

INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

June 2005-September 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 June 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

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



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CAMPUSWIDE TECHNOLOGY HIGHLIGHTS

This section focuses on the development and implementation of overarching campuswide computing and technology initiatives and policies. Some examples of these initiatives and policies include the development of an IT planning framework for UC Davis as well as major IT projects for the campus.

Through a number of collaborative initiatives, both on and off campus, UC Davis is pursuing new ways of developing and supporting new business applications, collaborative research programs, and flexible educational technology resources. To guide these improvements, three main information technology priorities were identified in Spring 2005 and actively pursued this summer:

- Increase standardization and enterprise delivery of IT solutions. Includes providing enterprise-level Active Directory and Exchange services; integrating Data Warehouse and PPS Decision Support Teams.
- Develop the campus educational technology infrastructure and programs. Includes implementing comprehensive learning management software programs, Faculty Merit and Promotion System, and e-portfolios. A proposal to form a new UC Davis Center for Educational Technology is being developed. This center will be dedicated to the pursuit and application of technology in support of instruction.
- Implement research infrastructure processes and programs. Includes further development of the Electronic Research Administration application (InfoEd) and e-health application (eVelos) as well as the proposed formation of the UC Davis Center for Computational Studies. This center will be dedicated to providing support to researchers in the area of computer clusters and associated applications.

Updates on key UC Davis collaborative initiatives in support of these IT and campus priorities follow.

New UC Davis Learning Management System

Working with the Schools of Medicine and Veterinary Medicine, IET is coordinating a campus initiative to implement several modules developed through the Sakai consortium. Last Spring, a subcommittee of the Campus Council for Information Technology prepared recommendations to guide the implementation of the next generation of course management tools at UC Davis. Included in this effort were consultations with other campuses (e.g., Indiana University, Stanford, and UC Berkeley). The report, recommending the campus pursue Sakai as the foundation for a new learning management system, was submitted in mid-June (see ccfit.ucdavis.edu). In related developments, pilot projects with select courses are on track to be launched in Fall 2005 (School of Medicine) and in Spring 2006 (Veterinary Medicine). A consultant was recently hired to help formulate a transition approach, in anticipation for a campus roll-out. In the meantime, IET is providing support to the Sakai implementation in the School of Medicine for their Fall 2005 rollout and the School of Veterinary Medicine, in Spring 2006.

Faculty Merit and Promotion Project Team Prepares for Transition to Campus Environment

Headed by Academic Personnel, this project proposes to create faculty digital portfolios that can be used in support of the academic merit and promotion processes, as well as other processes. The implementation workgroup was formed in 2004, and a pilot was conducted with the College of Agricultural and Environmental Sciences and the Division of Biological Sciences. In early September, in preparation for a broader deployment, the MyInfoVault program, initially developed by the UC Davis School of Medicine, was transferred from the UC Davis Health System servers to campus servers, and users were prompted to create a Kerberos password, if they didn't already have one. A new MyInfoVault Web site featuring a new look and feel was rolled out as part of this transition (myinfovault.ucdavis.edu).

Implementation of Electronic Research Administration System Moving Forward

The Office of Research, in conjunction with IET, has begun implementation of the first phase of the Electronic Research Administration System. The Proposal Tracking module of this new system will replace the existing campus Contracts and Grants database, maintained by the Sponsored Programs Office. Recently, the project successfully completed the initial conversion of legacy data from the Contract & Grant database into the

InfoEd system. The next major goal is to receive feedback and final sign-off from the User Acceptance Group. While the Sponsored Programs Office will be the group primarily impacted by this initial phase, it is the intent of this project to ensure that all schools/colleges are engaged in the planning, design and implementation process for the overall project. In support of this goal, an oversight committee has been formed which includes representation from both faculty and administration campus wide. In addition, each school/college has representation within the project stakeholder groups.

The Office of Research is also coordinating with those schools and colleges that have departmental contract and grant databases and providing them with the opportunity to replace their existing shadow systems with the InfoEd system.

The completion of the first phase is scheduled for January 2006. Implementation of the Proposal Development module is scheduled for 2007. The module will enable lead faculty members to create and manage proposals online and route them electronically for approval. Implementation of the Project Management module is scheduled for 2008. This module has the unique capability of linking information stored in the InfoEd system to various campus systems (i.e., DaFIS, Faculty Merit & Promotion system, Cost Sharing and Effort Reporting systems).

