



UC Davis
Information and
Educational Technology
September 2001

Report to the

JOINT OPERATIONS GROUP

Expanded Report

CAMPUSWIDE INFORMATION TECHNOLOGY POLICY AND PLANNING

MyUCDavis Portal Becomes Mission-Critical System

Last June, the MyUCDavis Web portal for students and faculty received approval from the IT Policy Board and joined the ranks of mission-critical computing systems at UC Davis. Permanent annual funding has been established, and two new course management enhancements are planned (an electronic grade book and a self-test module). Development is scheduled for fall. So far, over 13,000 unique users have logged into the portal. To visit MyUCDavis, login as a guest at <http://my.ucdavis.edu/>.

New Business Architecture Implementation Underway

A UC Davis New Business Architecture implementation strategy is being developed. It is based in large part on interviews a consultant conducted this summer with key campus groups as well as discussions with the UC Davis New Business Architecture Steering Committee. The proposed approach calls for the transformation of MyUCDavis into a multifunctional, personalized enterprise portal. Such a complex undertaking is expected to require the formation of an integrated campuswide project team and the careful rethinking of processes, policies, and cultural issues. A Web site is under development. It will serve as a major communication vehicle with the campus community.

Advanced Technology Projects Update

Several Advanced Technology Project Teams, formed by the Vice Provost for Information and Educational Technology, have been investigating infrastructure and middleware critical to the campus. Several teams have released reports and draft policies:

Incident Response Framework Published

The campus Incident Response Advanced Technology Project Team published its framework for the establishment and operation of a UC Davis Incident Response Team (<http://vpjet.ucdavis.edu/advancedprojects/projects.html#ir>). The purpose of the Incident Response Team is to limit the adverse effects of misuse or abuse of UC Davis computer or network resources and/or prevent loss of, or damage to, electronic information resources. Communications Resources, Information Resources, and the campus IT Security Coordinator are developing operational procedures in support of the incident response framework.

Firewall and Network Security Draft Report Completed

The Firewall Advanced Technology Project has prepared its draft report for review and comments (<http://vpjet.ucdavis.edu/advancedprojects/ATPFirewallDraftReport.pdf>). The report discusses the role and functions of network firewalls, use of firewalls within department and campus network architecture, firewall deployment issues, and recommendations pertaining to firewall use within department networks and the broader campus VLAN architecture.

Wireless Policy Draft Completed

Under the sponsorship of the Vice Provost for Information and Educational Technology and with broad campus input, a wireless networking policy draft has been developed (<http://vpjet.ucdavis.edu/advancedprojects/WirelessDraftReport.pdf>). The policy discusses the use of wireless technologies and assigns responsibilities for the planning, deployment, administration, and support of wireless network services on campus. The draft policy is being reviewed and discussed at academic and administrative forums. After the draft policy is revised, it will be submitted for campus adoption.

Interim Web Privacy and Security Guidelines in Place

The campus recently responded to a new Visa credit card regulation requiring the campus to post a consumer data privacy and security statement on all Web sites accepting the Visa credit card. Administrative approval was granted to use a draft data privacy and security statement developed by Information and Educational Technology, Public Communications, and Campus Counsel. This draft statement is an interim measure until a formal Web security and privacy policy can be developed. Under campus directive 01-088 (<http://directives.ucdavis.edu/2001/01-088.cfm>), campus units hosting Internet credit card transactions are required to post the interim privacy and security statement on their e-commerce Web sites, review their Internet service offerings for compliance with the statement, and, as determined by each unit, implement any remedial action.

Active Directory Root Server Project Underway

The Windows 2000 Advanced Technology Team has completed its report on the feasibility of implementing an Active Directory Root Server on campus (a link to the report can be found at <http://vpviet.ucdavis.edu/advancedprojects/projects.html#win>.) Based on the team's analysis, the Vice Provost for Information and Educational Technology has announced the creation of a campuswide Active Directory thin root. Vice Provost Bruno has asked the Technology Infrastructure Forum to suggest members for a steering committee to recommend policies for operation and for design of the schema. A test forest environment is available, and any campus unit that wishes to participate in the Active Directory forest will need to first join the test forest. The Active Directory thin root will be populated from the UC Davis computing account management system (Mothra) initially and ultimately from a campuswide enterprise directory.

