

INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

September 2004-January 2005

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 September 2004. IET's reports to the campus community are published three times each academic year (in September, February, and May), and each report covers a wide range of topics grouped into four major categories:

- Campuswide Technology Highlights
- Infrastructure Highlights
- Educational Technology Highlights
- Administrative Computing Highlights

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

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CAMPUSWIDE 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 planning framework for UC Davis as well as major IT projects for the campus.

UC Davis Enters Second Annual IT Planning Phase

Summer 2004 marked the launch of the second annual IT planning process, this time targeting FY 2005-07. Specifically, between July and November 2004, Vice Provost John Bruno and Assistant Vice Provost Dave Shelby consulted with each of the vice chancellors, vice provosts, and deans to collect feedback on the campuswide IT projects identified last year, and to determine whether new administrative and academic information technology needs had surfaced. Provost Virginia Hinshaw initiated the development of the UC Davis Information Technology Planning Process in April 2003 when she asked for "an information technology plan with a two-year horizon that can be updated annually." In 2003-04, the planning and discussion process resulted in the identification and prioritization of 29 campus IT projects. Included here are updates on two of these campus IT projects:

- **Faculty Merit and Promotion Project**

This project proposes to create faculty digital portfolios that can be used in support of the academic merit and promotion processes, as well as other processes. The implementation workgroup has been formed and is launching a pilot over the next six months with the College of Agricultural and Environmental Sciences (CAES) and the Division of Biological Sciences (DBS). Funding to cover one-time costs has been allocated by the provost, and ongoing funding is still being discussed. The application, known as MyInfoVault, was developed by the UC Davis School of Medicine. The goal of the project is to determine the feasibility of a wider campus implementation. A demo of MyInfoVault is available at <http://media.ucdavis.edu:8080/ramgen/IET/MyInfoVault.rm>.

- **Electronic Research Administration System**

This system will enable electronic submission, review, approval, and tracking of research grant proposals. The project proposal was reviewed and funding to cover one-time costs has been allocated by the provost (ongoing funding is still being discussed). A contract with the vendor was finalized in February 2005. The system is to be implemented by module over the next three years: Project Tracking (2005), Project Proposal (2006-07), and Project Management (2006-07).

For more information on these and other campus IT projects, see <http://itstrategicplan.ucdavis.edu>. A draft Information Technology Plan for FY 2005-07 is expected in February 2005.

IET Prepares RFI for Improving Campus Email Architecture

Recognizing that the campus email system is one of the most widely used applications at UC Davis, IET is preparing an RFI regarding solutions for improvement to the campus email architecture. This effort will be a campus strategic project. It is critical that the email system be designed for maximum performance, content integrity, high availability, and security. Included in this review is the method by which email messages are scanned for virus infections and spam content. IET also plans to seek assistance from an external consultant for strategic guidance and input into the review process.

IET is actively seeking campus members to review the RFI specifications and RFI results. If you are interested in participating in this important project, please contact Doug Hartline (jdhartline@ucdavis.edu).



IET Collaborates with Campus to Support Electronic Grade Submission Efforts

Many different IET groups worked together during Fall 2004 to ensure the successful implementation of electronic grade submission for the campus. As a result, the Registrar's office provided grades to students and staff more quickly than in past years, and most found the system easy to use.

In response to the campus mandate for the electronic submission of all grades for Fall 2004, the Middleware team worked with the Data Center to secure a much larger database server for Course Management, one that would provide the robust capacity needed for more than 2,000 faculty or their delegates to successfully submit grades within a two-week timeframe. Additionally, Middleware enhanced the Web server farm for Course Management to ensure greater response time. Web servers for MyUCDavis were also upgraded to the newest version of Cold Fusion, which has proven to be far more stable than previous releases.