Exchange Centralization and Migrations Continue

A number of campus departments--including Campus Events and Visitors Services, Office of Research, Office of the Vice Chancellor of Administration, Office of the Vice Chancellor of Student Affairs, and the Office of Resource Management and Planning--have now established accounts in the centralized Exchange 2003 service offered by IET, through a collaborative effort with the Office of Administration. There is an active Blackberry service in operation and plans to implement a FAX service in the next month. The project grew out of need to upgrade the technology and leverage technical resources on the UC Davis campus.

Campus Events and the OOA's VC office are the first two departments of the Office of Administration to migrate to the centralized services. It is anticipated that remaining OOA departments will have migrated within the next six months. To learn more about the Active Directory and Exchange environment in the Data Center, there is information on windows.ucdavis.edu or you can contact adhhelp@ucdavis.edu.

Human Resources Systems In the Planning Stage

The following three projects are underway in the Office of Human Resources, with support from Information and Educational Technology:

Temporary Employment Services' Backend System Set for Re-engineering

The system used to capture, monitor, and report on temporary employee time and recharge information is under review. While a portion of today's current system functionality is being moved to PeopleAdmin (online application and interdepartmental job request forms), the time tracking, alerting, and financial reporting will be re-engineered within a new system to improve operability and to reduce the number of manual processes. Multiple options are being fleshed out for recommendation to the oversight committee. Once a selection has been made, a project plan/timeline will follow.

New System for Staff Development and Professional Services to Offer eLearning Capabilities

Staff Development & Professional Services is investigating systems capable of supporting online enrollment, tracking of instructor-led staff development courses and certification programs, and offering, in the future, eLearning capabilities. This system is intended to improve ease-of-use by learners and reduce the department's dependency on manual data entry, manipulation and report generation. The RFP was released on July 21st, with an anticipated system 'go live' timeframe in September 2006.

Online HR Application Undergoing Configuration

Under the guidance of campus representatives and Human Resources personnel, the PeopleAdmin online recruitment project has entered the configuration phase. Upon completion, the PeopleAdmin system will expand self-service to applicants seeking career staff or temporary employment through online application



submittal, account management, and application status updates. The system will also provide a next generation HR application to campus departments seeking to fill staff or temporary employment vacancies, as well as online compensation and classification review. The enhancements will enable the next generation system to support a wider array of transactions, real-time status notification to applicants, and enhanced management reporting. HR will be scheduling PeopleAdmin demonstrations in an effort to capture as much input and feedback prior to campus stakeholders making the final decision to implement the application on campus.

Illegal File Sharing Notification Incidents Remain Low

Information provided by the campus-designated agent for Digital Millennium Copyright Act (DMCA) notifications indicates that illegal file sharing notifications at UC Davis remains low. The lower number of incidents coincides with the increase in the much-publicized lawsuits filed by the Recording Industry Association of America. In the last two months, a total of 13 DMCA notifications have been filed against the campus. In addition, in late May, UC Davis received a subpoena for the names of four individuals. After notifying the students involved and giving them time to respond to the subpoenas (which none of them did), the campus released the names of those students to attorneys for the RIAA. For more information about file sharing or copyright violations, please contact copyright@ucdavis.edu.

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

Campus Meets Deadlines for Cyber-Safety Program

Last Spring, the campus adopted a comprehensive “Cyber-Safety Program” that defines both responsibilities and fourteen key practices for assuring the integrity, availability and confidentiality of UC Davis computing systems and electronic data. The program also requires annual reporting of campus units’ progress towards implementing the recommended security measures (see security.ucdavis.edu/cybersafety.cfm). This summer, academic and administrative departments completed the first phase of the Cyber-Safety Program when they identified the individuals who will lead the security assessments in their respective organizations, as well as the projected dates by which they expect to complete their assessments. The first reports are due October 1.

Authenticated SMTP Rolls Out Without a Hitch

On June 21, an option became available for campus members who use a laptop both on and off campus and rely on different Internet service providers (ISP) depending upon their location, or who use an ISP or wireless service with no outgoing email server. This new service, called Authenticated SMTP, allows users to send email to any address over the campus email servers and usually requires only that users change a setting in their email programs. For additional info and instructions, visit security.ucdavis.edu/mail_relay.cfm.