Symposium on Enterprise Portals To Be Rescheduled

Due to the tragic events of September 11, the symposium originally scheduled for September 17-18 has been postponed. Over 140 colleagues from on and off campus had registered, indicating a very high interest in the issues to be discussed. Updates will be posted on the symposium site (<http://ietsymposia.ucdavis.edu/portals/>).

Apple Computer Repair Service Phasing Out

IET-Computer and Printer Repair (CPR) is phasing out its Apple computer repair service during fall quarter. CPR will continue to service Apple and HP printers. A change in Apple's service model and a drop in demand precipitated the change.

In the recent months, Apple has changed its service model. Rather than allowing authorized repair centers like CPR to handle a customer's computer repair needs, Apple now expects computer owners themselves to call Apple's support center directly for diagnosis and replacement of parts. In addition, CPR has observed a steady decline in the number of clients over the past three years. At the end of the 2000-2001 academic year, CPR was serving only 25% (or less than 150) of the customers served three years ago. CPR expects that demand will continue to decrease.

As customers enter CPR with Apple Computers for repair, clients will be alerted of the phase out and given a letter and fact sheet explaining why the service is phasing out. They will also be given a list of alternate service providers. A Web page has been developed to answer questions and communicate updates about this phase out (<http://itcpr.ucdavis.edu/phasingout.html>).

Status of Dell Partnership for Student Computer Ownership Expectation

The Student Computer Ownership Workgroup (SCOW) has developed a partnership with Dell Computer Corp. to support the UC Davis Statement of Expectation regarding undergraduate students' ownership of computers. As of August 24, more than 60 students have purchased computers through the campus bookstore, and approximately 300 others directly from Dell. The co-branded Web site, which will allow for online purchasing, is expected to be available in late September. Machines purchased through the program are pre-configured for UC Davis connectivity and supported applications. For more information, see <http://computerownership.ucdavis.edu/>.

E-Recruitment Portal Project Seeking Expansion

The e-recruitment pilot launched last spring is complete and a report is expected soon. The project team is also conducting a feasibility study to determine the costs and benefits of expanding the portal beyond the pilot group of admitted students in the Humanities, Arts and Cultural Studies Division (HARCS).

The E-Recruitment Portal was originally designed for admitted students in the Humanities, Arts and Cultural Studies Division (HARCS) in an attempt to increase enrollment for the 2001-2002 freshman and transfer admits. While the project team is examining the results of the pilot, the team is also looking into expanding the e-recruitment portal to appeal to all admitted students. For a peek at the existing site, login as a "guest" at <http://why.ucdavis.edu/>.

INFRASTRUCTURE HIGHLIGHTS

Communications

See the September 2001 UC Davis Report to the Communications Planning Group at http://it.ucdavis.edu/pubs/CPG/CPG_09_01.html.

Repro Graphics Administrative Review Completed

The committee charged with conducting an administrative review of Repro Graphics has released its report. The report is under review by IET management, who will develop an implementation plan. Repro Graphics supplies print, copy, Web, and design services to the UC Davis campus. Over the past two years, Repro Graphics has seen a decline in revenue.

In the last few months, Repro Graphics has initiated a number of changes to service, based on customer feedback and an internal analysis of business processes. Among the changes is an enhanced Web site expected to be operational fall quarter that will allow clients to access details about their print/Web projects. Repro Graphics is also designing a secure Web-based submission form for the UC Davis Medical Center - Regional Outreach and Telehealth.

Bovine Online Version 6.0 Released

IET has released the latest version of its home-grown Internet toolkit. It's available on CD for students, faculty, and staff. Developed by IT Express, the computing help desk, Bovine Online version 6.0 includes a Web browser, email client, SSH/Telnet application, FTP program, decompression utility, Adobe Acrobat Reader, and Norton AntiVirus software for both Macintosh and PC platforms. It also provides the ability to create a new email account from home, a utility to configure a dial-up, DHCP, ResNet Internet connection, and online and print documentation. It is sold for \$4.99 at the UC Davis Bookstore Computer Shop.

This CD remains the easiest way to configure an Internet connection via UC Davis, as well as the most convenient way to get the programs UC Davis affiliates need to work on the Internet. This year, IT Express developers collaborated with developers of similar Internet toolkits at UC Berkeley and UC Santa Cruz.

ACADEMIC COMPUTING HIGHLIGHTS

Symposium on Course Management Solutions

On October 3, the Academic Computing Coordinating Council and Office of the Provost will host the Course Management Systems Symposium at UC Davis. The one-day program offers a unique opportunity to hear from national experts with experience in the development, deployment, and maintenance of course management systems. Participants will also have the opportunity to engage in extended discussions with the presenters. There is no fee, but participants are requested to register via the online registration form.