Middleware and Mediaworks worked with the Teaching Resources Center and the Office of the Registrar to test and roll out to production several enhancements to the Online Grading application, including changes to simplify the application flow, a change to the built-in notification module, new tabs on the MyUCDavis front page to direct instructors to the Online Grading application, and many textual changes for ease of use. The IET Project Management group also played a significant role, bringing together many IET units, ensuring communication among them and keeping the TRC and the Office of the Registrar up to date on IET's work to support their efforts.

The resulting two-week grading period in December 2004 proved worth the planning and work efforts. There were no reported significant problems from instructors or programmers, and the network adequately handled the timely submission of all grades. An integrated online survey collected feedback that will be used to improve the system in coming quarters, and IET groups will continue to work with TRC, the Registrar's Office, and instructors to make ongoing improvements to Online Grading.

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 middleware projects; campus network security; software and technology support; telecommunications and wireless networking; video and photography services; and publications and news.

Middleware Initiatives and Services

- **Remedy Help Desk Continues Rollout in IET, On Campus**

Remedy Help Desk 6.0 has added new campus users to its installation base, and the Remedy project continues to make progress toward the completion of a rollout to all IET groups and the Accounting Department in the Office of Administration. In September 2004, IET's Application Development and Data Administration group joined the user base for Remedy Help Desk 6.0 and is currently using Help Desk for all problem ticket management. Accounting, the one non-IET group, joined the production implementation of Remedy Help Desk 6.0 in December 2004, bringing with them locally-developed Remedy forms.

The next group to roll out to production will be Communications Resources, scheduled for January 2005. This will be the last group for this phase of the project. The project goal—to have all of IET and Accounting units on Remedy Help Desk 6.0 before the old contract was ready for renewal—was met well before the March 2005 deadline. In Spring 2005, IET will begin implementation of phase II of this project, which provides, among other things, the capability for anyone on campus to create problem tickets using a Remedy Help Desk Web application. For additional information about the Remedy Help Desk implementation project, contact Sandra Stewart (smstewart@ucdavis.edu) or Mark Stinson (mpstinson@ucdavis.edu).

- **Campus Works With Stanford University to Construct Authority Management System**

The IET Middleware group is working with Stanford University developers through the Internet2 Consortium to construct a UC Davis version of Signet. Signet is an open source authority management system used for creating and managing institutional privileges. Signet will store and maintain the actual assigned institutional privileges of UC Davis people, their departmental information, and specified conditions of their authority; for example, Signet may maintain information on UC Davis people who are authorized to assign departmental network administrators who, in turn, can assign IP address information. The IET Middleware group will continue working on Signet, with a possible pilot implementation by Summer 2005.

- **Middleware Team Completes Functional Specs for Organizational Database**

Middleware has completed the functional specifications for the Organizational Database, which will provide a department-based hierarchical repository for the campus for a variety of systems, from a variety of sources. Clients for this data include InfoEd (a newly purchased system in early stages of implementation), the Faculty Directory Web application (a Middleware product currently in test mode), and Signet, the authority management system.

Middleware expects to complete Phase I of the Organizational Database to support InfoEd, Signet, and the Faculty Directory during Winter 2005.

- **Distauth Log-in/Log-out Form Rollout a Success; Further Improvements on the Way**

The Distauth Log-in/Log-out Form rolled out to the user community on schedule in September 2004, and several departmental offices currently using the form are reporting good results. This Web application allows end users to authenticate to secured sites without storing user name information in the Web browser. The form-based log-in application also completes an effective log-out from the secured site, not possible with previous Web browser authentication. During Winter 2005, IET-Middleware will roll out further improvements, as early feedback recommends reducing the related links and support information.



This small but significant change encourages end users to focus on the primary activity for the form—logging in or out of a secured Web site.

In Winter 2005, Middleware will roll out the form-based log-in application for MyUCDavis and Geckomail. Changes will also be made to the campus Distauth Web site (<http://distauth.ucdavis.edu/>), including an update of technical descriptions and end user documents.

