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REPORT

October 2003 - January 2004

INFORMATION AND EDUCATIONAL TECHNOLOGY

INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

October 2003-January 2004

This report is designed to provide UC Davis faculty, staff, and students with brief descriptions and updates on major projects and initiatives in which Information and Educational Technology (IET) has been involved since October 2003. IET's reports to the campus community are published three times each academic year (in September, January, and May), and each report covers a wide range of topics grouped into five major categories. These categories are:

- General Campuswide Technology Highlights
- Infrastructure Highlights
- Educational Technology Highlights
- Administrative Computing Highlights
- Kudos and Awards

To obtain a copy of this IET Report, go to <http://iet.ucdavis.edu/pubs/reports.html>, where PDF versions of current and previous editions are available for viewing or printing.

For ongoing campus technology and computing news, see TechNews (<http://technews.ucdavis.edu/>). This site provides a convenient, focused, and regularly-updated source of news ranging from IET announcements to stories about campus information technology initiatives, security alerts, newsletter articles about the application of technology in teaching and research, and more. To receive a weekly email abstract with links to the latest news, subscribe to TechNews at <http://technews.ucdavis.edu/subscribe.cfm>.

Feedback on this report is greatly encouraged. Please contact ietpubs@ucdavis.edu.

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GENERAL TECHNOLOGY HIGHLIGHTS

This section focuses on the development and implementation of overarching campuswide computing and technology initiatives and policies. Some examples of these initiatives and policies include the development of an IT Strategic Plan for the campus, the New Business Architecture (NBA), and the MyUCDavis Web portal.

IT Strategic Planning Continues For UC Davis

- **UC Davis Identifies Major IT Projects for 2003-05**

In December 2003, John Bruno, Vice Provost for Information and Educational Technology (IET) shared with the Council of Deans and Vice Chancellors and several other groups a draft UC Davis Information Technology Strategic Plan and Projects for 2003-05. The purpose of this planning effort is twofold: a) provide a strategic planning framework for information technology at UC Davis, and b) develop an inventory of campuswide information technology projects that are already in progress or have been suggested for consideration as the campus sets out to prioritize investments in information technology. The IT Strategic Plan builds on and supports the UC Davis Strategic Plan (see <http://strategicplan.ucdavis.edu>) which was recently finalized and shared with the campus community.

The Council of Deans and Vice Chancellors reviewed the inventory for completeness and accuracy and rated each of the fifteen proposed investments. In January, John Bruno distributed a revised List of IT Projects for 2003-05. The document includes preliminary ratings for each of the original fifteen IT projects as well as descriptions for fourteen new projects. All of these projects will be taken into consideration as the campus prioritizes investments in information technology.

For more information, see <http://itstrategicplan.ucdavis.edu>.

- **Academic and Administrative Computing Councils Review Two Major IT Projects**

This Fall, the Academic and Administrative Computing Coordinating Councils (AC4 and AdC3, respectively) have been discussing two of the projects featured in the UC Davis List of IT Projects for 2003-05 (see above).

In October, Council members discussed the Faculty and Merit Promotion project headed by the Office of Academic Personnel, with support from Information and Educational Technology (IET). Three main options are under consideration to improve the current, paper-based faculty merit and promotion system: a) InfoVault, the system the School of Medicine is using; b) a document management system capable of supporting workflow functionality; and c) a customized, in-house solution. The primary goal for developing a campuswide system is to reduce workload at the academic department level. An oversight committee has been appointed to coordinate the information gathering process and to analyze the extent to which the various approaches under consideration will provide the functionality desired in a Web-based Faculty Merit and Promotion system. The oversight committee will consult widely, including with the joint Councils, Technology Infrastructure Forum, Senior Advisors, Council of Deans and Vice Chancellors, and faculty focus groups. The oversight committee is co-chaired by Connie Melendy, Assistant Vice Provost for Academic Personnel, and Dave Shelby, Assistant Vice Provost-IET. For more information about the Faculty Merit Promotion Project, see the October 2003 report to the Academic and Administrative Computing Councils at http://ac4.ucdavis.edu/combined_meetings/10_20_03/index.cfm#agend3.

In December, Council members discussed the proposal for an Electronic Research Administration (ERA) system for the campus. Currently, academic research and grant proposal development, review, approval,



submission, and administration is a complex series of processes. This process is a time-consuming task for faculty who also rely on departmental staff and the UCD Office of Research. Furthermore, once the proposal is funded, there are continuing tasks including tracking of budget expenditures, filing of reports, responding to requests for information from various groups (the funding agency, UCOP, other units at UCD, etc.). One of the goals for a campuswide ERA system would be to enable the creation of an electronic warehouse to support the development, submission, and administration of proposals by faculty and the administration of funded research grants by faculty, staff and administrators. Such a system would have requirements for security, flexible inputs and outputs, and interfaces to other campus information and financial resources. For more information about the Faculty Merit Promotion Project, see the October 2003 report to the Academic and Administrative Computing Councils at http://ac4.ucdavis.edu/combined_meetings/12_01_03/.

