

Florida International University
University Technology Services
UTS NEWS

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Another Exciting Fall !



VP, CIO Dr. John McGowan

Dear Students, Faculty, and Staff:

I would like to take this opportunity to welcome you back to FIU for the 2002-2003 academic year. It seems difficult to believe that fifteen months have passed since I joined you as Vice President and Chief Information Officer.

I am pleased to report that we have taken long strides toward our goal of making FIU's central technology provider a customer-centric and forward-looking entity. Our new University Technology Services (UTS) organization is the result of streamlining and layering our staff to stress teamwork in getting problems solved. Our innovative Field Team and Customer Care Center concepts are taking shape, and they are gradually resulting in more responsive technology support.

We continue to deploy our Voice Over IP (VoIP) telephone system. With its completion by early next year, the University will have one of the most modern and versatile communication systems in the nation.

The PantherSoft Project is moving along very well. Its Student Administration and Financials software

systems are scheduled to be completed by Fall, 2004. These will revolutionize the way FIU conducts its business operations.

FIU has also moved onto the leading edge of high speed networking by having our new Grants & Acquisitions Team take a leadership role in the development of AMPATH, the Miami-based gateway connection of Internet2 to the Latin American community. This project has profound potential for FIU's growth as a Research I university.

The above are only a few of the exciting projects and activities we are engaged in to make technology best serve our academic community. If you have ideas, suggestions, comments, etc., please do not hesitate to become involved. My office is always open to you!

John.Mcgowan@fiu.edu

Wireless Arrives in the Libraries

Over the summer, the FIU Libraries and UTS collaborated on a joint project to provide wireless Internet access within the Green Library and the Biscayne Bay Library. The project is being done in two phases. Phase I, completed in August, provides wireless access in most public areas within the library buildings. Phase II, which will resume during the fall semester, will complete the project and provide wireless access in conference rooms and classroom areas not currently covered.

FIU students, faculty, and staff may use the wireless network with their own laptop computers or borrow

“The ability to stay connected in a wireless environment will allow users much more flexibility in their use of space within the libraries.”

one from the Circulation Desk at either library.

The Green Library has nineteen laptops and the Biscayne Bay Library has five that may be borrowed for up to three hours for use within the libraries. Each laptop is equipped with MS Office Suite and web browsers; printing is provided through the library's public print stations. Just two weeks after implementation, the laptops are extremely popular, especially with students. For additional information, refer to the Laptop Borrowing Policy at <http://library.fiu.edu/services>.

Personal laptop computers may also connect to the wireless network as long as they are equipped with a compatible network card that is registered on the campus network. For additional information on wireless equipment, click on the 'Wireless FAQ' link at <http://uts.fiu.edu>. To register the MAC address of a network card, go to <http://airs.fiu.edu>.

We expect the wireless network to have a significant impact on the library and the way users access information. The ability to stay connected in a wireless environment will allow users much more flexibility in their use of space within the libraries.

Sherry.Carrillo@fiu.edu
Associate Director
for Services & Systems
University Libraries

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FIU to Host AMPATH & Internet2 Workshops

FIU will be hosting two very important, international high-speed networking workshops early next year.

The first, January 29-31, 2003 is for AMPATH (Americas Path), the Miami-based gateway connection of Internet2 to Latin America. The Americas Path workshops <http://www.ampath.fiu.edu/events.htm> are jointly sponsored by the National Science Foundation and Florida International University, with support from AMPATH industrial affiliates.

AMPATH workshops offer a venue for technical sessions, application highlights and demonstrations, networking status reports, upcoming improvements, and future planning. Many projects and

subjects will be covered, but emphasis at this event will be on hands-on network engineering workshops for the new IPv6 protocol and Multicast for our international participants. Approximately 80 participants are expected from Latin America, the Caribbean, the U.S. and globally.

The second event, February 2-5, is the Internet2 Joint Techs Workshop <http://www.ncne.nlanr.net/training/techs/2003/0202/jt-miami.html>. This is Internet2's premier technical workshop. It is jointly sponsored by Internet2 & ESCC, a project of the University Corporation for Advanced Internet Development, with assistance from the Pittsburgh Supercomputing Center. About 350 participants are expected to come to the FIU-hosted event from throughout the US and internationally.

