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REPORT

INFORMATION AND EDUCATIONAL TECHNOLOGY

February 2005 - May 2005

INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

February 2005-May 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 February 2005. 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

To obtain a copy of this IET Report, go to iet.ucdavis.edu/iet_reports.cfm, where PDF versions of current and previous editions are available for viewing or printing.

For ongoing campus technology and computing news, see TechNews (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 technews.ucdavis.edu/subscribe.cfm.

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.

Dr. Peter Yellowlees Appointed Interim Vice Provost-IET

On April 15, Peter Yellowlees, Professor of Psychiatry and Director of Academic Information Systems at the UC Davis Health System, was named Interim Vice Provost-Information and Educational Technology. He will serve while a national search is conducted for a permanent vice provost to replace John Bruno, who is returning to teaching and research in the Department of Computer Science after overseeing the campus technology operation since August 1999. Dr. Yellowlees, an international expert in telemedicine and the long-distance electronic delivery of health care and education, will provide leadership in managing the myriad forms of information technology used throughout the campus, including instructional technology, computing systems, data, voice, and video communication services.

In his first few weeks, Dr. Yellowlees has laid out a preliminary roadmap for IT priorities at UC Davis. The roadmap focuses on three main themes: establishing a more standardized approach to information technology infrastructure, driving the campus' educational technology program, and supporting the campus' research mission (see vpiet.ucdavis.edu).

UC Davis Prepares for New Course Management Tools

Under the guidance of the UC Davis Sakai Oversight Committee, chaired by Dr. Yellowlees, UC Davis is preparing for the launch of several Sakai pilot implementations over the next few months. The Sakai Project is part of a much larger consortium that originated from the University of Michigan and Indiana University and is committed to delivering a complete learning management system to higher education.

The UC Davis project team, composed of representatives from the School of Veterinary Medicine, the School of Medicine, and IET, expects to roll out a production version of Sakai for the School of Medicine this fall and a pilot version for Veterinary Medicine in Spring 2006. The third pilot, including quiz and assessment modules, will be conducted by IET in the fall with select faculty. In addition, IET is working to integrate authentication and authorization capabilities into the local version of Sakai. In parallel efforts, a subcommittee of the Campus Council for Information Technology is preparing migration and functional recommendations to guide the implementation of the next generation of course management tools at UC Davis. Included in this effort are consultations (held jointly with the UC Davis technical team) with other campuses (e.g., Indiana University, Stanford, and UC Berkeley). The recommendations are expected to be ready by mid-June.

Faculty Merit and Promotion Project Gaining Momentum

The Faculty Merit and Promotion project, led by Academic Personnel with support from IET, is gaining momentum. The feedback from the pilot (involving forty-five campus departments) has been very positive, and several other units have already expressed interest in joining this effort. The MyInfoVault application was originally developed by the Center for Health and Technology in the School of Medicine, with the goals of simplifying the assembly and review of faculty merit and promotion portfolios and building a repository to support re-use of the data (e.g., for grant applications, curriculum vitae).

The pilot, designed to evaluate the possible campuswide implementation of MyInfoVault, focuses on four types of actions: re-delegated merit actions, building packets, curriculum vitae, and use of the NIH BioSketch form. Recent statistics indicate a high level of usage (e.g., over 330 administrative/clerical accounts and 1220 faculty records created as of early March, and 53000 publications entered into the system). The next big milestone for the pilot will come in July when a go/no go decision for a broader campus deployment will be made (see <http://media.ucdavis.edu:8080/ramgen/IET/MyInfoVault.rm>).



Lifetime Email Forwarding Service Planned for UC Davis Affiliates

IET has announced plans to provide a lifetime email forwarding service for UC Davis affiliates. With this service, faculty, students, staff and other campus affiliates will have the option of retaining their "ucdavis.edu" email addresses for as long as they desire. Rather than being discontinued upon separation from the university, these addresses will remain active, and email sent to them will be automatically forwarded to another email account of their designation (typically an external Internet Service Provider, or ISP, such as Yahoo, Hotmail, AOL, etc.). The service is expected to be available by Fall 2005.

Contract Signed for Electronic Research Administration System

The system, called InfoEd, will enable electronic submission, review, approval, and tracking of research grant proposals. A contract has been signed with InfoEd International Inc. This initiative has been conceived and organized as a multi-stage project, with new systems and processes being implemented at phased intervals based upon the three InfoEd Contract & Grant modules: Proposal Tracking, Proposal Development, and Project Management.