UC Davis Computer and Network Security Web Site Revamp

This summer, the Computer and Network Security Web site (security.ucdavis.edu) underwent an extreme makeover. The revised site emphasizes the new Cyber-safety Program as well as education and training resources for users of all levels. Compliments and criticism from representatives of technical- and lay-user groups garnered during usability testing in August helped to guide the improvements made to this site. Key improvements based on feedback include:

- Spotlighting an item on the home page using an attractive visual
- Minimizing the space dedicated to news items
- Featuring only a few of the top news items on the home page
- Providing direct links to info about key security topics (e.g. spam, viruses, identity theft)
- Providing direct links to info about key security services (e.g. spam filtering, vulnerability scanning)
- Improving overall look and feel.

Questions and comments about the Security site may be sent to itsecurity@ucdavis.edu.

Spam Filtering and Scoring System Enhanced

In mid-July, IET improved upon the campus spam filtering and scoring system by integrating a real-time blocking list to block mail from known spammers; Distributed Checksum Clearinghouse for better bulk email detection; and Bayesian filtering, which allows the system to learn from both spam and legitimate email to become more efficient at filtering.

On July 28, IET rolled out a mechanism to temporarily quarantine high-scoring email messages. The highest scoring messages will be delivered to UCD-quarantine folders, and deleted after 28 days. This measure is part of an investigation to determine the feasibility of deleting these messages, reducing the workload on the campus email servers to inspect (for viruses), deliver and store undesirable messages.

Additional information regarding this new spam quarantine folder and how to access it can be found at security.ucdavis.edu/spam.cfm. This Web site also has information on additional campus spam filtering options including allow/deny lists, which campus email users can set up to ensure messages from certain addressees are delivered.



Award-winning Campus Vulnerability Scanning Service Expanded

An intrusion detection system (IDS) was integrated into the UC Davis Vulnerability Scanning and Remediation System in late August. This network-based IDS collects, filters, and analyzes traffic that passes through a specific network location. Used in conjunction with data collected by the VLAN scans and honeypot, the data collected by the IDS provides a broad view of threats to the campus computing network. In addition to providing more valuable data, the expanded system provides improved investigative and recovery resources for system administrators.

Ongoing improvements include strengthening the vulnerability scanning mechanisms used for ResNet, the high-speed residence hall network. To this end, the project team is investigating the use of the program CleanAccess. For more about the scanning system, see security.ucdavis.edu/vuln_resources.cfm or contact secalert@ucdavis.edu.

On August 8, the UC Davis Vulnerability Scanning and Remediation System was awarded the Larry L. Sautter Golden Award for Best IT Practices in Business Processes and Services. The award was announced at the 2005 UC Computing Services Conference in San Francisco. For additional information about the Sautter Award, visit www.ucop.edu/irc/itlc/sautter/.

IT Security Symposium A Success

Over 200 registrants from UC campuses, the UC Office of the President, local schools, universities and the City of Davis attended the 2005 IT Security Symposium on June 22-24. Participants attended several of the nearly 30 unique lab and lecture sessions, several of which reached enrollment capacity during the first two weeks of the registration period. Nearly all participants deemed this event a tremendous success, many reporting that they found "lectures/panels to be excellent and informative overall."

Attendees and individuals who were unable to attend the conference may visit the IT Security Symposium Web site (itsecuritysymposium.ucdavis.edu) to view the keynote address video; read more about the keynote speaker, Scott Charney; or access copies of presentation materials from many of the lab and lecture sessions. Planning for the 2007 IT Security Symposium is expected to begin in late 2006.

New 2005-06 Internet Tools CD Completed and Ready to Roll Out

The 2005-06 edition of the UC Davis Internet Tools CD is expected to be available by September 24 (the first day of dorm move-in weekend). The CD will provide anti-virus (on the student version only), anti-adware, and anti-spyware utilities, among other software. It will be distributed free-of-charge to campus clients. After the initial run for move-in weekend, the CD will be manufactured locally so that the software can be updated as needed to ensure the latest versions are distributed (see online.ucdavis.edu).

