



INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

February-May 2008

This report offers UC Davis faculty, staff, and students brief descriptions and updates on major projects and initiatives in which Information and Educational Technology (IET) has been involved since February 2008. IET publishes these reports for the campus community three times per year (in September, February, and May), and each report covers a wide range of topics grouped into five major categories:

- I. Campuswide Technology Highlights
- II. Non-IET Sponsored Technology Highlights
- III. Educational Technology Highlights
- IV. Computing and Networking Highlights
- V. Communication News

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I. CAMPUSWIDE TECHNOLOGY HIGHLIGHTS

IET focuses on campus budget reduction planning

For the last several weeks, at the provost's request, the deans, vice chancellors and vice provosts have been working with their units on strategies to reduce campus-wide operating expenses in 2008-09 while maintaining the campus' ability to pursue its research, education, and outreach missions with distinction. Information and Educational Technology (IET) has been working in close collaboration with the Office of Resource Management and Planning and the provost to accommodate, in the most thoughtful way possible, a budget reduction of \$1,462,026. Some reductions were made by re-assigning and streamlining administrative processes. Others reflect savings achieved through favorable, successful renegotiation of vendor contracts (i.e., the site license for Oracle). In some instances, services had to be cut, and some staff reductions were necessary. A worksheet is available that provides a short description of each IET reduction measure, a corresponding degree of risk, and the associated impact. IET's reduction measures are being vetted with the community in an effort to ensure all major impacts are fully understood and mitigated to the extent possible. Web site: vpriet.ucdavis.edu/IETBudgetPlanning.pdf.

Data Center projects focus on long term solutions

Several longer-term and near-term efforts are under way:

- The Data Center Work Group (DCWG) chartered at the IT Leadership Council (ITLC) meeting on February 1 performed a two-year window tactical analysis on the projected growth of data center resident equipment at the four campuses, and reviewed the availability of data center floor space within the UC, both now and approximately three years forward. On May 9, the group, which consists of representatives from the Office of the President, UC Davis, UCLA, UC Santa Barbara, and UC Santa Cruz, provided the oversight committee with their findings and recommendations. The oversight committee will provide their observations and recommendations to the ITLC at the May meeting.
- A Request for Proposal (RFP) has been distributed for a consultant to review the needs of several representative campuses within the UC system and provide recommendations toward the establishment of a shared data center environment that would practice sustainability and realize economies of scale in collocation offerings. The oversight committee will work with the consultant and put forward a proposal for the establishment of a project office to oversee the project manager who will work closely with the consultant for the next year.
- A two-to-four year interim solution is being developed as UC Davis moves forward toward a permanent data center solution that will accommodate the computing needs of our community for the next 20 years. The provost established an oversight committee, called the Strategic Approach to Investments in Computing Facilities Committee, to assess the immediate needs of the campus. They in turn established a workgroup to gather data on the supply of server rooms throughout the campus and the demand for additional computing space, and make collocation recommendations for interim housing. Contact: Morna Mellor, director, IET-Data Center & Client Services, mwmellor@ucdavis.edu.

Administrative IT roadmap committee establishes recommendations

In early January, the Administrative IT Roadmap Oversight Committee developed a set of recommendations for the establishment of a campus framework for an IT Administrative Roadmap. In developing these recommendations, the steering committee followed several overarching and strategic investment principles. The oversight committee also established a process to enhance campus IT governance, including the creation of eight interconnected "domains." In spring 2008, a "proof of concept" was launched when the Student and Curriculum Support domain was established. IET contact: Dave Shelby, drshelby@ucdavis.edu. Web site: vpriet.ucdavis.edu/SIS_Review.cfm

Administrative Computing Policy review process gains experience, improvements

The UC Davis Administrative Computing Policy (PPM 200-45) defines a uniform format for sharing with the campus community, reviewing, and providing input into significant technology projects. The policy



establishes a flexible and collaborative review process through which project sponsors can obtain timely feedback from campus technology leaders, functional unit experts, and other key stakeholders. Since the policy was adopted last September, six projects have been reviewed: Banner SIS Revitalization; Web Content Management System; Faculty and MSP Recruitment System; Campus Roles Management System; PeopleAdmin; FacilitiesLink; and Online HR Document Routing System. There is consideration of expanding the current process to allow sponsors to submit “conceptual” project descriptions even earlier in their development. Contact: Jeff Barrett, jtbarrett@ucdavis.edu. Web site: admincomputing.ucdavis.edu

Identity Management plan in works

The main campus and Health System have initiated efforts to define and meet common identity management needs. Early identity management plans suggested the implementation of a roles management solution. However, the campus and Health System re-engaged the Burton Group in the spring to assist in better understanding their current common identity management challenges and needs. The Burton Group will also guide an early summer workshop that will help establish an implementation timeline for specific identity management components. IET and Accounting and Financial Services (A&FS) are continuing their collaboration to explore interim roles management solutions that can be leveraged into the larger identity management roadmap. Contact: Debbie Lauriano, Director, IET-Application Development dalauriano@ucdavis.edu. Web site: vpjet.ucdavis.edu/init_identity.cfm