Implementation has begun on the first phase, the Proposal Tracking module, which will replace the existing campus Contracts and Grants database. Completion of this phase is scheduled for January 2006. Implementation of the Proposal Development module, which will enable the lead faculty member to create and manage proposals online and route them electronically for approval, is scheduled for 2007. Implementation of the Project Management module, which will allow information stored in the InfoEd system to be linked to various campus systems (i.e., DaFIS, Faculty Merit & Promotion system, Cost Sharing and Effort Reporting systems), is scheduled for 2008.

Office of Administration First to Centralize Exchange Servers

The Office of Administration (OOA) is collaborating with IET to consolidate their existing decentralized Microsoft Exchange servers into a centralized service provided through the campus Data Center. Microsoft Exchange and Outlook are the primary tools used for email and calendaring in the OOA organization, and message stores are maintained on several discreet departmental servers. With the evolution of technology and increased need for business collaboration, the strategy of discrete servers has become more difficult to manage. A centralized, consolidated Active Directory and Exchange service throughout OOA has the potential to accomplish the following goals:

- Broadly leverage technology expertise and resources to reduce costs, reduce duplicate efforts and/or allow redirection of resources to other efforts.
- Provide for greater consistency in technology solutions and standards, thereby supporting and encouraging technical collaboration and partnerships within OOA and between OOA and the campus.
- Support departmental business needs while providing an improved infrastructure to support inter-departmental and campus wide business processes.

Facilities will be the first OOA organization to commence migration in June, followed by the other administrative departments scheduled at appropriate intervals through the balance of 2005. A total of approximately 1,400 staff members, representing eight departments, are involved in this transition.

HR Application to Improve Online Administrative Capabilities

The campus recently purchased a business application, PeopleAdmin, designed to meet specific higher education needs in the areas of recruitment, applicant tracking and position descriptions. PeopleAdmin includes online application submittal, tracking, screening and status notification, as well as tracking of all employment and compensation actions beginning at the position description. An Implementation Committee, consisting of Human Resources professionals and campus representatives, was formed to ensure that campus needs were adequately addressed by the PeopleAdmin application. The PeopleAdmin Oversight Committee and the IET PeopleAdmin Project Manager have completed the business analysis, with a resulting recommendation to proceed to the configuration phase. A communication plan is in development to keep the campus up-to-date on the status of the project.



Campus and IET Use Faculty Suggestions to Improve Online Grading

Winter 2005 marked the second consecutive quarter for the electronic submission of final grades. Based on feedback from instructors, a team of individuals from the Office of the Registrar, the Teaching Resources Center, and IET have developed new features for the Online Grading application. These improvements include enabling instructors to combine all course sections into one grade sheet, enhancing the system's capability to send email notifications to others regarding the final grade submission process, and increasing the variety of spreadsheets accepted by the grading sheet's upload and download function.

While the end results proved promising (over 80% of surveyed instructors expressed satisfaction with the application), several other improvements suggested by faculty are planned. IET is working with the Office of the Registrar to allow faculty to use the Registrar's roster as the final grade sheet. The team is also working to improve the final grade submission process within MyUCDavis' Gradebook, which is a separate system. At this time, faculty cannot access a final grade sheet that was entered in Gradebook. The team is working to change this by the beginning of fall quarter. For more information, visit classes.ucdavis.edu/grading.

Illegal File Sharing Notifications on Campus Lowest Since 2001-2002

Information provided by the campus-designated agent for DMCA notifications reveals that illegal file sharing notifications at UC Davis are at their lowest levels since the 2001-2002 academic year. The lower number of incidents coincides with the increase in the much-publicized lawsuits filed by the Recording Industry Association of America. Perhaps due to the RIAA's campaign against illegal music, UC Davis students, staff and faculty are now illegally downloading more movies and software than music.

As of May 1, a total of 103 DMCA notifications have been filed against the campus during 2004-2005, a marked improvement from previous years (181 in 2003-2004, and 392 in 2002-2003). 70% of the notifications received by UC Davis in 2004-2005 were for students, most of whom are freshman living on campus (College of Engineering students receiving the highest number of notifications). Thanks to an efficient handling process developed with Student Judicial Affairs, few users have ever garnered a second notification, as such an incident typically results in the permanent loss of all network privileges.

