

IRM NEWS

March 2001

Volume 3, Number 1

Human Resources & Student Information Software Chosen

PeopleSoft to Supply New Administrative Computer Systems

FIU began a Request for Proposal (RFP) process for administrative systems software on July 19, 2000. Six vendors responded to the RFP. A University Administrative Systems Software Selection Committee composed of representatives from many areas of the campus community was formed to make a recommendation to the University Executive Committee.

After reviewing the vendor responses, the Selection Committee decided to limit its continuing review to the two vendors that had the highest scores in the RFP evaluation. The committee then conducted phone interviews with a large number of universities that were using those vendors' software. In addition to phone interviews, the committee visited four PeopleSoft customer sites: University of Wisconsin-Madison, DePaul University in Chicago, University of South Florida, and University of Central Florida.

On December 14, the Selection Committee made its recommendation and the Executive Committee concurred. They chose the web-based Human Resources and Student Information software systems available from PeopleSoft.

The PeopleSoft Human Resources system includes human resources, payroll, benefit administration, time & labor, pension administration, and employee web self-service modules.

The PeopleSoft Student system includes recruitment/admissions,



student records, financial aid, student financials, academic advisement, and student web self-service modules.

After the software vendor decision, FIU and PeopleSoft negotiated the terms of the software contract. The contract is currently at the Board of Regents for approval.

We are now assembling the project team. Current FIU staff will be borrowed from IRM and end-user offices. Additionally, some new staff will be hired for the project. The project team will be housed in a modular building to be constructed on the west side of main campus. The first task of the project team is to attend vendor software training. After the training, the project team will work with each new system to conduct an analysis of how it will handle each required functional process. From this analysis, the scope and detail plans of the project will be developed.

The implementation of the administrative systems will be a multi-year project. In general, the Human Resources system is expected to require approximately two years, and the Student system will require approximately three years to put into place, with various sub systems "going live" along the way. The exact planned

"go live" dates will be a result of the functional process analysis.

Campus communications for this implementation will include a website, a newsletter and campus forums. Stay tuned for more information about this very important project. *

*Elizabeth Cobb
Director,
Administrative Computing
ecobb@fiu.edu*

New Virus Protection Software for FIU!

During the past year, after spending a large amount of time and manpower battling virus attacks on various FIU facilities, it has become obvious that IRM's virus strategy and old technology are not adequate to fully protect our computing resources against common viruses.

After extensive review of Sophos, Norton and McAfee anti-virus software products, in consultation with the University's Information Technology Advisory Committee (ITAC), IRM has chosen a McAfee solution.

That solution is quite comprehensive. It will provide protection for all FIU workstations and servers, and for staff and student personal computer use-- all at no cost to the individual. The cost to the University is \$85,000 for a two year license fee plus required additional hardware. Implementation of the product across various fronts will take several months to complete.

Continued on Page 2

IRM NEWS

What's Inside

PeopleSoft to Supply New Administrative Computer Systems	1
New Virus Protection Software for FIU	1
FIU Computer Store	2
IRM's First Annual "Kick-off" Is a Big Success.	2
Green Library's Government Documents Department	3
AN-MSI Group Tours IRM Departments	4
IRM's Newest Web Sites	4
TIPS & FAQs	4

FIU Computer Store

The FIU Computer Store, located in UP, GC-182, has been an integral part of the University Community for over ten years. In the last four years, the Computer Store has undergone major renovations, including a change in location from the PC Building to the Graham Center. Being housed in the student center, with other University business enterprises, has given it more visibility and publicity, and thus a lot more sales.

The Computer Store is a great convenience to students, especially those living on campus. With the new FIU net wiring in the Panther Dormitories, the store is a valuable resource, offering residents solutions on how to get properly connected to the campus network. Additionally, students, faculty, and staff can purchase computers, peripherals, and software at very attractive prices.

The Store's energetic staff is always there to ensure that customers are satisfied with the services they receive and the purchases they make. Directed by Manager Jay Samuelson, it has both full-time USPS and part-time OPS employees. Mr. Samuelson is responsible for all the business transactions in the Store, including purchase of the most useful innovations in personal computer technology, and making those affordable to the University community. "Seeing the way technology is moving nowadays, we have to be very alert to stay current with all the latest models and editions released," comments Samuelson. He goes on to report that students enjoy visiting the Store because of its knowledgeable staff, friendly service, and competitive prices.

