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CAMPUSWIDE INFORMATION TECHNOLOGY POLICY AND PLANNING

NEW BUSINESS ARCHITECTURE UPDATES

NEW BUSINESS ARCHITECTURE TEAMS FORMED, PROJECT MANAGER RECRUITMENT UNDERWAY

The New Business Architecture (NBA) Initiative was officially launched on our campus last Fall with the formation of an NBA Steering Committee and Implementation Workgroup. In the planning phase, the focus of the UC Davis NBA team has been on defining an organizational structure (with representation from major departments and administrative computing system owners), prioritizing goals, and identifying major NBA-related technology projects. The second phase will focus on creating all inventory of academic and business processes and identifying those that should be integrated into the UC Davis Web portal, MyUCDavis.

UC Davis is actively recruiting a project manager to provide direction and project oversight to the New Business Architecture Initiative. The position is open until filled. A review of resumes will begin on June 14, 2002. See the job announcement and position description at <http://nba.ucdavis.edu/spotlight.cfm#mgr/>. To stay updated on the NBA Initiative at UC Davis, visit <http://nba.ucdavis.edu/>.

NBA INFRASTRUCTURE PROJECTS UNDERWAY

A number of projects are underway to build a solid, coordinated technology infrastructure, capable of supporting UC Davis NBA goals. These projects include:

- **Enterprise directory and registry services:** This project has two components: the common registry of person identities and the enterprise directory of authoritative attributes. The project builds on the advanced technology project that investigated what it would take for the campus to implement an enterprise directory. (<http://vpiet.ucdavis.edu/advancedprojects/projects.html#eds>) The project team is focused first on the creation of the person registry that will provide a central authority for the unique and unambiguous identity of persons. The project will identify the sources of person information for the campus community and develop the processes and procedures for integrating these sources into a single architecture for managing these identities for campus computing systems. The second component of the project is an LDAP directory for the campus. The directory will provide common authoritative attributes for campus computing systems.
- **Common authentication architecture for the campus**
- **Workflow infrastructure (to support enterprise portal applications)**
- **Portal reliability and performance**

See <http://vpiet.ucdavis.edu/advancedprojects/> for more information on these projects.

NBA BUSINESS PROCESS IMPROVEMENTS

The first of several planned business process improvements was implemented in January when DAFIS and PPS decision support channels were integrated into the MyUCDavis portal. A FedEx online ordering system is also planned for the near future.

NEW COURSE MANAGEMENT FEATURES

New MyUCDavis features, GradeBook module and a Web-based email program, have been released, and the Self Quiz Builder is being finalized. The GradeBook module was released in Winter Quarter 2002, allowing instructors to select modes of grading, define grade weighting, and post grades to the Student Information System. So far, 278 gradebooks have been created.

The Self Quiz Builder module is being designed with the help of several faculty. The module, integrated with MyUCDavis course management, will allow instructors to create quizzes and tests for print or online. The Quiz Builder offers the choice of various quiz question-answer formats including matching, fill in the blank, and essay questions. The module will connect directly with the Student Information System to retrieve real-time course and student data. Students will receive immediate feedback while taking quizzes as well as final quiz results.

The Web-based email program was enhanced to take advantage of single sign-on authentication. Users will no longer have to re-enter their Kerberos password if they have already logged on to MyUCDavis. Additionally, the email program is being modified to improve usability and to be more consistent with the overall look and feel of the portal.

INTEGRATION OF ONLINE COURSES

Mediaworks is working closely with the MyUCDavis portal team to integrate online courses with the MyUCDavis portal without requiring users to obtain additional passwords and usernames. MyUCDavis-defined Guests, CourseBuilder proxies, and Nicknames are some of the common data being shared.

More online and e-commerce services are planned for the coming months.

To access MyUCDavis, visit <http://my.ucdavis.edu/>. Guest access is available to non-UC Davis affiliates.