Contrary to popular discussion about illegal sharing of music files, the great majority (75%) of the DMCA notifications received by UC Davis are the result of illegal sharing of movies and television shows. In the 2003-2004 academic year, only 4% of the DMCA notifications received were for music copyright violations. The most common offending files are blockbuster movies (i.e., Star Wars, Lord of the Rings) or popular television shows (i.e., The Simpsons).

In December 2004-January 2005, the RIAA contacted UC Davis, stating that the campus would be receiving two subpoenas to identify users who had infringed musical recordings on campus networks. Although UC Davis properly prepared for this, the campus has yet to receive the subpoenas. According to the NACUA listserv, other campuses also received such notices but also never received subpoenas. For more information about file sharing or copyright violations, please contact copyright@ucdavis.edu.

Faculty IT Needs Assessment Survey Issued to Instructors

In April, the Chairs of the Academic Senate and Academic Federation issued a memo to all UC Davis instructors announcing the launch of the UC Davis Faculty Survey of Instructional Technology Use. This survey, developed by the Educational Technology subcommittee of the Campus Council for Information Technology, was designed to determine and address the technology needs and priorities of faculty teaching at UC Davis. Topics ranged from faculty's instructional use of the Internet to educational technology resources, classroom presentation resources, and barriers and incentives affecting faculty's use of educational technology tools. A summary of the survey results for Spring 2005 will be available in June. The survey will remain available at learning.ucdavis.edu/survey.



New Faculty Directory Launched with Redesigned Campus Home Page

Coinciding with the release of the redesigned campus home page, (www.ucdavis.edu), IET celebrated the launch of the Web-based Faculty Directory in February 2005. The Faculty Directory, sponsored by Provost Virginia Hinshaw, allows users to navigate to a college and department from the campus home page and then quickly locate all faculty based on rank and field of study. The Faculty Directory can be accessed from the Faculty page on the campus home Web site.



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.

Computing and Network Security

New Cyber-Safety Program Adopted at UC Davis

An important new security policy that will provide a much more stable, reliable, and productive campus computing environment was officially adopted at UC Davis in April 2005. Named the Cyber-safety Program, the policy defines both responsibilities and key practices for assuring the integrity, availability and confidentiality of campus computing systems and electronic data. The program also requires annual reporting of units' progress towards implementing the recommended security measures. For more about the program, including the policy, directive and action plan, see security.ucdavis.edu/cybersafety.cfm.

Contract for Campus Central Firewall Services Signed

Earlier this month, the campus signed a contract with Netscreen to provide a range of firewall solutions to campus departments. IET will offer the following four firewall service level options:

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

Firewall training for system administrators and other technical staff is anticipated to begin in July. As a first step, Netscreen will provide training for IET staff, using a train-the-trainer approach. Netscreen will also provide additional training classes, which will be targeted at departmental security administrators. On-going training will be provided by IET. Additional training opportunities are being explored, including web-based training and virtual laboratories.

Additional information about these service options is available on the Computer & Network Security site (security.ucdavis.edu/firewalls.cfm).

Spaces Filling Quickly for Upcoming IT Security Symposium

Over 200 registrants from UC campuses, the UC Office of the President, local schools, universities and the City of Davis are expected to attend the 2005 IT Security Symposium, scheduled for June 22-24. Offering nearly 30 lab sessions and lectures, a prominent keynote speaker, networking opportunities and an \$85 registration fee, the Symposium registration has proven popular with technical staff members. Several sessions reached enrollment capacity within the first two weeks of the registration period.

Those unable to attend the entire IT Security Symposium may enjoy the keynote address by Scott Charney, Microsoft Chief Security Strategist, which will be presented via real-time video in 2 Wellman Hall on June 22, 9-10:30am. Additional information about the 2005 IT Security Symposium and viewing the free keynote video is available at itsecuritysymposium.ucdavis.edu/.

Vulnerability Scanning Improved; Intrusion Detection System on the Way

In February, two key components were integrated into the campus vulnerability scanning system: VLAN scanning and a honeypot. Both the daily VLAN scanning component and the honeypot were transitioned from the vulnerability detection system (originally developed in Fall 2003) to the newer, more robust and updateable system. The honeypot and daily VLAN vulnerability/infection scans gather information about malicious traffic on the campus computing network and logs the information in the searchable Computer & Network Security Report database (secalert.ucdavis.edu). Reports and email messages are generated from the database to the appropriate VLAN administrator. An intrusion detection system (IDS) is expected to be integrated into the vulnerability scanning system in early June. For more information, see security.ucdavis.edu/vuln_resources.cfm.



