## Editor's Note

In this issue, we are pleased to introduce a new format, combining print and Web publishing. Each story in the print version is reduced to the most critical information, encapsulated in a few short paragraphs (with the exception of the front-page story and a few shorter articles). The full text of each story, along with additional sidebar notes and graphics, will run on the *IT Times* Web site (*http://it.ucdavis.edu/it.times*). We hope this format will enable you to find the information you need more quickly and conveniently. Use of the Web also enables us to provide the most up-to-date and in-depth information and can make it easier for you to archive and search stories.

As always, we welcome your comments and suggestions. To share your thoughts and ideas about the *IT Times*, simply send a message to *itpubs@ucdavis.edu* or call the editor at 530-754-9832.

## IN THIS ISSUE

## Opening Planned for Fall 2000

# IT Announces New Instructional Technology & Digital Media Center

*BY DONNA JUSTICE*

In its ongoing effort to meet the needs of faculty, the Office of the Vice Provost–Information and Educational Technology has announced the creation of a new Instructional Technology & Digital Media Center. The Center, planned to be operational by Fall 2000, will provide a cohesive, service-oriented entry point for faculty to a broad range of technology and digital media services.

"A major focus for the new Center will be to provide integrated support for faculty in the area of instructional technologies and to develop a scalable infrastructure for supporting these technologies," according to the recent campus directive from Vice Provost-Information and Educational Technology John Bruno.

The Center will be under the leadership of a UC Davis faculty director, who will devote 50 percent time to the position. (The combined directive/position description #00-018 for this position is available at: *http://chancellor.ucdavis.edu/resource/direct/2000/00-018.cfm*.) The director will act as a liaison to the faculty and the Teaching Resources Center to ensure faculty have access to services they identify as important to their teaching and research goals. Also under recruitment is a new full-time Associate Director position that will be charged with the day-to-day operations of the Center. The Associate Director will work under the direction of the Faculty Director to develop an organizational structure for the new Center and then take on the operational and technical management responsibilities for the Center. Applications for this position will be screened in April. Recruitment for a Management Services Officer (MSO) was recently initiated. The MSO will provide management support to the Director and Associate Director. (The vacancy listings for the Associate Director and MSO are available at *http://it.ucdavis.edu/jobs*).

The Center's staff will consist of IT professionals already providing a variety of instructional technology services to UC Davis faculty. The services include the New Media Center, design and graphic services, Web design and development, photographic services, media production, and scientific photography.

"This is a highly talented and dedicated group of people. The Center will provide them with an opportunity to regroup and use their abilities more effectively in serving the Campus," says Harry Matthews, Chair of the Academic Computing Coordinating Council (AC4) and Associate Professor, Biochemistry.

Until the Center is up and running, those services, provided primarily by Instructional Media, Illustration Services, and the Arbor, will continue to be offered without interruption.

"We have no intention of disrupting the services currently offered to faculty," says Bruno. "We will transition staff and services as smoothly as possible as the Center is established, and we will have a communication plan in place to make sure all faculty are aware of the available services and how to access them."

Defining the details of the services offered through the Center will be the job of the new director. "We have purposely defined the Center in general terms for now to provide the new



*Joseph Coulombe of the Arbor consults with Dr. Margherita Heyer-Caput, Lecturer, French and Italian. The Arbor, offering assistance to faculty in developing instructional technology projects, is one IT unit that might be integrated into the new Center.*

Photo: Maureen Coulson

director with the flexibility to tailor services to the needs of the faculty," says Bruno.

This approach is a direct response to recommendations made in the Division's recent five-year Administrative Unit Review (AUR) (see *http://it.ucdavis.edu/adminrev/report*).

"I believe all of us involved in the AUR find the creation of an Instructional Technology and Digital Media Center an exciting and encouraging development, for several reasons," says Dave Shelby, Chair of IT's Administrative Unit Review Committee and Assistant Dean, Biological Sciences.