IET CO-SPONSORED SUCCESSFUL PORTAL TECHNOLOGY EVENT

On Friday, March 22, a special event brought together a unique combination of individuals, from technologists to campus administrators and users, to discuss the growth, features, and future of enterprise portals. The talks were given on campus by Howard Strauss, a noted expert on portal technology. Over 120 people attended the event, including a few representatives from other UC campuses, including Berkeley, Merced, and Santa Cruz. The event was co-sponsored by Information and Educational Technology and the Office of the President. See the PowerPoint presentations at <http://ietsymposia.ucdavis.edu/portals/>.

SPECIAL ISSUE OF IT TIMES ANNOUNCES NBA INITIATIVE

The Winter issue of the *IT Times* (IET's newsletter) was an 8-page, full-color edition on the New Business Architecture Initiative at UC Davis. The special issue (<http://ittimes.ucdavis.edu/winter2002/>) provides a comprehensive overview of the NBA and the enterprise portal, highlights the NBA goals and structure, and features some of its components (e.g., business, e-commerce, course management tools, technology development and planning team). A timeline was also developed to illustrate the evolution of the MyUCDavis portal over the last few years. Diverse voices, from instructors to technologists, were invited to share their views and/or contributions to the ongoing portal development efforts.

COMMUNICATION-RELATED POLICIES

ELECTRONIC COMMUNICATIONS POLICY ADOPTED

UC Davis adopted its own local version of the Electronic Communications Policy on March 29, 2002. This policy replaces the campus email policy and implements guidance from the Office of the President. The UC Davis policy has significant implications for the campus as it addresses all forms of communication that use an electronic medium. This includes email, instant messaging, the telephone, the Web, and other electronic media. The campus policy includes additional provisions not included in the UC Electronic Communications Policy, such as the campus computer and network acceptable use policy provisions and a new policy section that outlines the roles and responsibilities of system administrators. To address specific elements of the new policy, the campus is also working on separate policies related to mass communications and to the Web. To view the policy, visit <http://www.mrak.ucdavis.edu/web-mans/ppm/310/310-16.htm/>.

Recognizing that the new policy has broad implications for the campus, IET is developing an inventory of those implications and identifying areas where interpretive guidelines and procedures need to be drawn up. In addition, the email Postmaster and other technology personnel offer classes on email liability and email essentials.

MASS COMMUNICATIONS POLICY

The campus is working on a policy for mass electronic communications. The policy will address issues related to unsolicited email and provide guidelines for appropriate use of electronic resources for mass communication purposes. Both the UC-wide and UC Davis Electronic Communications Policies define spam as unsolicited and unwanted communication, and an abuse of computer and network resources. The campus,

however, has legitimate interests in being able to communicate with campus groups as well as the entire campus community. The policy will provide procedures and guidance in these areas.

WORLD WIDE WEB POLICY

The campus is completing its drafts of a policy to address specific issues and procedures for communications associated with the Web. The policy addresses accessibility of Web pages and privacy of information collected through Web pages, and defines appropriate information to be posted on UC Davis Web pages. The draft policy provides guidance for official UC Davis Web pages and departmental Web pages. It also addresses the use of UC Davis computers and networks for personal and affiliated Web pages as well as the conditions for their presentation.

The World Wide Web policy is being developed by the UC Davis Office of Public Communications in consultation with Information and Educational Technology (IET).

STUDENT COMPUTING OWNERSHIP EXPECTATION

The Student Computing Ownership Workgroup is reviewing the Student Computing Ownership Expectation program implemented last fall in order to make recommendations for the 2002-3 academic year. UC Davis will no longer provide pre-installed software, since the vendors are unable to reliably produce the images for one-off purchases. The workgroup is investigating whether to recommend specific brand models of machines or to simply provide general specifications that all machines should meet. See <http://computerownership.ucdavis.edu/>.

INFRASTRUCTURE HIGHLIGHTS

NETWORK, VOICE, AND DATA HIGHLIGHTS

CENIC SACRAMENTO WIDE AREA NETWORKING PROJECT (SWAN)

The SWAN co-location facility has passed final approval and UCD has a Letter of Occupancy. The Digital California Project (DCP) has already placed equipment in this facility, and 4CNet is also getting ready to install equipment. We are working with CENIC to connect into the California Department of General Services; this will provide a secure network connection from the Governor's educational Web server to DCP. Work continues with SureWest and Charter Communications to provide a dedicated fiber path from the campus to the co-location facility.