Authentication Improved for Many Key Campus Services

- **Form-based Authentication Rolls Out on MyUCDavis, Geckomail**

In mid-April, a new form-based authentication method, called UC Davis Secure Login, was implemented on the MyUCDavis Web portal and Geckomail. This Web application allows users to authenticate to secured sites without storing user information in the Web browser. The application also completes an effective log-out from the secured site, which was not previously available with Web browser authentication.

Since the rollout, the Banner team has expressed interest in using the form for authentication to SISWEB, and discussions are underway to determine if Banner may be the next group to implement this improved authentication method. For more information about UC Davis Secure Login, see xbase.ucdavis.edu/itexpress/article.cfm?art=1065.

- **Authenticated SMTP to Allow Off-Campus Users to Send Messages Via Third-Party ISP Connection**

IET has developed a plan to implement authenticated SMTP on campus e-mail servers this summer. Once implemented, authenticated SMTP will allow individuals who are off-campus to send messages to on- and off-campus e-mail addresses over a third party ISP connection. The target date for deploying authenticated SMTP is June 21.

Currently, individuals who are off-campus and attempting to send email via the campus email servers over a third-party ISP connection are limited to sending mail only to campus email addresses. This limitation is due to the security risks involved in allowing these “open relays,” which have been disallowed on campus since 1997.

In most cases, users will be required to change a setting in their email program to enable authenticated SMTP. Support documentation will be available to assist users in making this change. A plan is also being developed for announcing the availability of this new email option for off-campus affiliates and “commuters.” For additional information, see security.ucdavis.edu/open_relay.cfm.

- **Campus Discontinues Unencrypted FTP/Telnet Access**

On May 18, as part of a continuing effort to enhance computer and network security, UC Davis discontinued insecure telnet and FTP access to the central (ISUN) servers. These protocols previously allowed unencrypted password exchanges, which could permit an unauthorized individual to capture a user's password and use it for malicious purposes. Communications have been targeted to users who have attempted to access the ISUN servers via insecure means in the last year, providing secure alternatives to the insecure telnet and FTP methods. For more information, see security.ucdavis.edu/telnet_ftp.cfm.

- **Campus Email Servers Now Accept Only Secure Authentications**

The campus email servers were recently re-configured to only accept secure authentications for POP and IMAP connections. Beginning in mid-February 2005, the changes were implemented over a four-week period, thereby minimizing the impact on campus clients as each server was transitioned. This phased transition allowed IT Express, the campus help desk, to provide timely support to those who needed to make changes to their email client. For more information, visit security.ucdavis.edu/secure_email.cfm.



Planning Underway for Enhancements to Spam Filtering Service

In an effort to further reduce the number of unsolicited commercial (spam) email messages passing through the campus email servers, planning is underway to enhance the spam filtering service that was first implemented in May 2003. Enhancements include:

- **Temporary quarantine of high scoring messages (available on June 8)**
Messages scoring 15 points or higher would be sent to quarantine message folders automatically created for all campus email users. Quarantined messages will be saved in those folders for 30 days. Users will be prompted to review those messages periodically.
- **Real-time black list (available on June 8)**
This feature identifies spam by running a script on campus email logs and identifying the IP addresses from which spam is sent. If a particular IP address sends more than 20 messages identified as spam in at least a 24-hour period **and** over 85% of messages sent from that address is identified as spam, the IP address is added to the campus blacklist. All messages originating from IP addresses on the blacklist will be rejected by the campus email servers. Those IP addresses will be posted on a Web page.
- **Refinements to spam scoring system (available in July)**
 - Bayesian filtering: the training process used to distinguish spam from legitimate mail
 - Distributed Checksum ClearingHouse (DCC): identifies SPAM by storing the checksum and number of messages sent.

For additional information about spam filtering or to set up filtering on your campus email account, see security.ucdavis.edu/spam.cfm.

