

Florida International University
University Technology Services

UTS NEWS
 New name - New organization !!

March 2002

watch for our next issue on-line

Volume 1, Number 1

UTS - Focusing on the Customer



University Technology Services (UTS) is your new technology organization. Our mission is to provide leadership, consultation, access and support for technology that serves UTS customers and FIU's academic, research and business goals.

University Technology Services will be a customer-centric and learning organization. We will actively seek customers' input to determine their needs. Then, we will develop detailed project plans to meet those needs. As we move forward with our plans, we will seek customer feedback to make certain that we are all "on the same track." Should we wander "off a track," we will strive to learn by our mistakes and not repeat them. As part of the learning process, all UTS employees will be given state-of-the-art customer service and management training [see story on page 2].

Rather than being a set of "silos" that a customer has to visit to get help, UTS will be a "layered" organization that stresses teamwork in getting problems solved. Even though a problem solution may require many different UTS players behind the scenes, that fact should be transparent to the customer. To enable this layering, one of the major changes we will be making soon is to merge the current Network Engineering and Telecommunications (NET) and Operations and Enterprise Systems (OES) groups into one layer called Infrastructure.

UTS will be establishing a Customer Care Advisory Council, whose membership will represent all segments of the University Community— students, faculty, researchers, administrators, and staff. Carefully assessing the needs of these segments will be an ongoing priority for the UTS organization. Vice President and CIO Dr. John McGowan, and Dr. Ivon Foster will be directly involved and participating in college and departmental technology committees throughout.

As part of this Customer Care program, UTS directors recently participated in a three-day workshop to develop a plan to establish a Customer Care Center. That Center will serve the University Community by providing access, consultation, and leadership in support of FIU's technology goals and objectives.

University Technology Services will soon be doing extensive partnering with various FIU colleges and departments in research and grants, and it will continue to participate in the development of tools like Internet2, the international high-speed research and education network, and AMPATH, the Miami-based gateway connection of that network to Latin America.

“University Technology Services will be a customer-centric and learning organization. We will actively seek customers' input to determine their needs.”

UTS will continue to maintain up-to-date computer systems for students' use. During the semester break, we deployed state-of-the-art

equipment in our open and instructional lab facilities at both the University Park and Biscayne Bay Campuses.

It will be the purview of the UTS Business Unit, formerly IRM Budget and Personnel, to streamline UTS' fiscal and Human Resources (HR) operations. All budgetary, accounting, and HR procedures internal to UTS will be processed through this one office. We hope the streamlining will help to better assist and inform our staff, and to stretch the dollars that the University allots to information technology. Again, the ultimate aim is to provide better services to our customers.

As described on Page 3, UTS continues to direct the PantherSoft Project, which will eventually

Continued on Page 2

Voice-over-IP (VoIP) Project Update

One third of the University's VoIP Project has been completed. There are now 1,500 state-of-the-art, VoIP system telephones in service in fifteen buildings at University Park. Those were installed by late last September, and Network Engineering & Telecommunications (NET) has been evaluating results and regrouping before moving forward into Project Phase II.

Satisfaction with the new phone system is very important, so we have been sampling users' opinions, and will continue to do so. A web-based VoIP user survey form is located at: <http://news.fiu.edu/id/Net-Survey/netSurvey.htm> . So far, the

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Media & Technology Support (MTS)



Dr. Ivon Foster
Director, Media & Technology Support

New Director Appointed in UTS

In September 2001, Dr. Ivon R. Foster was appointed Director of the UTS Media & Technology Support Unit (formerly IRM Academic & Research Computing).

Reporting directly to the Vice President and CIO, Dr. Foster currently oversees the following workgroups in Media and Technology Support: UTS Support Center, User Account Management, Desktop Support, Hardware Maintenance and Repair Auxiliary, BayNet Computing, Broadcast Video Productions, Instructional Photography & Graphics, Computing Labs, Media Equipment Services, Media Engineering, and the UTS Training Center.

Dr. Foster brings a wealth of experience to our organization. In her former role as Director of the Instructional Media Unit at the University of Southern Mississippi (USM), Hattiesburg, she consolidated three departments into one unit to create an organizational structure that facilitated the integration of technology into all aspects of that institution.

