

UC DAVIS REPORT TO THE JOINT OPERATIONS GROUP JANUARY-APRIL 2003

I. CAMPUSWIDE TECHNOLOGY HIGHLIGHTS

IT STRATEGIC PLANNING FOR UC DAVIS. The workgroups charged with developing various sections of the UC Davis IT Strategic Plan are making good progress. Two subcommittees of the Academic Computing Coordinating Council have developed drafts outlining a vision and goals for educational technology and research. The Technology Infrastructure Forum recently developed a similar document identifying principles, goals, and priorities for the development, implementation, and maintenance of the campus IT infrastructure. The last section will deal with business services. John Bruno and John Meyer, Vice Chancellor for Resource and Management Planning, initiated the development of the IT Strategic Plan for UC Davis last September. The development of this plan coincides with, and builds on, the identification of a strategic vision, goals, and priorities for the UC Davis campus (see <http://itstrategicplan.ucdavis.edu>).

BUDGET REDUCTION PLANNING. Over the last few months, UC Davis has been developing a plan to meet the state's proposed budgetary cuts. As part of this effort, Information and Educational Technology developed and submitted its Budget Plan for 2003-2004 to Provost Hinshaw in mid-April. The plan describes how the IET organization will address a permanent budget reduction of almost \$1M. Addressing a reduction of this magnitude is a difficult challenge. Two over-arching priorities have guided this effort: 1) the preservation of essential information technology infrastructure, and 2) a continuing investment in instructional technology, requiring restructuring and program reductions in several other areas. Despite our best efforts, a number of staff will be directly impacted by these cuts, and some services might be cut or re-defined.

PUBLIC HEALTH INITIATIVE NETWORK PROJECT (PHINET). A project team has been formed to examine the correlation between the existing telemedicine network and the CENIC network infrastructure. The team, which includes individuals from UC Davis, UCD Health Services, and CENIC, will provide a set of design, service level, and financial recommendations that leverage the CENIC infrastructure for the benefit of telemedicine and Public Health Initiative services.

NEW BUSINESS ARCHITECTURE UPDATE

At UC Davis, the New Business Architecture (NBA) Initiative is a collaborative effort involving virtually all campus organizations (<http://nba.ucdavis.edu>). Every year, the NBA team will tackle a handful of business processes which, when re-engineered, will translate into simplified processes, cost savings, and/or greater efficiencies. Many of these processes, along with training and help resources, will be made available online via [MyUCDavis](http://my.ucdavis.edu), the campus portal (<http://my.ucdavis.edu>). Major recent developments include:

- **Formation of NBA Project Management Office.** Following the recruitment in November of a project manager to coordinate the New Business Architecture Initiative, the campus has hired a project assistant as well as a business analyst who will assist with the business re-engineering and process mapping for the first projects to be handled through the NBA.
- **Identification of NBA Business Re-engineering Projects.** The NBA Business Process Team and Implementation Workgroup have spent the last few months developing a careful inventory of campus business processes, defining specific problem statements, and identifying criteria to sort and prioritize those processes. A number of projects have been identified as possible projects to be managed by the NBA project management office. The NBA Implementation Workgroup is expected to formally approve moving ahead on 3-5 projects by mid-June.

COPYRIGHT COMMUNICATIONS. Given the continuing increase in the number of copyright infringement notifications, UC Davis is stepping up its copyright awareness campaign for students, faculty and staff. Two major efforts are underway: an open letter to all members of the campus community, and a Web site designed to educate campus affiliates about copyright issues and violations. The UC Davis Copyright Web site, now in the early stages of development, will build on the site being developed by the UC Standing Committee on Copyright.