- **IET Sponsors Two-Day Workshop on Software Development**

On January 29th, Joel Spolsky, software development veteran and author of "User Interface Design for Programmers," will be addressing members of the UC Davis community as part of a two-day visit sponsored by Information and Educational Technology (IET). In addition to the keynote, Spolsky will facilitate small group discussion sessions on topics ranging from the MyUCDavis portal to writing functional specifications, determining when to buy or build a software solution, and defining development strategies. Representatives from IET and various campus partners have been invited to those targeted sessions.

Spolsky is known as an entertaining communicator, a popularizer of the classic notions of software engineering. Over the years, he has worked for Microsoft and has founded Fog Creek, a company that has developed CityDesk, a content management system, and FogBUGZ, a Web-based system for managing software projects. The keynote is open to the general public, and is free of charge. See <http://vpviet.ucdavis.edu/daum.html> for more information.

New Business Architecture (NBA) Planning Continues

IET continues to be actively involved in the UC Davis New Business Architecture Initiative projects and planning activities. The following are NBA highlights for October 2003 through January 2004. For more information about the NBA at UC Davis, see <http://nba.ucdavis.edu/>.

- **Facilities Web-based Ordering System Deployed with Support from NBA**

On December 8, 2003, the Facilities department released the updated Operations & Maintenance Web Work Order System. The new system, developed in collaboration with the New Business Architecture (NBA) project team, is designed to make submitting, tracking the progress of service requests and monitoring charges easier and more secure. In addition to being available from the Facilities Web site (<http://facilities.ucdavis.edu/>), the system is accessible via the campus Web portal, MyUCDavis (see MyUCDavis section below). The NBA Project Management Office and Change Management Team assisted the Facilities Project Team with project management, user change readiness assessment as well as planning for and development of communications and training prior to the roll-out. Members of the UC Davis community may access the system by logging in to <http://facilities.ucdavis.edu/> and entering their Kerberos passwords. For more information about this new system, see <http://nba.ucdavis.edu/FacilitiesAnnc.pdf>.



MyUCDavis Portal News

MyUCDavis is the campus' portal, a secure and customizable Web site that integrates several UC Davis Web applications and online services into one convenient location. Based on an individual's affiliation with the university (as student, faculty or staff), the portal creates an entrance point into many UC Davis services from course registration and schedules to course management tools, news and Web-based email. The portal continues to grow and is available at <http://my.ucdavis.edu/>. The following are just some of the latest additions and upcoming changes to MyUCDavis.

- **Place Facilities Work Orders Through MyUCDavis**

MyUCDavis now provides access to the new Facilities Operations & Maintenance Web Work Order System. The new work order system, developed with support from the New Business Architecture (NBA) project team, is designed to make submitting, tracking the progress of service requests, and monitoring charges easier. The new system is available from the Facilities Web site as well as from MyUCDavis. To access the new work order system from the portal, go to <http://my.ucdavis.edu/> and click on the "My Office" tab and then "Facilities." Facilities Operations & Maintenance provides construction, maintenance, utility, custodial and grounds services to the campus.

- **Course Management Training Day Offered to Faculty**

Every quarter, the [Technology Resources Center](http://trc.ucdavis.edu/) (TRC, see <http://trc.ucdavis.edu/>) with assistance from the MyUCDavis Development Team, offers a full day of training on MyUCDavis course management applications. This quarter the training day was offered on Tuesday, January 6. Faculty members who attended the sessions were given an overview of the portal and received hands-on training on course management tools including GradeBook and Website Builder. For more information about MyUCDavis course management training, including future training day sessions, see the TRC calendar at <http://trc.ucdavis.edu/trc/events.html>. To access course management tutorials, see the "MyUCDavis Getting Started for Faculty" Web page at <http://my.ucdavis.edu/project/gettingstarted.html>.

- **MyUCDavis and Course Management Usage Statistics:**

15,000 Average number of daily logins

41,342 Number of unique users (33,195 students, 2170 faculty, 5977 staff)

996 Number of courses using Course Management Tools in fall quarter 2003 (Website Builder, GradeBook, Communications tools, Quiz Builder)

1,847 Gradebooks in use in fall quarter 2003

67% Percentage of all UCD students using one or more of the MyUCDavis Course Management Tools



INFRASTRUCTURE HIGHLIGHTS

This section discusses the extensive infrastructure technology services and support that IET provides to the campus. These cover quite a wide range, including: support for campus IT projects; campus network security; software and technology support; campus telecommunications and wireless networking; voice, video and photography services; and publications and news.