- **Password Reset Process Now Part of MyAdmissions, MyGradAdmissions Sites**
The Password Reset process, first implemented in Summer 2004, has been added to the MyAdmissions and MyGradAdmissions sites and has proven popular with new applicants. The Password Reset Web application allows end users to create challenge questions—common throughout the Internet for resetting forgotten passwords—when setting up new accounts or changing existing passwords. More than 90% of undergraduate applicants setting up MyAdmissions accounts for Fall 2005 admittance have set up challenge questions. If this trend continues, most students will have challenge questions for password reset within a few years.

Another benefit to password reset is the reduction in telephone calls to the IT Express Computing Help Desk, particularly from applicants who cannot remember their passwords. Last year, IT Express received almost 3,000 contacts from applicants who had forgotten passwords. It is hoped that a decrease will be seen in IT Express' involvement in manual password reset, as more campus constituents learn how they can help themselves by setting up challenge questions in the Password Reset application.

Computer and Network Security

- **IET to Host Security Symposium in June 2005**
Planning is underway for the 2005 Information Technology Security Symposium, to be held on campus June 22-24. This event, the second of its kind on campus, will provide system administrators, technical professionals and administrative managers with practical information for enhancing computer and network security levels within a university environment. The two-and-half-day schedule includes relevant hands-on instruction, technical security discussions and several networking opportunities. The registration fee will be \$100.

Scott Charney, Microsoft Chief Security Strategist, has been confirmed as the keynote speaker for this event, and several vendors have been confirmed as sponsors. The call for presentation proposals went out on January 17, 2005, and presenters are expected to be confirmed by mid-March 2005. Registration will open in April. Additional information about the 2005 IT Security Symposium is available at <http://itsecuritysymposium.ucdavis.edu>.

- **Computer Vulnerability Scanning Reduces Virus Infections on Campus**
In September 2004, IET expanded the campus' vulnerability scanning service, which was first implemented in Fall 2003. Throughout the 2003-2004 academic year, the scanning service detected primarily Welchia vulnerability or infections. The expanded scanning service allows the campus to detect multiple vulnerabilities and infections on the campus network. It also provides an improved searchable database to help system administrators identify and isolate vulnerable or infected systems, and still includes a vulnerability self test that allows individuals to scan their systems for critical vulnerabilities or infections that may prevent them from accessing the campus network.

In the second phase of this multi-phased project, a honeypot and intrusion detection system (IDS) will be integrated into the expanded system and begin reporting results to the searchable database. Email notifications will also go out daily to the system administrators assigned to one or more vulnerable or infected systems. This phase is expected to be completed in February 2005. For more information, see http://security.ucdavis.edu/vuln_resources.cfm.



- **Campus Central Firewall Services Project Pilot Complete**

To mitigate challenges facing departments interested in deploying firewalls, Information and Educational Technology, in conjunction with technical staff from across campus, formed a committee charged with evaluating firewall products and identifying a campus firewall solution. The committee has evaluated a number of products and selected NetScreen as a potential firewall provider for the campus. Testing of NetScreen (for the intermediate distribution frame, or IDF, level) was conducted in NetScreen laboratories and completed in November 2004. The selected NetScreen products passed tests indicating they met established performance specifications. The firewall committee is reviewing findings from these tests and is expected to release a report in late March 2005 recommending the NetScreen product to the campus.

A detailed description of the NetScreen firewall product and service level options available to campus departments will be included in the committee's recommendation. It is expected that IET will offer the following four NetScreen firewall service level options:

- Complete turnkey service managed by IET
- Department-owned and operated service
- Sparing service
- Custom installation service

The next phase of the project, which began in January 2005, involves a comprehensive confidence test of the firewalls in the campus network. Following a successful confidence test, deployment in the campus network will proceed. Additional information about these service options and the status of this project is available on the Computer and Network Security Web site at <http://security.ucdavis.edu/firewalls.cfm>.

- **Allow/Deny Lists Add Customization Option to Campus Spam Filtering**

In a continuing effort to curtail spam, the campus enhanced the spam filtering service in November 2004. First implemented in May 2003, the service has allowed the campus to scan email passing through campus email servers and, based on certain pre-set criteria applicable to all email, mark messages as potential spam and route them away from inboxes.