"First, it demonstrates the determination of IT to address a major concern that surfaced during the review—the need to better help faculty fully explore ways to incorporate both 'traditional' and emerging technologies in their teaching," says Shelby. "Second, bringing these services together should help IT better coordinate its approach. Third, creation of this center and the appointment of a faculty director for it sends a message about the priority the Division places in supporting the academic mission of the campus."

### Anticipated Next Steps

- Recruitment of Faculty Director: Ongoing. Expected to start July 1.
- Recruitment of Associate Director: Ongoing. Expected to be filled by July 1.
- Consultation with faculty: Ongoing, with Faculty Director leading the effort.
- Choosing a location: Surge II (where some of the services are already located) is being considered as a potential location for the Center. Several modifications will need to be made to accommodate staff and services. This process will take several months.
- Transition of staff and services to the new Center: incremental. Look for further announcements.

"The AC4 is delighted to see Vice-Provost John Bruno moving aggressively to create an Instructional Technology and Digital Media Center within his office," says Matthews. "This new focus, under Bruno's leadership, represents a maturation of the application of instructional technology from support of experimental approaches by 'innovators' and 'early adopters' to a mainstream contributor to significant campus issues, such as rising enrollments, impacted classes, and excessive time-to-degree."

# Do You Really Need That?

*BY ROBERT RALSTON, IT-COMPUTER AND PRINTER REPAIR*

*This article is the first in a series to guide readers through the software and hardware "upgrade" and maintenance process.*

A common observation: if you buy a new piece of computer hardware today, it will be obsolete by tomorrow and the newer piece will most likely cost less. Another observation: most software does not fully utilize the features of today's hardware. In fact, software vendors are constantly playing catch-up, not only to add new features, but to fix numerous bugs and to enable their software to work on constantly changing hardware. The result: we must all learn to navigate through a seemingly endless sea of software packages, upgrades, and patches.

In this environment, installing new software applications on your computer can be refreshingly easy or it can bring you to your knees. In fact, this process is so painful at times that many people refuse to install new software once they have achieved a stable, functional system, invoking the proverbial "If it ain't broke, don't fix it."

Beyond the hassle of loading software and making it work, you could face a much greater problem. IT-Computer and Printer Repair sees many computer problems associated with software installations. This is particularly true when new software has been added or a new operating system has been installed on a computer that has not been backed up regularly or whose hard drive lacks basic maintenance.  In fact, sometimes the most difficult problem is determining if a computer problem is hardware- or software-related. Sometimes the only way to find that out is to format the hard drive and reload the operating system. Of course, this solution assumes that people have made backups of their data and that they have all of the software applications available to reinstall. This is often not the case.

We hope the advice provided in the expanded version of this article on the Web helps you make the most informed decisions about purchasing and installing software. This first article provides Mac-specific help; future articles will include advice about IBM-compatible PCs.

> For the complete text of this article, visit our Web site at *http://it.ucdavis.edu/it.times/march2000/douneed.html.*



# More Options for Mobile Computer Users Scheduled for Fall

*BY JEFF VAN DE POL*

The 11 projects made possible through the allocation of one-time Instructional Technology Funds (ITF) have progressed significantly in the past several months, according to a report given to the Academic Computing Coordinating Council (AC4) by Kent Kuo, ITF Project Coordinator and Associate Director, IT-Communications Resources. Some of these projects are completed and nearly all of the others are on schedule for Fall 2000 implementation (see ITF Projects Summary, below).  In the online extended story, we highlight three of those projects: Dynamic Host Configuration Protocol, General Network Access Ports, and Campus High-Speed Wireless services. Each is scheduled for rollout in Fall 2000 and, when completed, will make connecting to the UC Davis network on campus more convenient than ever for mobile computer users. "We need to continue to make progress in allowing faculty, staff, and students the freedom of movement when accessing the campus network and network resources," said Kuo. "These projects and pilots will help us to unleash this potential and move us away from being tied down to specific computer stations on campus.