Samuelson advises students and staff to stop at the Computer Store before deciding to purchase at outside retail stores such as Best Buy and CompUSA. "We are untouchable

when it comes to software prices," says Jay. Because the Store is part of a higher educational institution, it is often able to offer the best software (e.g., Microsoft, Macromedia, Symantec, and Corel) at a discount of over 50%.

Last June, IRM NEWS reported on FIU's signing of a Microsoft Campus Agreement, which gives the University many advantages in using Microsoft software. As part of this agreement, the Store is also allowed to reduce some prices *for faculty and staff members* if they want to purchase the software for personal use. For example, *Office 2000 Professional* and *Office 2001 for Mac* are sold at just \$44.95. "You need to take advantage of wonderful offers like this," says a salesperson. "*MS-Office* could cost you almost \$500 at a retail store!"

The Store also competes very well with outside concerns when it comes to computer hardware, peripherals, and accessories. And, it's hard to put a price tag on all the help staff often provide customers in carefully tailoring systems they can best utilize and afford. Computer brands available include Dell, Toshiba (laptops), Apple Macintosh, and IBM.

Promotions and special prices change with the season, so if you're a bargain hunter, you need to take a few minutes each month to stop by the Store or its web site to see what's available.

The Computer Store is open Monday -Thursday from 9 am to 7 pm, and Friday from 9 am to 4 pm. Current information is available at 305-348-6800 and the new Store web site at <http://www.fiu.edu/~cstore/>. *

Angela Hunter
Sales Representative
FIU Computer Store
angela@fiu.edu



Left to right, Manager Jay Samuelson, and Sales Representatives Angela Hunter and Garry Julien help a Computer Store customer.



"IRM Kick-off" Is a Hit

On February 2, over two hundred employees of Information Resource Management attended the organization's first annual "IRM Kick-off"-- a team building retreat.

Conceived last summer, the goals of the "Kick-off" were to familiarize attendees with what each unit of IRM is currently doing, to get to know each other better, to build team spirit, and to have fun.

A large part of the job and staff information was conveyed as a series of taped interviews of IRM personnel, all linked together in a very professional presentation by Broadcast Video Productions. There were also short talks on key projects given by CIO Dr. Gloster and IRM Directors and Assistant Directors.

The two-hour production didn't lack for fun. The IRM Support Center Staff put on a riotous skit, and just before the end of the affair, there was a drawing for a variety of nice door prizes, including a *Palm Pilot* donated by StrataSys, Inc.

IRM wishes to thank the "Kick-off" Committee for arranging this very successful event: Debra Sheridan, Martha Castiello, Elizabeth Cobb, Carmen Perdomo, Al Losada, Yogi Misir, Cindy Osley, Penny Butler, Margie Larson, Neville McDermott, and Stacy West. *

Robert Holley
Editor, IRM News
bob@fiu.edu

Virus Protection *continued*

The key to preventing the loss of productivity due to viruses is to maintain a constantly updated anti-virus solution on every workstation and server in the enterprise. IRM is committed to moving this important project forward in the most convenient way possible. We will be communicating how the software will be deployed once all of the detailed project plans have been developed. *

Al Losada
Director, IRM/OES
al@fiu.edu

FIU Libraries

Green Library's Government Documents Department

The Green Library's Government Documents Department is a repository for federal, international, State of Florida, and urban/regional governmental information. The documents come in a variety of formats, including paper, microfiche and CDs. Government documents contain a phenomenal wealth of information. They touch on a multitude of subjects: health, crime, economics, census, agriculture, transportation, environment and many more.

The following is a summary of the collections the Library has in the Government Documents Department, but it really does not do them justice, so please come in, go to the second floor and explore. Or, to view the Government Documents homepage, which is still under construction, go to <http://www.fiu.edu/~library/govdocs/index.html>. I think that you will be pleasantly surprised to see what is in our department! We have recipes, maps and beautiful publications on the U.S. national parks, materials for elementary and secondary schoolteachers, exhibition catalogs to the Smithsonian, and so much more!