IT POLICIES

A number of new IT policies are undergoing campus review, including the following:

- **Mass Messaging Policy.** A draft of this policy has been reviewed by campus groups and the campus Coordinator of Administrative Policy is compiling their comments. The draft policy sets forth standards and responsibilities for sending out email to large groups of UC Davis affiliates.
- **Email Communications with Students.** A draft policy establishing email as an official means of communication with students has been submitted for official adoption. The policy also stipulates that no sensitive or confidential information should be communicated directly in the body of an email. Such information should instead reside on a secure Web site or application to which students will be requested to authenticate themselves. This policy is expected to provide campus administrators with a more cost-effective and timely communication vehicle with students.
- **UC Davis Web Policy.** This draft policy, co-developed by IET and the Office of Public Communications, has been discussed with the Technology Infrastructure Forum and the Academic Computing Coordinating Council. The policy sets standards for official as well as personal and affiliated Web pages. It addresses such issues as ADA compliance and the collection of personal information through Web pages.

II. INFRASTRUCTURE HIGHLIGHTS

NETWORK, VOICE, AND DATA HIGHLIGHTS: See CPG Report:
<http://iet.ucdavis.edu/pubs/CPG/CPGSpring2003.html>

PERSON REGISTRY PROJECT. The project team has developed a Functional Requirements document, produced a database design for the Registry, and created a database with sample records on development hardware. Team members met with the Payroll Personnel System team members at the Office of the President to discuss conversion of that system to integrate to the Registry application. The Registry project team has also released an RFI for the match routine embedded in the Registry. This match routine (Match-Person) will ensure that external entries will match up appropriately with existing identity records and that errors of creating a duplicate entry for a single individual are prevented. Registry team members are also writing functional and technical specifications for local development of Match-Person in the event we cannot find a commercial product that meets our requirements.

ACTIVE DIRECTORY PROJECT. Work continues on central support for Microsoft Exchange services on campus. A migration plan has been developed to enable departments now running Exchange 5.5 to use the central Active Directory service as a foundation for updating to Exchange/2000.

DOCUMENT MANAGEMENT PROJECT. After evaluating several products, the project to identify a document management system for the Office of Student Affairs has progressed to the contract negotiation stage. Assuming successful negotiations, the team may transition to implementation within the next few weeks. IET will be involved with the vendor and Student Affairs representative in planning for the local modifications, testing, acceptance, and roll-out of the system.

SECURITY

- **UC Davis/UCOP IT Security Symposium.** The UC-wide IT Security Symposium (to be held at UC Davis on June 18-19) is now open for enrollment to all members of the UC community. Registration will remain open through May 30 unless we reach capacity early. The \$75 registration fee includes access to more than thirty security-related lectures, hands-on instructional labs, and discussions. Nationally recognized information security practitioners will lead a number of the sessions, and others will be taught by UC technology professionals who know the challenges of securing systems and networks in our university environment. To access the conference schedule and to register, see <http://ietsymposia.ucdavis.edu/security/index.cfm>. UCOP is co-sponsoring the event with UC Davis IET.
- **Spam Filtering Implementation.** On May 1st, IET started scanning for spam on incoming and outgoing email coming through the campus email servers. SpamAssassin, a free open-source spam filtering software program, was selected as a cost-effective and efficient spam filtering solution. Two options are offered: client-side (Eudora and Outlook) and server-side (primarily for

users of the campus Web-based email program). More information on this new spam filtering service is available at <http://security.ucdavis.edu/spam.cfm>.

- **Secure Password Authentication for Email.** IET has formed a team to implement secure password authentication on campus systems. In its first phase, the project will focus on the implementation of secure password authentication on email servers but will eventually include ftp, telnet, etc. This project is the latest step in ongoing efforts to improve the security of campus computing systems and to protect access to sensitive information. For more information on security issues and resources, see the Security Web site at <http://security.ucdavis.edu/>.
- **CA Civil Code 1798.** UC Davis is preparing an implementation plan for California Civil Code 1798. The plan will consolidate information from senior campus administrators in respect to the inventory and security of computer systems hosting personal information, identification of individuals handling personal information throughout their respective organizations, and methods for notification of state residents should a release of personal information to unauthorized individuals occur. The campus IT Security Coordinator will maintain this information in a UC Davis Notification Plan for Personal Information Data Security and communicate the compliance plan to the Office of the President. In the event of a computer security breach that leads to the release of unencrypted personal information, the IT Security Coordinator will promote and coordinate campus incident response procedures, implementation of corrective measures, notification of state residents, and consultation with campus counsel. The campus compliance program for the Civil Code amendments will also focus on communicating the new requirements for system inventory, security provisions and notification mandates to deans, vice chancellors, vice provosts, senior management, and technical staff. The target date for the implementation plan is June 30, 2003.
- **Firewalls Workgroup.** A campus-wide workgroup was recently assembled to identify logical and physical network architecture alternatives to accommodate departmental hardware firewalls, develop a baseline department hardware firewall ruleset for the campus environment, and develop a feasibility report for a centrally-managed network firewall service offering. The feasibility report will investigate and make recommendations regarding architectural alternatives, performance implications, policy requirements, and cost parameters. The workgroup recommendations are expected by the end of May.
- **Computer and Network Security Web Site.** The revised and expanded Computer and Network Security site was launched in February. Changes to the site make computer security a more approachable topic and offer computer and network security information for computing clients at all computing experience levels. The Security Assessment site, which had been in development separately, has been fully integrated into this site as part of the expansion. The site utilizes the IET news database as a source for its front page news and includes a dynamic virus alert feed for the latest virus updates (see <http://security.ucdavis.edu/>).