Telecommunications & Networking

Telephony Database to Facilitate Strategic Planning

The engagement with Western Telecommunications Consulting (WTC) is nearing completion. WTC is working with IET to develop a comprehensive database of all campus telephony infrastructure, including a survey of all equipment rooms and closets. At its conclusion, the campus will possess an inventory of over 600 buildings and 1500 telephone rooms, structured in a manner that can be used to assess costs for building remodels, and possible upgrades to the core network system for years to come. The database will make it possible to get cost-based answers to a variety of “what if?” technology questions, including those that are strategic in nature, i.e., “what is the impact to migrate to a converged network?” as well as tactical, i.e., “how much will it cost to replace...?”.

Carrier Services RFP to Reduce Voice Costs

A Request for Proposal (RFP) is being developed to solicit bids from vendors for Outbound Interstate, Intrastate, International, Operator Assisted, and Directory Assistance Services from campus PBX (Private Branch Exchange) and Centrex locations; Calling Card Services, Toll-Free Inbound and Outbound Services, and Teleconferencing Services.

The RFP encompasses three main objectives:

- Provide PBX outbound call traffic physical path redundancy between the University campus, the voice carriers, and the Public Switched Telephone Network (PSTN).
- Provide vendor diversity between the University campus and the PSTN. In order to accomplish this objective, UC Davis will award two or more vendors some portion of traffic for outbound calling services.
- Provide a reduction in overall voice carrier costs for all carrier services.

Due to recent and ongoing changes in the telecommunications environment, this RFP will enable Communication Resources to reduce its fiscal and operational costs for all carrier services provided to



campus while improving the quality and reliability of those services. The RFP is in the final edit stage and will be distributed to vendors for response in late June. The new services are expected to be available in August 2005.

Cellular Site RFP to Expand Core Campus Cellular Coverage

IET, in coordination with the Office of Real Estate Services, will be issuing a cellular site licensing RFP that will make campus rooftops available to cellular providers that meet the campus' licensing criteria. This RFP will be the first time that UC Davis has opened the core campus to cellular service providers. Current cellular coverage in the core campus area is insufficient to meet the anticipated future demand by students, staff, and faculty. Since only a small share of campus cellular phone users are managed by IET, the campus determined that site licensing agreements should be negotiated with the greatest number of cellular carriers, with a focus on coverage and site license revenue generation.

Campus Wireless Network Upgrades Continue

IET is working to roll out a number of enhancements to wireless services over the summer. Two pilot projects are underway: one to test a Bluesocket wireless gateway (with the School of Law), and the other to improve network administrator access to AP usage statistics and traffic reports through a new wireless access point management system from Airwave. Barring any major problems, both services will be rolled out this summer.

In addition, a new guest access service model is being explored to alleviate the requirement for MAC address registration and to allow different types of guest access, both short and long term. Lastly, testing will begin in late summer to add departmental Virtual Local Area Networks (VLANs) to the centrally managed public wireless access points using 802.1x secure authentication. Departmental VLANs have not previously utilized the centrally-managed wireless network because the campus "public network" is not encrypted. This will enable network administrators to integrate wireless and wired access for their departmental users. For more information, visit wireless.ucdavis.edu.

CR Looks to Improve Customer Service by Implementing New Processes

To provide better service to the UC Davis campus, IET-Communications Resources (CR) is implementing new internal and external solutions and processes. These include:

- Performance Management will link all CR employee positions to the department direction and provide employees with meaningful measurements for success. Business Operations (Internal Processes), Service, Costs and Financial metrics have also been defined to assess CR's ability to meet customer's needs and business goals.
- In an effort to integrate directory listings with the campus middleware structure, streamline current processes, and provide the most current listings to the campus community, a project addressing directory information systems will also begin during the summer.
- Efforts are underway to evaluate IP technology and understanding the business case that would be required for any future implementation of IP technology. Existing technology that could be enhanced with the integration of IP Technology would include video and voices services.

Video and Photography Services

Videoconferencing Center Provides World-Wide Assistance to Campus Departments

During Winter 2005, the Videoconferencing Center supported four distance learning courses, including an Animal Science class with Cal Poly-San Luis Obispo and Pomona, a Forensics class with the University of Chicago, and a language course from UCLA. In addition to the many videoconferences routinely held in the two Olson Hall facilities (clients include Engineering, Political Science, International Relations, and the Law School), the Center coordinated a conference between the Education Department and Riyadh, Saudi Arabia. For more information about campus videoconferencing, visit cts.ucdavis.edu/services/vtc



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.