Campuswide Infrastructure Projects

- **Document Management Product Selected**

In December and January, the offices of the Registrar, Undergraduate Admissions, and Financial Aid will be rolling out the OnBase Document Management system. This first phase of the project includes developing workflow processes for entering and updating financial aid and admissions information. All offices are hoping to eventually scan every piece of paper that comes into the offices. The Office of the Registrar will also be scanning and storing digital files of all "back" files. It is hoped that processes between Student Affairs and the Dean's offices will be included in the second phase of the project.

- **Person Registry Project to Provide Accurate Identity Information**

The goal for the Person Registry project is to create a single repository into which UC Davis constituents' identity information can be entered and maintained, and which can serve as an authoritative source for other administrative systems on campus. As such, the person registry will improve access to, consistency and accuracy of, identity information across campus systems.

The team is now completing testing of a local match routine that will be embedded in the Registry as a single source of identity resolution and management. The Registry is expected to be ready for the second phase of source system integration during winter quarter. The next large effort for the Registry project team will be to help convert identity management routines embedded in various campus administrative systems so they can be used to search the Registry. The first targeted system for the conversion will be the Banner Student Information System or Payroll/Personnel System.

- **Expanded Enterprise Directory Underway**

IET has been proceeding on a project to expand the functionality of the campus enterprise directory (ldap.ucdavis.edu). A new directory layout schema based on industry standards has been implemented and work to populate person attributes is underway. The expansion of the campus directory will have immediate benefits for some units on campus who need easy access to person attributes that are not currently in the directory.

- **MyAdmissions Offers New Services to Undergraduate Applicants**

IET has been assisting the office of Undergraduate Admissions in an ambitious new project to create an interactive Web site for UC Davis applicants and admitted students. The new Web site, nicknamed "MyAdmissions," provides students with application status information, admission decision information, and an online version of the admissions packet that includes Web-based forms for students to fill out as part of the admissions process.

Working closely with the Undergraduate Admissions team, IET has developed a secure authentication mechanism that allows applicants to create UC Davis computing accounts within the central Kerberos system. Starting winter quarter, the campus will be able to provide secure information and status updates to applicants via the Web using these computing accounts.



The first phase of the project was completed at the end of November when students were given the ability to view the status of their applications online. (For more information, see the MyAdmissions Web site at <http://myadmissions.ucdavis.edu/>).

Computer and Network Security

- **Departmental Firewall Guidelines and Procedures Developed**

A growing number of departments are interested in deploying firewalls as part of their information security plan. Fundamental to the decision to use department firewalls is the understanding of the architectural alternatives, performance implications, policy requirements and cost parameters. In October 2003, a campus workgroup completed its Departmental Firewall Guidelines and Procedures document. This document provides a roadmap for campus units to follow when considering the use of a department network firewall and is available via <http://security.ucdavis.edu/>.

A special section on the Computer and Network Security Web site will be published in winter quarter to support communications with the campus community about firewalls. This information will include a discussion regarding campus plans for acquiring and implementing a centrally-supported firewall solution.

- **Microsoft Vulnerabilities and Campus Protection Efforts Continue**

On September 19, 2003, IET began a broad campaign to assist students, staff and faculty members in reducing computer vulnerabilities associated with a serious Microsoft operating system flaw. These vulnerabilities and exploits negatively impacted commercial enterprises and academic institutions around the world. The campus program included the distribution of CD-ROMs with corrective operating system patches and virus scanning utilities, use of network infection scanners, integration of vulnerability scanning with Web authentication, indefinite use of Netbios network traffic filters at key network locations, enhanced IT help desk services, increased print and Web communications about the vulnerability and suggested corrective measures, and hands-on security assistance during the fall quarter welcoming of incoming students.

The program significantly reduced the risks of damage to the campus network. On the first day of the program, nearly 500 infected systems and 600 vulnerable systems were identified. By mid-October, only about 100 vulnerable systems and 60 infected systems had been found. Scanning for Welchia-infected computers will continue indefinitely. The campus is now exploring methods to integrate successful vulnerability mitigation measures into the campus security program. (See the [vulnerability resources section](http://security.ucdavis.edu/vuln_resources.cfm) at http://security.ucdavis.edu/vuln_resources.cfm of the campus Security Web site for more information.)