DISASTER RECOVERY

UC Davis is planning to assess all threats, vulnerability, and risks posed to the campus networks. This is the first step in a 15 month plan to provide greater system reliability, service resumption protocols that coincide with campus business continuity planning in the event of an emergency, and backup plans and infrastructure modifications to prevent or minimize impacts from critical system failures.

INFRASTRUCTURE PLANNING AND ENGINEERING

The Systems Engineering and Development unit within Communications Resources is actively working on approximately 100 projects, of which 47 are Major Capital Projects for Architects & Engineers. The remaining jobs are facilities or departmental related.

The Major Capital Projects range in size from 3,000 gross square feet (gsf) to 212,000 gsf. Of the major capital projects currently underway, 17 will be completed before the year 2005, adding more than 1.4M gsf to the overall campus.

MONDAVI CENTER FOR THE ARTS

In preparation for the opening season at the Mondavi Center, IET helped Campus Events establish an ACD (Automatic Call Distribution) call center to be housed in the new ticketing system in the Data Center.

Campus Events selected Paciolan to provide the ticketing system for the campus. Both the call center and ticketing system were in place in the beginning of April; Campus Events waited for the announcement of the Mondavi schedule before starting ticket sales. Individual tickets will be available online starting Fall 2002.

UCDNet2

The UCDNet2 Project, which expands the Network 21 network infrastructure into the outlying areas of the UC Davis campus, continued to progress on schedule. This past quarter the Communication Outside Plant and Communication Station Wiring subprojects were completed.

Configuration and "burn-in" of the electronics equipment was completed and followed by installation and cutovers. The project was finished after the cutovers were done on May 21, 2002.

UPDATE ON WIRELESS NETWORKING ADVANCED TECHNOLOGY PROJECT

The Campus Wireless Policy is being routed through the approval process. It is expected to be approved this summer. Public areas of Shields Library and the Memorial Union continue to see steady rates of usage as the word gets out that wireless networking is available in these areas. The authentication process, though not a long term solution, is working well with few technical problems from users. A draft of this policy, as well as information about the wireless service, is on the Web at <http://wireless.ucdavis.edu/>.

The Wireless RFI group, comprised of representatives from UC Davis, CSU-Chico, CSU-Sacramento and the Chancellor's Office of the California Community College system, determined that only one vendor response warranted further investigation. Ericsson/IPWireless gave a presentation to the Wireless RFI group in April. The presentation focused on the ability of IPWireless to provide 3G wireless data services over digitized ITFS channels and their future development timetable. In addition, Ericsson focused on the integration of PBX and cellular voice and upcoming 2.5G - 3G cellular data services and devices. They also discussed how universities can leverage in-building signal amplification of cellular signals to achieve better coverage and rates from cellular vendors.

SERVICE DEVELOPMENTS

- **Caller ID**

New hardware was installed on the switch and software licenses were purchased in preparation for offering caller ID to students and administration in July, 2002. The type of Caller ID phone and adjunct devices that will be available for purchase is currently under evaluation.

- **Music on Hold**

Communications Resources is working with the UC Davis Music Department to use a Campus Orchestra CD for the "Music on Hold" feature that will be put in service in July, 2002.

- **MyPhone**

The second phase of MyPhone, the student telephone service online application program, is complete. This phase builds on existing student services by providing Web access to:

- Online billing detail
- Services ordered
- Access through the campus Web portal, MyUCDavis

In addition to online account information, paper bills will be available throughout this school year. Next year, billing will be accessible exclusively on the MyPhone Web site.

IMPLEMENTATION OF SECURITY FRAMEWORK

NETWORK ATTACKS ON THE RISE

The campus's central computing Help Desk has dealt with over 700 virus issues during April, compared to a

monthly average of 64 in 2002. The workload associated with virus attacks has heavily impacted not only the Help Desk, but also the Data Center, Network Operating Center, Email Postmasters, Student Housing, and Student Judicial Affairs. These groups have been collaborating to revise the procedures for account suspension for cases involving attacks through the modem pools.

