

# TIMES

April/May 2000

<http://it.ucdavis.edu/it.times/>

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# Web Site Highlights Campuswide Role Technology Policy & Planning Function Unveiled

By RICHARD DARSIE

There's a new strand in the UC Davis Web. On May 1, the Office of the Vice Provost-Information and Educational Technology unveiled its new Web site. Located at <http://vpiet.ucdavis.edu>, this site is part of a broader effort to inform campus administrators, faculty, staff, and students about the Office's structure and functions.

When Vice Provost John Bruno assumed his post last September, he stepped into a new leadership role. Recommended by the Five-Year Administrative Unit Review (AUR) of Information Technology, this role is to fulfill two major functions: 1) campuswide information and educational technology policy and planning, and 2) oversight of the Division of Information Technology.

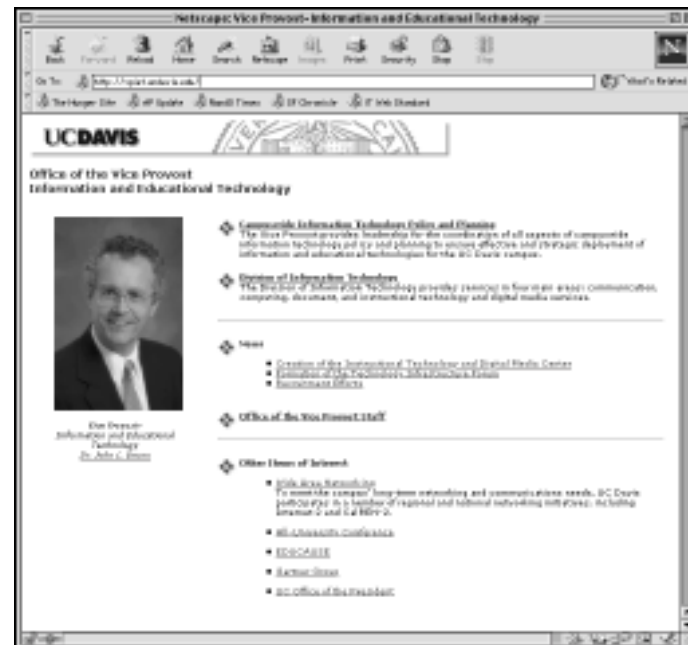
Since last September, Dr. Bruno has engaged in discussions with many campus constituencies (including deans, vice chancellors, and faculty) about the direction that information technology should take to best serve the University's mission. These and other discussions have led Bruno to propose a structure for the Office of the Vice Provost as seen on the Web site at <http://vpiet.ucdavis.edu/orgchart.html>.

"The structural changes I have proposed are based on the need for us to respond to the recommendations in the AUR report," says Dr. Bruno. "Considering the issues facing the campus now and in the years to come, we also need to position ourselves to anticipate, plan, and support a strong information technology infrastructure on campus. Tidal Wave II, for example, with its considerable anticipated enrollment growth, will present a number of challenges for which we must prepare."

One of the ways in which Dr. Bruno plans to prepare the campus for these challenges is by playing a much stronger role in campuswide information technology policy and planning. This is one of two main functions around which the new Web site is structured.

### Information Technology Policy and Planning

This role offers a new resource to the campus in both near- and long-term planning, particularly in campus infrastructure, network functions, security, policies, physical facilities, and academic and research programs. Bruno plans to engage his Office in campuswide information technology policy and planning to ensure effective and strategic deployment of information and educational technologies for the UC Davis campus.



The Office of the Vice Provost-Information and Educational Technology has unveiled its new Web site at <http://vpiet.ucdavis.edu> to inform the campus about the Office's structure and functions.

To fulfill this function, Dr. Bruno will continue to work very closely with the UC Davis Information Technology Coordinating Framework. Created in June 1998, the Framework is composed of the Information Technology Policy Board (ITPB), the Academic and Administrative Computing Coordinating Councils (AC4 and AdC3 respectively), and the Network Oversight Advisory Committee (NOAC). (See <http://vpiet.ucdavis.edu/policy.html> for more information.)

Considering the challenges and complexity of campuswide information technology coordination, policy, and planning, a number of steps have been taken to strengthen and expand the Coordinating Framework. These steps include:

- **Creating the UC Davis Technology Infrastructure Forum**  
In late March, Dr. Bruno proposed the creation of the UC Davis Technology Infrastructure Forum. Composed of representatives from all campus schools, colleges, and administrative units, this group will provide an ongoing mechanism for centralized coordination of the campus information technology infrastructure. Representatives will identify and evaluate information technology initiatives with campuswide implications, and they will develop proposals for infrastructure coordination, development, and deployment.