As with previous Joint Techs Meetings, the agenda will include a combination of advanced technology, infrastructure updates, case study sessions, and in-depth tutorials on subjects like optical networking, scientific applications emphasizing distributed and grid networking technologies, TCP issues, security, etc. Like the AMPATH event, this session will probably have an IPv6 focus.

Save \$\$\$ with UTS Licensed/Supported Software

Among the questions the UTS Support Center frequently receives are those concerning applications software—"What software is standard at FIU?," "What software is best supported?," "Is there site-licensed software available to us at reduced cost?," "Where/how can we get software?," etc.

In order to provide the optimum training and assistance to users, UTS offers primary support for a limited set of software products. The most current list of UTS recommended desktop software is available via the "Software Licensing" link at the UTS Support Center web site: <http://uts.fiu.edu>.

Many of the products on the primary support list have already been purchased, either via University-wide licenses or volume license seat, and are available, under different conditions, to FIU departments, employees, and sometimes students. For full details of what licensed products are available to whom, and exactly how to obtain them through the UTS Software Licensing

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VoIP Telephony Project, Phase 2

University Technology Services (UTS) will soon be providing all FIU campuses with a unified Voice over Internet Protocol (VoIP) system. The implementation of this technology will allow for the transmittal of data, voice, and video over a single network infrastructure. The VoIP system will result in numerous benefits for the University Community, including state-of-the-art telephone sets, quicker network connections, streamlined services, and other enhanced features.

Over 1500 VoIP telephones were deployed in ten buildings on the University Park Campus during Phase 1 of FIU's VoIP Project. The project has been on hold since October, 2001 in order to complete a comprehensive review of the VoIP project plan, to develop a detailed network design, and to identify appropriate funding sources for a timely completion of the project implementation.

During the project hiatus, UTS also wanted to sample customer satisfaction with the VoIP telephone and related support services, and to plan for better addressing of customer concerns. Results from a recent survey of current VoIP telephone users demonstrated an exceptional approval rating!



We are happy to announce that we are moving forward into Phase 2 of the VoIP Project, which will involve the simultaneous deployment of some 3500 VoIP telephones at all FIU campuses. Additionally, Phase 2 of the VoIP project will give us the opportunity to effect a much-needed upgrade of FIU's network infrastructure to ensure both reliability and redundancy.

One of the primary objectives of VoIP, Phase 2 is to ensure that the University Community is kept up to date on the operational activities of the project, as well as to specify customer responsibilities in utilizing this new equipment and technology.

To facilitate project communication between UTS and the FIU Community, we have developed a new VoIP web site accessible from the UTS Support

Center web site located at <http://uts.fiu.edu>. The new VoIP web site is full of helpful information—the FIU dialing plan, an on-line telephone tutorial, a quick-reference brochure, and a FAQ section. Please take a look at this information, and continue to visit the VoIP web site to view the latest updates about the VoIP Telephony Project.

The upgrading of network infrastructure is the first step in deploying VoIP to the entire University. UTS cabling teams will soon be visiting you to gather information about your building. Be sure to visit the VoIP web site to determine where your building is in the project schedule, and to find out when UTS team members will be visiting you.

We are very confident in the VoIP technology, and our plans to upgrade FIU's network infrastructure are strategically aligned with the University's mission related to technology initiatives. We appreciate your patience and look forward to your cooperation as we move forward with this project. Indeed, the project will only be successful with your cooperation.

If you have any questions about the VoIP Telephony Project, please contact the UTS Support Center at (305) 348-2284, uts@fiu.edu.



Welcome Our New UTS Staff

Anu Chirinos, Coordinator Computer Systems, Infrastructure

Hector Cuellar, Project Coordinator, PantherSoft Project

Ivette Fernandez, Trainer, PantherSoft Project

Carolina Iglesias, Director, Administrative Software Unit/PantherSoft Project

Lisette Lau, Project Coordinator, PantherSoft Project

Jose Peres, Associate Director, PantherSoft Project

Michael Upright, Photographer, Instructional Photography & Graphics

Bob Werner, Chief Engineer, Media Equipment & Engineering

New Director of Administrative Software Unit / PantherSoft

Early in the summer, Ms. Carolina Iglesias was appointed Director of the Administrative Software Unit in University Technology Services.