ANTI-VIRUS SOFTWARE FOR CAMPUS EMAIL SERVERS

Information and Educational Technology is preparing to acquire and implement anti-virus software for email messages and attachments transmitted via the central campus email system. Moreover, use of the campus license for the new anti-virus product will be made available to UC Davis campus units at no additional software cost.

ADVANCED TECHNOLOGY PROJECT (ATP) ON INTRUSION DETECTION

This project, which will provide campus recommendations for the use of network and host-based intrusion detection systems, is nearing completion of its research into the types, advantages and disadvantages of network and host intrusion detection systems. As part of the final research phase, the project members will examine the use of host firewalls and intrusion detection systems within a higher education environment. See <http://vpiet.ucdavis.edu/advancedprojects/>

ONE-CARD SYSTEM FOR CAMPUS

IET recently participated in an executive committee sponsored by the Office of Administration and Office of Student Affairs to assess the viability of implementing a one-card system on campus. Campus cards are used for various purposes, including identification for library privileges, entry to campus events or services, building access, and debit purchases. Though multiple cards are traditionally used for these services, a single card that serves multiple functions would offer convenience for users, operational efficiencies, enhanced security, and an improved campus image. The draft report suggests strategies for further development of the one-card concept. The report will be submitted to the Provost's Office for review.

ADMINISTRATIVE UNIT REVIEW FOR SELECT UNITS IN INFORMATION RESOURCES

A committee has been formed to conduct an Administrative Unit Review of Information Resources, a department of Information and Educational Technology. The focus of the review is on client services (IT Express, Technology Support Program, Software License Coordination, Desktop Systems, and Computer Accounts Administration). The final report from the review is slated for late summer.

IET Receives Authority to Classify Programmer Titles

Vice Provost John Bruno and Assistant Vice Provost Dave Shelby have recently been delegated authority for classification decisions regarding Programmer and Programmer-Supervisor titles within Information and Educational Technology (IET). IET has worked closely with the campus Compensation/Classification Unit for several years on such actions. Bruno and Shelby will be supported in this effort by an IET Advisory Committee that includes management representatives from each of the IET departments. Support to the Advisory Committee will be provided by the IET departmental Human Resource Coordinators. The Advisory Committee is in the process of conducting orientation meetings with representatives of the Compensation/Classification Unit.

Managing Technology Pilot Program

In March/April of 2002, under the sponsorship of UCD Staff Development and Professional Services, nearly 40 campus managers participated in a 3-day pilot course on Managing Technology for the Non-Technical Manager. The course was geared to provide campus managers with knowledge, skills, and tools to manage the technology component of their units. Various campus folks made significant contributions of expertise to the program, along with external consultants who provided overall program development and facilitation. Campus contributors included staff from University Extension, Entomology, Foundation Plant, Materials Service, LAWR, Office of Administration, IET, and Human Resources. Staff Development is using the feedback from the original pilot participants to refine and focus the material for potential future offerings.

ACADEMIC COMPUTING HIGHLIGHTS

MEDIAWORKS CELEBRATES SECOND ANNIVERSARY

As Mediaworks completes its second year, a request for permanent funding is being developed for consideration by the Information Technology Policy Board. Mediaworks was formed as a new department of Information and Educational Technology two summers ago to strengthen support of instructional technology. Funding was allocated for the first two years. Recent accomplishments and highlights follow.

EDUCATIONAL TECHNOLOGY PARTNERS PROGRAM COMPLETES FIRST QUARTER

The Educational Technology (ET) Partners program, initiated last quarter, pairs a trained student with a faculty participant in an effort to incorporate technology into teaching. The 12 pairs of faculty and students presented their finished projects in early May. The successful pilot program continued through the spring quarter and will be evaluated for continued funding.