- **Workgroup Investigating Proactive Approach to Vulnerability Scanning**

During fall 2003, the campus deployed several methods to reduce the number of computers with vulnerable Windows RPC services or related worm infections. Among the most successful approaches was an automated vulnerability scan that occurred when users authenticated themselves to secure Web-based applications or resources. In December, a workgroup was formed to assist the campus in defining specific tasks and related resources to expand the Web authentication (DistAuth) vulnerability scanning mechanism into a more proactive tool. The workgroup's findings and recommendations are expected to be complete by March 31, 2004. For additional information, please see the workgroup charge letter (http://security.ucdavis.edu/sec_projects.cfm).



- **File Encryption Workgroup Formed**

New federal and state laws have mandated that personal information residing on computers be protected from unauthorized access and disclosure. In response to these mandates, a few campus units inquired with vendors but did not find a scalable, cost effective means of encryption. To further explore encryption methodologies, in early December 2003 a workgroup was formed to assist the campus in defining the functions and requirements for a file and disk encryption that can support the academic, research and administrative needs on campus. The workgroup's findings and recommendations are expected to be complete by March 31, 2004. To read the workgroup charge letter, please see http://security.ucdavis.edu/sec_projects.cfm.

- **Email Server Upgrade Complete**

In preparation for securing password authentication on the campus email servers, the Data Center upgraded the central campus email POP servers on December 29, 2003. During the course of fall quarter, email users who use the POP protocol were asked to clean out their email inboxes to alleviate the amount of duplicate email they received. Additionally, Eudora users were asked to upgrade their version of Eudora to 5.2.1 or newer in order to receive email after the upgrade. Statistical data shows that more than 3,000 Eudora users upgraded throughout the quarter.

Overall the upgrade was successful, though a few technical issues resulted from the email upgrade that rendered some users unable to retrieve their email. The IT Express Computing Help Desk worked with campus technical support staff and users to address those issues. For more information about the email server upgrade, see <http://itexpress.ucdavis.edu/upgrade/>. For assistance with email, contact the IT Express Computing Help Desk at tel: 530-754-HELP (4357), email: ithelp@ucdavis.edu, walk-in: 182 Shields Library, see <http://itexpress.ucdavis.edu/about/#contact> for hours.

- **CAN-SPAM Act Spurs Directive, Web Pages**

On December 16, 2003, President Bush signed a new law intended to control the flood of unsolicited commercial email, or spam. Effective January 1, 2004, the US CAN-SPAM Act (Controlling the Assault of Non-Solicited Pornography and Marketing), defines and sets forth guidelines for the use of commercial email.

Following the passage of the new law, IET developed a number of communications to inform the campus community. These communications include a campus directive (see [New Law for Commercial Electronic Mail Messages](http://directives.ucdavis.edu/) at <http://directives.ucdavis.edu/>), several announcements to technical staff and the campus community, and a special section of the Computer and Network Security Web site called [CAN-SPAM Act](http://security.ucdavis.edu/can_spam.cfm) (see http://security.ucdavis.edu/can_spam.cfm). The directive states that "campus units have an obligation to ensure electronic mail messages comply with the new law." The Web page describes some key points of the CAN-SPAM Act and how the Act will impact individuals and the campus. See the [CAN-SPAM Act section](http://security.ucdavis.edu/can_spam.cfm) (http://security.ucdavis.edu/can_spam.cfm) of the campus [Security site](http://security.ucdavis.edu/) (<http://security.ucdavis.edu/>) for more information.

- **Lunchtime Security Discussions**

As part of the ongoing efforts to educate the campus community about computer and network security, the campus IT Security Coordinator, Bob Ono, has devised a plan for providing lunchtime security discussions. These discussions will focus on key security topics and may include guest speakers with specialized knowledge of security issues.

The first of these events was held on Monday, January 26, 2004 in the Silo Cabernet Room. A Microsoft representative presented and facilitated a discussion about patch management, strategies for reducing



security risks, and security best practices. Advertisement of this event included a message to the Technology Infrastructure Forum (TIF), a number of TIF subgroups, and the Technology Support Program (TSP) electronic mailing lists as well as a posting of the event agenda in the [Training section](#) (see <http://security.ucdavis.edu/training.cfm>) of the [Computer and Network Security Web site](#) (see <http://security.ucdavis.edu/>).

Future events are in the early planning stages. Announcements and agendas will be available in the [Training section](#) (<http://security.ucdavis.edu/training.cfm>) of the [Computer and Network Security Web site](#) (see <http://security.ucdavis.edu/>) as details become available. Suggestions for future topics should be sent to Bob Ono, IT Security Coordinator, at raono@ucdavis.edu.

Telecommunications Highlights

The following are highlights of activities related to UC Davis networking and voice services.