Reporting directly to the Vice President and CIO, Ms. Iglesias has taken on the responsibility of overseeing the following Administrative Software work groups:

* Legacy Student Systems: admissions, registration, student

advising (SASS), grades transcripts and cashing systems

* Legacy Financial Systems: personnel/payroll, fiscal systems (SAMAS), financial aid, and property inventory systems.

* Database Administration: security and integrity of databases.

* New Technologies: Student Information Systems (SIS) web system.

As Director of the Administrative Software Unit, Carolina also serves as Project Director for the PantherSoft Project (FIU's PeopleSoft Implementation Project), working very closely with the PantherSoft

Project Manager, and functional and technical leads.

With over ten years of industry employment implementing enterprise resource planning (ERP) solutions, including six years working directly for the PeopleSoft Corporation, Ms. Iglesias brings along a wealth of experience to the University. Although Ms. Iglesias has an extensive technical background in programming languages; database design; software and information system testing and analysis; and data warehouse implementations, she brings with her much more than technical expertise. Indeed, Ms. Iglesias has significant management and leadership experience stemming from several years of supervision of numerous technical developers and consultants, involvement in business process re-design, as well as customer relations vis-à-vis ERP solution implementation.

It was no surprise that Carolina got off the ground running when she joined FIU in late July. In addition to her legacy systems and PantherSoft Project responsibilities, she is also actively involved in several important UTS committees. Accordingly, she has wasted no time in becoming an integral part of the UTS Leadership Team.

Please join us in welcoming Carolina to the FIU family.

Yogi.misir@fiu.edu
UTS Assistant Director of Operations



SCHEDULE CHANGE

On June 4, 2002, about 570 members of the FIU community witnessed the official "kick-off" of the PantherSoft Project, FIU's PeopleSoft Implementation Project. Since the PantherSoft Kick-Off, there have been some significant changes in the Project schedule.

FIU originally sought to acquire three administrative systems: Student Administration, Human Resources/Payroll (HRMS), and Financials.

The Board of Regents initially required that FIU remove its request to purchase a Financials system from its original Request for Proposal (RFP), since, at the time, all State Universities were required to use the State financials system, SAMAS.

Based on the RFP and the Selection Committee's recommendation, FIU purchased the PeopleSoft Student Administration and HRMS systems. Approximately six months later, the Board of Regents advised FIU that the PeopleSoft Financials system could be purchased. FIU purchased the Financials system in November, 2001. The three PeopleSoft systems are integrated and work together as a software suite.

In January, 2002, FIU proceeded with implementation plans for the first two systems, Student Administration and HRMS. The Financials system implementation was scheduled for a later date.

In April, 2002, FIU learned that by July, 2004, the SAMAS system will no longer be available as a financials

system for use by State Universities. No provisions will be made by the State to replace this system. As a consequence, all State Universities must implement their own financials systems.

FIU is not able to mount a full implementation effort of all three systems at once, due to budget and manpower limitations. Therefore, the PeopleSoft HRMS implementation has been halted and will be revisited at a later date. Implementation of the PeopleSoft Financials system will be ready for cutover in July, 2004.

Be sure to visit the PantherSoft web site at <http://panthersoft.fiu.edu> for more information about the PantherSoft Project, as well as for Project updates.

Tips & FAQs

Q. I have this really weird FIU E-mail address that was assigned to me. Do my friends really have to remember to E-mail me at caxdab03@fiu.edu?

A. No. Currently, for technical reasons, we must maintain our primary (username@fiu.edu) set of E-mail addresses. The address you mention in your question is one of those. Effective July 2002 for students, and December 2001 for faculty and staff, all members of the FIU Community now have a

convenient, more memorable alias E-mail address. This is based on the very simple format: Firstname.Lastname@fiu.edu. So, if your name is Christina Scott, your FIU E-mail alias would be Christina.Scott@fiu.edu. If this format results in a duplication, a number will be added after Lastname, to distinguish you from the other person(s), e.g., Christina.Scott2@fiu.edu. Faculty and staff can determine their assigned alias FIU E-mail addresses

in the Faculty Staff Directory at: <http://www.fiu.edu/phonebook.html>. Students can look up their assigned aliases at: <http://webmail.fiu.edu>.