At USM, Dr. Foster had purview over: the provision of training for faculty, staff and students; the support for the use of technology in instruction and research; the operation of television, radio and production/uplink facilities; support for graphic and web design; coordination of equipment services; design of multimedia classrooms; and operation of instructional and student computing labs. She also facilitated the provision of distance education and played a significant role in the acquisition of the U.S. Department of Education Title III Grant and Pew Charitable Trust Grant in course redesign.

Dr. Foster was also the trainer and functional lead for the PeopleSoft Advancement module, served as a member on the PeopleSoft Product Advisory Group for Advancement, as

well as the Mississippi Chapter of the InfraGard Board (facilitated by the FBI) and the CyberCrimes Task Force (facilitated by the Mississippi Attorney General's Office). She has also been a recognized member of the Mississippi community for her extensive involvement in activities related to the coordination of rehabilitative and development efforts for persons with disabilities.

Dr. Foster will be working with our CIO to create a new organizational structure focused on customer-centricity. To this end, she has been charged with the responsibility of being manager for the UTS Customer Care Project. The project involves the creation of a UTS Customer Care Center that drives the organization's delivery of products and services through the implementation of a new customer relations framework.

Additionally, Dr. Foster will be focusing on establishing partnerships with several segments of the University Community. She will also be overseeing the creation of a new Marketing and Customer Relations Team. These efforts will establish mechanisms for the solicitation of feedback and encompass the implementation of strategies for effective communication between UTS and the University Community.

Please join us in welcoming Ivon to the FIU family. ✨

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UTS Assistant Director of Operations

UTS Focusing *continued*

revolutionize the University's administrative systems. Some of our other notable customer-oriented activities include the Voice-over-IP Project [see story on Page 1] and the McAfee AntiVirus implementation [see story on next page].

In March, University Technology Services will be hosting an informational event to kick-off the new organization. You will have an opportunity to meet the new members of the UTS Leadership Team, and hear about new project implementations and progress in our current reorganization efforts. More information on this event will be forthcoming. We look forward to seeing you there and in working with you !! ✨

The UTS Leadership Team

Fourth Generation Management Training for All UTS Employees

Fourth Generation Management Training is a program designed to give trainees an overview of the new "quality movement," and how concepts of quality and improvement can help organizations do a better job of providing value to their customers and of enabling their employees to act together to improve the way their work gets done.

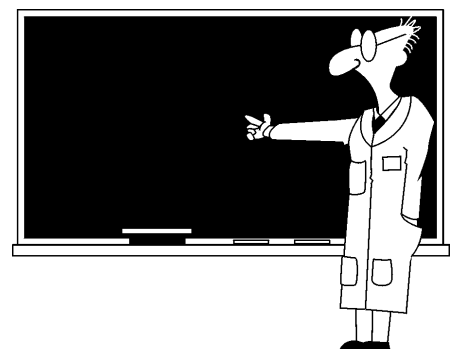
Fourth Generation Management's approach is expected to replace and excel over philosophies that have preceded it: First Generation (1700-1800): Management by Skill; Second Generation (1800-1900): Scientific Management; and Third Generation (1900-2000): Management by Financial Objectives. The Fourth Generation Management concept and training effort was originated by the combined efforts of Brian Joiner and Joiner Associates, Inc.

Fourth Generation Management will be deployed across all levels of University Technology Services (UTS) with the aim of making this unit a very "customer service-oriented" organization. In training for this management concept, course participants will learn the value of focusing on customers, searching for better ways to do things, and treating each other differently.

CIO Dr. John McGowan conducted the first Fourth Generation Management Training sessions for his FIU UTS Leadership Team. Now, members of that team will be conducting the upcoming training sessions to pass down what they have learned to all the other UTS employees.

The course consists of eight workbooks, accompanied by video sessions— a total of about sixteen hours of classes. Starting on February 25, every UTS employee will be required to complete this valuable course. ✨

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Update

The PantherSoft Project, which *UTS/IRM News* began tracking last March, is coming along well. Over the next few years, this project will implement comprehensive PeopleSoft HR / Payroll (HRMS) and Student Administration software systems. At a later time, a Financial System will be added. When these systems are fully in place, with the relevant business practices blended with PeopleSoft, the revised systems will revolutionize the University's systems operations.