"This Forum is designed to provide a new venue for engaging the UC Davis technical community and for promoting institutional participation in information technology discussions of campuswide importance," says Bruno. "By addressing campuswide issues, the Forum will complement the Technology Support Program which has proven so successful at deliver-



Illustration: Steve Oerding

## Biting the Bullet on the World Wide Web

By PAUL TAKUSHI, UC DAVIS BOOKSTORE

No lover of e-books, Paul Takushi (fiction buyer for the UC Davis Bookstore) delved into an assignment to review Stephen King's new Web-exclusive book, *Riding the Bullet*. Travel along with Paul on his nightmarish journey to download this landmark novel and to impart his well-read opinion of it as a work of fiction. Paul's journey through the land of Web sites and PDF files may be more frightening than King's tale itself.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/king.html>.

see Vice Provost on p. 2

## Vice Provost

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ing technology support and service at the departmental level.”

The first Forum meeting will be held toward the end of Spring Quarter, once all representatives are identified.

### • Expanding Communication Efforts

The Office of Information and Events, the communications arm of the Office of the Vice Provost (which publishes, among other things, the *IT Times*) will have an important role to play in communicating policy and planning efforts, new and ongoing initiatives, and other major developments. In addition, IT-Information and Events will continue to inform the campus on the ongoing changes in the Division of Information Technology. (See What's New at <http://it.ucdavis.edu/whatsnew>.)

### • Strengthening the Office of the Vice Provost

Following AUR recommendations to add analytical and policy staff to the Office of the Vice Provost, a Policy Analyst was hired in early April and a Security Coordinator position is in recruitment. Both will provide direct support to the Vice Provost and the Computing Coordinating Councils. The Security Coordinator will be responsible for the development and implementation of a campuswide computer, network, and data security program.

### Oversight of the Division of Information Technology

Some significant changes are in store for the Division. Following recommendations made in the AUR report, the Office of the Vice Provost is recruiting a Chief Operations Officer (COO), who will provide leadership, oversight, and day-to-day operational management of the Division.

In addition, the Division's structure is being streamlined from six departments to four main categories of service.

“One of the main reasons for this re-organization is the AUR Committee's and our own realization that the names given to several of our units are confusing,” says Dr. Bruno. “We want to help our clients understand and quickly access the services we provide. Using more descriptive and intuitive names will help us achieve that goal.”

The four categories of divisional services under consideration follow:

**Communications Services:** These are mainly voice, data, video, and wireless services (currently provided by Communications Resources).

**Computing Services:** This category covers hardware and software support as well as a variety of consultation and support services (currently provided by Information Resources). This category will also include audio visual equipment loan and repair services (currently offered by Creative Communication Services).

**Document Services:** The focus here is on design services (print and Web), publishing, and printing services (currently offered by Creative Communication Services).

**Instructional Technology and Digital Media Services:** These services are being consolidated in the new Instructional Technology and Digital Media Center scheduled to open in Fall 2000. The Center will provide a single entry point for faculty to a broad range of services in support of instruction and research. These include new media, photographic, media production, and scientific photography services. (See <http://vpit.ucdavis.edu/itdmc.html>.) The transition of existing services to the new Center will occur once the Center's director is hired. Two other management positions for the Center are in recruitment: an Associate Director and a Management Services Officer (MSO). For more information,

see <http://vpit.ucdavis.edu/recruit.html>.

“We also need to consolidate staff and resources, particularly to avoid duplication of services,” says Dr. Bruno. “Enhancing service delivery and promoting name recognition will benefit both our organization and our clients.”

### Other Web Site Features

In addition to a description of these major functions, the Vice Provost's site offers links to news items of interest, especially concerning the formation of the Instructional Technology and Digital Media Center and recruitment efforts. Background information on Dr. Bruno can be found as well as links to a number of related sites and the organization chart for the Office.

The site will be linked from the UC Davis Administration page (<http://www.ucdavis.edu/administration.html>), in company with other vice provosts' pages. For this reason, Dr. Bruno's site follows the format of these other pages.

The launch of this site further illustrates that big changes are in store for information technology coordination, planning, and management at UC Davis. Updates will be posted regularly, so plan to visit the site periodically to keep up to date on these important endeavors.

## Faster Connectivity at Home? Could Be

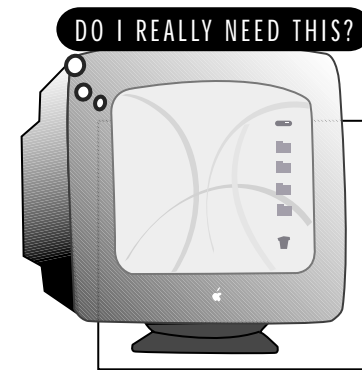
BY BETHANY FAITH DANIELS

Do you have a fast Internet connection at work, only to come home and crawl from page to page with a 56K modem? It could be time for you to switch to a faster, broadband Internet connection or at least learn more about the options. “Broadband” connections enable many types of data to speedily travel the same wire or wave. Read this article to learn more about the pros and cons of the most common broadband services: Integrated Services Digital Network (ISDN), Digital Subscriber Lines (DSL), cable modems, and wireless cable.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/broad.html>.