The recent Allow/Deny Lists enhancement permits individuals to customize the service by specifying certain email addresses from which they always or never want to receive email. Email from addresses on an allow list will always be delivered to the inbox, even if they would otherwise have been filtered out as spam. Email from addresses on a deny list will never be delivered to an inbox, even if they would otherwise have passed through the campus spam filter. Addresses can be added or deleted from either list at any time, and saved changes go into effect immediately. For more information or to set up campus spam filtering and Allow/Deny Lists, visit <http://security.ucdavis.edu/spam.cfm>.

Software and User Support

- **Latest Edition of Internet Tools CD Offers AntiVirus Software, Configuration Utilities**

The latest edition of the UC Davis Internet Tools CD was released to the campus just prior to Fall 2004. This low-cost CD (available for less than \$10 at the UC Davis Bookstore Computer Shop) helps the campus community configure their computers to connect to the campus network, check email, and secure their computers. This CD includes Symantec AntiVirus, a leading antivirus program, and a year-long subscription to the Live Update virus protection feature. The CD also offers an online manual with tutorials for the included software, along with updated programs for Web browsing, email, telnet, secure file transfers, decompressing archives, PDF file reading, as well as specific utilities to help campus users configure their network connections, and make new accounts. The IT Express Computing Help Desk supports all programs included on the CD. For more details, visit <http://itexpress.ucdavis.edu/online/>.



Telecommunications & Networking Highlights

- **Campus- and Wide-Area Networking Improves with Second Border Router**
UC Davis is preparing to implement a second border router that will separate HP and DC traffic from ISP traffic. This will further improve reliability and stability, will simplify routing and traffic management, and will set the stage for increasing the HPR link connection speed to 10 gigabits per second. The timing of the increase will be determined in coordination with CENIC's backbone planning group.
- **MtvU Added to Campus Cable TV System**
An agreement was recently signed with MTV Network On Campus to deliver program services to the Memorial Union, Student Housing, and the Activities and Recreation Center (ARC). As a result, the popular MtvU channel was added to the campus cable TV system in January 2005. MtvU is the largest national television network programmed exclusively for college students, broadcasting to over 5 million college students and more than 700 campuses.
- **Campus Wireless Network Upgrades Underway**
IET continues to partner with campus departments to expand secure access to campus wireless computing. IET is currently upgrading a wireless gateway with a more robust gateway from Bluesocket and a wireless management system from AirWave. With the installation of the Bluesocket gateway, UC Davis will be able to direct users automatically to the authentication Web page, which will improve the ease of wireless network access. UC Davis will also gain the ability to set up a workable guest access service for campus visitors and departmental guests. The Airwave management system will allow IET to better manage campus wireless network users, and will greatly improve the ease of compiling valuable usage statistics. The Bluesocket gateway and Airwave system will be made operational in early Winter 2005.
- **Billing Reconciliation RFP Pursued to Streamline Process, Costs**
IET is developing a Request for Proposal (RFP) for a third-party review of Communications Resources (CR) telecommunications invoices and inventory. It is believed that significant savings can be found in a thorough review of all telecom vendor invoices and CR's internal billing database. Discussions with vendors indicate that these types of services can be provided at "no cost" to the institution, with pricing based instead on a percentage of the savings found in the analysis. CR plans to engage with the best vendor for a one-year period to assess the value of the billing reconciliation service and to improve internal CR processes. The Billing Reconciliation RFP is expected to go to Purchasing for review in February 2005.
- **Telecommunications Master Plan Development Continues with Survey**
Western Telecommunications Consulting (WTC) is working with IET to develop a Campus Telecommunications Master Plan. An important phase of the plan is a survey of the 1,500+ campus telecommunications rooms (TR), 60% of which was complete in early January 2005. The purpose of the survey (begun in October 2004) is to identify current conditions and determine future requirements for the campus cable plants. Survey information will be used to prepare the recommendations for the final Telecommunications Master Plan, scheduled for completion in Summer 2005.
- **Engineering and Construction Management Supports Campus Building Projects**
Communications Resources (CR) completed 58 projects, varying in scope and size, in the past 12 months, including designing, engineering and installing voice, data, video and wireless services. The largest project was the Genome and Biomedical Sciences Facility, a 211,291-square-foot six-story building now in the final commissioning stage. An additional 62 projects are underway, with the potential of adding approximately 7,600 voice and 16,000 data connection points throughout the campus.