Technology Timeline Looks Back at Over 20 Years of Campus Progress

Originally published in the *IT Times*, this recently updated technology timeline provides a visual reminder of the accelerating pace of technological changes in the first years of the 21st century, and the overall advances made in the past thirty years. This timeline may be downloaded at iet.ucdavis.edu/pubs/Tech_Timeline_2004.pdf.

Hypertext, A Quarterly Student Newsletter, Now Available for Spring 2005

The Spring 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 an IET team of student employees and staff.

Topics covered in the Spring 2005 issue include: avoiding phishing scams, getting organized by using the Internet, and how Web-based email applications differ from software email clients. A downloadable PDF of *Hypertext* is available online (scg.ucdavis.edu/hypertext/2005spring.pdf), and students can pick up the 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.

Live on One Shields Avenue: IET at Picnic Day 2005

Computer Lab Management (CLM) worked with various departments in IET, including Info & Events and Mediaworks, to create an exhibit at Picnic Day 2005. Reflecting the unique, student-run nature of Picnic Day, IET student employees organized, taught, and worked on the exhibits and classes that were open to the 60,000+ attendees at this year's event.

Following up on this year's event theme, "Live on One Shields Avenue," activities available at the IET exhibit included classes, digital photos, and live streaming footage of the Doxie Derby. IET also offered five classes on different multimedia software, which were highlighted by the Aggie student newspaper at one the Top Ten Things to do at Picnic Day. The programs showcased in the classes were Flash MX, Photoshop CS, iMovie, Illustrator CS, and Dreamweaver MX. Each of these classes drew at least 15 people, and the Flash classes were standing room only. More than 400 people viewed the exhibit from 10am-4pm.

Winter 2005 Edition of *IT Times* Discusses Recycling Old Computers, Web Browser Safety

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 Winter 2005 edition include the campus' recycling program, how to avoid phishing scams, and the new Sciences Lab Building. An online version of the *IT Times* is available at ittimes.ucdavis.edu/pdf/ITT_Winter_05.pdf 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 ietpubs@ucdavis.edu.

Technology News Delivered Directly To Campus Users' Mailboxes

The campus computing news Web site (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 Winter 2005, articles in TechNews included security-related info (i.e., an expose on phishing scams), campus technology announcements (i.e., the new computer lab in the Sciences Lab Building) as well as links to computer-related technology columns, *IT Times* stories, and announcements regarding IET services. To receive a weekly abstract with links to the latest headlines, visit technews.ucdavis.edu/subscribe.cfm.

Bits & Bytes Technology Columns Now Available Online



The student-written *Bits & Bytes* column, which formerly appeared in the *Aggie*, now calls the Student Computing Guide Web site (scg.ucdavis.edu) home. *Bits & Bytes* columns are created by a team of student employees within IET-Information & Events, in collaboration with many other IET units, including Computer Lab Management and IT Express. Updated on a weekly basis, these student-focused articles tackle topics like computer room improvements and the differences between Web browsers. To view the latest *Bits & Bytes* column, visit scg.ucdavis.edu/bitsbytes.

IET Services Showcased at Campus Service Fair

Communications Resources, Client Services, Classroom Technology Services, Mediaworks, and Information and Events represented IET at this year's Campus Service Fair, held on May 3rd in Freeborn Hall. IET staffed four tables, with additional space for CTS to showcase their portable videoconferencing unit. CTS also showed their new online ordering system, as well as other multimedia equipment. Mediaworks' primary focus was showcasing the ET Partners program, although they also used a projection screen to showcase a gallery of projects. CR's focus was on wireless (including pagers), the new campus directories, and their CSRs. Several of their wireless vendors were also present. Client Services answered numerous questions about wireless access, spam, viruses, and computing safely. I&E showcased recent publications and distributed an updated abbreviated services flyer and six computer security flyers. Two posters (wireless and security), originally created for the MU were also used to help draw attendees to the IET tables. For more information about IET services, see iet.ucdavis.edu.