Fall conference committee identifies key technology needs

For the campus to support advanced research, and to build its reputation as a center of innovative teaching, scholarship and engagement, it needs more computing power, network access, data storage, and other components of a healthy cyberinfrastructure. The “Chancellor’s Fall Conference Action Plan Committee Recommendations,” which expands on work begun at the chancellor’s conference on information technology in Lake Tahoe last September, presents four suggestions to:

- Enhance the campus IT commitment to research infrastructure
- Enhance the campus commitment to educational technology
- Support campus IT infrastructure for outreach and engagement
- Establish a method to set ongoing priorities for campus needs in IT

Pete Siegel, vice provost for Information and Educational Technology, appointed the 10-member committee last Oct. 30, asking it to develop a concise, five-year vision, including specific goals that could be substantially achieved within a year. Bernd Hamann, associate vice chancellor for research and a professor in computer science, chaired the committee. Since last fall, the campus has come to better understand the size of the budget reductions UC Davis faces. Even so, the committee identified important issues that require the campus’s attention, such as the need for data center space. Key work in specific areas relating to infrastructure will continue on several fronts. Specific timing for broader aspects of the plan will be determined at a more opportune time for the campus, following further discussions this fall. The draft report was presented to the Campus Council for Information Technology (CCFIT) and shared with the Council of Deans and Vice Chancellors in May. To review the draft report, visit vpjet.ucdavis.edu/fallconference.cfm. Contact: vpjet-info@ucdavis.edu.

Gartner contract renewed

Gartner Inc., a leading technology research and advisory group, has an online database that includes thousands of articles covering more than two dozen major subject areas, from application development and enterprise architecture to process management and regulatory compliance. With support from the Office of Administration, Information and Educational Technology (IET) recently renewed the Gartner contract for an additional year—part of IET’s commitment to invest in services and information that help faculty, staff and students learn from others and keep pace with developments in technology. Contact gartner@ucdavis.edu for additional information or to obtain an access account, available at no additional cost to members of the campus community. Additional IT research materials and services are available through UC Davis’ membership in Educause. Visit edUCAUSE.edu/login to create a personal profile.

Emergency notification system continues to move forward

Significant progress has been made since January on the automated notification system, and the project has moved into Phase II of the implementation plan. Phase I involved uploading contact information for all



faculty, staff and students currently stored in the online directory. Phase II will provide faculty and staff the opportunity to add personal emergency contact information into the system as well as additional modes of communication. As part of Phase I, IET led the effort to test the main campus and health system voice and data network capacity under the strain of increased notification traffic. Highlights of the test results were shared system-wide at an IET-hosted symposium in late March. Earlier in March, the UC Davis alert system was used to send an informational email to all staff, faculty, and students when the Tercero dorms were evacuated. Delivery times for the 50,000+ emails were extremely fast (95% of the emails were sent within 15 minutes). Phase III of the implementation will include inputting student contact information into the system and is scheduled to roll out in October. Contact: Laine Keneller, project manager, lwkeneller@ucdavis.edu.

UC Davis Web Content Management Initiative discusses plans for deployment

Co-sponsored by University Communications and Information and Educational Technology (IET), the Web Content Management Initiative is a multi-phase plan to encourage campus units and departments to more efficiently publish and manage the content of their department and official UC Davis Web sites. The implementation committee—which includes technical and Web publishing representatives from academic and administrative units across the campus— began meeting in March to plan the adoption and implementation of the selected solution for the campus, Hannon Hill Cascade Server. Members of the project team also met with campus groups, including Council of Deans and Vice Chancellors (CODVC), Campus Council for Information Technology (CCFIT), Technology Infrastructure Forum (TIF), and the Communications Council, to publicize the selection and discuss plans for deployment of this highly anticipated resource. The Web CMS has also undergone administrative review as stipulated by PPM 200-45. This collaborative review process allowed comprehensive yet timely feedback regarding the anticipated impact of the project on campus business processes and on faculty and staff workload. Through the process, great interest and support was expressed by the campus technical community. The next steps include submitting a formal purchase request and developing a funding strategy for recurring license fees, and ongoing maintenance and administrative activities. See cms.ucdavis.edu. Contact: Elliot Lopez, project manager, ellopez@ucdavis.edu.

