

Information Technology Town Hall Meeting

Wednesday February 25, 2009
Lakireddy Auditorium
UC Merced

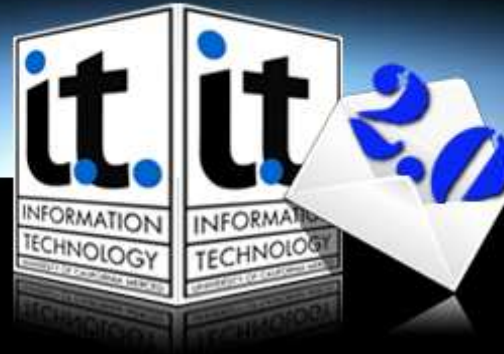
Agenda



- Welcome
- Governance update
- Project updates
- User issue updates
- Extended Q & A



Governance Update



Governance Update

Information Technology Advisory Committee
(ITAC)

Information Technology Advisory Committee

Inaugural meeting: 1/16/2009

ITAC Charge:

- Identification of unmet short term needs and/or ineffective processes
- Vision how information technology services and support can adapt to evolving user needs
- Critique IT Department proposals to change infrastructure, services, and policy



Information Technology Advisory Committee

Membership:

- Monir Ahmed (*Administration*)
- Donald Barclay (*Library*)
- Alberto Cerpa (*Engineering*)
- Laurie Herbrand (*Student Affairs*)
- Patti Iostas (*University Relations*)
- Darryl Liu (*Associated Students UCM*)
- Nancy Ochsner (*Academic Affairs*)
- Henry Pai (*Graduate Student Association*)
- Michael Spivey (*Social Sciences, Humanities and Arts*)
- Sam Traina (*Research & Graduate Studies*)





Governance Update

Administrative Information Technology Council
(AITC)

Administrative Information Technology Council

Inaugural meeting: 10/30/2008

Provides an information sharing forum about administrative IT projects, needs, plans, application deployments, and budget requests. With a basis of shared knowledge, the AITC:

- vets proposed projects from a campus-wide perspective, including completeness, feasibility, and impact
- facilitates leveraging and sharing of application technology
- builds consensus as to priorities on an annual basis
- informs the campus budget process

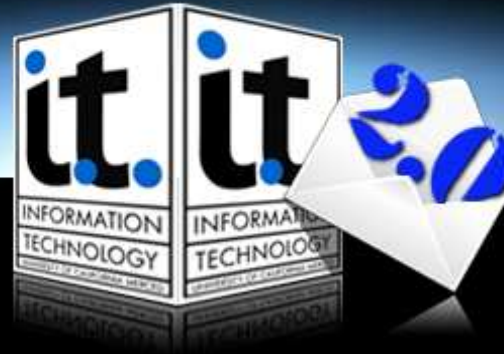


Information Technology Advisory Committee

Membership:

- Monir Ahmed
Assistant Vice Chancellor for Business and Financial Services
- Kevin Browne
Assistant Vice Chancellor, Enrollment Management
- Freya Foley
Assistant Vice Chancellor for Human Resources
- Kathy Jefferds
Director, Budget Office
- Richard Kogut
Associate Vice Chancellor and Chief Information Officer
- Patricia O'Connor
Executive Director, Advancement Services
- Nancy Ochsner
Director, Institutional Planning and Analysis
- Thea Vicari
Director, Sponsored Projects





Project Update

- Completed
- In Progress
- Planned



Completed Projects/Process Changes

All users:

- uPortal 3.0
- New portal webmail client
- New portal channels (LMS & AYSO)
- UC Trust Enablement (Password reset)
- UCMCROPS 3.3
- IT Sweeps
- System status at it.ucmerced.edu





Completed Projects/Process Changes

Departmental users:

- Campus CMS Phases 1 & 2
- Faculty Web Sites





Projects in Progress

All users:

- Email upgrade (*to resolve user issues*)
- Wireless upgrades (*to resolve user issues*)
- IT Services Menu (*was IT Essentials*)
- Active Directory Expansion
- New Webmail Client
- Improved VPN access
- Campus Events Calendar