> For the complete text of this article, visit our Web site at *http://it.ucdavis.edu/it.times/march2000/itf.html.*

## Other ITF Projects: Summary

• **Replace 14.4K Modem Pool:** Completed September 1999.

• **Replace Campus Web Search Engine:** Completed September 1999.

• **Central Disk Space for Email:** May 2000.
Increase campus-provided disk space for email from ~5 MB to 20 MB per person.

• **Digital Certificates:** Report, Fall 2000.
Test the scalability and capability of integrating "public key authentication" technology with the campus computing accounts database.

• **Distributed File/Web Space:** TBD.
Explore the capabilities provided to the campus population through file sharing and the establishment of personal Web pages.

• **Faculty Web Tools:** Fall 2000.
Integrate existing electronic instructional tools and resources into a single, simple Web-based interface; this project has been merged into the MyUCDavis Portal project.

• **Web Guide to Classrooms:** TBD.
Update the Web site that provides information on the equipment in the general assignment classrooms.

# "MyUCDavis"
## A New Window on the Aggie World

*BY DONNA JUSTICE*

For most faculty and students, the workday is governed by course schedules and the constant quest for information. We maneuver through a maze of commitments with the aid of many "tools": planners, scheduling software, Web sites, email, and administrative computing systems, like Banner and DaFIS.

Wouldn't it be great to have just one place where we could manage all of our UC Davis-related business, communications, and coursework? Well, the wait is almost over. By this fall, UC Davis faculty and students will have their own, custom-made Web portal called MyUCDavis. Plans to create a portal for staff are also on the drawing board.

MyUCDavis (formerly known as Project Gateway) will integrate existing UC Davis online applications together with new services into one convenient Web portal, a site that functions like a doorway to many other sites.

> For the complete text of this article, visit our Web site at *http://it.ucdavis.edu/it.times/march2000/myucd.html.*

# Computer Room Usage Continues To Rise

*BY DONNA JUSTICE*

Recently released statistics for Fall Quarter 1999 reveal students' reliance on campus computer rooms continues to rise at UC Davis, with a 9 percent increase in logins and near 100 percent utilization of most facilities during the day (see *http://lm.ucdavis.edu/pubs/labrep/fall99* for a full report).

According to the latest detailed statistical summary provided by Information Technology's Lab Management, the 15 computing facilities operated by Lab Management were operating at near maximum capacity between the hours of 9 a.m. and 6 p.m from September 30 through December 18, 1999. These figures reflect statistics taken from Monday through Thursday, because the labs are consistently used less by students and faculty on Fridays.

Logins also increased significantly, from 257,890 in Fall 1998 to 281,908 in Fall 1999, a 9 percent increase. According to Lab Management's analysis, because the numbers of available on-campus computers did not increase at the same rate as logins, it may be safe to assume that more students than ever are waiting in line to use open-access labs.

**Computer Room Usage vs. Time**
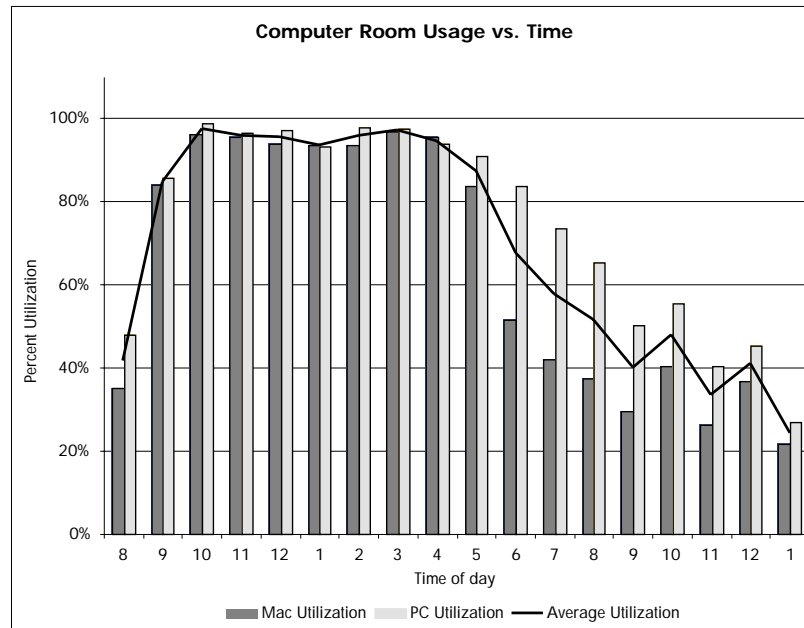
*This graph represents data collected for 12 Lab Management computer facilities: Rooms 1, 21, 27, 241, and 247 Olson, 1102 Hart, 1131 Meyer, 163 Shields Library, the M.U. Station, TB 114, and 301A and 301B Surge IV (two other facilities were closed for renovation). The rooms are at near-full utilization from 9 a.m. to 6 p.m.*