USER ACCESS AND SUPPORT HIGHLIGHTS

Use of Remedy Improves Computing Help Desk, MyUCDavis Service to Campus Members

The campus computing help desk (IT Express) recently reported significant improvements in the quality of the support provided to campus users. In addition to increased business hours (10 more hours weekly), the unit has implemented higher service level goals for telephone and email support requests. As of July, the average telephone response time was less than 15 seconds (compared to ~ 20 minutes a few years ago), and 90% of email inquiries were being answered within 1 business hour (vs. ~ 72 hours).

In addition, the help desk is now using Remedy, a problem ticketing software system, to track client support requests, thereby enabling consultants to enter a trouble ticket, route it, and monitor it through its resolution. A similar standardized methodology for reviewing and using feedback from users of the MyUCDavis portal will soon be integrated with the Remedy trouble-ticket tracking system. This fall, a Web-based form will consolidate all feedback from the campus community, including satisfaction comments, bug and enhancement reports, or other general interest feedback from campus constituents. The feedback will then generate a Remedy problem ticket, and an analyst from IT Express will review the feedback to determine what

actions, if any, might be needed. This consolidated approach is expected to result in more effective response to community expectations for the support and upkeep of MyUCDavis. To access the MyUCDavis portal, see my.ucdavis.edu.

Further plans include enabling campus members to create, enter, and track their own tickets directly into a Web-based Remedy interface. Members of the campus community, once authenticated, will be able to create tickets directly to Remedy, rather than calling an IET help desk, and will also be able to track the progress of their tickets using Remedy's Web application. The Banner community will be the first campus group to begin using Remedy as early as Winter 2006.

Temporary Affiliate Form Debuts

This fall, a new application will allow visiting scholars and other temporary affiliates to apply online for a UC Davis login and other permission to use computing and library resources. The current practice of sending visiting scholars to several departments for approval of a paper-based document will be automated, including approvals from sponsors and departmental chairs. This application is built in partnership with the Library, which will be able to provide library privileges to visiting scholars much faster. Future enhancements include enabling the Office of Administration to issue visitors' ID cards using information from this application.

Lifetime Email Forwarding On Its Way

Work continues on 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 ISP). For more information, see emailforwarding.ucdavis.edu.

Organizational Database and Roles Management Developed

Middleware has developed an organizational database that contains hierarchical data on departments and people associated with the departments. This database is in direct support for the implementation of InfoEd, the new Electronic Research Administrative system. In future phases, the organizational database will include roles and permissions or privileges associated with people, including permissions to grant vacations, purchase specific equipment, approve temporary affiliation status to visiting scholars, make changes to network settings, and delegate privileges to other faculty and staff members. For more information about this project, email middleware@ucdavis.edu.

TELECOMMUNICATIONS & NETWORKING

Wireless Enhancements

Campus Wireless Network Upgrade Underway

Following a successful pilot of both systems with the Law School, IET implemented a Bluesocket wireless gateway and an Airwave access point (AP) management system over the summer. Guest wireless access is expected to begin testing in October, with a roll-out date by the end of 2005. The model for guest wireless access will be a temporary permit issued through a sponsoring staff or faculty member. 802.1x secure authentication testing is expected to begin later this fall.

Wireless Network Expands At MU and Quad Thanks to ASUCD

This summer, wireless coverage in the core of campus was improved thanks to a collaborative effort between IET and the UC Davis student government, Associated Students of the University of California (ASUCD). The partnership emerged from a report on undergraduate technology concerns presented by the ASUCD representative to the Campus Council for Information Technology (CCFIT) in January. ASUCD provided funding of \$24,000 to install twelve new wireless access points around the Memorial Union (MU). This will improve coverage throughout the first and second floors of the MU as well the outside MU areas and the Quad.



Guest Access for Wireless

Middleware, in partnership with CR, will roll out guest accounts for wireless access to our UC Davis internet environment. A Fall roll out for wireless guest access will benefit campus departments who organize conferences and other events that bring guests to campus who require uninterrupted access to their Web mail and other Web-based services. Guest Accounts will allow faculty and staff to set up and approve guest accounts for a limited time periods, on average a week at a time.

For more about campus wireless and to access the wireless network, see wireless.ucdavis.edu.

Campus Central Firewall Services Available

IET is in the process of deploying two Netscreen 5400 and one Netscreen 5200 firewall systems on the border routers (entrance and exit points) to and from the campus network. Rule sets will be implemented on these firewalls to protect campus computers from network traffic that crosses the campus entrance and exit points. Netscreen IDF level firewalls are now available for purchase from a blanket contract (at a 35% discount).

