

# IRM NEWS

June 2001

Volume 3, Number 2

## IP Telephone & Administrative Systems Projects

### NET Installing New Telephones

The "New IP Telephone System" project has so far been a success. Network Engineering & Telecommunications (NET) has finished installing 800 new, high-tech, Cisco AVVID, IP phones in the GL, PC, and CSC Buildings. The goal is to install 5000 phones throughout the University.

"The phone is much more convenient, and it keeps up with the new times because you have caller ID, a received calls feature, and you can easily call campus to campus," says Miami Film Festival Membership Services Coordinator Joan Casanova. The new IP phone system will simplify calls from University Park to Biscayne Bay by requiring the dialing of only five digits, instead of the current 11 digits. Anyone will be able to make a call from the University Park Campus to the Biscayne Bay Campus by simply pressing "6," plus the four-digit extension. Another great feature of this phone is that it has name display capability for calls from within the University. Users will be able to see who is calling them when they pick up the phone.

A very useful feature for people who travel is the ability of turning their portable computer into an IP phone. Using Cisco's *Softphone* software, a computer can be used as an IP phone, and phone calls can be made over the Internet. Moving an IP phone from one office to another will be quick and easy. The NET staff will be able to program moves and changes using software instead of physically having to move cables, as is required with the present phone system.



The LCD display on the IP phones can be used as a web browser, allowing users to see stocks, weather reports, events, and announcements. The IP phone is programmable to enable many advanced features that are not available on a traditional telephone.

The University is on its way to using better technology with this new IP phone system. "This advanced technology will make ours one of the most sophisticated university networks in the country," says President Modesto Maidique. \*

*Illian Villegas*  
IRM News Correspondent  
[illian@fiu.edu](mailto:illian@fiu.edu)

### New Administrative Computer Systems

The new Human Resources and Student Information systems project (see March 2001 *IRM News*) continues to make progress.

A committee comprised of IRM and academic representatives has selected the hardware and database to be used in the project. The committee heard various vendor presentations,

consulted Gartner Research consultants, and performed its own research. Oracle was selected as the database management system. IBM RS/6000 hardware was selected.

Responses to a Request for Proposal (RFP) for consulting services were received on May 18. There were 38 vendors who responded. There are two committees reviewing the RFP responses. One committee is focusing on the needs for the Human Resources system, and the other committee is focusing on the needs of the Student Information system.

The modular housing for the project team is now being fabricated and will soon be moved to the west side of the UP campus. The building is expected to be ready in July.

The Human Resources system project will begin before the Student system project. The Human Resources project team members will begin system training in July. After the team is trained, it will begin the process of setting up and testing a prototype of the system suited for FIU requirements. The Student system project team will begin training in October when the latest release of the Student system software is available from PeopleSoft.

The implementation of these 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, with various subsystems "going live" during that period.

Stay tuned for more information about this very important project. \*

*Elizabeth Cobb*  
Director  
Administrative Computing  
[ecobb@fiu.edu](mailto:ecobb@fiu.edu)

## What's Inside

### IRM NEWS

NET Installing New Telephones . . . . .	1
New Administrative Computer Systems . . . . .	1
SAS Is Finally Here! . . . . .	2
Welcome to Software License Administration . . . . .	2
IRM Hosts F.Y.I. Event . . . . .	2
Controller's Office On-line Access— Teamwork at Its Best! . . . . .	2
Green Library's Government Documents Department. . . . .	3
FIU Library Designated European Documentation Centre & United Nations Depository . . . . .	3
TIPS & FAQs. . . . .	4

## Enterprise Systems

### SAS Is Finally Here!

After several weeks of contract negotiations, IRM is now very pleased to announce that it has renewed and significantly upgraded its campus-wide SAS license. We are making this software available, for academic use, to all FIU staff and students at no cost to them.

The application can now be run from both Unix and Windows operating systems. The Statistical Analysis System (SAS) product is a comprehensive suite of software tailored for the enterprise-wide delivery of information. The functionality of the system is built around four data-driven tasks common to virtually any application: data access, data management, data analysis, and data presentation.

SAS includes executive information systems; data entry, retrieval, and management; report writing and graphics; statistical and mathematical analysis; business planning, forecasting, and decision support; operations research and project management; statistical quality improvement; computer performance evaluation; and applications development.



The SAS license is intended for teaching and research purposes only. As such, the license is limited to students, faculty, and individuals who directly assist faculty in their research. Faculty and students may also use this software on non-FIU machines such as personal desktops and laptop computers. However, there will be a minimal charge to install the product on a non-FIU-owned system.