# Online Student Elections Pick Up Steam

*BY AUTUMN BOUCK*

On February 22 and 23, the Associated Students of UC Davis (ASUCD) held their elections online for the second time. At *http://elections.ucdavis.edu*, students viewed candidates' statements and cast their votes electronically. The online polls were open 24 hours a day, so students could vote at their convenience from any computer with an Internet connection and a current Web browser. For students' convenience, computers were set up at the Coffee House, along with a computer each at the Library and the Silo.

*Photo: Sumiko Kanzaki*

*Students cast their votes online at the Coffee House.*

# IT Tackles Technical Staff Shortage with Innovative Program

*BY MARY SUE HEDRICK*

The demand for highly skilled technical personnel has never been higher, both in the corporate world and in higher education. UC Davis is no exception. Over the years, the campus has grown increasingly reliant on technology, calling on IT services to meet the needs of instructional technology, business, application development, and general computing. However, in a technology environment, quality service depends on the ability to recruit and retain highly technical staff, which has become an increasingly difficult proposition.

To meet this challenge, the Division of Information Technology has created a unique and innovative program. A small application development group has been formed in IT-Information Resources (IR) including entry level professional staff, temporarily assigned technical staff from other IT units, and graduating seniors already employed by IT. The group will be responsible for short-term projects, particularly those focusing on the development of campus-wide administrative computing systems, such as Banner and the Personnel Payroll System (PPS). Lana Moffitt, IR Director, sees the program as a great opportunity for the campus. "This program will help us meet our immediate commitments to the campus, but more importantly by tapping into our students' skills and experience, we will be able to develop a larger pool of technical expertise on which to draw in the future."

# eGems: A New Tool for the Internet Researcher

*BY ANDY JONES, ENGLISH DEPARTMENT*

All of us in an academic community are fortunate to have access to dozens, if not hundreds, of relevant, helpful, and substantive Web resources on any academic subject. Students and instructors can visit thousands of other universities' course pages at the World Lecture Hall (*http://wwwhost.cc.utexas.edu/world/lecture*), read and download more than two decades' worth of articles from major journals and newspapers via Lexis-Nexis (at *http://web.lexis-nexis.com/universe*), or search the content of 20 million academic Web pages at *http://www.searchedu.com*. As the amount of data in the world reputedly doubles every year, and as the number of academic Web pages continues to grow exponentially, many of us feel comfortable starting research projects with a click to a favorite search engine (such as *http://www.google.com* or *http://www.hotbot.com*) before—and sometimes, rather than— hiking over to the library.

Whereas library visitors once had to familiarize themselves with the card catalogue and microfiche, Web explorers today use newer and perhaps more familiar tools: the bookmark and a word processor's copy and paste function. Of course, such conveniences may encourage us to collect information too ambitiously. When working on several projects at once, we may find ourselves adrift in a sea of bookmarks without a clear idea of the source, or even the location, of what once seemed a relevant and useful "gem" of information.