If, for some reason, you do not like your alias, under certain conditions, you may request that it be changed. Change request forms are available at the above web sites. If you have problems with, or questions about, your alias, please contact the UTS Support Center at 305-348-2284, uts@fiu.edu.

Save on Software *continued*

Administration, read carefully the information available via the "Software Licensing" link at the UTS Support Center web site: <http://uts.fiu.edu>. First time users should go to the Software Licensing "Getting Started" link.

Some products come completely free with your particular UTS computer account, some are available just for the cost of the distribution media, and other popular ones (like Adobe, Macromedia, and MS-Visio, MS-Project, and MS-Servers) are available at very attractive academic prices.

Standard workgroup software that is included in the Microsoft Campus Agreement (e.g., Windows, Office, FrontPage, Publisher) is available at no cost via a faculty/staff FIU NT Network account. Unix-based compilers (C++, Pascal, FORTRAN, etc.), utilities, and math/statistical applications (SAS, MINITAB, etc.) are also available at no cost via your student/faculty/staff Solix/Unix account.

Various browsers, McAfee Anti-virus software, and file transfer software is available free to students, faculty, and staff via the 'Downloads' link at the top of pages of the UTS Support Center web site at <http://uts.fiu.edu>. You must have an FIU Solix/Unix account to use the 'Downloads' link.

Some site-licensed products are available for use only on FIU-owned desktop computers. Departments can request this software by sending a requisition form (with product name and estimated number of workstations it will be installed on) payable to UTS Software Licensing, Room GL-150. There is an administrative charge of \$5 per product, per CD. Optionally,



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Editor: Robert Holley
utspubs@fiu.edu

departments or employees may request free installation of some products on individual FIU computers. Call the UTS Support Center at 305-384-2284 to make arrangements.

There are a few contracts that allow personal "Work at Home Rights" based on an 80/20 rule (at least 80% of use should be work related). If UTS is allowed to copy the software to a CD [see below], there is a \$5.33 fee (service + tax) payable by check in GL-150. (Cash payment must be made to the University cashier, and you must present the receipt). Some of these applications are Mathematica (faculty), SAS (faculty and students), SPSS (full time faculty/staff), McAfee Anti-virus (faculty, staff, students), Host Explorer (faculty, staff), and S-Plus (students only, but software must be installed on a non-FIU machine).

Microsoft has recently changed its "Work at Home" regulations. The newest Campus Agreement subscription requires UTS to restrict and regulate access to media. Previously, we were allowed to make copies of our Campus Agreement product media; this is no longer the case. Effective October 1, all media for software distributed to faculty/staff for "Work at Home" must be acquired by us from a Microsoft-approved fulfillment source, and will be resold to you. Students are not eligible for "Work at Home." Only products that are included in the Campus Agreement can be purchased for "Work at Home."

Costs we pass on to you for each Microsoft "Work at Home" product will vary. Although the charge for the media is just a bit higher than the previous \$5 per copy, it is still much cheaper than through any computer store or academic reseller. To order a Microsoft "Work at Home" product, or to obtain a price quote, please call the UTS Support Center at 305-348-2284.

If you do not qualify to receive one of the site-licensed or discounted products, or you need some other software product for your own personal use, before you visit a retail computer store, we strongly recommend that you link to the Journey Ed web page at <http://www.journeyed.com>. This on-line software vendor offers academic discounts comparable to those that were available at the former FIU Computer Store.

We plan soon to conduct software utilization surveys with FIU faculty and staff. We hope that survey data will help us to define better which products are most frequently used and which ones we should license and support. If you have any questions or suggestions for the UTS Software Administration Team, please call the UTS Support Center at 305-348-2284.

What's Next ..

o LOOK FOR OUR NEXT ISSUE ON-LINE
EARLY IN 2003

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