The symposium will deal with the adoption of course management systems to address academic computing needs, particularly their effectiveness and how they fit into an Enterprise Information System. The symposium is intended to lead to recommendations from the AC4 to the IT Policy Board about the future of academic computing at UC Davis. To register or for more information, see http://ac4.ucdavis.edu/cms_symposium/.

Summer Institute on Technology in Teaching Big Success

The Teaching Resources Center, with support from Mediaworks and other IET staff, hosted its eighth annual Summer Institute on Technology in Teaching (SITT). SITT combined presentations and hands-on learning labs, many staffed by Mediaworks production artists, during the week of July 23. Among the topics explored was a focus on course management systems—communication tools, online quizzes, and content delivery. Participants were also exposed to some of the new multimedia productions that have been developed this year.

The institute is free to UC Davis instructors and TAs with an active teaching assignment in the fall. SITT has become a campus institution, offering instructors a forum for sharing their ideas and for learning from one another how to integrate the use of technology in their teaching. For more information, see <http://trc.ucdavis.edu/trc/sitt/>.

Computer Labs Initiate Printing Charge

To encourage responsible printing, reduce paper waste, and control costs, the campus has established a new policy to charge for printing in the campus computer rooms (<http://lm.ucdavis.edu/rooms/printing/>). Beginning on June 25, Information and Educational Technology (IET) implemented a five cents-per-sheet charge for printing in the campus computer rooms. The first 200 sheets (400 back-to-back pages) printed every quarter will be free of charge.

Duplex printing has been set as the default in most computer rooms (though clients can still select one-sided printing as needed). This will allow users to better manage their printing and reduce possible charges. The charges accrued above the first 200 sheets during a quarter will then be sent to the Cashier's office and included in the quarterly fee statements. Faculty and staff who print in the labs will be subject to the same fees and charged in a departmental account.

Printing in the campus computer rooms has increased dramatically over the past several years. Recent statistics show that printing demand has increased nearly 250 percent in the past five years, from 580,000 sheets printed in winter quarter 1996 to more than 2 million sheets printed in winter quarter 2001.

New Educational Technology Partners Program to Link Faculty and Students for Tech Learning

A new program, developed by IET-Mediaworks, will partner selected faculty members with specially trained students to help instructors learn about and use educational technology effectively. Through this new program, titled Educational Technology (ET) Partners, a number of students will be hired and trained to work with faculty. Faculty participants will then be selected during fall quarter 2001. In subsequent quarters, each student will be assigned to a faculty participant for one quarter at a time (or longer, depending on project length). While the ET Partners program is modeled after a successful faculty-student partnering endeavor at Wake Forest University, UC Davis is the first University of California campus to offer this type of program.

Mellon Grant Project Continues to Look at Online Course Offerings

Harry Matthews, Director of IET-Mediaworks, continues to administer a grant from the Andrew W. Mellon Foundation. The grant covers a two-and-half-year period to assess the cost-effectiveness of online components in large general education courses at UC Davis. Matthews recently submitted a paper on the first course to be analyzed, FST 2 "Introductory Food Science." The study indicates that the online version of the course cost slightly less (mainly because the instructor spent less time on it) but the pass rate was slightly lower for the online version. Data from the nine other courses are being analyzed or will be collected over the next two quarters. In addition to raw cost-effectiveness data, the team is studying the ways in which students use online material and relating the results to students' backgrounds, performance, and learning styles. The UC Davis Mellon project is described at <http://CloudyBay.ucdavis.edu/Mellon/>.

Video Group Assists at MIND Institute Summer Event

In August, Mediaworks' video production unit arranged for the videoconferencing of the UC Davis MIND (Medical Investigation of Neurodevelopmental Disorders) Institute's first Autism Summer Institute (<http://www.mindinstitute.org/>). The summer institute addressed theoretical, research, educational, and treatment issues for children with autism spectrum disorders. By videoconferencing the event, approximately 700 people at 12 sites across the country were able to participate. The networking capabilities provided by Mediaworks helped the MIND Institute in its ongoing goal to raise awareness about neurodevelopmental research. The Institute plans to sell the Mediaworks-edited version of the video, which is also being sought by UCTV in San Diego for airing. The MIND Institute plans to continue its collaboration with Mediaworks next year for an international conference.