Across all the new, unified administrative systems, each person (student, employee, alumnus, etc.) will appear only *once*. All the data about any given person will be collected into what is effectively one master record. Through advanced database technology, software applications will be able to query a person's master record for whatever particular information is needed— grades, salary records, current classes taken, etc.

From these unified master records, a department or individual can easily produce a data report for just one person (e.g., a class schedule), or, if authorized and required, a comprehensive report about all persons in some category (e.g., an alphabetical list of students with "holds for nonpayment," or of staff who have achieved maximum leave status).

Utilizing this new records system, departments will not have to construct and maintain scores of different databases— a separate one for each purpose. Data will be much less likely

to get lost or out-of-date because of a typo, spelling convention, or name change. Persons who concurrently fall into several populations (student, faculty, staff, and alumnus) can be more easily displayed. Additionally, data can be archived and retrieved much more efficiently and cost effectively. Web-based retrieval and on-line updating of personal data will be made much more feasible.

Most of the PantherSoft personnel are now housed in their modular headquarters on the west side of University Park. An implementation advisory contractor, Crestone International, has been engaged, and intensive training and PeopleSoft product "previewing" has been underway since December 2001.

A project manager and key functional and systems personnel have been selected and are operating well. Art Herbert, formerly PeopleSoft Project Manager at the University of Southern Mississippi, arrived in November 2001 to assume overall, day-to-day project management. Elizabeth Cobb, Director of the UTS Administrative Software Unit (ASU), is the Project Sponsor. She provides personnel and budget support for the project and functions as liaison for UTS units. Tom Syracuse, formerly with the FIU Office of Institutional Research, heads up the Student Administration Module. Val Berry, FIU Assistant VP / Human Resources, leads the HRMS Module.

The Student Administration Module has sub-modules for

Admissions, Student Records, Student Financials, and Financial Aid. The HRMS Module has one sub-module for Human Resources and one for Payroll. The project sub-modules have both a functional leader and a technical "Consultant in Residence." In addition, each module has a lead technical person. Claudia Yanni and Lloyd Thornton of UTS/ASU are the respective technical leads for the Student Administration and HRMS modules. The project also has three Data Base/PeopleSoft Administrators and one Systems Administrator, who support all the sub-modules.

By April 1, 2002, PantherSoft teams are expected to have completed their nine-week "Project Preview." An analysis of "Preview" results will lead to the development of project projections, estimated "go live" times, and estimated costs for system implementation. Subsequently, there will be an intensive "design and development" stage. Relevant University business processes will be dissected, and detailed procedures/plans will be written to show exactly how each process will be employed through PeopleSoft software to accomplish a specified task.

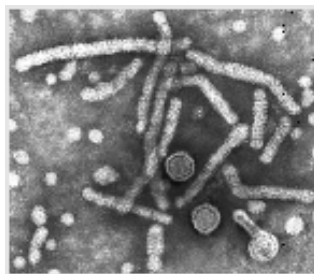
If all goes as expected, by early summer, PantherSoft personnel will actually begin tailoring the processes that will facilitate the administration of Florida International University well into this new century. Exciting times! Stay tuned! ✿

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McAfee AntiVirus Implementation

University Technology Services has just completed installation of special McAfee AntiVirus software on about 2,500 University-owned computers and servers that are connected to the FIU NT network. It is hoped that this installation will play a significant role in combating external virus attacks— several of which in 2001 disrupted vital University E-mail/network services, and wasted valuable personnel time that had to be devoted to system restoration and virus cleanup. This software is currently detecting and flagging as many as 10,000 incoming virus instances per day.

As reported in *UTS/IRM News* last March, the McAfee product was chosen after careful study and evaluation by UTS and the University's Information Technology Advisory Committee. McAfee software is being successfully employed by several other large universities in the SUS system.



One of the principal problems in anti-virus control is making certain that a product's "virus definition" files are frequently updated. One of McAfee's key strengths is its ability to be centrally administered so that "virus definition" updates, as soon as they are available, can be automatically "pushed out" to all McAfee-equipped machines on a network. "Virus definitions" are key data files that contain "viral signatures"— the characteristics of a virus the anti-virus software must know to be able to detect it. More information on how this product is protecting FIU's information technology resources may be found at:

<http://www.fiu.edu/orgs/irm/OES/mcafee/>.

