console Implementation and Competitive Removal Configuration sessions may include live demonstrations using a volunteer network from a department at UC Davis. software@ucdavis.edu.

Spider, Pointsec training. A 90-minute information session was held on March 21 in the Silo Cabernet Room for technical support staff on using Cornell Spider to find restricted data and deploying Pointsec for PC to encrypt a hard drive. PowerPoint: security.ucdavis.edu/spider_pointsec.ppt.pptx. Security training: security.ucdavis.edu/training.cfm. IT Security Coordinator: Bob Ono, raono@ucdavis.edu.

TeamSpot collaboration zone. Part of the Meyer Media Lab in 1154 Meyer Hall is being slightly remodeled to create a TeamSpot collaboration zone, available to students, faculty, and staff. TeamSpot creates a public space—typically in front of a public computer with a large screen—where people can easily work together when using and sharing digital resources. The service is free, but clients will need to reserve the TeamSpot area through the lab and bring their own laptops. teamspot.ucdavis.edu/.

Connect Pro and Elluminate Live. IET has conducted a number of pilots over the last year and a half looking at two products: Adobe Acrobat Connect Professional (formerly Breeze Meeting) and Elluminate Live. Both products enable online, real-time communication and collaboration for classes, meetings, and training. IET has held focus group meetings, interviews, and training sessions, conducted comparisons and stress tests, solicited pilot participant feedback, met with vendors and campus stakeholders, and researched other institutions' experiences with online conferencing software. From that research, a list of requirements was created, and from that list the key differentiators between the two products were established. With the help of over 60 volunteers, comparison testing was performed under heavy-use conditions. The findings and recommendations were presented to the IET Leadership Council in April. The next steps include taking findings to the CCFIT Educational Technology subcommittee for discussion and recommendation; developing a project plan; and formalizing the funding structure with considerations for instructional use. Pat Kava: mpkava@ucdavis.edu.

COMPUTING AND NETWORK SECURITY

Firewall subsidy program. On March 9, a new program was launched to help campus units meet UC Davis cyber-safety policy mandates and to encourage broader campus usage of VLAN firewalls. Through the new subsidy program, IET will make \$170,000 available each year for the next three years to reimburse campus units for the acquisition and first-year support costs of new VLAN firewalls. The maximum amount available to each unit is based on campus headcount figures. Applications are due by May 30. Authorized reimbursements will be announced by June 1. vpnet.ucdavis.edu/firewallsubsidy.cfm; raono@ucdavis.edu.

Network admission control RFP. Integration issues arose during the 60-day testing of the Cyber-Gatekeeper endpoint security product from Info Express. IET initiated testing with this product after issues arose during testing with a similar product. Lessons learned during testing of these two endpoint products will benefit the project team as the campus moves into the formal bid process. The request for proposals was issued in early April and bids are expected in mid-May. Endpoint, or Network Admission Control (NAC), security solutions verify that computers meet campus security policies before allowing access to the campus computing network. vpnet.ucdavis.edu/init_endpoint.cfm; raono@ucdavis.edu.

CAS single log in. Central Authentication Service (CAS), the new Web sign-on system that IET piloted last June and was released last December, provides robust security architecture and various client modules and is used by more than 50 universities and organizations worldwide. CAS will eventually replace Distauth, UC Davis' current Web sign-on system. In the meantime, CAS has been modified to accept valid Distauth authentication information in place of its own authentication. This lets departments run both CAS- and Distauth-protected applications while minimizing the number of log-ins required. Some campus units already use CAS. The project team is working on expanding the cluster of CAS servers and implementing client modules for legacy Web servers. Later, CAS will expand to provide new methods of authentication for clients, such as automatic Windows single sign-on and RADIUS authentication. middleware.ucdavis.edu; dalauriano@ucdavis.edu.

Cyber-safety program enhancements. The UC Davis Cyber-Safety Oversight Committee is reviewing program enhancements and reporting efforts. In parallel efforts, IET continues to work with Internal Audit Services to develop an information technology auditor position. The auditor will report to Internal Audit Services and will periodically review and validate the annual cyber-safety progress reports submitted by colleges, schools and large administrative units. In addition, this year, the UC Davis cyber-safety program features two new components: whole disk encryption subsidization, and firewall subsidization, both of which were initiated to assist units previously precluded from complying with campus cyber-safety security standards due to financial constraints. security.ucdavis.edu/cybersafety.cfm; raono@ucdavis.edu.

Identity management. In February, an overview of the 212-page Burton Group report, which sets forth an identity management architecture and migration strategy for UC Davis, was presented to the Campus Council for Information Technology (CCFIT). This IT advisory group voiced support for this project. Earlier in the year, the Technology Infrastructure Forum (TIF) reviewed the proposed identity management architecture and indicated that implementation of the architecture is the most important information technology project for UC Davis. vpnet.ucdavis.edu/initiatives.cfm.