SmartSite continues to grow; oversight committee appointed

Slightly more than 38% of all course sites in winter quarter and more than 41% of all course sites during spring quarter 2008 were hosted on SmartSite. Unique logins during peak periods surpassed 12,000 per 24 hours, indicating strong adoption amongst faculty and good usage by students. In April, the oversight committee—which includes a cross section of administrators, instructors, and students—was appointed by Vice Provost Pete Siegel and began meeting. Their work will help guide the growth of SmartSite and shape the strategy and timeframe for completing the transition from the course management tools in MyUCDavis to SmartSite. In mid-May, the oversight committee shared recommendations with Campus Council for Information Technology (CCFIT). They recommended that programming for GradeBook be marked as the highest priority for the SmartSite programmers; MyUCDavis course tools will continue to be used until the 'new' GradeBook is finalized; a full one year transition period for faculty; and the need for the campus to commit resources to support all the uses of SmartSite, including research, collaboration, admin, as well as teaching and learning. Contact: Kirk Alexander, project manager, kdalex@ucdavis.edu. Web site: smartsite.ucdavis.edu

Banner team and Student Affairs revitalization initiative jumps ahead

During winter quarter, the Banner Team and Student Affairs completed the project proposal and published a preliminary plan (per PPM 200-45) for campus review. The Banner team continues to move forward and is working on the detail analysis and redesign of how the UC Davis business needs will be implemented. Contact: Debbie Lauriano, Director, IET-Application Development dalauriano@ucdavis.edu.

DMCA notifications down in FY 07-08, RIAA activity up

While UC Davis has received fewer Digital Millennium Copyright Act (DMCA) notifications so far this fiscal year, Recording Industry Association of America (RIAA) activity since mid-April threatens to more than make up the difference by the end of the year. RIAA claims that better technology allows them to catch more alleged offenders. Jan Carmikle, UC Davis' DMCA designated agent, reports receiving 20 "early



settlement letters” since February 2008 and one subpoena in April for four names. An additional subpoena is expected. Contact: Jan Carmikle, jdcarmikle@ucdavis.edu.

II. NON-IET SPONSORED PROJECTS INVOLVING CAMPUS TECHNOLOGY

MyInfoVault upgrade launches June 30

On June 30, Academic Personnel and IET will roll out the newest version of MyInfoVault (MIV), the system that creates faculty digital dossiers to support academic promotions and merit actions. The upgrade will improve the overall architecture and functionality of MIV, and will provide users with an enhanced, more intuitive look and feel. The updated features include a new special character palette, a better creation time for dossiers, an easier way to navigate the menu, as well as quick and easy data-entry updates. As part of the move to make MIV a true database repository, users no longer have to code their information in HTML to format data in the system. Schools and colleges representing 125 departments and 3,100 accounts use MIV; they have provided important feedback as the MIV group developed the upgrade. Contacts: Connie Melendy, assistant vice provost, Academic Personnel, cmelendy@ucdavis.edu; Debbie Lauriano, director, Application Development, dalauriano@ucdavis.edu. Web site: myinfovault.ucdavis.edu.

iTunesU launches early May

UC Davis' iTunesU site was launched in early May, making the campus one of the first of 50 colleges and universities across the nation to use the site. iTunesU, which is accessed through the online iTunes store, lets campuses post content for free with the idea of making educational resources easily accessible and mobile for students. By taking advantage of iTunes' popularity, UC Davis can also reach a wide audience, from prospective students to alumni. The UC Davis iTunesU site provides audio, video and podcasts on campus news, faculty research, interviews, music, athletics, and academic courses. The site has been running smoothly since its launch, and so far 50 videos have been uploaded. The site continues to be updated and enhanced as requests come in through the University Communications department. For more information, visit itunes.ucdavis.edu.

Office of Administration partners with UCD Health System on EDMS

The Office of Administration, in partnership with UCDHS, is implementing an Electronic Document Management System (EDMS) to improve the storage and retrieval of paper documents. The first phase of the project will focus on the Accounts Payable departments at the University and the Health System. EDMS will be implemented in several central units over a period of five years. See accounting.ucdavis.edu/projects/edms/. Contact: Radhika Prabhu, rprabhu@ucdavis.edu.

III. EDUCATIONAL TECHNOLOGY HIGHLIGHTS

TECHNOLOGY IN THE CLASSROOM

IET investigates video library merge

Information and Educational Technology (IET) Academic Technology Services (ATS) and Shields Library are investigating how to merge the video library in the Hart Media Distribution Lab with the video library in Shields Reserves. Both locations currently perform similar functions, which causes some confusion to Computer Lab Management (CLM) clients. The transfer of the Hart Media Distribution Lab functions to Shields Reserves will free space in Hart Hall (and in the Student Community Center in the future) for more computers. A plan for the merger should be in place by spring 2008. Contact: Tim Leamy, computer lab manager, tcleamy@ucdavis.edu.



New instructional technologies expands TeamSpot

During winter 2008, Computer Lab Management (CLM) installed TeamSpot in 1101 Hart. TeamSpot is a group collaboration system consisting of a computer connected to a large public display with each group member connected to the system via a laptop. TeamSpot facilitates group work by allowing members to share their screen, files, and cursor between all group members' laptops. TeamSpot also allows each member to control the large public display computer and allows groups to easily work on a common document. CLM also had Moobilenet installed in 1101 Hart to support TeamSpot usage. For more information and Flash demos go to teamspace.ucdavis.edu.