Video and Photography Services

- **Videoconferencing Center Assists with Joint Japanese Class Exchange**
After almost two years of planning, the Video Conference Center was excited to facilitate a joint class exchange with the University of Hosei in Japan during Fall 2004. Feedback on the videoconferencing efforts was positive, and the campus will again be participating in an exchange of classes with this university in Spring 2005.
- **New Multi-Camera Digital Production Truck Allows Higher Quality Webcasting, Broadcast**
A newly purchased multi-camera digital production truck will allow Mediaworks to record events using 4-6 cameras and to take advantage of emerging digital technologies for Web casting and broadcast distribution. For more details on how multi-camera productions can enhance an event, email mediaworks@ucdavis.edu.
- **Photography Group Continues Digital Slide Conversion, Compositing Efforts**
Mediaworks continued to digitize large numbers of 35mm slides for campus clients during Fall 2004. In addition, the group photographed and completed composites for the Law School, School of Veterinary Medicine, and Graduate School of Management as well as photographing campus events, including the College of Agricultural & Environmental Sciences Celebration and the Student Housing Staff Celebration.

Communication News

IET produces a number of publications and news items designed to keep the campus community informed about services available to them as well as recent or upcoming on-campus technology developments. Recent communication highlights follow.

- **Hypertext, a Quarterly Student Newsletter, Now Available for Winter 2005**
The Winter 2005 edition of *Hypertext*, a 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 (VP-IET), in collaboration with many other IET units, including Computer Lab Management, IT Express, and the Software Development Team.

Topics covered in the Winter 2005 edition include answers to the top ten student computing questions, a map of the campus computer rooms and wireless access areas, spam prevention tips, and information on using the MySpace file sharing tool in MyUCDavis. A downloadable PDF of *Hypertext* (<http://scg.ucdavis.edu/hypertext/2005winter.pdf>) is available online, and students can pick up a print copy of this newsletter at IT Express (182 Shields Library) or any of the computer rooms. To submit comments or suggestions about this publication, email ietpubs@ucdavis.edu.

- **IET Publications Win Record Number of Awards at National Competition**
IET recently won seven awards (the most ever won by a campus in a single year) at a national competition that recognizes IT documentation and communications at colleges and universities. The awards were presented at the annual SIGUCCS Conference held in October 2004 (<http://www.acm.org/sigs/siguccs/competitions/comp2004.htm>). SIGUCCS is an association dedicated to supporting the various aspects of information technology services as they apply to higher education. IET received awards for the following publications:
 - Student Computing Guide Summer Advising Edition (1st Place, Electronic How-To Guides)
 - Faculty Technology Guide (1st Place, Quick Reference Guides)
 - 2003-2004 UC Davis Internet Tools CD (1st Place, Software CDs)
 - Unitrans Bus Advertisements (2nd Place, General Service Promotional Materials and 2nd Place, Student-Created Promotional Materials)
 - MyUCDavis Quiz Builder Tutorial (3rd Place, Printed Instructional Classroom Materials)
 - Hypertext Winter 2004 (3rd Place, Printed Computing Newsletters)



- **IET Provides Computing Info at Fall Welcome/Orientation Sessions**

In Fall 2004, for the seventh consecutive year, several Information and Educational Technology (IET) units worked together to provide incoming instructors and undergraduate students with the computing information they'll need at UC Davis. Brief presentations and/or computing publications on key UC Davis computing information were provided at sixteen different orientation and welcome sessions, including the New Student Orientation, and the Transfer Resource Faire. The brief presentation covered a number of computing topics, including buying a computer (the Computer Ownership Expectation), getting online (the campus computer rooms, ResNet, and Bovine Online), the benefits of a campus computing account (email, MyUCDavis, and MyPhone), campus computer security, and IET student job opportunities. Following the Fall 2004 sessions, IET will be gearing up for several other campus events, including Spring Welcome and Picnic Day.