- **Telecommunications Master Plan RFP Submitted**

UC Davis has developed a Request for Proposal (RFP) for a telecommunications master plan. The selected vendor will evaluate deployment and technology models to determine the most cost-effective way to provide infrastructure to support the campus' long-range development plan and the new services that will run over it. Additional analysis must also be conducted to minimize the risk of large stranded investments in telecommunications infrastructure, and to address campus areas that are exposed to potential failures. This analysis will result in a master plan that will guide telecommunications infrastructure capital improvement and replacement cycles over the next ten years, with the recognition that it should be re-evaluated every three years due to the rapid change in external trends and outside influences. The RFP will go out in winter quarter; the contract is expected to be awarded in March 2004.

- **Campus- and Wide-area Networking Improvements Underway**

All three of the UC Davis Campus CENIC Wide-area gigabit network connections – Internet Service Provider (ISP), Digital California (DC), and High Performance Research (HPR) – are up and running at full capacity, as designed. The three similar connections scheduled for UCDCMC are up and running in an interim mode, pending completion of the CENIC Central Valley Path and the Sacramento Internet Service Point of Presence. During the interim period, ISP service to UCDCMC is sharing the bandwidth of the UCDCMC DC connection, and the UCDCMC HPR connection is not a true diverse path from the Davis HPR connection. The final schedule for these activities has been extended to facilitate a deployment sequencing scheme that will avoid risk of service interruptions while a National Lambda Rail network is being built out.

Metropolitan area fiber connectivity to Cousteau Place, an off-campus office complex that houses campus Architects and Engineers as well as several research programs, is now in production, providing multi-gigabit speeds via diverse fiber paths. Planning is underway to extend this connectivity across Interstate 80 to reach other off-campus concentrations of university activities. (For information about CENIC, see <http://www.cenic.org/>.)

- **IET Completes the Cutover of Network 21 & ResNet Replacement Project**

The Network 21 Replacement affected 275 buildings and connections for 14,000 +/- NAMs. The ResNet Replacement occurred in 112 buildings with connections for 5,000 +/- NAMs. The project started on July 1, 2002. The equipment installation start date was delayed until June 2003 because of a change in the model of the electronic equipment. The project cutover to the new equipment was completed September 15, 2003.



Following the cutover to the new equipment in the core area of the campus, the previously-installed older version of the Gigabit equipment in the outlying area of the campus was replaced with the newest version used in the core area. This required the replacement of 342 edge devices in over two hundred locations and the replacement of the control cards in the ADFs and BDFs. The work was completed November 24, 2003 and allowed for the inter-connection of the links between all ADFs and the Network Operation Center. The final work to establish the out-of-band network management system via terminal server procurement and installation will be completed in winter quarter. (For more information on IET-Communications Resources projects, see <http://cr.ucdavis.edu/projects.cfm>.)

- **Data Network Information Migration Project Initiated**

Information related to the campus data network is stored in a variety of databases – HP Openview and a variety of homegrown tools. The feasibility of migrating this information to the Pinnacle Telemanagement system is underway. The Pinnacle system currently houses only information related to service billing and voice infrastructure. As part of this project, an additional interface will be built to provide a “MyNetwork” Web channel to the campus portal. This will address the campus need for an authenticated single point of entry (Web access) that will provide vital network operations and contact information to campus network and systems administrators.

- **Wireless Proposal Submitted**

Continuing campus interest in wireless (802.11b) networking has prompted a study of the costs for expanding and improving wireless services in common areas. The completed study provides several recommendations which address coverage, security, privacy, and management issues. The use of “smart” access points using an 802.1x authentication framework with RADIUS, accessing the LDAP directory populated with Kerberos passwords, will improve security and privacy. In addition, a stand-alone multi-vendor access point management system will provide significant improvement in the management of capacity, usage, and hardware of the expanded wireless footprint. (For more information about wireless access, see the campus [Wireless Web site](http://wireless.ucdavis.edu/) at <http://wireless.ucdavis.edu/>.)

- **Voice Communications**

- SimRing Service Considered

IET-Communications Resources is investigating offering SimRing service to campus clients. This service rings a predefined list of local devices when a specified campus number is dialed. This will be particularly useful for clients who work in multiple locations, so they can be reached at any of those locations, or even on their cellular phone, by dialing a single campus number. With the advent of number portability, which allows users to move a phone number to any telephone-type communications device (wired phone in a different location, cell phone, PDA, etc.), demand for this type of feature may increase. (For more information about number portability, see the campus directive at <http://directives.ucdavis.edu/2003/03-139.cfm>.)

- Dial on Campus Using Five-digit Dialing

IET-Communications Resources anticipates a winter quarter rollout for five-digit dialing capability in both directions between campus and off-campus (Centrex) university employees. This will enable the campus to save time and money in dialing to and from Centrex locations. Rather than dialing ‘9 + seven-digit phone number,’ users will simply dial the last five digits of the phone number. Because these calls are routed directly to the UC Davis telephone switch without any processing at the SBC central office, these calls will be “free” to the campus.