FMFP facilitates technology-based learning among faculty

For the last three years the Faculty Mentoring Faculty Program (FMFP) has provided UC Davis faculty opportunities to present teaching talks to and to learn from other faculty interested in instructional technology and innovative teaching. The participants in the weekly meetings have learned not only about widely-used and well-supported tools, such as SmartSite and PowerPoint, but also about inventive uses of other tools and applications. Since the Friday lunchtime meetings moved to 250 Olson, the group regularly draws about 20 faculty. Versions of FMFP presentations have appeared live and via videotape, at the Teaching Resources Center's (TRC) Summer Institute on Teaching and Technology, in their quarterly "More Thoughtful Teaching" events, and at other workshops and colloquia hosted by the Teaching Resources Center. FMFP also facilitates connections between faculty across the disciplines. The TRC has agreed to take on the funding and hosting of the Faculty Mentoring Faculty Program beginning in the fall of 2008. Andy Jones will continue to coordinate the program. For more information, visit fmfp.ucdavis.edu.

IET podcasting service sees an increase in use

Podcast use on campus has been consistently increasing. The number of podcast classrooms available to instructors who wish to use the technology in their course increased from five classrooms when podcasting was first introduced in fall 2005 to 86 in winter 2008. Since SmartSite's launch in the fall, instructors have been using their course site on SmartSite to post podcasts. In fact, 44 SmartSite specific podcast classes were offered in winter 2008. Instructors have found that most students use podcasts to go back and review in-class lectures. Rather than an incentive to skip class, students are using them as a supplement to class. Web site: podcast.ucdavis.edu.

CLASSROOMS AND COMPUTER LABS

Student Community Center to open doors 2010

The new Student Community Center (SCC) is expected to open in 2010, and Computer Lab Management (CLM) plans to move its functions in Hart Hall to the SCC. The current space in Hart Hall will be evaluated in order to configure the same square footage more efficiently in the SCC. The current plan allows for the creation of two additional computer classrooms in the SCC, which will let CLM meet requests for additional classes for which there was previously no space. Contact: Tim Leamy, computer lab manager, tcleamy@ucdavis.edu.

Computer rooms see combined support effort, service improvements

IT Support (ITS) met with Computer Lab Management (CLM) several times during spring quarter to strategize for the announced budget reductions. They took the opportunity to identify areas in technical support that could be improved or streamlined. ITS and CLM staff will work together to begin direct support of the computer rooms. CLM began managing the day to day operations of the computer rooms, including supervision of the seven hardware support student employees. Considering the similar nature of desktop support and hardware support of the computer rooms this centralized approach should have several advantages. Contact: Tim Leamy, computer lab manager, tcleamy@ucdavis.edu.



IV. COMPUTING AND NETWORKING HIGHLIGHTS

COMPUTING AND NETWORK SECURITY

Cyber-safety reporting changes for 2008

In April, IET provided its annual state of information security report to the Council of Deans and Vice Chancellors (CODVC). The report discussed the Cyber-safety program, the results of the 2007 Cyber-safety compliance review and plans for the 2008 Cyber-safety survey. A number of schools, colleges and administrative units either reported that they have completed deployment of information security practices for the top seven security vulnerabilities or indicated that plans are underway to implement security enhancement measures. The 2008 Cyber-safety survey of campus units will start in the summer. For the first time, the survey will include compliance indicators for information security standards in the secondary priority category. Contact: Bob Ono, IT security coordinator, raono@ucdavis.edu.

Intrusion prevention system gets new filters

Since its implementation in fall 2007, the campus intrusion prevention system (IPS) has blocked hundreds of thousands of pieces of malicious traffic per week. The campus IPS works by using a set of nearly 1,100 recommended filters that can check billions of pieces of network traffic per second. In April, building on the success of the IPS, IET developed a process for implementing additional filters to address confirmed threats on a temporary, as-needed basis. In April, two new filters began blocking malicious traffic after a brief permit-and-notify period. During permit and notify periods, campus technical staff are encouraged to report any suspected false positives before the filters go into block and notify mode. Both of the new filters are expected to remain in place for 90 days. Contact: Bob Ono, IT security coordinator, raono@ucdavis.edu. Web site: security.ucdavis.edu

Cyber-safety tutorial raising campus-wide awareness

In March, a new training resource designed to help students, faculty and staff learn the basics of cyber-safety, was posted on the security Web site. Campus technical support staff is encouraged to use the tutorial to help inform and educate their clients about computer security. The "Cyber-safety Basics" tutorial can be downloaded in either PowerPoint or PDF formats from the security site training page at security.ucdavis.edu/training.cfm. Contact: Julie McCall, jdmccall@ucdavis.edu.

Revised security Web site launched in spring

On March 12, IET released updates to several key pages on the Computer Security Web site (security.ucdavis.edu). Updates were based on direct feedback from the campus community. The goals for updating these pages were to provide more direct access to useful information for a wide range of users, including system administrators, technical support and general users, and to provide quick access to IET's most frequently-used security resources (including protected resources like the IP Address Lookup Tool, Secalert and Filtered Ports List). Updated pages include:

- Security Home (security.ucdavis.edu)
- Cyber-safety Basics: Security for Everyone (security.ucdavis.edu/cybersafetybasics.cfm)
- Frequently Asked Security Questions (security.ucdavis.edu/faq.cfm)
- Security Training (security.ucdavis.edu/training.cfm)
- Sysadmin Resources (security.ucdavis.edu/secure/sysadminresource)

Contact: Julie McCall, jdmccall@ucdavis.edu.