- **Fall 2004 Edition of *IT Times* Provides Faculty, Staff with Back-to-School News**

The Back-to-School edition of the *IT Times* was distributed to campus faculty and staff in October 2004. The *IT Times* is a quarterly newsletter providing practical and timely information regarding technology issues facing the campus, current and upcoming IET services, and technology-related campus projects and initiatives.

Topics covered in the Fall 2004 edition include the Campus Community Book Project, technology services available at the new Activities and Recreation Center (ARC), the campus' expanded wireless network, a guide to e-grading, new spam-filtering options, and a feature story on a software pilot project that allows instructors to help their students with homework via real-time audio/video hookup. An online version of the *IT Times* is available at (<http://itimes.ucdavis.edu>) and print copies can be picked up at IT Express (182 Shields Library) or any of the computer rooms. To submit comments or suggestions about this publication, email jetpubs@ucdavis.edu.

- **Technology News Delivered Directly To Campus Users' Mailboxes**

The campus computing news Web site (<http://technews.ucdavis.edu>) and companion listserv offer a convenient option for the UC Davis community to stay informed about new campus initiatives, projects, security alerts, applications of technology in the classroom, and other campus technology issues. During Fall 2004, articles in TechNews included security-related info (e.g., identity-theft prevention,) new campus anti-spam resources (e.g., Accept/Deny lists and filtering services) as well as links to computer-related columns in the Aggie, IT Times stories, and announcements regarding IET services. To receive a weekly abstract with links to the latest headlines, visit <http://technews.ucdavis.edu/subscribe.cfm>.

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 on educational technology and media services available to instructors for both classes and research, and information about campus computer rooms.

Online Courses & Educational Tools

- **IET Collaborating with Vet Med, School of Medicine to Implement New Learning Management System**

IET-Mediaworks is working with the School of Veterinary Medicine and the School of Medicine to help implement the new Learning Management System being developed by higher educational institutions for higher educational institutions. The new LMS, called Sakai, is a key part of a \$6.8M community software development project founded by the University of Michigan, Indiana University, MIT, Stanford, the uPortal Consortium, and the Open Knowledge Initiative (OKI), with the support of the Andrew W. Mellon Foundation.

- **Breeze Software Efforts Prove Successful, Popular with Students and Faculty**

During Fall 2004, a pilot project using Macromedia Breeze software for an introductory Biology course produced very positive results. Professor Martin Wilson reported that the students loved the online office hours, as they felt they got their own questions directly and quickly answered. Breeze software allows an instructor to give an online demonstration of the software and take control of a student's machine to assist directly with the use of the software. Breeze supports real-time audio/video chat, a shared white-board, screen sharing and embedded Flash or streamed PowerPoint, all as part of the same online session.

Professor Wilson wants to conduct a similar project in Fall 2005, and there are plans in the Division of Biological Sciences to pursue additional use of the online office hours environment. During Winter 2005, Mediaworks will test a new tool, called Captivate, that can add pre-recorded computer demonstrations to the application.

Using Macromedia Breeze, Mediaworks also completed phase one of an instructional pilot program for Dr. Vijaya Kumari from the School of Medicine. The pilot consisted of producing/recording PowerPoint presentations and developing PowerPoint Broadcasts as online content for review by students. The group also supported a similar production for Dr. Colin Carter in support of his ARE 139 course. After converting PowerPoint slides, enhanced with animations and audio, into the Breeze format, they can be delivered as streamed media online, and students can view them from a Web browser (i.e., they no longer have to own a copy of PowerPoint). The use of this software also allows the instructor to deliver materials without enabling simple downloading or copying of potentially copyrighted or copyrightable materials.