Enter eGems, the primary offering of Gemteq Software, Inc., a new company based in Novato (see *http://www.egems.com/products* for a list of features, benefits and a
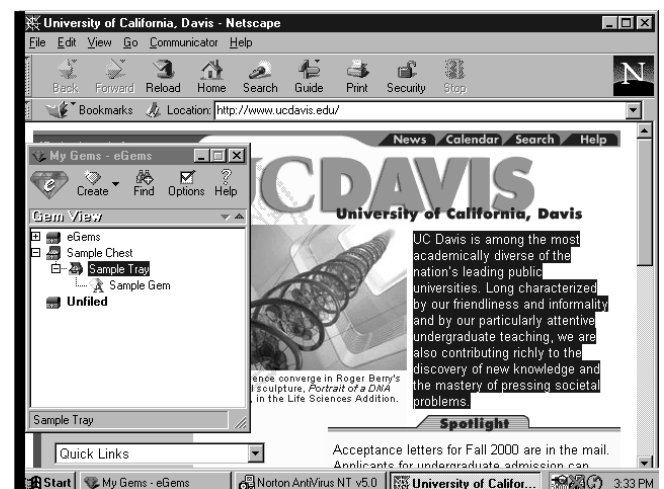
*With eGems, you can drag and drop text, graphics, and URLs into folders you create.*

product demo). eGems (version 1.0) allows users to drag and drop all the treasures found on the Web (links, graphics, and text passages) into organized compartments, appropriately described in jewelers' lingo as "trays" and "chests" (basically folders or directories within a database). eGems allows its users to collect and organize useful information without interrupting work on other projects.

# Windows 2000 Update

BY MARY SUE HEDRICK
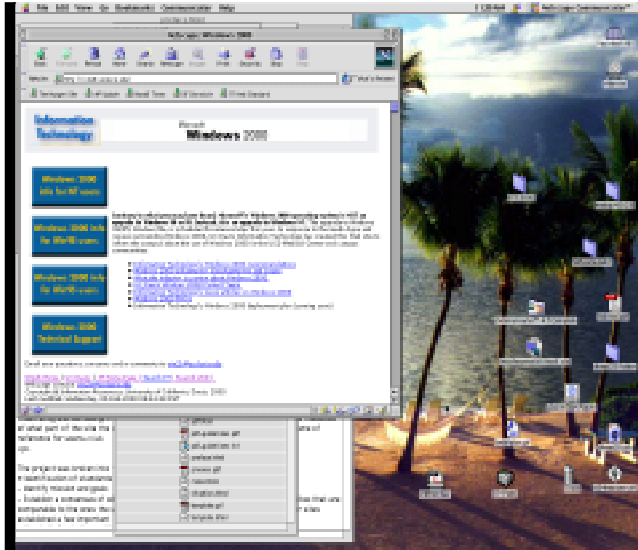


*The UC Davis Windows 2000 Web site (http://win2k.ucdavis.edu) is the main campus resource for information about this new operating system.*

The Division of Information Technology (IT) and computer industries are certainly consistent in their messages about Windows 2000, Microsoft's new operating system for business. Gartner Group, ZDNet, CNET (all leading information technology advisors), and even Microsoft are all flooding the wire with the same message: "Wait."

The reasons are not new. Windows 2000 presents hardware, software and security compatibility issues that, if ignored or understudied, could lead to considerable problems, including users getting locked out of their own systems. Further, there are known bugs in the current version of Windows 2000, some of which do not yet have fixes. (Solutions for bugs are routinely posted on Microsoft's Download Center at *http://www.microsoft.com/downloads.*)

The message to wait surfaces several questions about the attributes and deployment of Windows 2000. How long should departments wait to implement Windows 2000? What should people be doing while they wait? How long will NT 4.0, Windows 2000's predecessor, be available and supported? Is Windows 2000 even worth waiting for?