Web application security training

IET security administrators provided Watchfire AppScan training on March 20. This session allowed individuals who had been placed on a waitlist after Watchfire staff provided training to more than 30 people in October and December to attend the training. IET has provided training and 45 software licenses at no cost to campus units. Web application security is one of the newest Cyber-safety standards, added to the policy just prior to the 2007 reporting period. Contact: Bob Ono, IT security coordinator, raono@ucdavis.edu.



CAS enables Single Sign-On for many Web-based applications

The UC Davis instance of Central Authentication Service (CAS) is the latest Web sign-on system installed by IET. CAS provides robust security architecture and multiple client modules to more than 50 universities and organizations worldwide. It will eventually replace DistAuth, UC Davis' current Web sign-on system. In the meantime, CAS has been modified to accept valid DistAuth authentication information in place of its own, enabling departments to run DistAuth and CAS-protected applications simultaneously while minimizing the number of sign-ins required. Many campus units already use CAS, and the Middleware project team has been strengthening the CAS service within UC Davis as well as across the whole UC System. CAS will provide new methods of authentication for clients, such as automatic Windows single sign-on and RADIUS authentication. Contact: Hampton Sublett, project manager, hbsublett@ucdavis.edu.

Kerberos KDC replacement

In December the Kerberos Key Distribution Center (KDC) project team was formed and charged with testing, recommending, and implementing the replacement KDC. Kerberos is a network authentication protocol. It is one security measure that can be used to limit access to certain applications, Web sites, and services. Kerberos KDC refers to the central server component of Kerberos, a key component of the campus IT security architecture. More than 100,000 campus computing account holders use the campus Kerberos service when they access campus Web sites and services, including Smartsite, Distauth, CAS and campus email. The project team has evaluated four candidates and documented its findings for each, and is expected to formalize its recommendation in June. Contact: Bob Ono, IT security coordinator, raono@ucdavis.edu. Web site: security.ucdavis.edu

Campus password standards review underway

In conjunction with Key Distribution Center (KDC) replacement efforts, the Kerberos KDC project team is exploring potential updates to the campus password standards. The transition to the new KDC is an opportune time to establish standards for stronger passwords because the new service requires that all campus account holders reset their passwords. Further, it has been several years since existing password standards were established and recent studies show that the existing campus password format may have inherent security weaknesses. Contact: Bob Ono, IT security coordinator, raono@ucdavis.edu. Web site: security.ucdavis.edu

EMAIL

XEDA keeps pace as communication technology evolves

After months of planning and re-evaluation, the campus Exchange service (XEDA), built on Microsoft's Active Directory technology, has emerged as an enterprise class communication tool by incorporating x64 bit processing technology, improving scalability, and offering greater access capability. In addition, XEDA now improves support for Blackberry via a dedicated server. Electronic fax sending, receiving, and routing capability has also been added, and remote access using Outlook Web Access has been improved. There are more than 3,000 users in the Exchange community on campus. XEDA lets users remotely access their account from any Internet connection to check their calendar, send email, access shared files, send/receive faxes, and listen to voicemail messages using the new Enabled Voice Mail (EVM) system. XEDA supports most mobile devices and enables them to retrieve email, access meeting and appointment information, and use a single address book across platforms. Contact: xeda@ucdavis.edu. Web site: iet.ucdavis.edu/microsoft/xeda.cfm

IET sponsors successful Gmail pilot for students

IET launched a pilot with students in mid-January to test Gmail as the campus email program for students. More than 300 graduates and undergraduates participated in the six-week pilot. The feedback was strongly positive. The plan for rolling out Gmail to all students is now being presented and discussed with campus groups. A decision is expected by mid-June. Learn more at gmail.ucdavis.edu. Contact: Gaston De Ferrari, project manager, gdeferrari@ucdavis.edu.



Color email servers getting ready to retire; Cyrus takes over

After providing nearly a decade of email processing service, the “color” named mail servers at the Data Center are being retired on July 1. Over the last four years, the Data Center has been improving and securing the replacement email system. Most users have already been migrated from the old servers to new. Data Center technicians have been scrutinizing activity logs and sending out targeted email announcements to alert users of the change. Announcements have also been sent to all email users sending mail using an incorrect destination email address format such as NAME@COLOR.ucdavis.edu. For more information, visit email.ucdavis.edu.

USER ACCESS AND SUPPORT

Watchfire user group monthly meetings

The Watchfire user group was formed in February to encourage AppScan license holders and report viewers to ask questions and share information on an ongoing basis. The group meets on the second Tuesday of every month from 9:00 a.m. to 10:30 a.m. For the meeting schedule and locations, see security.ucdavis.edu/appscan.cfm.