Video and Photography Services

- **Image and Media Management Tool Enters Pilot Phase**

This fall IET-Mediaworks conducted many conversations around the campus and among its staff to explore the desirability of offering an image and media management tool to instructors. An overwhelming need for this kind of resource was uncovered, and one of Mediaworks' projects in particular (AMS21) was found to be well-suited to an application available from Princeton University (Almagest). As a result, Mediaworks has decided to move forward with installing and testing the Almagest system. Two servers (development and production) have been configured to run the software, which is scheduled to go online winter quarter.

AMS21 (Exhibitions and Material Culture) has been targeted as the first course to make use of this system. All of the visual materials and related metadata for this course have been gathered and will be loaded into the system for use during the winter quarter. Students will be able to search for all the images used in the course and replay them in the order they will be shown in class. (For more information about IET-Mediaworks, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>.)

- **Live Webcasts, Video-over-IP for Special Events and Courses**

Mediaworks has provided extensive PowerPoint presentation and design expertise for the Department of Epidemiology and Preventive Medicine NIH grant presentation and has been working with Public Communications to develop live Webcasts of important campus events, including four live Webcasts produced for the Pacific Regional Humanities Center and the College of Letters and Science. Mediaworks has produced successful two-way video-over-IP distribution feeds from the Virtual Care Center at the UC Davis Medical Center to the Health Sciences Complex on campus to enhance medical school education for the Department of Anesthesiology and Pain Medicine and has provided graphic and video display production services for the Recreation Hall and Intercollegiate Athletics for all athletic and special events in the Recreation Hall. (For more information about Mediaworks video and design services, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>).

Communication News

IET produces a number of publications and regular news items. All are designed to keep various segments of the campus community informed about services available to them as well as recent or upcoming on-campus technology developments. In particular, IET's newsletter, the [IT Times](http://ittimes.ucdavis.edu/) (see <http://ittimes.ucdavis.edu/>), is published quarterly in print and on the Web to inform staff and faculty of information and educational technology services, initiatives and activities at UC Davis.

- ***Hypertext*, a New Quarterly Student Computing Newsletter, Now Available for Winter 2004**

The Winter 2004 edition of *Hypertext*, a new quarterly newsletter designed to keep students informed about the latest campus computing news, is now available on campus and on the Web. *Hypertext* was developed by a team of student employees within the Office of the Vice Provost for Information and Educational Technology, in collaboration with many other IET units, including Computer Lab Management, IT Express and the MyUCDavis Development Team.

Hypertext provides students with the opportunity to regularly communicate important time-sensitive issues and developments (i.e., security info, service changes, computer room moves). Topics covered in the Fall 2003 and Winter 2004 editions include legal music downloading options, secure instant messaging, campus wireless networking, features of the MyUCDavis Web portal, and new technology-related majors/minors. A downloadable PDF of *Hypertext*



(<http://scg.ucdavis.edu/hypertext/2004winter/winter04.pdf>) is available on the Student Computing Guide Web site, and students can also pick up a print copy of this newsletter at IT Express (182 Shields Library) and any of the computer rooms. To submit comments or suggestions about this publication, email Jeff van de Pol at jrvandepol@ucdavis.edu.

- **TechNews Highlights**

TechNews (<http://technews.ucdavis.edu/>) is a convenient, focused, and easy-to-access source for computing and technology news. News items range from announcements about IET and campus initiatives to articles about new projects, security alerts, and computer viruses to informative stories about applications of technology in the classroom. During fall quarter articles in TechNews included security-related information such as computer system patching, anti-spam laws and resources, as well as links to computer-related columns in the Aggie student newspaper, IT Times stories, and announcements regarding IET services.

Members of the campus community can subscribe to TechNews at <http://technews.ucdavis.edu/subscribe.cfm> to receive a weekly abstract with links to the latest headlines.



EDUCATIONAL TECHNOLOGY HIGHLIGHTS

This section outlines some of IET's projects and service enhancements in support of UC Davis instructors and students. Often found within this section are the latest news from Mediaworks (the IET department which provides professional educational technology and media services to instructors for their classes and research), information on the campus computer rooms, and highlights of IET's efforts to provide students with the computing information they need during their time at UC Davis.

Online Courses

- **Beyond the Traditional Classroom: Online AP Spanish, Communication Tools**

The Mediaworks project to develop an Advanced Placement Spanish Language course for the UCCP (UC College Prep) Initiative continues, with lessons in production at a number of high schools throughout California. UCCP has received interest in acquiring this course from other parts of the US and South America. Mediaworks is now designing and developing an Advanced Placement Spanish Literature course for fall 2004.