Federal Government Information

The Green Library has been a Federal Depository Library since 1970. What does this mean? The Federal Depository Library Program (FDLP) was established by Congress to ensure that the American public has access to its government's information. The mission of the FDLP is to disseminate information products from all three government branches to approximately 1,350 libraries nationwide. The Green Library and the Library at the Biscayne Bay Campus, which became a depository in 1977, are two of these libraries. Libraries that have been designated as Federal Depositories maintain the information products as part of their existing collections and are responsible for assuring that the public has free access to the material provided by the FDLP.

Most depository libraries select the material they would like to receive and are known as selective or partial depositories. The Green Library receives approximately 56% of the material available through the FDLP, and the BBC Library selects approximately 30%. The regional or

full-depository receives 100% of the material available through the program. The regional library for Florida is the Smathers Library at the University of Florida. Also, contrary to popular opinion, about 50% of the documents we receive are *not* on the web. To enhance the documents collection, we also purchase commercially produced products such as indexes and microfiche collections.

Some of the main subject areas that the Green Library concentrates in are: census, Congressional and legal materials, justice, health, and statistics. Most of our documents go back to 1972, but the Congressional material is one of the major exceptions. Our library has Congressional hearings that date back to 1833 and other Congressional reports and documents that go back to 1789. These materials

“Government documents contain a phenomenal wealth of information. They touch on a multitude of subjects: health, crime, economics, census, agriculture, transportation, environment and many more.”

are produced in microfiche and can be searched online. The hearings are listed in FIU's online catalog, and all the materials can be searched on Congressional Universe. You can get to that service from the FIU Libraries web site at <http://www.fiu.edu/~library/>, clicking on 'Articles,' and then on 'Lexis-Nexis' or 'Universe.' Once that comes up, choose 'Congressional Universe.'

One of the new databases that was recently added is the Declassified Documents Reference System (DDRS), U.S. The DDRS is a full-text database of previously classified government documents of the post-World War II era. The documents range from correspondence and memoranda, to minutes of cabinet meetings, technical studies, national security policy statements and intelligence reports. Currently, you can get to this index by going to FIU's section of the LUIS online catalog (<http://webluis.fcla.edu/>) and typing in the full name of the database. When the citation comes up, click on its URL. Eventually, a patron will be able to click on the FIU Libraries homepage 'Articles' button, then on 'D' in the alphabetic list, and then on the title.

State Government Information

Both FIU libraries are designated depositories for the State of Florida Depository Library System. We receive publications which state agencies submit to the State Library of Florida, the administrator of the depository program. Since there is no choice of selection in the state depository system, materials received in sufficient quantity are distributed to all depositories. When less than fifty copies are received by the State Library, these materials are distributed according to a priority list or are kept on deposit at the State Library. That is why other libraries will sometimes have documents that are not available at the FIU Libraries.

Keep in mind that our documents collections contain State of Florida publications only. Publications from other states are housed in the general collection. However, if you are looking for laws and/or regulations from other states (as well as Florida), you can go to 'Lexis-Nexis' or 'Universe' (see above) and choose State Capital Universe.

Most of the Florida documents in the FIU Libraries' collections are from 1971 to date, though we do accept gifts, especially ones retrospective in nature and ones that fill gaps in the collections.

Unfortunately, most of the state documents (especially before 1998) are not in the FIU catalog. But, you can search for documents in the Florida Documents Index. This index is actually an index to FAU's state documents collection. However, we do have many of the same documents and we do use the same call number system. So, if you find a document in the Index, you can go to FIU's collections and look on the shelves under the same call number, or you can come to the Documents Desk for help. You can find the Index by going to the FIU Libraries homepage, clicking on 'Articles,' then on 'F' in the alphabetical list, and then on 'Florida Documents Index.'

[Continued next issue-- in Part II, we will discuss International Information and Urban, Regional and Local Information] ❁

Sherry Mosley
Department Head,
Government Documents
Green Library
mosleys@fiu.edu

Tips & FAQs

TIPS

Q. What's the best way of getting information about a large-scale outage-- say the FIUnet isn't working, or all of the telephones in our office are dead? Is it a widespread outage, and how long might it last?