IT Express handles heavy call loads from undergraduate applicants

On March 13 and 14, 23,000 undergraduate applicants to UC Davis were notified of their acceptance and instructed to visit the campus My Admissions Web site at myadmissions.ucdavis.edu. More than 600 applicants and parents contacted IT Express for account-related assistance—a call volume nearly four times greater than normal for IT Express. In order to accommodate the increase, IT Express supplemented the normal staff with IET staff from other areas, including Desktop Enterprise Solutions (DES), Software Licensing and Incident Response. Special call queues were set up to accommodate the increase in calls. Applicants were directed to one call queue for password resets and account creation assistance. All other calls, including calls from current students, faculty and staff, were directed to a separate call queue for immediate assistance by IT Express staff. In addition, IT Express hours were extended from the normal 7am–9pm availability, staying open until 11pm on March 13 and 14. Special Saturday hours were also added to assist applicants on March 15. The deadline for freshman applicants to accept the offer of admission from UC Davis was May 1, 2008. Between March 13 and May 1, IT Express fielded 2,153 calls from applicants and their parents. IT Express will continue to assist incoming freshmen, transfer students, and first year students in the Law School with computing accounts issues as students arrive on campus and begin classes.

IT Express continues to help users transition to SmartSite, configure voicemail

Between February 1 and May 1, IT Express fielded nearly 300 support requests for SmartSite, the new UC Davis course management system. As more instructors move course Web sites from the MyUCDavis course management system to SmartSite, IT Express will continue to provide support for the transition. On Thursday, May 8, Communications Resources launched the Enabled Voicemail (EVM) feature for all campus voicemail box levels of service. IT Express will provide configuration assistance and first-tier support for this service.

Reporting Group automates service

IET Client Services Reporting Group has started using Crystal Reports to automate reports, which were previously being produced and sent manually. Two automated reports are sent out to IT Express Computing Services Help Desk and the Reporting Group. The first is a performance report for IT Express and includes the previous day’s work activities. The second contains information about previous, current, and future items from IT Express, IET, and the campus. Other reports produced on an ongoing basis contain information about computing, email, Web browser usage, operating system usage, MyUCDavis, and SmartSite. The Reporting Group recently completed a survey on the Technology Support Program (TSP) Orientation. The survey was conducted to evaluate the level of satisfaction with the TSP orientation, assess the alignment of participant expectations with the services and information provided, and to determine areas of improvement. The survey indicated that participants perceive the orientation program to be a valuable part of the TSP. Visit dc.ucdavis.edu/stats to see more detailed report results. For more information, please contact the Reporting Group at reporting@ucdavis.edu.



Data Center Client Services surveys clients on support issues

Starting in early June, the IT Express Computing Services Help Desk will begin collecting feedback on support services. Each person that contacts IT Express during a 30-day pilot will be invited to complete a survey about their experience. The results will be used to identify areas in need of support, discover historical trends, forecast future needs, and establish a baseline of the current service to evaluate future service. A survey invitation will automatically be sent via email only after IT Express solves the problem. Those transferred to departments other than IT Express will not be surveyed. The results from each survey will be saved and attached to the original incident record at IT Express. The online survey was built by Data Center programmers, who worked with Sarah Robertson and the Committee on Human Research. All feedback will remain private and will be used to evaluate quality of service provided. For more information, please contact Sarah Robertson at 530-754-6703 or visit itexpress.ucdavis.edu.

SOFTWARE

Apple Enterprise Support Agreement

The Software License Coordination (SLC) unit finalized an Apple “Preferred” enterprise support agreement for 12 participating campus departments in May after coordinating with Apple and the campus technical community. The agreement includes one year of support on all Apple software issues (i.e., Mac OS server, client, and all other related software), support on an unlimited number of incidents, and two direct customer contacts. The total cost of the agreement will be paid by the participating departments based on the number of Apple servers “in use” and “in need of support” in each department. The required minimum buy-in will be the cost share of one server (\$761.71 per server for the initial contract). If additional departments are interested in participating later this contract year, they will pay a pro-rated cost, which will contribute to the funding for renewal for the next year. The IT Express Computing Services Help Desk will initiate all support requests with Apple, who will then work directly with the individual department via email to resolve the issue. Contact: Sarah Robertson, srobertson@ucdavis.edu.

Campus site license for Oracle database software

The Data Center and Client Services finalized a campus-wide site license for Oracle Database software in February after a year of evaluating the feasibility of the agreement. The site license will save the campus an estimated \$580,000 over the next four years. IET identified the existing Oracle Database licenses on campus and funded the remaining new licenses needed to attain comprehensive licensing for the campus community. As a result campus departments will no longer need to purchase new Oracle Database licenses. In order to maintain support and receive upgrades for products in the Oracle site license, the Software License Coordination (SLC) unit will track license use and distribute annual support costs to those departments using the software. Departments interested in more information about Oracle licenses can visit my.ucdavis.edu/software/.