- **Mediaworks Develops Presentations for Health Systems Conference, Cancer Center**

In addition to the on-going PowerPoint, poster and illustration services provided to the campus, the graphics team of IET-Mediaworks recently completed a very successful presentation for the Health Systems Magnet Nursing Conference and is currently working on a National Cancer Institute presentation for the UC Davis Cancer Center.

Computer Labs & Classrooms

- **New 41-Seat Computer Classroom Opened**

IET-Classroom Technology Services opened a new 41-seat computer classroom in January 2005. Located in room 2020 of the new Sciences Laboratory Building, the computer classroom is located near other instructional facilities (i.e., traditional teaching labs). This computer classroom was made possible through a joint proposal from the Division of Biological Sciences (DBS) and Information and Educational



Technology (IET). The campus provided one-time startup funds of \$135,000 as well as \$122,000 in annual, on-going funds for the facility. In addition, Microsoft and Dell Computer provided 36 computers for the facility. Under the agreement, Classroom Technology Services will manage the computer classroom. DBS classes will have priority scheduling, but other departments can also schedule academic classes in the room. When not reserved for class, the room will be open for use by the campus community.

- **IET Provides Extensive Media Construction, Installation Support for New Sciences Laboratory Building**

IET-Classroom Technology Services recently provided a wide range of media construction and installation support for the newly-opened Sciences Lab Building and Sciences Lecture Hall. For the 519-seat Sciences Lecture Hall, hundreds of hours were spent completing final equipment and cabling installation designs, identifying the myriad equipment brands and models, ordering all items and then installing them all to have everything functional for the first day of Winter 2005 classes. Despite various construction delays, CTS was able to install the necessary equipment, and basic video projection and audio systems were up and running for faculty use the first day. By the end of January 2005, all A-V systems were in place, including the first campus-classroom-installed High Definition data projector. This projection system provides 8500 lumens of digital high definition imagery when using DVI connection cables.

The installation of other audio-video media in the Sciences Laboratory Building will continue through Winter 2005. Various configurations of A-V media systems are being installed in a total of 38 labs, meeting areas, and two computer labs. Despite various construction delays, eight classroom labs were ready for the beginning of Winter 2005 instruction. Thirteen additional classroom labs were completed in January, for a total of 21 labs with installed and operational A-V media systems. The A-V systems for the remaining labs and the two computer rooms will be installed during Winter 2005 in time for Spring 2005 instruction.

- **New Overhead Media Equipment Now Available in General Classrooms**

The purchase of six new document cameras was approved and funded by the Registrar during Fall 2004. These document cameras are ideal for large lecture halls that require larger and better quality images than those that traditionally come from overhead transparency projectors. Additionally, these document cameras allow for viewing objects and hard copies of materials, thus expanding what faculty can use for instruction. The camera units connect to the data projector via the Smart Panel and a VGA cable (similar to laptop computers). Units were installed in 1100 SSH, 194 Chem, 1322 Storer and 3 Kleiber. The other two are available thru IET-Multimedia Equipment Support for installation at faculty request.

The purchase of 115 new overhead transparency projectors was also approved and funded by the Registrar to replace the many old and outdated classroom units. These new projectors were received during Fall 2004 and were installed by the start of Winter Quarter classes in January 2005. The overhead projectors that were replaced in the classrooms were examined by equipment repair technicians and those that were in good shape were retained for spares and for IET-Multimedia Equipment Support to use for loan purposes. The remainder will be taken to the Bargain Barn for sale.