If you would like SAS installed on your FIU PC or personal PC, please visit <http://www.fiu.edu/~irmssc/form.htm> and fill out a service request form, or you may call 305-348-2284, and an IRM Support Center Representative will assist you.

For additional information about our SAS software license, please visit: <http://intra.fiu.edu/irm/FIUsoftware/irmlicenses.cfm>. \*

*Al Losada  
Director,  
Operations & Enterprise Systems  
al@fiu.edu*

### Welcome to Software License Administration!

This is an entity through which FIU manages and tracks large-scale site licenses at the enterprise (University-wide) level. In essence, our goal is to save money on applications software that is extensively used in the FIU Community.

One of our main objectives is to manage the life cycle of software agreements. We are working on being able to centralize and optimize software licenses (1) by tracking who in the University has already licensed specific software, and (2) by seeing if other departments/units can share in the respective license agreements. In almost all cases, the more units that can share in an agreement, the lower the software price will be for each unit.

At this time, we are in the process of building our software database at the enterprise level. Our first steps are: (1) to set up guidelines and procedures to develop a system whereby we can manage FIU software licenses, (2) to develop an inventory tracking program to account for each software product and its respective description and documentation, and (3) to collect data to populate our database.

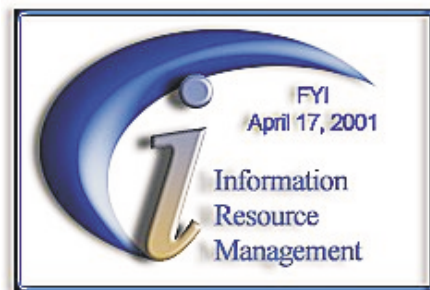
If you already have licensed software which you believe could be, or is being, used by other departments, or if you are contemplating purchase of same, please provide us a brief description of the product, what it does, and how you think it might benefit the whole enterprise. Your thoughts and suggestions on our license administration efforts would also be most appreciated. \*

*Virginia Reagan  
IRM / OES  
Software License Administration  
virginia@fiu.edu*

### Protect Your Home Computer from Viruses !!

IRM has purchased a University-wide license for McAfee anti-virus software. In addition to permitting its use on all FIU equipment, our agreement allows us to make this protection available for home or personal use by FIU students, faculty, and staff.

McAfee *VirusScan* is now available **for non-FIU systems** at the IRM Support Center's download site: <http://www.fiu.edu/~irmssc/downloads/downloads.htm>. \*



### IRM Hosts F.Y.I. Event

On April 17, Information Resource Management sponsored another of its biannual F.Y.I. events designed to educate faculty and staff members about the organization, activities, and services of IRM.

Over 100 attendees heard presentations by Julio Ibarra, Network Engineering & Telecommunications; Al Losada, Operations and Enterprise Systems; Larry Miller and Valerie Edwards, University Libraries; Stacy West, Instructional Photography & Graphics; Debra Sheridan, Broadcast Video Productions; Elizabeth Cobb, Administrative Computing; Jay Samuelson, FIU Computer Store; and Margie Larson, IRM Support Center. The Computer Support Team's Yogi Misir offered his services as program organizer and master of ceremonies.

Of great interest were reports on the upgrade of the University phone systems to Voice Over Internet Protocol (VOIP), implementation of major new PeopleSoft student and human resource administrative software systems, enterprise-wide virus protection, University-wide applications software licensing, and replacement of the LUIS on-line electronic card catalog. \*

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

### Controller's Office On-line Access— Teamwork at Its best!

Part of the mission of the Controller's Office is to "maximize and minimize"—to maximize services to the University Community, and to minimize the time it takes to deliver those services. One of Controller Andy Fornaguera's long-term goals has been to provide the Community the ability to obtain financial data conveniently through the web.

This year, with the assistance and support of IRM, that goal is becoming a reality. In a collaborative effort with IRM Administrative Computing, we created an on-line query to the SAMAS History File (called CTL). Andy and I designed the specs; IRM's Lloyd Thornton and Antonio Penuela created

*Continued on Page 4*

## FIU Libraries

### Green Library's Government Documents Department (Part II)

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 our International Information and Urban, Regional, and Local Information collections. Part I of this article in the March 2001 *IRM News* covered our Federal Information and State of Florida Information collections. To get a better feel for the extraordinary resources we have, please come in to the second floor of the Library and explore. Or, to view the Library Government Documents homepage, which is still under construction, go to <http://www.fiu.edu/~library/govdocs/index.html>

#### International Information

The International Documents collection is mainly composed of the documents and publications of the United Nations system of organizations (or the United Nations family as it is sometimes called), the Organization of American States, the publications of several other international organizations (such as the World Bank and International Monetary Fund), and the official documents and publications of the national governments of the Caribbean and Latin American countries. Almost all countries of the world are represented in these various publications. International and governmental organizations publish according to their needs and interests. Therefore, a wide range of subjects and audiences is included.