Mediaworks has also developed a suite of Communications Tools, including chat rooms, audio and text messaging, collaboration groups, and notepad and white board capabilities. This set of tools is being used in the UCCP AP Spanish, Physics, and Environmental Science courses as well as UCD University Extension's Spanish Without Walls course.

Mediaworks developers recently attended the UCCP Online Developer's Summit, a two-day technical conference involving developers from UCD, UCB, UCSC, UC Gateways, Inflection Media, Blackboard, Elluminate, and Tata. Mediaworks gave a 45-minute presentation on the learning object architecture, SCORM-compliance strategy and design, and best practices approaches used in the development of the UCCP online advanced placement courses. UCCP has plans to convert its online courses to integrate with Blackboard's course management functionality, and the Summit provided an opportunity for the organizations involved to discuss strategies and methodologies to accomplish that goal.

For more information about online course support and development, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>.

- **Online Training Program for TAs**

Mediaworks completed the first phase of an instructional program to train Teaching Assistants (TAs) for Biological Sciences 1B. The program provides TAs with a visual overview of eight labs and describes how best to serve more than 1800 students per year. Mediaworks also completed pre-lab modules for Chemistry 2A.

For more information about online course support and development, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>. (See also: "Mediaworks Nominated for Macromedia MAX Award" in the **Kudos and Awards** section of this report.)

Faculty Training and Presentations

- **Faculty Support Needs Remain Dynamic**

New interest in image handling, video technology, interactive computing, security, communication tools, and course management is changing the focus of the support and services provided to faculty through The Arbor. During fall quarter, support for the MyUCDavis portal increased as more and more faculty, students, and staff adopt it as a central place to assist them with daily work, communication and access to



information they need. Telephone consultation and recommendations for hardware, software and available services continued to increase. Support for long-term projects has decreased because the faculty community is generally more capable and confident using technology. (For more information about the Arbor, see the [Arbor Web site](http://arbor.ucdavis.edu/) at <http://arbor.ucdavis.edu/> or email arbor@ucdavis.edu.)

- **ET Partners Program Adds Eight Students**

The Educational Technology (ET) Partners Program at UC Davis began in 2001 as a pilot program offering student technology mentors to faculty members for one quarter per partnership. A second group of eight ET Student Partners was trained during the fall of 2003. In just two years of operation, the ET partners program has assisted 62 faculty members from over 40 academic departments to incorporate educational technology into their courses. This instructional support effort has served about a hundred different courses and continues to aid faculty in influencing the learning experience of UC Davis students, roughly 9,000 to date. More information about this program and application instructions available at: <http://etpartners.ucdavis.edu>.

Classrooms and Computer Labs

- **Classrooms Upgraded with Assistive Listening Devices**

Classroom Technology Services installed Assistive Listening Devices in 42 general assignment classrooms, completing a project to outfit UC Davis general assignment classrooms with ADA-compliant equipment. Either a wireless microphone system or a wired microphone was also installed in these rooms for voice amplification, when needed. All applicable signage informing of the availability of the Assistive Listening Device was posted in prominent locations within the rooms. Information about classroom technology is available via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>. For classroom multimedia equipment support, call 752-3553.

- **Funding Received for New Computer Classroom**

A joint proposal from the Division of Biological Sciences (DBS) and IET to operate a 44-seat computer classroom received full funding from the campus. The computer classroom will be located in the new Sciences Lab Building (room 2060) that will house other teaching facilities such as traditional labs. The room is expected to be fully operational by the start of the winter 2005 academic quarter. The campus provided one-time start-up funds of \$135,000 as well as \$122,000 in annual, on-going funds for the facility. In addition, Microsoft and Dell Computer Corp will provide 36 computers for the facility. Under the agreement, Classroom Technology Services will manage the computer classroom. Information about IET-managed computer rooms is available via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>.

- **Faculty Assisted with Classroom Technology**

For the third consecutive year, the UC Davis Meet and Greet Program for faculty was conducted this fall during the first two days of instruction. The program involved 16 Classroom Technology Services staff members and one Mediaworks staff member, who provided assistance and information to instructors on how to operate the equipment in the classrooms. Additionally, two training sessions on classroom media equipment usage were held, with 12 faculty members attending. Information about classroom technology support is available via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>.

- **Graduate School of Management Pilots New Computer Lab Support Model**

In an effort to assist departments, Classroom Technology Services will provide student-consulting support at the Graduate School of Management (GSM) computer lab in winter 2004. An agreement for a pilot project was signed in November that provides the school with trained student consultants to staff their on-



campus facilities during peak hours of 11:00 a.m. to 2:00 p.m. In addition, an effort will be made to recruit student consultants who would be interested in supporting a GSM computing facility at One Capital Mall in Sacramento.