Firewall training for system administrators and other technical staff is scheduled at the end of September. IET staff received Netscreen product training in July 2005. Desktop Enterprising Systems has already started providing consulting and technical support for Netscreen firewalls. Additional information about training and service options is available on the Computer & Network Security site (security.ucdavis.edu/firewalls.cfm).

Campus Prepares Telecommunications Long Range Development Plan

The effort to publish the 2005 edition of the Telecommunications Long Range Development Plan began in late August. The campus Architects and Engineers have generated the 2005 UC Davis Campus Planning Map, depicting all known projects scheduled for completion through 2015. This map has been overlaid on the telecommunications facilities maps to identify conflicts with the existing infrastructure and determine the cable serving arrangements for proposed buildings. Solutions for mitigating conflicting field conditions are being proposed and documented. Estimated growth for the voice and data networks will be calculated and included in the plan. This information will provide a valuable tool in identifying impacts to overall project budgets when various project components change.

The final document will be published in early 2006 and will be distributed to the Architects and Engineers and the Office of Resource Management and Planning as a supplement to the Campus Ten-Year Capital Plan.

Carrier Services RFP Review Continues

A committee is reviewing responses to an RFP for outbound interstate, intrastate, international, operator-assisted, and directory assistance services from campus PBX (Private Branch Exchange) and Centrex locations; as well as calling card, toll-free inbound and outbound, and teleconferencing services. Four major long distance carriers responded, as did one for conferencing services only, and one for calling card services only. Top finalists are expected to be selected in October 2005; contracts and services should be operational by January 2006.

Cellular Site RFP to Expand Core Campus Cellular Coverage

IET and Real Estate Services issued an RFP for central campus cell sites to improve cellular coverage on campus from multiple carriers. Nearly every nationwide cellular provider submitted a bid. A campus committee is evaluating the responses for technical/physical feasibility. After the sites have been approved, contract negotiations for the site license will begin. Cell carriers will be expected to submit formal proposals by the end of October 2005. By the end of November, the agreements should be concluded, and construction planning will begin in January 2006.

Clustered Database Architecture

Middleware is migrating many of its databases to a clustered technical architecture, away from the stand alone servers of the past. The primary advantage of this environment is failover protection, in that a single database can be accessed by multiple servers for all database functions including updates, inserts, deletes and reads. If one database server fails, transaction processing can continue uninterrupted by way of other database servers

clustered with this single database. The multiple servers are clustered by database architecture—a combination of hardware and software—supported by Oracle and other database software vendors. Other features of the Real Application Cluster (RAC) are speed and shared disk storage. Middleware expects to port most of its high transaction processing system to the RAC environment during Fall 2005. For more, visit the Middleware Web site: middleware.ucdavis.edu.

Telecommunications Consultants Research Campus Strategy

Over the past year, IET has been working with Western Telecommunication Consulting (WTC) to formulate a technology strategy for the development and deployment of network systems over the next decade.

WTC has conducted primary research to develop a framework of what a model Research 1 (R-1) institution's technology landscape would look like. The consultant is addressing two primary issues: the technology capabilities that would attract faculty members, staff, and/or students to UC Davis, and the strategic decisions/investments that the campus must make to deploy these capabilities. This primary research includes, but has not been limited to areas such as VoIP, unified messaging, wireless network deployment, network security, emerging technology trends, video services, remote network access, network management, and budget. The outcome of this research has been a compilation of technology attributes, which together make up the "model" R-1 institution. The consultant is now in the process of defining the importance of each technology implementation to the campus.

WTC consulting will develop a spectrum of scenarios for UC Davis to utilize in support of a model institution. These scenarios will lead to a recommendation for the optimal blend of options specifically tailored to the University's environmental conditions and constituencies. For each recommended option the consultant will quantify costs and benefits and describe the associated risks. Finally, the consultant will provide UC Davis with a suggested strategy for the recommended deployment. This strategy will include, but not necessarily be limited to the following: timelines for deployment and associated phases; task lists for each activity identified; identification of tools and processes; resource levels and costs; legal and regulatory issues; constraints UC Davis will need to overcome to accomplish the plan; and metrics to measure success. This strategy research is expected to continue through Fall 2005.