Even though the BBC library does buy some of the basic international sources, the main international documents collection is kept at the Green Library. FIU's Green Library has just recently been designated as a UN depository (see next article), and we have at least the same, if not more, documents than many of the other depositories. We have a microfiche collection that currently dates back to 1976, and we have just recently purchased the rest of the UN microfiche collection, which goes back to 1966. The Library is also

purchasing the League of Nations (the predecessor of the UN) documents on microfilm. We also purchase all of the UN sales publications, which are not included in the microfiche collection.

The microfiche collection is classified by the UN classification number, while most of the Library's paper collection is classified by the Library of Congress call number, as is the rest of the Library's general collection. Most of the paper collection is cataloged and can be accessed through FIU's catalog. In order to search the microfiche collection, go to the Library's homepage, click on 'Articles' and then on 'Newsbank Info Web' (this is listed under 'Gateways'). Once you get to Newsbank's homepage, click on 'AccessUN'. This indexes the microfiche collection, and it also includes the full-text of several thousand UN documents.

**“[Government documents] touch on a multitude of subjects: health, crime, economics, census, agriculture, transportation, environment, and many more.”**

Also, on Newsbank's homepage are two other databases that are very useful for international information. Global NewsBank contains full-text articles from 1996 to date that are translated into English. This information comes from over 1000 translated broadcasts, news agency transmissions, wire services, newspapers, magazines and government documents. The other database is the Foreign Broadcast Information Service (FBIS) Electronic Index (1975-1996). This is an index to the FBIS Daily Reports issued by the U.S. Government, covering worldwide political, economic, scientific, and cultural issues and events. Sources include broadcast translations, news agency transmissions, newspapers, periodicals, and government statements. This database is an index to a microfiche collection that is in both of our libraries in the federal documents collection.

#### Urban, Regional and Local Information

Unlike the Federal Depository Library Program, local government agencies are not federally mandated to house in depositories the many documents they produce. FIU librarians, therefore, actively seek out urban, regional, and local (URL) information for library collections from a variety of county and city government agencies across South Florida. Local groups and

organizations, like the United Way, chambers of commerce and the Beacon Council, are also tapped for research papers, statistics and surveys useful to the community. Additional URL materials include annual reports, budgets, codes, directories, handbooks, land use plans, manuals, pamphlets, periodicals, press releases, regulations, and yearbooks. URL documents may be written in English, Spanish, or Creole, and represent the great cultural/ethnic diversity of Dade, Broward, Palm Beach, Monroe and Collier counties.

In addition to the URL print collections at FIU libraries, the Index to Current Urban Documents is now available from FIU's on-line catalog. This full-text database contains recent research generated by local government agencies, civic organizations, academic and research organizations, public libraries, and metropolitan and regional planning agencies in the Mid-Atlantic Region. Searches from this database will also link the curious to valuable URL web sites like Miami-Dade County On-Line (<http://www.co.miami-dade.fl.us>). \*

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

### FIU Library Designated European Documentation Centre (EDC) & United Nations Depository

On March 29th, 2001, Isabel Loff, Head of the Sector of the European Documentation Centres (EDC), informed us that the European Commission decided to grant the EDC statute (depository status) to Florida International University's Green Library. The statute was made official by an agreement signed, in the name of the European Commission, by Mr. Nikolaus G. van der Pas, Director General for Education and Culture. The agreement was also signed by FIU President Modesto Maidique.

We are looking forward to rewarding and fruitful working relations with the European Union, as well as with all documentation centers (depository libraries) in the U.S. and worldwide. This development will also enhance the University's European Union Collection, which is used by the FIU community—especially by students and professors involved in the European Studies Program—as well as students from other South Florida colleges and universities, and people throughout our community, state and region.

*Continued on Page 4*

## Tips & FAQs

# TIPS

**Q.** Is there a place to which we can link to get on-line computing "how-tos," user guides, manuals, etc.?

**A.** Yes. For "how-tos," link to the IRM Support Center Knowledge Base at <http://www.fiu.edu/~irmssc/sckb>. There you can find step-by-step instructions for solving many computer-related problems that arise in the FIU environment.