A. Normally, since the IRM Support Center receives the most trouble calls, it becomes aware of a general outage quicker than anyone else at FIU. And, since it has direct lines to the providers of network, telephone, and other services, most often it can get the quickest and most reliable

AN-MSI Group Tours IRM Departments

On January 29, FIU IRM was visited by a study committee of the NSF Advanced Networking Project with Minority-Serving Institutions (AN-MSI). This 60-member group was touring various institutions to evaluate their information technology programs and initiatives-- particularly those involving network technology.

The group was broken up into subgroups of fifteen, each of which was given a two-hour tour of the IRM Support Center/AUS, NET Electronic Classrooms, FIU distance learning facilities, Broadcast & Video Productions (BVP), Computer Support Team (CST) activities, FIUnet/ Internet layout and equipment, and NET wireless networks projects.

There was also a special presentation by Cisco Systems, Inc. on its AAVID Voice Over Internet Protocol (VOIP) technology that will soon be used in the new University-wide telephone system.

Assisting in the tour presentation were Margie Larson (AUS/Support Center), Maria Drake, Javier Munoz, Paul Wagner, Carmen Perdomo, David Rotella (NET), Yogi Misir (CST), and Debra Sheridan (BVP).

The AN-MSI group was very impressed with the pace and quality of technology development it saw at FIU. ✪

*Robert Holley
Editor, IRM News
bob@fiu.edu*

information about problem magnitude and duration

So, the best way for you to find out about a failed service is to contact the Support Center. With recent developments, *how* you best make that contact will depend on the nature of the outage. If you have no office telephone, you may not be able to call the Center at 305-348-2284. Also, if too many inquiries come in at once, the telephone number may overload and ring busy.

To give users an alternative to phoning, we have arranged to have two web pages give "Hot News" or "Alerts" about outages and other serious computing and networking problems. If you can access the web,



FIU

IRM News

Vol. 3, No. 1 March 2001

Editor: Robert Holley

irmpubs@fiu.edu

Contributors:

Administrative Computing:

Elizabeth Cobb

IRM Budget & Personnel:

Angela Hunter

FIU Libraries:

Sherry Mosley

Operations & Enterprise Systems:

Al Losada

FAQs

the first of these is available on the Support Center main page at <http://www.fiu.edu/~irmsc>. Information on the two or three most serious problems scrolls in an Alerts Box in the center of the page.

The second web site, at <http://www.fiu.edu/~irmsc/status.html>, is devoted entirely to status and virus alerts. It will give comprehensive information on current outages of FIU network, telephone, E-mail, or Internet services that might affect groups of users.

IRM's Newest Web Sites

The IRM web page improvement project summarized in the June 2000 issue of *IRM News* is still moving along.

Most recent revisions include IRM pages for the Computer Support Team (<http://www.fiu.edu/~cst/>) and for Operations and Enterprise Systems (<http://www.fiu.edu/orgs/irm/OES/>).

The Computer Support Team web site gives details about CST's mission to provide microcomputing support for students, faculty, and staff. This includes links to desktop hardware/software installation, computer equipment maintenance/repair, public computing labs, and a training center. Of particular interest in the CST pages are service descriptions, service level agreements (terms of service), applications software support and licensing information, progress of special projects, and statistics on CST work orders.

The Operations and Enterprise Systems web site gives details about OES' mission to operate and support the various hardware that serves instruction/research and helps to administer the University. Of most interest in the OES pages are technical specifications for the academic and administrative computers and servers, descriptions of the Computer Operations Center's facilities and services, news on special projects, and a staff organization and contact chart. ✪

*Robert Holley
Editor, IRM News
bob@fiu.edu*

What's Next ..

o LOOK FOR OUR NEXT ISSUE
IN JUNE, 2001

o PLEASE SUBMIT YOUR OWN
FIU COMPUTING EXPERIENCES TO
irmpubs@fiu.edu FOR PUBLICATION

o VOIP PROGRESS REPORT

o IT ADVISORY COMMITTEE