III. ADMINISTRATIVE COMPUTING HIGHLIGHTS

BANNER STUDENT INFORMATION SYSTEM

- **Student Data Analysis.** IET recently finished an analysis of the different mechanisms that are used to collect student data. The analysis summarized the common usages of student data and documented areas that might be better served if provided centrally. The next step in this project is to propose a future architecture for collecting student data that leverages the Campus Data Warehouse Pilot, and to develop a plan to transition to the eventual solution.
- **New Functionality for Summer Advising students.** Banner developers implemented a new program that allows incoming students to register and pay for Summer Advising over the Web.
- **IET Collaboration with UC Merced.** IET is working with UC Merced to develop and implement a Banner system. After analysis this quarter, the workgroup, composed of staff from UC Davis and Merced, determined that developing a Banner system from the boxed Banner product was more cost- and time-effective than using UC Davis Banner. UC Davis is now working with UC Merced to create the modules necessary to have online recruitment available by April, 2004. Toward that

end, UC Davis Banner developers have recently created a working training instance of Banner for UC Merced.

PAYROLL PERSONNEL SYSTEM (PPS)

- A new PPS Decision Support report that replicates the monthly Distribution of Payroll Expense report (PPP5302) is in final beta testing with the Payroll Office. Once approved and moved into production, the DS report will replace the printing and distribution of the paper report. A similar effort is underway for the monthly Time Benefits Roster.
- In support of a campus request identified by the NBA project team, a DS report that replicates the annual Employee Performance Appraisal Report (EPAR) with the employees' payroll-related data fields completed has been developed.
- Development on the first phase of HR employee history is on schedule. The initial data and reports are scheduled for "roll out" to central offices in late spring and to departments later in the summer.

SEVIS COMPLIANCE. The SEVIS Workgroup completed its review with a recommendation that the Services for International Students and Scholars (SISS) office purchase fsaATLAS (a package to handle tracking of international student, scholar, and exchange visitor populations and many other SISS office functions). The software has been installed and secured in the Data Center. The SISS office is in the final phase of testing the system, which should be in production by the end of May, well ahead of the August 1 deadline. In the meantime, the SISS office is using the online SEVIS to issue documents on an as-needed basis. Banner has been modified to feed fsaATLAS daily with some basic information about international students.

ELECTRONIC RESEARCH ADMINISTRATION SYSTEM

- IET continues to work with the Office of Administration and the Office of the Vice Chancellor for Research to identify and implement a "cradle-to-grave" ERA system for the campus. The team recently reviewed several systems and provided project management services for some strategic ERA business functions that cannot wait for the large system roll-out. In May, the team will continue to work with OVCR to select and implement the ERA transaction processing system.
- A team is investigating the possibility of developing a Web-based application to replace the current paper-based process for the review and approval of human protocols for scientific research projects.

This report can be accessed on the Web at <http://iet.ucdavis.edu/pubs/JOG/5-03/>. For more information on these and other UC Davis technology developments, see the IET News Web site at <http://iet.ucdavis.edu/whatsnew/index.cfm/>.