Computer Lab Upgrades

This summer, Lab Management made several improvements to campus computer rooms:

- Made one computer teaching lab more effective for teaching by changing layout and upgrading the facility.
- Replaced some of the PCs, iBooks, and Apple computers in three computer rooms with upgraded equipment and optical mice.
- Installed duplexers in all printers and made duplex printing the default.
- Upgraded all PC operating systems to Windows Me.
- Removed Eudora from all computers. The login page for MyUCDavis will appear on all computers on login, so students can access email, course information, and a variety of other services.

Classroom Upgrade Project Continues

The Classroom Technology Services unit continued its work this summer to install new state-of-the-art audio-visual equipment into general assignment classrooms. Since February, the installation team has upgraded 11 classrooms and is working to have an additional 12 on-line by the start of the fall quarter. When completed, a total of 95 out of the 116 general assignment classrooms will have upgraded AV capabilities. The installation includes new media cabinets, smart control panels, VCRs, electric projection screens, audio speakers, and data/video projectors in each classroom. Not only will instructors have enhanced teaching tools available at their fingertips, but also there should be a reduction in equipment deliveries needed to support instruction.

ADMINISTRATIVE COMPUTING HIGHLIGHTS

Tier 1/Tier 2 System Reports Status

IET and Resource Management and Planning are reviewing annual administrative computing system reports that were submitted by campus units to the Administrative Computing Coordinating Council (AdC3) in April. The reports are in keeping with Administrative Computing Policy 200-45 for major administrative computing systems. IET and Resource Management and Planning are expected to provide feedback to the vice chancellors overseeing these systems by October.

Inherent in this reporting are several considerations. Most notably, AdC3 looks to the Administrative Computing policy for characteristics that describe which administrative systems ADC3 will review. Additionally, ADC3 will formulate criteria for the evaluation of the administrative systems, including new development and ongoing enhancements to existing systems. Characteristics of administrative systems that are emerging as key review points include compliance with the UC Davis New Business Architecture Plan, the UC Davis strategic computing plan, various mandates, the campus' technical architecture, and major application protocols and development standards. A draft report on campus administrative systems is expected by early October and a final report by early November.

Payroll/Personnel System (PPS) Data Warehouse Decision Support Upgrades Successful

Hardware and software upgrades to the database and Web servers supporting the Web-based PPS Decision Support reports and PPS Data Warehouse were successful. The newest additions to the Web-based reports are merit rosters and a labor relations report. The merit reports allow departments to audit employees' records in preparation for merit decisions and a roster for electronic submission to the Human Resources office. The labor relations report has been created so that the analysts in Labor Relations can create their own customized reports in response to labor union requests. Another noteworthy development effort was a new department address table the campus' Communications Resources department will use to submit more accurate employee department address data to the University Directory system at the Office of the President.

Banner Student Information System Upgrade to V.5 Completed

The Banner team has completed all the UC Davis modifications that will move us from version 3.3 to version 5.x. All the code objects are now with the core offices for their testing. The new version offers an enhanced user interface and will include an upgrade to Oracle 8.1.7. The Banner team completed the modifications approximately two months ahead of user requests and are now resuming work on user-requested enhancements. In addition, all staff positions are now filled, a situation that has not been the case for several years.

UC Davis Financial Information System (DaFIS) Brings Services to the Web

[submitted by UC Davis Accounting and Financial Services]

The DaFIS team redesigned its Web site, created a channel in MyUCDavis, and made a variety of other upgrades to improve customer support.

- DaFIS has its first presence in the MyUCDavis portal. In cooperation with IET, the DaFIS team created “My Contracts & Grants.” This channel uses existing Decision Support reports to allow principal investigators to track activity in their contract and grant accounts.
- Transaction Processing (TP) release 4.1 included the first online help resources available from TP. The Web-based resources are launched by clicking one of the four menu items (the user’s browser is launched if one is not active). There is also an online Help Request form, and a link directly to Decision Support.
- The redesign of the DaFIS Web site is complete. Included in the new site are a search engine, feedback forms, new lookups, and a Help Request form.
- The Purchasing Card pilot will begin in production in September. This will be a three-month pilot, with participation from approximately 10 departments.
- Databases will be upgraded to Oracle 8.1.7 (to be completed in September).
- New hardware and software (ColdFusion 5) are being installed for the Decision Support Web Server (to be completed in September).
- There were small releases for both Transaction Processing and Decision Support during this period.