To get a list of links to more general on-line documents (newsletters, manuals, and guides, etc.), link to: <http://www.fiu.edu/orgs/irm/pubs/compnet1/docs.html>.

### FIU Library *continued*

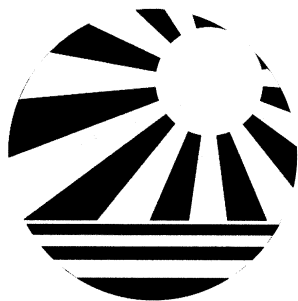
On March 23rd, 2001, the Working Committee of the Publications Board of the United Nations designated FIU's Green Library as a United Nations full depository library. The decision made FIU the third institution in the State of Florida to be recognized as a UN depository library. Becoming a UN depository has been the result of many years of hard work—going all the way back to 1992. At that time, when we first requested depository status, the United Nations was concentrating its efforts in establishing depository libraries in countries where there were none. The United States already had forty.

Becoming a depository library will facilitate researching in the field, as well as open new channels of communication and cooperative endeavors with the United Nations, and with all depository libraries in the United States and around the world. It will also enhance our already strong UN collection. The United Nations collection is heavily used, not only by FIU students and faculty, but also by students from other South Florida colleges and universities, high school students from public and private schools involved in the South Florida Regional High School Model UN, and people from the community, state and region. \*

*Mercy Sanchez  
International Documents Librarian  
Documents Department  
Green Library  
sanchezm@fiu.edu*

**Q.** We heard that IRM was going to provide users a pocket-sized "information card" with important web links, phone #s, etc., but we can't seem to find one. Is this just a rumor?

**A.** No. It's a fact!! The IRM Support Center designed and has just had printed a four-panel, foldout, pocket card which lists handy web addresses and phone numbers for various FIU resources. The information is primarily student-oriented ("FIU Students On-Line"), but anyone is welcome to have a card. Visit the Support Center in UP, GL-150, or Baynet Computing in BBC, AC1-293.



# FIU

*IRM News*

Vol. 3, No. 2 June 2001

**Editor: Robert Holley**  
[irmpubs@fiu.edu](mailto:irmpubs@fiu.edu)

### Contributors:

**Special Correspondent:**  
Illian Villegas

**Controller's Office:**  
Vivian Delgado

**Administrative Computing:**  
Elizabeth Cobb

**FIU Libraries:**  
Sherry Mosley, Mercy Sanchez

**Operations & Enterprise Systems:**  
Al Losada, Virginia Reagan

# FAQs

**Q.** With the storm season coming up in the next few months, how can I get reliable emergency information about FIU facilities, schedules, etc.?

**A.** Telephone information will be available at 305-348-HELP (4357).

On the web, information will be available on the FIU Home Page <http://www.fiu.edu>. In the event that University servers are disabled, information will be available at <http://www.fiu911.org>.

### Controller's Office *continued*

the extracts from SAMAS, and Phillip Maddux created the web application.

Currently, this web query allows you to access disbursement information from any fund (A&S, Athletics, E&G, Grants, etc.) by department, object code, vendor, invoice number and other criteria. An option is also available to export the data into *MS-Excel* for sorting, subtotals and report creation.

The University feedback has been very positive, and training classes fill up fast. If you do not already have access to this new query system, please contact HR Training & Development (305-348-6474) to sign up for the next available class. Classes are taught at both UP and BBC.

What's next? CTL is currently being expanded to include revenues and transfers. Also, last month we provided specifications to IRM for the development of an on-line Travel Authorization Request (T.A.R.) system.

The goal is to take the T.A.R. form that has already been available for printing from our web site <http://www.fiu.edu/orgs/controller/>, and now allow for on-line approvals, available balance verification, numbering, encumbrance, and tracking. The system will be web-based, with E-mail notifications for routing. No more printing forms and running after your supervisors and others for approval! *Coming soon!* \*

*Vivian I. Delgado  
Associate Controller  
delgadov@fiu.edu*

## What's Next ..

o LOOK FOR OUR NEXT ISSUE  
IN SEPTEMBER, 2001

o PLEASE SUBMIT YOUR OWN  
FIU COMPUTING EXPERIENCES TO  
[irmpubs@fiu.edu](mailto:irmpubs@fiu.edu) FOR PUBLICATION

o MEET FIU'S NEW CIO

o IT ADVISORY COMMITTEE