VIDEO AND PHOTOGRAPHY SERVICES

High Resolution Photography Equipment Upgraded

To provide higher-resolution photographs of large detailed objects such as art, maps, architecture, photo microscopy, panorama, and forensic evidence images, the photography group of Mediaworks has purchased a Better Lite Camera Back, which is equivalent to a 50-mega pixel camera.

New Animation Group Formed

The new animation group was formed in response to the growing need for specific animation projects and requirements for more animation work in both video production and coursework creation. The group will provide a number of services, including video compositing, 2D and 3D animation, and 3D modeling.

Animation Group Provides UCTV with Cranial Nerve and Eye Modeling

The animation group is currently working on an online Case Study tutorial on cranial nerves and graphics production for an interview style TV production for UCTV. For the Case Study project, Mediaworks will build a 3D model of the eye to animate muscles and demonstrate their effect on eye movement. Assignments for the made-for-UCTV program include an introduction sequence, credits, projection art for the set, and title graphics.

Mediaworks Continues to Provide High Quality Graphics Services

- Signage for Future Faire Marysville mounted on Gator Board to avoid any problems with wear and tear
- Web development for Dr. Amir Gimali, a Hip and Knee Surgeon
- Illustrations for Dr William Baker, Prostate Cancer Surgeon and teaching him Illustrator and PowerPoint



- Brochure, poster, and invitation package for the UC Davis Health System
- Conference composites and poster for Claire Pomeroy
- Poster and brochure package for Chris Hawkes, from the USDA

Videoconferencing Available On Campus

Videoconferencing enables event participants to “meet” with colleagues at off-campus and broadcast events to remote sites. The IET-Videoconferencing unit coordinates the scheduling of broadcasts from many sources to classrooms with media connectivity. Programs are delivered via Internet, cable or fiber, or portable equipment when necessary. There are two campus facilities equipped with built-in videoconferencing capabilities and can accommodate 15-24 participants. For more information, please contact CTS at 530-752-3553.

Outdoor Cinema Presentations Now Available

Beginning Fall 2005, Special Events Support has the capability of providing outdoor cinema presentations. These presentations will include a full range sound system and digital video projection for films. This service will be available to student groups, campus departments, and classes for outside, evening presentations. For more information, please contact at 530-752-3553.

If you are having an event on- or off-campus, begin by now securing your audio-visual equipment online. Go to cts.ucdavis.edu and access the audio-visual online equipment rental.

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.

Special Hypertext Summer Advising Edition Provides Computing Advice

With summer comes the Summer Advising issue of Hypertext, the quarterly student computing newsletter. This year's issue featured news particularly helpful to incoming students. Information on what to do while visiting campus and what to do once back home helped future Aggies prepare for their entrée into UC Davis life by making their computing experiences that much easier. A downloadable PDF of the latest Hypertext is available on the Student Computing Guide Web site (scg.ucdavis.edu/hypertext.cfm); it can also be picked up at IT Express (182 Shields Library) or at any of the IET computer rooms on campus.

IT Times Features Professor Valverde, Interim Vice Provost Yellowlees, and Computer Tune-Up Tips

Stories on one of UC Davis' many interesting professors, Kieu Linh Valverde; on eScholarship, the UC library online publishing resource; and on the upcoming changes to the course management tools in MyUCDavis were just a few of the updates in this issue of the quarterly computing newsletter aimed at UC Davis faculty and staff. Additional stories featured how to give your computer a “Virtual Tune-Up,” news on what IET would be up to over the summer, and an introduction to IET's interim Vice Provost, Dr. Peter Yellowlees. Download a PDF version of this issue at ittimes.ucdavis.edu/pdf/SpringSummer_05.pdf, or read the stories online at technews.ucdavis.edu.

Poster for UC Conference Spotlights Collaboration

The UC Davis poster for this year's University of California Computing Services Conference, held at UCSF in early August, featured collaborative IET projects from across the campus: the Cyber-Safety Program, the award-winning Campus Vulnerability Scanning project, the Faculty Needs Assessment Survey, the new MyUCDavis course management tools, the Faculty and Merit Promotion pilot, and the Electronic Research Administration project. As in the past, each school displayed posters with highlights from the previous year so attendees could learn about projects from other campuses. To view the UC Davis poster, visit iet.ucdavis.edu/pubsandreports.cfm and look under “Other Communications.”