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

Mediaworks Works with Instructors to Stream Lectures, Provide Web Search

During Winter 2005, the IET-Mediaworks Video/Audio Group worked with a number of instructors to utilize multimedia services as part of their classes. Mediaworks assisted Diana Myles by videotaping and streaming 23 lectures of her Winter BIS 104 Regulation of Cell Function course. Mediaworks also partnered with Automatic Sync Technologies to create Closed Captions for each lecture and provide a Web search function that allows the students to search each streaming lecture by keyword or phrase. The impact of this technology on teaching/learning is being assessed by Barbara Sommers from the Teaching Resources Center. For more information about how IET can assist with multimedia services, see mediaworks.ucdavis.edu or call (530) 752-2133.

Computer Labs & Classrooms

Printers Upgraded in MU Station and Hart Computer Labs

As part a sustained effort to improve existing services and address customer requests for faster printing, IET upgraded the printers in 117 MU (The Station), 1101 Hart, and 1102 Hart. These high-speed printers can print 55 pages per minute, with the first sheet being printed under 8 seconds. This upgrade has already help alleviate long print queues by reducing bottlenecks during peak printing hours, thus reducing the time clients spend waiting for print jobs to complete. Additionally, these new printers have duplexers that reduce paper usage.

Given this successful pilot, this printer model is expected to be used across all labs by the start of the 2005-2006 academic year.

Hart Hall Media Distribution Lab VHS and DVD Viewing Stations Upgraded



In order to maintain technically viable services, IET upgraded the VHS and DVD viewing stations in the 1101 Hart Hall Media Distribution Lab (MDL) during Winter 2005. CLM installed 21 new VHS/DVD combo players to increase the number of available DVD players without diminishing the availability of heavily utilized VHS players. During the last fiscal year, there were 8,642 VHS and DVD checkouts.

Along with these VHS/DVD combo players, new 14" Toshiba TVs were purchased and installed. These new TVs will improve picture quality and provide stereo sound output. With the addition of new stereo headphones to all A-V stations, the Media Distribution Lab can now offer consistent and improved sound.

Media Equipment Upgrades Continue in General Assignment Classrooms

IET, through its Classroom Technology Services (CTS) unit, has embarked on an upgrade of the media equipment in several general assignment classrooms. The Art Department has requested dual data projection capability in two of the art classrooms and other instructors have requested better projectors to accommodate higher resolutions for images. This request has prompted an extensive replacement of 40 data projectors that will take place during Summer 2005. The current models are 5-6 years old and starting to cause excessive maintenance issues due to old technology and low projection capabilities.

MyCapJr VCR decoders were also installed into two classrooms to accommodate closed captioning viewing, replaced 10 Audience Response System receivers in two classrooms with new versions for testing by Physics and Astronomy departments, and replaced all smart panel buttons in 11 classrooms.

Special Projects Improve Technology for Various Campus Departments

During Winter 2005, IET completed a wide variety of projects for a number of campus departments. Complete media systems (data projector, smart panel, and sound systems) were installed for the Genomics and Nutrition Departments, and other smaller jobs were completed for Wildlife, Fish and Conservation Biology, HR Staff Development, the Chancellors Office, Graduate School of Management, Engineering Distance Learning Classrooms, Physics, the Vet Med Teaching Hospital, and Biomedical Research/Engineering.

IET is also actively involved in the Audio-Visual planning process for new classrooms on campus, including Geidt Hall and the Robert Mondavi Wine and Food Institute.

Meet & Greets Assist Instructors Before Classes Begin

At the beginning of each academic quarter, many staff members of IET visit 6-8 of our largest lecture halls during the first 2-3 days of classes to meet with faculty prior to the start of their instruction. The IET representatives provide any on-the-spot or future assistance using the technology in the classroom and leave a Faculty Technology Guide brochure that outlines technology resources available on campus.

Training sessions for faculty and TAs are also conducted on the day prior to the start of classes. These sessions cover the operation of all equipment located in the classrooms and encourage faculty to bring their laptops and individually hook up to the data projection system to ensure they understand how to get a projected image. These efforts have gotten great positive feedback from faculty for our customer service and direct hands-on assistance and IET plans to continue these in future quarters.

Multimedia Services

One-Stop Help Desk Created for Classroom Technology Services

During Winter 2005, a one-stop Help Desk was developed by Classroom Technology Services. The Classroom Technology Services Help Desk (CTSHD) will be comprised of the Classroom Hotline, Multimedia Equipment Services (MES), Special Event Support (SES), and the Video Conferencing Center (VCC). Campus staff and faculty can reach the CTS Help Desk by calling 530-752-3553 or visiting 1440 Surge II. Multimedia Equipment Services has also begun using a new equipment scheduling system, which allows clients to reserve equipment online (clm-app.ucdavis.edu/mes_apps/online/).