IT Security Symposium. Registration for this year's symposium opened in early April and will remain open through mid-May. The event schedule includes 35 unique sessions and a panel discussion featuring Marcus Ranum, Chief of Security, Tenable Security; and Doug Nomura, consultant with Oris Scientific. In February, Sophos was confirmed as this year's platinum sponsor. Gold sponsors include Cisco Systems, Inc.; Juniper Networks; Microsoft; and Oracle. Vendors providing instruction include Apple, ISInc, Moskowitz, Inc., and Sun Microsystems. itsecuritysymposium.ucdavis.edu/; raono@ucdavis.edu.

EMAIL ENHANCEMENTS

Move to Cyrus. Beginning in May, IET will deploy a new email architecture system, Cyrus, which will improve email performance and user response time, allow faster access to mailboxes by Web-based email

programs, and improve the system's storage of messages. Cyrus is running successfully at several universities, including University of California, Berkeley, University of Michigan, Carnegie Melon, and Stanford University. UC Davis is consulting with UC Berkeley and will be adapting UC Berkeley's Cyrus email migration strategy. The move to Cyrus will enable the campus to consider additional improvements, including replacing the locally developed Web-mail program, Geckomail, and increasing mailbox quotas. vpnet.ucdavis.edu/email.storage.cfm.

Email service for students. A project to evaluate options for improving electronic mail services for students is under way. A recent analysis of email accounts indicates that UC Davis has 64,500 personal email accounts, of which approximately 30,000 are student accounts. Most students access email through MyUCDavis, or directly from the Geckomail Web interface. Seventy-five percent of the current users who redirect their mailIDs to other domains (gmail.com, yahoo.com, hotmail.com, sbcglobal.net, and aol.com), are students. Like other universities, UC Davis is challenged to provide the rich feature sets offered by companies like Microsoft, Google, and Yahoo, and to accommodate the increased costs associated with higher storage volumes, virus protection, and spam filtering. A comprehensive campus consultation process was initiated in early January. vpnet.ucdavis.edu/student.email.cfm.

Move to Exchange services. Last fall, IET began using Microsoft Exchange services as its internal email and file sharing solution. On April 23rd, to complete the migration, the calendaring portion of Exchange will replace MeetingMaker. Completion of this migration follows a similar switch by the Office of Administration, which converted ~1400 accounts in 2006. Exchange standardizes group policies, email services, and automated security and system updates for technical staff. IET is working with the Office of Administration to create efficient departmental migration plans and training for other UC Davis departments that want to use Exchange. More than 2,200 users have converted so far. xeda.ucdavis.edu

TELECOMMUNICATIONS AND NETWORKING

CalREN high-performance research bandwidth upgrade. A team of IET engineers and technicians recently upgraded the UC Davis fiber optic connection to the CalREN HPR network, increasing the bandwidth from 1 Gb/sec to 10 Gb/sec. Researchers throughout the campus will use the enhanced bandwidth to more rapidly collect and share large-scale datasets in service of numerous research activities. High Energy Physics and Genomics are among the first research groups that are upgrading high performance computing clusters to take advantage of the additional bandwidth. [Mark Redican, mredican@ucdavis.edu](mailto:Mark.Redican@ucdavis.edu).

Moobilenet-X pilot wireless network. IET has deployed a pilot wireless network called Moobilenet-X that uses the 802.1x wireless protocol to provide encryption, enhanced authentication, and improved performance as a parallel service on the existing campus wireless network. Standard Moobilenet access will remain available to the campus while the Moobilenet-X pilot program is tested and distributed throughout the wireless coverage areas. Support documentation and help desk services are being developed in parallel with the pilot users' experience to assist with the desktop configuration changes that campus wireless users must perform to take advantage of 802.1x services. Full deployment of Moobilenet-X is expected early this summer. vpnet.ucdavis.edu/init_moobilenet.cfm; [Mark Redican, mredican@ucdavis.edu](mailto:Mark.Redican@ucdavis.edu).

Automated emergency notification system. Last fall, a campus committee was formed to study campus emergency communications and develop a plan to alleviate call volume congestion on the campus' telephony switch in the event of an emergency. The committee decided that the campus would greatly benefit from an automated notification system (e.g., will enable emergency response coordinators to provide accurate, timely information to any number of subscribers on multiple devices with a single, out-bound call or email). The committee released an RFP for bid in December, and several vendors have submitted proposals. Presentations are scheduled for May. Laine Keneller, lwkeneller@ucdavis.edu.