Information about IET-managed computer rooms is available via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>.

- **Mac OS X testing at the Meyer Media Lab**

Classroom Technology Services has upgraded two Apple Macintosh G4 Towers at the Meyer Media Lab at 1154 Meyer Hall from Mac OS 9 to Mac OS X (10.3). This deployment is part of a larger pilot project to evaluate the feasibility of installing OS X on all Apple computers in open access labs, computer classrooms and media labs. Deployment and security issues have been the major hurdles in migrating from OS 9 to OS X.

Faculty who use Mac computer classrooms will be notified so they can evaluate the new operating system, test class-specific software, and provide general feedback on the upgrade.

Information about IET-managed computer rooms is available via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>.

Outreach

- **Lab Manager Lends a Hand to Underprivileged Students**

This fall, IET computer lab manager Quico Gonzalez gave a special gift to his community - the gift of technology to underprivileged students at the John Still Center in Sacramento. Gonzalez set up three Mac computers in a room for 35 students with special needs. He networked the newly-donated computers, upgraded their operating systems and Web browsers, and hooked up an inkjet printer for the teacher and students to use. He also installed educational software for the students who come in for two-hour blocks to get help with reading and writing.



ADMINISTRATIVE COMPUTING HIGHLIGHTS

This section covers the IET projects focused on improving the campus administrative computing environment. Frequently included in this section is information on campus administrative upgrades to major campus computing systems (i.e., Banner, DAFIS) as well as partnerships and projects IET is engaged in with other campus departments to improve administrative computing at UC Davis.

Banner Student Information System

- **Banner Upgrade Successfully Completed**

The Banner 6 upgrade planned for November was implemented successfully and completed on time. The upgrade occurred mostly for technical reasons and will make future upgrades less labor-intensive. No additional major upgrades are planned for this academic year. Information about the Banner Student Information System and its implementation at UC Davis is available on the [IET-Application Development Web site](http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm) at <http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm>.

- **Phase II of Merced's Campus Academic Administrative System Underway**

Initiated in March 2003, the CAAS project is a collaboration between UC Davis and UC Merced to develop UC Merced's administrative computing environment for its official opening in 2005. With the successful completion of the recruitment module and recruitment data load and conversion programs in September, work began on Phase II. Phase II focuses on a substantial effort to rebuild and setup a heavily-modified Banner Admissions module, to rewrite the data load from UCOP for Admissions, to begin training and system setup of the Financial Aid system, to begin the training for Student Accounting, and to setup the Web-based Graduate application process.

For more information about UC Merced, see the [UC Merced Web site](http://www.ucmerced.edu/) at <http://www.ucmerced.edu/>.

Payroll Personnel System (PPS)

- **PPS Decision Support Improves Payroll Distribution and Employee Information Exchange**

In January, PPS Decision Support (DS) replaced the distribution of two monthly payroll reports, giving departments faster access to the reports while saving the Accounting Office production and distribution costs. Both reports had been in production on PPS DS over the summer and fall months giving departments lead time to familiarize themselves with the new distribution. Working with the Accounting Office, the IET team is developing two more monthly payroll reports that are slated to follow this new distribution during winter quarter.

While the central offices continue to test HR employee history, an advisory group of department and dean's office representatives have been given access to their employees' employment history. Roll-out to the remainder of the campus departments will follow after this advisory group provides their recommendations.

For more information on the PPS system, see the [PPS Web page](http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm) at http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm.



KUDOS AND AWARDS

This section highlights major kudos and awards recently given to IET departments and/or staff in recognition of their professional accomplishments or contributions to the campus and community.

Mediaworks One of Two Finalists for Macromedia MAX Award

The new online introductory chemistry (Chem 2C) lab created by Mediaworks and the UC Davis Chemistry department was a finalist for the prestigious Macromedia MAX award, presented at a Macromedia conference in Salt Lake City in November. The purpose of the award is to recognize “excellent, innovative and result-proven projects built with Macromedia technology,” according to the Macromedia Web site. In addition to being a featured nominee, the online lab received special attention as it was exhibited at the conference. The lab was selected as one of only two finalists in the “Educational Experiences” category. For more information about online course support and development, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>.

See also:

- IT Times article: “Online Chemistry Lab Sparks National Attention” at <http://ittimes.ucdavis.edu/fall2003/Stories/chemlab.htm>
- Macromedia MAX award recipients and finalists at http://www.macromedia.com/macromedia/conference/max_awards/
- Mediaworks presentation at the MAX awards at http://www.macromedia.com/macromedia/conference/max_awards/brz_learnmore/chemistry/.)