IET Provides Multimedia, Special Event Support at Dorm Construction, ASUCD Debates

During Winter 2005, IET provided high-end technical assistance and A-V support at many departmental conferences and campus events. IET provided sound and recording for the Chancellors Office at the new dorm building construction site, as well as the ASUCD Coffee House debates. SES also provided support for the Chancellors dedication at the UC Davis airport, and continues to work with Campus and Event Services and the Mondavi Center, providing assistance with data projector rentals and on-site technical support. IET also provides 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 cts.ucdavis.edu/services/specialevent/ for more details.

Mediaworks Assists UC Davis Cancer Center with “Future Fair”

As a result of the success in developing the National Cancer Institute presentations for the UC Davis Cancer Center, the Graphics Unit of IET-Mediaworks has been working hard to complete 23 separate presentations for “Future Fair.” The Future Fair is designed to allow the public to view exhibits and attend lectures that demonstrate the health system’s value as a resource for the Sacramento region. The Future Fair presentations are being developed to showcase the comprehensive services provided by the UC Davis Cancer Center.



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 Site Will Use Kerberos Authentication Starting July 1st

Beginning on July 1, 2005, employees accessing PPS through the directly through the PPS Web site will need to use their Kerberos Login. Employees accessing PPS via the MyUCDavis Web portal already use their Kerberos login information. New users will still have to request access; however, once the user is approved, the notification process will be faster and password resets will soon become a thing of the past. The PPS DS team is also continuing their efforts on improving identity management – how to successfully match records across the campus administrative systems, Banner and PPS; the Campus Data Warehouse and PPS Data Warehouse and systems they support. The ongoing effort includes the assistance from the functional offices, data stewards, and technical support members from multiple units.

Decision Support Systems

Undergraduate Admissions Population Snapshots to be Added to Data Warehouse

The addition of Undergraduate Admissions population snapshots is a significant enhancement to the Campus Data Warehouse. By Summer 2005, the design will be finalized with the Undergraduate Admissions Office, the update schedule established, and the backdated snapshots loaded and ready for use. The data snapshot schedule was finalized for the upcoming terms and has been added to the Data Admin Web site: www.dataadmin.ucdavis.edu/snapshot/index.html. Older records have also been updated to distinguish applicants who are “first generation” college attendees from their families, and to enable the system to hold more standardized test scores.

Banner Student Information System

MyAdmissions Web Site Improved

The MyAdmissions Web site, launched in 2004 to allow student applicants to accept their admission to UC Davis online, has received several new technical and functional improvements. The changes include improvements in handling the business rules that drive the information available in the site (i.e., term-specific date rules to display timely information), and changes to the pages displaying important required tasks that an applicant must complete.

In addition, new data access rules were successfully implemented for the admission decision process. Access logic was developed that masks the display of certain admissions data from campus offices until Undergraduate Admissions staff complete the admit process. Once the admit process is complete and decisions are deemed final, the logic removes the mask so that the data can be viewed by campus offices.

New Feature Allows Students to Sign Up Online for Deferred Payment Plan

In Spring 2005, a new online sign-up feature was added to the existing Registration Fee Deferred Payment Plan (RFDPP). Students can now sign-up for the service, which allows students to pay their fees per an installment schedule, via SISWeb (the student self service module of Banner). Banner automatically calculates the student’s current balance, application fee, and installment schedule. Student Accounting maintains and adjusts the parameters used by the service.

Banner Oversight Committee Plans to Implement Banner 7 During Summer 2006

The Banner 7 Planning Workgroup has completed research on the major tasks involved in upgrading to Banner 7, which was released in December 2004. The Banner Oversight Committee has completed its review of the report, and plans to implement Banner 7 during Summer 2006, in advance of federal mandate requirements for financial aid. This significant upgrade includes a change to Web-based access



that requires a screen size of 1024x768, which is not supported by many 15" monitors. As such, a communication campaign targeted at campus managers and Banner users is already underway, urging Banner users to verify whether their monitors support the required screen size. Development and testing is for the Banner 7 upgrade is scheduled to begin in late Fall 2005. For questions about Banner implementation, please contact Joyce Johnstone at jmjohnstone@ucdavis.edu.