Quarterly configurations offered on Dell products

The UC system-wide agreement on departmental purchases of Dell products includes deeper discounts for nine bundles, as specified quarterly, by the UC system. The bundles include the Optiplex, Latitude, and Precision product lines. UC Office of the President (UCOP) has formed a committee with representation from each campus to select the configurations of these bundles each quarter. The Software License Coordination (SLC) unit is helping to coordinate this effort for UC Davis, along with a few representatives of the Technology Infrastructure Forum (TIF) and the Client Support Issues (CSI) subcommittee. The bundles are the “Standard Configurations” shown on UCDBuy. When a bundle’s specifications are customized prior to purchase, the discount is reduced. In order to determine the most widely-used configurations on campus and to gather feedback from the campus technical community, the campus Dell configuration workgroup surveyed the campus for planned purchases and preferred specifications. The workgroup then reviewed the survey results with the TIF-CSI subcommittee. The workgroup advocates UC Davis’s preferences each quarter at the UC system-wide committee on Dell configurations. Contact: Sarah Robertson, srobertson@ucdavis.edu.



Office 2008 compatibility testing

In March, IET coordinated a campus-wide compatibility testing effort for Microsoft Office 2008 for Mac. Similar testing efforts for Microsoft Vista and Mac OS 10.5 (Leopard) have been conducted in the past. Thanks to the hard work of volunteers from various departments, 22 applications linked to Microsoft Office were tested in only a few short weeks. Information specific to Office 2008 for Mac was also added to the campus Microsoft and Macintosh Web sites, including details on how the program was tested, campus licensing agreements, directions on how to obtain Office 2008 for campus or personal computers, news and announcements, and useful links. For more information please visit microsoft.ucdavis.edu and macintosh.ucdavis.edu. To see a list of volunteers, visit iet.ucdavis.edu/macintosh/thanks.cfm.

Symantec Rewards Agreement results in deeper discounts

The Software License Coordination (SLC) unit signed a campus agreement for the Symantec Rewards Program in May, bringing greater discounts on Symantec products to campus. SLC coordinated with UC and Software House International (SHI), our UC-designated software reseller, on the agreement. The Rewards Program—a “frequent-flyer” style program based on accumulation of points—provides deeper discounts on departmental purchases of Symantec software than the existing UC system-wide Software Volume License Agreement (SVLA) with SHI. Departments are now able to purchase Symantec products through SHI and receive the new rewards-discounted pricing. The Rewards Program will also allow SLC to track the Symantec licenses purchased by campus departments online via the MySymantec application. Departments who wish to track their own Symantec licenses may sign an affiliate Rewards agreement that is linked to the UC Davis master agreement. For more information, please visit the Software Web site at my.ucdavis.edu/software/.

DriveSavers Data Recovery, Inc. provides presentation

On May 7, The Software License Coordination (SLC) unit hosted a presentation by DriveSavers Data Recovery, Inc. The campus is currently a member of the DriveSavers Elite Education Partner Program, which entitles departments, faculty, staff, and students to benefits such as discounts on data recovery services. For more information on DriveSavers, please visit the Software Web site at my.ucdavis.edu/software/.

New UC Designated Software Reseller—Software House International (SHI)

The Software License Coordination (SLC) unit announced in February that Software House International (SHI) was selected as a new reseller for Adobe, FileMaker, McAfee, Microsoft, and Symantec software. The decision was the result of a system-wide Request for Proposal (RFP) for a new UC Software Volume License Agreement (SVLA). The primary goals of the RFP were to improve service standards and customer satisfaction. The new agreement was able to achieve cost savings of between 1.8 and 5.3%. UC Technology Acquisition Support (TAS) reps from IET were involved in the RFP process and led a campus scoring committee - including representatives of the campus Technology Infrastructure Forum Client Support Issues (TIF-CSI) subcommittee – to score the vendor bids. To help facilitate the reseller transition on campus, the Software License Coordination (SLC) unit has been coordinating with SHI on the development of a campus SHI Web site, as well as the transfer of licensing records from the previous reseller to SHI. Additionally, SLC hosted a campus presentation on March 18, at which SHI representatives reviewed the campus SHI Web site, answered questions, and took requests from the campus technical community. SLC continues to coordinate with the UC TAS group TIF-CSI subcommittee on any issues regarding implementation. Contact: Sarah Robertson, srobertson@ucdavis.edu.

Internet Tools CD gets updated software

In April, IET Client Services updated the UC Davis Internet Tools CD to include the latest versions of Endnote bibliographic software and Sophos Anti-Virus for Windows (version 7). Older versions of Sophos (version 6 and earlier) will no longer automatically update or provide up-to-date virus protection if installed on or after May 30, 2008. Spybot Search & Destroy anti-spyware is now available for personal home-use only. IET encourages all faculty, staff, and students to pick up a free copy of the latest Internet Tools CD from the IT Express Computing Services Help Desk in Shields Library or download the software from the campus software Web site, my.ucdavis.edu/software/. Contact: Sarah Robertson, srobertson@ucdavis.edu.