MEDIAWORKS HELPS WITH VIRTUAL CHEMISTRY LAB

The online course Chemistry 2C Laboratory Presentations, a joint effort between Mediaworks and the Department of Chemistry, launched successfully for the Spring 2002 Quarter. The online component supplements the laboratory portion of the course, allowing more than 700 students to access pre-laboratory presentations, take a pre-lab quiz and submit post-laboratory data. The online component of the course is expected to free up valuable space and time in the labs for additional sections of the course lab component. Full integration with the online GradeBook in MyUCDavis is planned for future online course launches.

MEDIAWORKS CREATES SIMULATED SCIENTIFIC PROCESSES FOR SCIENCE COURSES

The Educational Technology Group in Mediaworks used interactive graphics and animation to bring learning simulations to spring quarter courses in Cosmology and Neurology, Physiology, and Behavior (NPB). For Cosmology, a simulation of a galaxy counter, including galaxy maps from random, real and contrived data, was designed to demonstrate the cluster-like nature of galaxies. The NPB lab simulation, including quizzes and interactive animations, leads students through fundamental information on hemodynamics and offers them a simulation in which they must control the blood flow to organs and muscles in order to maintain proper blood pressure in the body.

VIDEO DISTRIBUTION COURSE PILOT

Professor Naomi Janowitz, who teaches Religious Studies 001: Survey of Religions, received an Educational Technology Grant through the Teaching Resources Center (TRC) to tape 10 lectures in the Mediaworks studio and digitally distribute these lectures to 120 students on a weekly basis. During Winter Quarter 2002, Mediaworks and Communication Resources partnered to assist Janowitz with this general education course that introduces students to the academic study of religion. The pilot project was designed to assess the viability of various distribution methods including DVD and VHS tapes through the Hart Hall Media Lab, Davis Community Television, UC Davis' ResNet cable network, and streaming on-demand through the data network. A post-pilot survey showed that over 70% of the students used streaming technology to view the lectures while 22% preferred to view the programs at the Media Lab.

EDUCATIONAL TECHNOLOGY TRAINING FOR INSTRUCTORS INCREASES AT THE ARBOR

Activity at the Arbor has dramatically increased due to the continuation of the "Meet the Experts" presentations by the Mediaworks professional staff, the completion of the first quarter of the ET Partners program, and ongoing training with the Smart Panel classroom media cabinet. "Meet the Experts" provides a forum to demonstrate a host of new technologies and services (such as MyUCDavis or educational uses of specific software) available to the faculty and their support staff.

9TH ANNUAL SUMMER INSTITUTE ON TECHNOLOGY IN TEACHING (SITT)

The Teaching Resources Center (TRC) holds its 9th annual SITT, July 15-19 on the UC Davis campus. Each year, the TRC partners with Mediaworks staff and other specialists on campus to provide a learning environment for instructors who want to learn about the latest instructional technology tools and established practices on beginning, intermediate, and advanced levels. Topics include images, classroom exercises, multimedia,

and online teaching. Hands-on labs provide instruction in various areas from basic skills for creating computer-based class presentations and course Web pages, using MyUCDavis, to scanning and modifying images, and using sound and motion to construct multimedia modules. See <http://trc.ucdavis.edu/trc/sitt/>.

CLASSROOM TECHNOLOGY EQUIPMENT UPGRADES, SUPPORT FOR INSTRUCTORS

CLASSROOM TECHNOLOGY UPGRADES

While providing general support to over 115 general assignment classrooms, the Classroom Technology Team (CTT) completed several major classroom technology equipment upgrades during the spring quarter. General support also included printer and A-V repair for instructional and administrative equipment. The CTT components include the Night Crew, Campus Printer Repair, and A-V Repair. Specific projects in progress or recently completed follow.