For the complete text of this article, visit our Web site at *http://it.ucdavis.edu/it.times/march2000/win2k.html.*



*http://it.ucdavis.edu/itcalendar/*
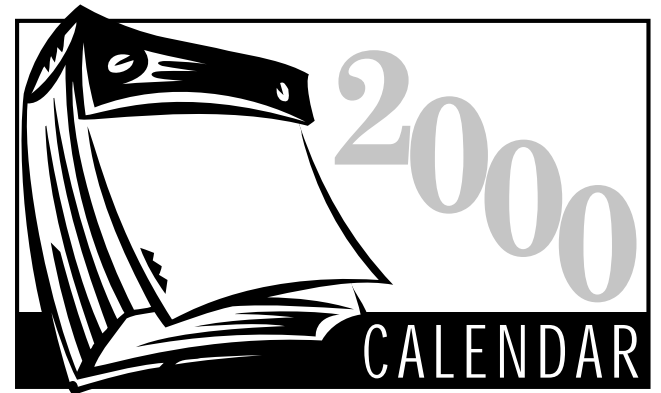
# UC Davis Gets Wireless Data Service

BY BETHANY FAITH DANIELS

Mobile computer users throughout the country routinely use Palm® devices for email and scheduling. Police officers use laptops and other specialized devices to transmit and retrieve information instantly. Researchers access live Web pages while on trains. How? Through wireless Internet access. This service (a.k.a. Wireless IP or Wireless Mobile Data) is now available to UC Davis affiliates along with other voice and data services offered through IT-Communications Resources.

For the complete text of this article, visit our Web site at *http://it.ucdavis.edu/it.times/march2000/wireless.html.*

# IT Employee Gets UC to Recognize Veterans' Day

BY MARY SUE HEDRICK

Brigitte Moon, Master Sergeant in the United States Air Force Reserve and office manager in the Client Services unit of IT-Information Resources, effected major change in the nine UC campuses recently when she led an initiative that convinced the Regents to recognize Veterans Day as a University holiday.



*photo: Mary Sue Hedrick*

Employed at UC Davis nearly 24 years, Moon had always wondered why Veterans' Day was not an observed holiday. "My confusion first stemmed from the fact that all government and state employees have the day off, which means to me that we should have it too," says Moon. "The confusion grew into action when the campus started focusing on diversity. To me, diversity doesn't just mean ethnicity; it includes the cultures, opinions, and even politics that make each person different. So, why not celebrate the contributions of Veterans?"

Armed with strong conviction, Moon sprang into action by contacting the Regents and working with Dennis Shimek, UC Davis Associate Vice Chancellor, Human Resources. More than three years later, November 11 is now a holiday at all University of California campuses.

"What this means to me is that if you have issues and you persist, you will effect change," says Moon.

# Transitions



**Russ Hobby,** former director of IT-Advanced Networked & Scientific Applications (ANSA), has accepted a joint appointment between UCAID (University Corporation for Advanced Internet Development) and IT-Communications Resources (CR). In his new position, Hobby, who is one of the five original Internet 2 architects, will be playing a pivotal role in facilitating Internet 2 engineering working groups and championing implementation of advanced network features. His responsibilities within Communications Resources will include overseeing the Sacramento Wide Area Networking efforts, chairing the Technical Advisory Committee for the Consortium for Education Network Initiatives in California (CENIC), and providing technical advice for UCDNet2, the project to extend Network 21 to outlying areas of the campus. Hobby can be reached at *rdhobby@ucdavis.edu* or (530) 752-0236.

**Paula King,** former director of the Office of Information Technology, has accepted a special off-campus assignment through the end of December 2000. She will work on planning for the information technology program at UC Merced, expected to open in 2004 as the University of California's 10th campus. UC Merced will be the first American research university built in the 21st century. The campus will use digital technology to create an educational network serving students and communities throughout the San Joaquin Valley.

On the UC Davis campus, King was instrumental in the formation of the campuswide Information Technology Governance Framework, including the Academic and Administrative Computing Councils and Information Technology Policy Board. She also played a key role as Information Technology's support person to the Five-Year Administrative Unit Review Committee. King's rich and successful experience on this campus will undoubtedly greatly benefit planning efforts for the new campus at UC Merced.