TELECOMMUNICATIONS AND NETWORKING

Campus Payphones replaced with courtesy phones

This summer, IET will begin phasing out the payphones on campus. Lack of use, service expenses and maintenance costs are the primary drivers of the decision to remove them. Courtesy phones will replace many of the payphones that are scheduled to be removed. Courtesy phones can place calls to on-campus telephones (including 911, which connects the caller directly to the campus police and fire department in the event of an emergency). The drop in payphone usage is primarily attributed to the increase in cell phone usage. Removing the payphones is not expected to have a significant impact on the campus. Contact: Zack O'Donnell, service manager, zmodonnell@ucdavis.edu.

Enabled Voicemail (EVM) feature now available

For the past six months, IET has piloted a new set of optional voicemail features called Enabled Voicemail (EVM). On May 8, the features were officially introduced to campus voicemail clients. In just the first three days, more than five hundred campus voicemail clients configured the new features. EVM can forward a sound file of a campus voicemail as an attachment to an email account. EVM can also send text notifications to an email, SMS-enabled cell phone, or an alphanumeric pager. EVM is available to all campus voicemail clients. Contact: Mark Redican, NOC manager, mredican@ucdavis.edu. Web site: evm.ucdavis.edu

Cellular coverage sees improvements

During the last seven months, IET and the office of Real Estate Services have signed agreements with four primary cellular carriers (AT&T, Sprint, T-Mobile and Verizon) to install cell sites on the main campus. Next to the North Quad parking structure, Verizon's new cell site has been up and running since January. Sprint's plans to construct a new cell site atop Chemistry Annex are being reviewed, and construction should begin later this summer. The AT&T and T-Mobile's construction plans to install cell sites (on the roofs of Hutchison and Kerr Halls respectively), have just entered the review phase. Contact: Zack O'Donnell, service manager, zmodonnell@ucdavis.edu.

Printed campus directory distributed in spring

In March and April, Directory Services delivered the 2008-2009 centennial edition of the printed UC Davis directory to campus departments. For the first time, the individual listings were taken from the new Online Directory, which allows campus constituents to continually update their directory listings online instead of through an annual process using paper forms. The new update process was kicked off with a campus-wide email campaign and gave individuals six weeks to update their information online in December and January before it was gathered for the printed directory. The Online Directory update process has greatly increased the accuracy of the individual listings by decreasing "time to print"—the time from when the listing information was updated to when it is printed. The individual listings are also available online at ucdavis.edu/search/search_people.html. The cover of the printed book, designed by University Communications, displays a timeline featuring the past 100 years of UC Davis and other UC Davis memorabilia. Contact: Nick Barbulesco, ucdlesco@ucdavis.edu.

Secure Remote Access (SSL VPN)

In fall 2007, a secure SSL VPN connecting campus applications and network services at Shields Library was made available to campus computing account holders. SSL VPN generates an encrypted tunnel through which remote users can securely connect to campus computing resources. IET-Communications Resources is developing a service that would provide SSL VPN capabilities to campus departments. Contact: Amy Slavich, amslavich@ucdavis.edu.

Wireless network upgrade completed

An overhaul of the wireless networking equipment on campus was completed recently. The primary benefits of this upgrade are improved roaming between wireless access points, enhanced security features, and better network coverage through automated sensing and tuning of wireless signal strength. Contact: Mark Redican, NOC manager, mredican@ucdavis.edu. Web site (wireless networking services, coverage maps, etc.): wireless.ucdavis.edu.



V. COMMUNICATION NEWS

IT Times features outgoing CCFIT Chair Caroline Bledsoe, better cell phone coverage

The winter 2008 edition of the IT Times provided a comprehensive update on the status of campus tech, highlighting the recent improvement of the campus' cell-phone coverage. Retiring Campus Council for Information Technology (CCFIT) Chair Caroline Bledsoe was interviewed, along with a profile on her successor Francois Gygi, professor of Applied Sciences. With SmartSite in its second quarter as the main course management system for campus, an article on the campus' thoughts and ideas for new features was included. The campus tech wrapup explained the installation of Aruba equipment with "self healing logic" at wireless access points to improve internet coverage, mentioned the January Gmail pilot for 300 students, and explained the role of the Health System's new CIO, Mike Minear. Contact: ietpubs@ucdavis.edu.

IET informs incoming students at Decision UC Davis, lures potential student employees at the Summer Job Fair

Newly admitted students recently attended Decision UC Davis, a service fair to introduce prospective students and their families to the Davis campus and student life. The programs, which were offered on different days in April and May, are designed to help students choose the right campus for them before the enrollment deadline. IET attended all three days and answered questions about campus tech, handed out brochures, and told students what they would need to start computing on campus. IET also attended the April 16 Summer Job Fair. Students looking for a summer job could stop by the IET table to hear about available jobs in Application Development and Communication Resources. Information and Events was also there to share information. Communication Resources had numerous positions available, and talked to many interested students. Contact: ietpubs@ucdavis.edu.