- Upgrades of media equipment to six general assignment classrooms are underway to provide instructors with network connectivity and the capabilities to project Internet or other images from an array of equipment, including laptop computers, VHS videotapes, or DVD's. Media capability was added to four other classrooms that did not have any previous media capability.
- In order to meet requirements to serve hearing impaired students, Assistive Listening Devices were installed in five large lecture halls. These devices allow for amplification of audio signals from installed media equipment. Some solutions involve a plate that vibrates or a connection directly to hearing aids. Four additional Assistive Listening Devices are scheduled for installation this summer. Installation of equipment in 10 additional classrooms has been presented to the Registrar for approval.
- Preparation is underway for 12 classroom media equipment upgrades.
- The CTT night crew visited 717 classrooms to perform maintenance and/or repair activities on 3,984 pieces of equipment. During the quarter, 93 classrooms (81% of total classrooms) were maintained monthly.
- CTT installed various classroom media equipment in eight departmental classrooms during the third quarter. Major projects included microphone replacement; cable repair; installation of new data projectors; testing of Polycom teleconference system; and installation of TV camera, monitor, data projector, media cabinet, and VCRs.
- Upgrades were made to videoconferencing and distance-learning equipment, enabling UC Davis to meet new worldwide standards for videoconferencing. UC Davis can now use the fastest growing connection method, H.323, which is an IP-based transmission, allowing connections to be made at no cost over the Internet. This allows campus classrooms to interconnect via the Internet with the videoconference areas on campus that have similar systems. Previously, connectivity was restricted to other UC schools and locations with ISDN specific connections. As part of these upgrades and expansion plans, similar equipment will be installed in various classroom sites so more classrooms in the future can have built-in videoconferencing, providing opportunities for distance learning programs.

SUPPORT FOR INSTRUCTORS WHO USE CLASSROOM TECHNOLOGY EQUIPMENT

Through the faculty "Meet and Greet" program, the Classroom Technology Team-- working with other groups in the Classroom Technology Services unit-- coordinated efforts to provide classroom technology equipment training to faculty at the start of winter quarter. The Quick Response Team continues to provide support for instructors in their use of classroom technology equipment. During the first three days of instruction, staff met with faculty at the start of classes to offer assistance. In addition, six training sessions on the use of classroom-installed equipment were offered before the first day of instruction. Twelve faculty members were trained.

UC MEDIA DIRECTORS MEETING

UC media directors from all of the UC campuses and staff from the Office of the President met at UC Davis on May 9 and 10 to discuss the following topics: Course Management Systems, classroom services, campuswide instructional technology, UCTV, broadband dissemination of medical continuing education to rural doctors, Digital TV transmission, Videoconferencing update, campus reports, Report on Media Center surveys, copy-

right issues, and 12 GHz multichannel Video Distribution and Data Service.

The group made use of the Videoconferencing Center to bring in guests from other locations.

ADMINISTRATIVE COMPUTING HIGHLIGHTS

DEVELOPMENT OF UC DAVIS INFORMATION TECHNOLOGY PLAN

The campus has initiated the development of a UC Davis Information Technology Plan to articulate technology goals and priorities for the next 3-5 years and tie technology planning more closely with the campus budget process. As part of this process, IET and Resource Management and Planning have requested reports from all administrative units and system owners outlining current and future technology plans and their budget implications. The reports have been evaluated, following criteria developed by IET and discussed by the Administrative Computing Coordinating Council. This marks the first time such a campus-wide technology inventory has been performed. The criteria include:

- Compliance with the campus hardware and networking standards
- Support of major UC Davis middleware and application protocols
- Integration with existing administrative computing systems
- Compliance with the campus standards for application development

Vice Provost Bruno also provided a description of the category of systems to which the administrative computing evaluations apply. These include systems that provide:

- Mission Critical business functions
- Essential information technology infrastructure
- Containment of sensitive or private data
- Mandated service to the campus.

IET and The Office of Resource Management and Planning will set up a schedule for the reports and evaluations that coincides with the campus budgeting process.

BANNER TEAM UPGRADES TO SUN SERVERS

The Banner Team upgraded to new Sun servers for development and production in April. The team brought the new servers up without a problem. The client group is noticing much faster response from both the forms loading and database response. The Banner Team is now planning the upgrade to Oracle 9i Release 2 and Banner 5.4, which is very rich in new functional enhancements.