IET Renews Contract with Unitrans to Help Inform Students about Computing Services

For the fifth consecutive year, several IET units worked together to create a series of posters to be placed in Unitrans buses. These posters are designed to increase awareness of campus computing services and initiatives among students, who traditionally comprise a majority of the more than 20,000 daily riders. Two IET posters are placed in each of 39 buses for the entire 2005-2006 academic year. This year's posters encourage students to save paper by printing double-sided documents, provide tips for staying cyber-safe, and highlight services like the IT Express computing help desk and the Meyer Media Lab. Last year's bus ads are posted at iet.ucdavis.edu/pubsandreports.cfm under "Other Communications."

IET Publications Asked to Design Award for National Competition

As a long-time supporter of SIGUCCS and winner of many SIGUCCS awards (for both print and Web publications), IET—Information and Events was invited to design the award certificate for this year's national conference. SIGUCCS is the Special Interest Group for University and College Computing Services, an organization that provides "a forum for those involved in supplying information technology services on a college or university campus." The award design reflects this year's conference theme, "Fishing for New Ideas." Winners will receive their awards at the conference to be held in Monterey in November.

IET Publications Helps Judge the Best of the Best

Colleges and universities that win first place SIGUCCS awards (see item above) are asked to judge the next year's entries in that category; thus, IET—Information and Events this year judged entries for which it won first place awards last year:

- Electronic How-to-Guide (Winner: Student Computing Guide – Summer Advising)
- Quick Reference Guide (Winner: Faculty Technology Guide Brochure)
- Software CD (Winner: Internet Tools 2003/2004 CD)

IET Provides Computing Info at Fall Welcome/Orientation Sessions

For the eighth consecutive year, several IET units worked together to provide incoming instructors and undergraduate students with the computing information they'll need at UC Davis. Brief presentations on key UC Davis computing topics and/or computing publications were provided at 14 different orientation and welcome sessions, including the New Faculty Orientation, Dorm Resource Faires, and Summer Advising. The brief presentations covered a number of computing topics, including buying a computer (the Computer Ownership Expectation), getting online (the campus computer rooms, ResNet, and the Internet Tools CD), the benefits of a campus computing account (email, MyUCDavis, and MyPhone), how to be cyber-safe on campus, and IET student job opportunities. Later in the quarter, IET will be gearing up for several other campus events, including Preview Day.



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.

COMPUTER LABS & CLASSROOMS

Media Equipment Upgrades Continue in General Assignment Classrooms and Campus Departments.

IET, through its Classroom Technology Services (CTS) unit, completed media equipment upgrades in several general assignment classrooms. Dual data projection capability was installed in The Art Department, allowing Art History faculty to project images side by side from one computer, eliminating the need for 35mm slide projectors in several classes. In response to requests by instructors, new data projectors that accommodate higher resolution images are now available in 44 classrooms. Plans for Fall 2005 are to upgrade the 9 remaining small classrooms with 37 inch TV monitors with data projection capability. This will provide high resolution project data projection in all 116 general assignments on campus. In addition, complete media systems (data projector, controllers, and sound systems) were installed for several campus departments.

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

Meet & Greets Assist Instructors Before Classes Begin

At the beginning of each academic quarter, 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 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 several days 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.

Computers Upgraded in Several Labs

Historically, a computer older than three years has difficulties running current software. As a result, IET replaces computers every three years in order to ensure the installed technology is always up to date. This summer, computers were upgraded in seven computer classrooms. in 1154 Meyer

- 1154 Meyer's Macintoshes were upgraded to dual G5 towers with 20" widescreen monitors
- 1, 21, and 27 Olson were upgraded to 17" widescreen G5 iMacs
- 15 Olson was upgraded to 17" widescreen G5 iMacs and 3.4GHz Dell Optiplex GX 620s.
- 75 Hutchison PCs were upgraded to 3.4GHz Dell Optiplex GX 620s.
- 1101 Hart Macintoshes were upgraded to 17" widescreen G5 iMacs.

27 Olson converted to a Macintosh Computer Classroom

Due to increased demand by departments teaching classes, 27 Olson was converted to a Macintosh classroom. As part of the conversion, the room was renovated. Since a new PC classroom, 2020 Sciences Lab Building, was opened in Winter 2005, the conversion did not reduce the total available PC computer classrooms.