- **Computer Rooms Now Open for Early Birds**

In Winter and Spring 2005, IET-Computer Lab Management is experimenting with earlier lab openings in two of the open access computer rooms. The Station (177 MU) and 15 Olson, two of the most popular computer rooms, will be open at 7:30 AM Monday through Friday. Previously, no facilities were open to the public until 8 AM. Usage statistics will be reviewed during Summer 2005 to determine the success of these efforts.



Multimedia Services

- **IET Provides Multimedia, Special Events Support for Homeland Security Workshop, Building Dedications**

During Fall 2004, IET-Multimedia Equipment Services and IET-Special Event Support provided high-end technical assistance and A-V support at many departmental conferences and campus events. These included the Genome and Biomedical Sciences Facility, the Conference Board of Directors for the John Muir Institute Of the Environment, and the Homeland Security Workshop sponsored by the Office of the Vice Chancellor of Research. These units also provide high-end technical assistance and A-V support for departmental conference and non-academic seminars, as well as provide graduate, undergraduate and research presentations. Visit <http://cts.ucdavis.edu/services/specialevent.html> for more details.



ADMINISTRATIVE COMPUTING HIGHLIGHTS

Frequently included in this section is information on campus administrative upgrades to major campus computing systems (e.g., Banner, PPS) as well as partnerships and projects IET is engaged in with other campus departments to improve administrative computing at UC Davis.

Payroll Personnel System (PPS)

- **PPS Data Warehouse Upgraded, Continues “Paperless Report” Efforts**

During Fall 2004, the PPS Data Warehouse Oracle database was successfully upgraded to Oracle 9i and moved to a larger server. Six new Decision Support reports were also developed for the Payroll Office, replacing monthly payroll production reports currently received on paper including a series on leave liability reporting. This continues the “paperless report” efforts initiated by the Accounting Office to reduce report printing and distribution costs while shortening report delivery times. Student employee identification numbers (PIDM) have also been added to the PPS Data Warehouse to assist departments doing data extracts of student and payroll data. In Spring 2005, the PPS Decision Support system’s Cold Fusion programs will also be upgraded to a later version, completing this upgrade cycle.

Decision Support Systems

- **IET Works With Campus to Roll Out New Web-Based Student Information System Decision Support**

A new Web-based reporting system, Student Information System Decision Support (SIS DS), was tested and rolled into production in January 2005. Initial reports from this system give the campus staff and faculty access to Instructional Activity statistics. Development of this system was a joint effort between IET and the Office of Resource Management and Planning (ORMP).

After analyzing the PPS and DaFIS Decision Support systems, members of the IET-Middleware team designed and programmed the administrative portion of the Decision Support system for setting up the reports and parameter selections, then programmed the reports based on ORMP specifications. The IET Data Administration group worked with ORMP programmers to develop and load data tables in the Campus Data Warehouse to support these reports. The PPS DS team provided quality assurance and integrated the system adding the appropriate security, end user menus, and usage tracking. Members of the PPS DS team coordinated end-user testing with ORMP and rolled the system out to the production environment in January 2005. Development of additional student data-related reporting components will be joint development projects between the functional offices and this IET team.

Banner Student Information System

- **New Banner Log-In Software Implemented to Prepare for Kerberos Upgrade**

In December 2004, new Banner log-in software was implemented to prepare for an upcoming Kerberos upgrade. As a result, the new log-in procedures were streamlined by combining the log-in ID and password prompts within one dialogue pop-up box. While no major upgrades are planned for the rest of 2004-2005, minor upgrades are still expected for the various Banner modules. The Financial Aid system expects a new release in Winter 2005 for the 2005-2006 aid year regulatory requirements.

- **Workgroup Completes Research for Banner 7 Upgrade in Winter 2005**

The Banner 7 planning workgroup recently completed research on the major tasks involved in upgrading to Banner 7, due for release in Winter 2005. The workgroup gathered input from the administrative Banner users to analyze the requirements, dependencies, and effort required for implementing this major release. The workgroup also prepared a planning guide that offers suggestions and recommendations for implementation. The report is currently being reviewed by the Banner Oversight Committee.