IT Services Takes Balanced Approach to Making Campus IT Improvements

By Robert Kostrubanic, Director of IT Services

The 1999-2000 academic year was a year of achievement in IT Services projects, and we hope that students, faculty, and staff feel the same way about our progress. ITS aims at achieving five primary objectives through all of its ongoing activities:

- Providing quality user support
- Providing a modern computing environment
- Providing effective IT applications and information access
- Improving IT Services effectiveness as a function
- Promoting campus-wide IT use

While there were a significant number of projects that we completed in the academic year that contributed to achieving those objectives, we were particularly proud of the following examples:

- Addition of a student-access lab with 24-hour access in the Helmke Library lounge
- A general upgrade of our 30 E-Mail/OASIS Quick Stations for increased reliability
- Upgrades to the equipment of five student-access computer labs
- Continued broadening of the OASIS project, providing Web-based registration
- An expanded Faculty/Staff training room to provide computer skills training
- An enlarged Help Desk facility to allow more room for helping faculty, staff and students, and addition to staff for more coverage
- The addition of a Network Testing Lab to allow thorough testing of new campus network technologies, and of network-based applications, prior to campus use
- Overall software upgrades to server-based software for students and faculty
- An interactive voice response unit upgrade for student payments
- Replacement of over 350 PC’s, and software upgrades for over 1,900 PC’s, to meet the Y2K challenge
- Continued expansion of the new fiber optic backbone, providing multipath gigabit Ethernet service into campus buildings
- Installation of over 20 significant vendor upgrades to the Student Information System
- Support for installation of the new Math Teaching computing labs, in partnership with Transitional Studies
- Network wiring upgrades during the Kettler Hall renovation to modern cabling and equipment.

As we approach Summer, and prepare for the 2000-2001 academic year, IT Services has a large number of equally significant projects prepared to continue to meet those same five objectives mentioned earlier. To further guide us in meeting those goals, we have recently completed the initial drafts of our IPFW Information Technology Strategic Plan, which is now being reviewed by the Information Technology Policy Committee, as well as other campus organizations. The Plan focuses on a three-pronged effort to assure that, as new capabilities and services are added, the computing/telecommunications environment, and overall ITS skills, are kept capable of supporting them. One key focus of the plan is to move overall campus IT architecture from a mainframe-centric environment to a client-server environment. This includes using relational databases, and, ultimately, creating a campus Intranet/portal look-and-feel for student, faculty, and administrative users.

IT Services wishes faculty, staff, and students a good summer, and expects to welcome you back with even greater IT capabilities to enhance your studies and work.
Abandoning Your Office Computer for the Summer?

Reminder: If you subscribe to an Internet mailing list and will not be reading your e-mail over the summer, it would be a good idea to unsubscribe. Failure to do so could potentially overload the campus servers and leave you with hundreds of unread messages in August. Lists vary in their signoff or unsubscribe procedures so you may need to refer to the instructions for your particular list. In the fall you can easily re-subscribe. If you have any questions contact the Help Desk at ext. 6030 or check the Web site: http://www.its.ipfw.edu/fac-staff/listserv_signoff.html.

Need to read your e-mail from off-campus? Your e-mail is accessible from the Web by going to: http://webmail.ipfw.edu/ from any Internet connection.

Be sure to log off your server and turn off your computer before leaving campus, as well.

Web Development Products Update

HomeSite 4.5 is now available from the IMENU. One trendy new feature of this version is the addition of a WYSIWYG (What You See Is What You Get) interface. This option makes HomeSite easier to use for a simple text modification or for specialized projects such as table design; all the while, maintaining the great features that allow for editing in the code as well.

Dreamweaver 3, a WYSIWYG Web development tool new to the IPFW campus is also now available from the IMENU. Noted problems involve some of the personal settings which do not function on the Network. Additionally, some of the extra add-on’s, such as Flash have not been purchased for campus use.

Warning messages are more prominent with both products because they were not developed for use in a Networked environment. If you do receive a warning message, be sure to save your work before continuing into unknown territory. IT Services is not currently providing Help Desk coaching for either product (other than basic installation information).

Bart Tyner, campus Webmaster, will be developing classes for Dreamweaver over the next few months. Pam Zepp, Coordinator of Training and Documentation for IT Services, combines teaching HomeSite with all short courses on Web Page Design and HTML. Watch the General Bulletin Board or the Professional Development Bulletin Board for class dates and registration information.

Windows 95/98

Parts 1 & 2 - Wednesday - May 10th - 1:30 P.M. - 3:30 P.M.
Parts 3 & 4 - Friday - May 12th - 1:30 P.M. - 3:30 P.M.

Lotus Applications

cc:Mail 8 - Tuesday - May 9th - 9:30 A.M. - 11:00 A.M.
cc:Mail 6 - Tuesday - May 9th - 1:30 P.M. - 3:00 P.M.
Archiving & Mailbox Management - Thursday - May 18th 9:00 A.M.-10:00 A.M.

PowerPoint

Part 1 - Tuesday - May 16th - 1:30 P.M. - 2:45 P.M.
Part 2 - Thursday - May 18th - 1:30 P.M. - 3:30 P.M.

Excel Level 1

Part 1 - Tuesday - May 9th - 1:30 P.M. - 3:00 P.M.
Part 2 - Thursday - May 10th - 9:00 A.M. - 10:30 A.M.

WordPerfect 8

Beyond the Basics

Part 1 - Tuesday - May 16th - 1:30 P.M. - 2:45 P.M.
Part 2 - Thursday - May 18th - 1:30 P.M. - 2:45 P.M.

EndNote Coming for IPFW

Network Users

At the recommendation of the Academic Computing and Information Technology Advisory Subcommittee (ACITAS) and the Information Technology Policy Committee (ITPC), EndNote will be purchased as a volume-network license this Fall. EndNote serves as both a personally-created reference database and a Z39.50 client to search and download bibliographic records from library catalogs and databases supporting this protocol. The resulting personally-created database of references can then be used to maintain and create bibliographies following several standards.

EndNote will be installed and configured like other network software at IPFW (SAS, SPSS, WordPerfect, etc.) and be available to install on a faculty member's office computer from the IMENU. Additionally, it will be available in the student-access labs and general academic multi-station computer classrooms (NF B39, B41, B88). The product is fairly simple to learn and use. A quick guide and introductory workshops will be available for faculty in August.