Projects in Progress

Departmental users:

- Distributed Mobile Device Administration
- Distributed Telephone Bill Review





Projects in Progress

Administrative Applications:

- Degree Audit Reporting System (*DARS*)
Phase 1+
- fsaAtlas (*international students*)
- Grants Management (*Kuali/COEUS initial launch*)
- Cognos Pilot (*Data Warehouse prequel*)





Planned Projects

All users:

- Calendar server upgrade and PDA client
- Graduate Student Website hosting
- Central Storage via recharge





Planned Projects

Administrative Applications:

- DARS Phase 2 (*full web access*) Fall 2009
- Quali/COEUS full launch
- Instructional Resources datamart
- SIS ODS 8 (*reporting*) - *pre-req for Banner 8*
- SIS Banner Faculty Web Summer 2009
- SIS Banner 8 Summer 2010





User Issues



User Issues - Updated

Email

- Missing email attachments (Outlook Users)
 - *Resolved* by current Oracle Connector
- Missing and/or garbled email attachments (Outlook, and, subsequently, Webmail)
 - *Resolved* by current Oracle Connector
- SPAM/Deleted mail not being removed after 14 days
 - *Resolved* 2/20/2009
- Outlook 2007/Windows Live Mail/ Outlook Express SMTP Auth Issues
 - *Recognized by Microsoft*
 - *Temporary Solution: Use current Oracle Connector (10.1.3.10)*
- Drafts disappearing in webmail after being saved
 - *Upgrade scheduled for email server 2/28/2009*





User Issues - Updated

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User Issues - Updated

Wireless

- Wireless connection sessions interrupted for SSID: UCMerced
- Wireless connection session drops for SSID: UCMGuest
- Protecting UCM wireless users from rogue access points
- **For all wireless issues:**
 - **Upgraded** wireless controller software
 - **Reviewing upgrade** to newer wireless access points

User desktop back-up

- **Resolved** Documentation added at it.ucmerced.edu/staff/infobackup.cfm





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User Issues - Updated

Printers

- People do not know how to connect to printers on \\ucm1200-ps003
 - **Resolved** Documentation now at it.ucmerced.edu/docs/guides/printing/ucm1200_printer.cfm
- MAC users are unable to connect to printers on \\ucm1200-ps003 that contain a space in shared resource
 - **Resolved** (%20 instead of blank)
- MAC users are unable to connect to printers on \\ucm1200-ps003 that contain a symbol in password
 - **Resolved** with Tiger 10.4.11 and Leopard 10.5.4

Cell Phone Billing

- **Deployed** AT&T Premier Site for decentralized management
- **AT&T Trained** MSO's AT&T on 1/29/2009

MAC Leopard OS compatibility issues with UCMSTOR and UCMBOBCAT

- **Unresolved** Apple will correct in a future release





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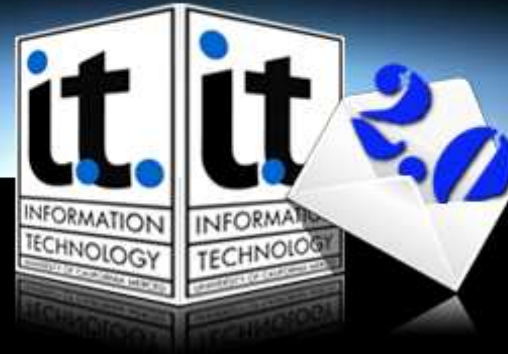




New User Issues

- VPN support for 64 bit Vista
 - *Testing* New VPN hardware that resolves issue
- Clarification of what IT supports on desktop
 - *Revising* Final draft of Documentation
- Calendar issues
 - *Resolved* some with current Oracle Connector
 - *Upgrade* calendar in March
 - *Testing* PDA client support
- Insufficient technician updates on tickets
 - *Ongoing* reinforcement of documentation procedures by management, including automatic escalation of incomplete overdue requests





Q&A