Projectors Upgraded in Computer Classrooms

High-resolution projectors are now available in seven campus classrooms. In Olson, three classrooms (1, 21, and 27) are equipped with Hitachi CP-X1200 projectors and two other rooms (241 and 247) feature CP-X885 projectors. In addition, 1102 Hart and 1131 Meyer were upgraded with Hitachi CP-X1200 projectors.

The new Hitachi projectors can project higher screen resolutions and are considerably brighter. The upgrade is expected to significantly improve the teaching environment in the computer classrooms.

Printers upgraded in all computer rooms

As part of a sustained effort to improve existing services and address customer requests for faster printing, IET finished upgrading the printers in all sixteen computer rooms to HP LaserJet 4350dtn printers. These high-speed printers can print 55 pages per minute, with the first sheet complete in less than 8 seconds. These high-speed printers will alleviate long print queues by reducing bottlenecks during peak printing hours. Additionally, these new printers have duplexers that reduce paper usage.

MULTIMEDIA SERVICES

Partnership Provides Audio/Video Services For Special Events.

For the third consecutive year, Mediaworks is partnering with the ARC/Pavilion to provide video footage for the large display boards at athletic and other special events. Mediaworks directs video productions, operates the Daktronics instant replay system, and provides consulting, installation and maintenance, as well as preproduction of video, motion graphics and 3-D animations.

New Simulcast Service a Success

As a test of its new service, Mediaworks provided a large-screen simulcast of two distinguished speakers at the Mondavi Center—Pulitzer Prize winning author Jared Diamond and Nobel Peace Prize winner Shirin Ebadi. To provide audiences in the back of Jackson Hall with a close-up view of the speakers, Mediaworks rented a large telephoto lens for one of their video cameras and projected the image on a large screen at the back of the stage. This year, Mediaworks will be working with the Mondavi Center again to provide the service for the complete Distinguished Lecture Series.

Digital Audio Recording

This fall, MES will be investigating and testing the use of digital audio for recording classes and special events. The equipment will be available for checkout before the end of Fall 2005, and CTS will help departments with inquiries regarding the choice in equipment selection.



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)

Data Access Improvements in PPS Decision Support

Several "behind the scenes" enhancements have improved departments' access to necessary payroll expense and graduate student employee data. Departments originally could only access payroll expenses for their own funds, blocking them from viewing a shared employee's complete picture of expenses. Now, a department can view all of their employees' payroll expenses through the PPS Decision Support Distribution of Expense report (#7) or straight from the PPS Data Warehouse. Access to Graduate Student data is also being updated. Working with the PPS Security Committee and Graduate Studies, access to Graduate Student data across divisions will soon be opened to key college/division personnel in the PPS Data Warehouse. Other current system improvements include the addition of a PI eligibility indicator in support of data feeds to the Electronic Research and Submission Project (InfoEd) and the ability to create custom DS reports limited to specific campus populations. For more, visit payweb.ucdavis.edu.

Decision Support Systems

Campus Data Warehouse Enhancements Coming

Consulting meetings with key central administration and student affairs offices have identified several enhancements for the Campus Data Warehouse and SIS Decision Support system. Additional meetings are being scheduled in early Fall 2005 with Deans' Office contacts to identify improvements supporting their business needs. The preliminary design has been developed for creating a Usercode Management System, which will speed up the application processing time, automatically establish the system access with email notifications and track access including identifying when accounts are no longer valid. For more, contact data-warehouse@ucdavis.edu.

Banner Student Information System

Student E-Bill Implemented

IET has supported the implementation of TouchNet for use by Student Aid Accounting to collect student fees. The E-Bill process eliminates the need to create and mail thousands of student bills each month. TouchNet allows the university to display the student bill on a secure Web site and allows the student or guardian to pay the bill by way of WebCheck (Electronic Funds Transfer).

Banner 7 Upgrade on Track

The SIS Banner system is required to upgrade to the new version by December 2006. The impact analysis of this effort is progressing. A timeline and resource plan have been developed, and a focused effort will start October 1st. We anticipate that user testing will begin in May, and we are planning to implement this critical upgrade in Fall 2006. For more, visit sis.ucdavis.edu/future.htm.