To complete the University's "ring of protection" against viruses, we strongly recommend that you use anti-virus software on your own equipment. As part of the University's site-license agreement, McAfee AntiVirus software is also available *FREE*, for off-campus, personal use, to FIU students, faculty, and staff. While use of this particular personal product will require you to manually download virus updates to your computer, it is still a highly regarded protection device that would cost \$20-30 in a retail store. Visit the UTS Support Center download site (<http://intra.fiu.edu/irm/sc/forms/downloadfs/index.cfm>) for instructions on how to download McAfee software to your own personal computer. ✿

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Tips & FAQs

TIPS

Q. I hear you are going to implement *Lotus Notes (LN)* campus-wide. When is that going to happen?

A. UTS is currently conducting a *pilot project* to better acquaint itself with this product. Initially, we are implementing *Lotus Notes'* calendaring / E-mail capabilities to support complex scheduling for the PantherSoft Project (see story on Page 3).

LN is a powerful, multi-purpose productivity tool that can greatly

VoIP Update *continued*

feedback has been favorable; the only dissatisfaction issues are voice quality, a few problems in using the phone sets, and some installation disruptions.

Cisco is working on solutions to improve voice quality, particularly to eliminate feedback. Most phone usage problems are related to people's unfamiliarity with new features. The UTS Training Center is offering classes in optimal use of VoIP phone sets (see class schedules at http://www.fiu.edu/~irmtrain/voip_schedule.htm). There is also an on-line Cisco VoIP tutorial at <http://www.cisco.com/warp/public/779/largeent/avid/products/7960/flash.htm>. NET has constantly reassessed and improved its installation procedures with the aim of making each transition as smooth as possible.

Phase II's principal objectives are: (1) to complete an intercampus network upgrade so that we have a uniform network layer— 1GB Ethernet service to all campuses and buildings, and (2) to provide VoIP service to all 5,000 phones on the main campuses so that the legacy ESSX and Rolm PBX telephone systems can be phased out.

We will also benefit from a few spin-offs. First, the Ethernet upgrade will result in a much faster backbone network for those users who did not previously have advanced ATM network technology in their buildings (e.g., Graham Center, VH, BA, CP, and WUC). Second, all devices in all buildings will end up being equipped with Dynamic Host Configuration



enhance users' ability to communicate and work together. For this reason, UTS is extending its pilot project with the intent of *eventually* adopting *LN* as a fully supported option for customers who need integrated calendaring and workgroup software.

Project Phase II will integrate existing *LN* skills and knowledge from faculty / staff in the College of Education and College of Engineering, and will enable participants to fully explore the major capabilities of this product.

Interested parties should note that *Lotus Notes* applications training will be regularly available through



FIU

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(formerly *IRM NEWS*)

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FAQs

the UTS Training Center (<http://www.fiu.edu/~irmtrain/>), and that UTS will be gradually acquiring the expertise to support many *LN* capabilities.

Currently, we have no specific date in mind for possible University-wide support, but we will send out periodic memos to keep the community well informed on *LN* project progress— support levels, implementation schedules, training, documentation, etc. ✪

Protocol (DHCP). DHCP automates the process of assigning the IP address and other network-related information to each device on FIU's network. It considerably facilitates moving a network-addressed device (VoIP phone or computer) from one location to another.

Phase II funding is in place, and we are finalizing our detailed Project Plan. This plan includes extensive provisions for system backup and redundancy. Project work is expected to resume by April. Building by building, network infrastructure will be completed, and then VoIP phones will be installed before moving on to the next one. It will take eight to nine months to complete Phase II.

Once it is complete, NET hopes to begin to implement some of the niftier features of VoIP technology, e.g., using your phone's LCD screen as a web browser, having an LCD-based weather/emergency bulletins service, and facilitating applications like *MS-NetMeeting* (which uses VoIP infrastructure to transmit conferencing charts, documents, etc.).

In the meantime, you may want to activate some of the newest phone features that are already available: LCD-scrolled calendar/holidays, "music-on-hold," 99-entry Rolodex service, *SoftPhone* service (to use your FIUnet-connected computer as a phone), and 14- or 28-button "side car" (additional line/speed-dial buttons). ✪

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What's Next ..

o LOOK FOR OUR NEXT ISSUE ON-LINE IN MAY 2002

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

o WIRELESS COMPUTING AT FIU