Illustration: Steve Oerding



## Software Advice for PC-ers

BY MARK SIEGENFELD

Software shopping can be frustrating—especially for new computer users. Shelves and online stores overflow with thousands of software titles—all with differing version numbers, system requirements, and irresistible features. Regardless of the kind of software you want for your PC, you'll need to know what questions to ask. Should you buy an upgrade or should you chuck your current software and go with a different product altogether? The answers can be found in a careful analysis of goals, expectations, and needs.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/doineed.html>.

## IT Staff in the News

### IT Staffers Cited for Excellence

Debbie Edwards, campus Email Postmaster, Brigitte Moon, Office Manager, IT-Information Resources, and Sandra Duncan, Analyst, IT-Communications Resources, have received UC Davis Staff Assembly Citations for Excellence for their accomplishments in the areas of General Contributions and Campus Service.



Debbie Edwards

Moon was nominated by campus clients for her work spanning three years in getting Veterans Day declared a University holiday.

Duncan was noted for “providing high caliber client support within unrealistic deadlines, juggling numerous and competing priorities, and maintaining a calm approach to problem solving while pressures swirl all around.”

Edwards was chosen for “consistently providing prompt, effective, and cheerful assistance.... The nominee is an exemplary and professional UC Davis employee who has a critical responsibility in managing the email system and all of its complex intricacies and in assisting thousands of campus subscribers and the general public on a weekly basis.”

The awards will be announced during the TGFS BBQ on Wednesday, May 10, 11:30 a.m.–1:00 p.m. at the Putah Creek Lodge.

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### IT Staffer's Band to Perform at TGFS

Budget Analyst, John Spurr, and his band *Dog with a Bone* will perform at this year's TGFS Luncheon on May 10 at the Putah Creek Lodge. This trio combines swingin' boogie-woogie, rock/pop commentary, bluesy love balladry, breezy Caribbean, and western sounds around a foundation of tight three-part harmony. Band members are Billy Fairfield (the founder of Mumbo Gumbo, on piano and accordian), George Haver (acoustic guitar), and Spurr (electric guitar). For more information on the band, visit their Web site at <http://www.dogwithabone.com>.

BBQ tickets will be available for \$6 at the Putah Creek Lodge on the day of the event.

see *IT Staff News* on p. 4

## LEAD Report Released

By DONNA JUSTICE

Only a few years ago, the synergy of information technology and instruction seemed a wave on the distant horizon. Today, that wave is breaking on our shores. Some universities have prepared well, defining and building the technology necessary to enable their faculty and students to teach and learn in a world where the use of information technology is married to the delivery of instruction. At UC Davis, the Academic Computing Coordinating Council (AC4) sponsored a project called LEAD (Learning Environment Architecture Development), begun last year to identify the instructional technology needs of faculty and students at UC Davis. This article provides a summary of the project's final report and recommendations.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/lead.html>.

## New Open-Access Lab in Surge IV

By JEMMY SHI

As the number of students using campus computer labs continues to soar, some relief is in sight. This winter, the Lab Management team converted a small computer room into an open-access lab in 307B Surge IV, adding more computers to meet increasing computer usage demands and increasing the number of open-access labs to four.

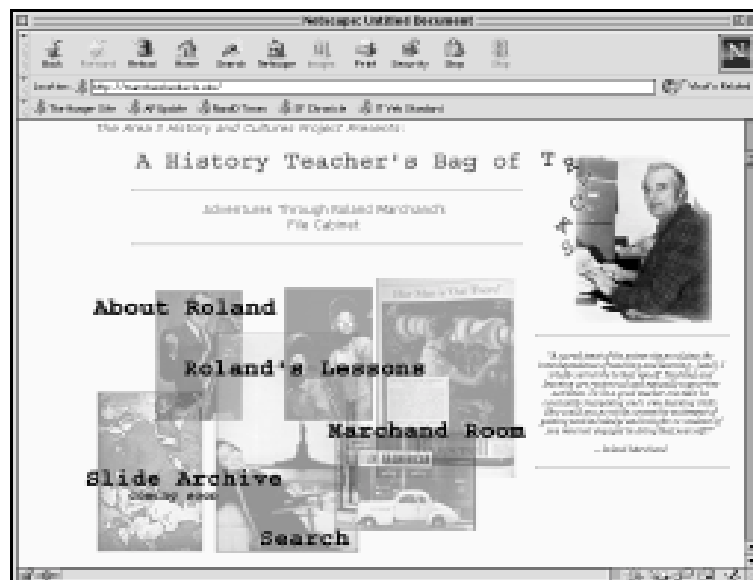
For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/lab.html>.

## Virtual History Web Site for Teachers

By AUTUMN BOUCK

K-12 history instructors now have a unique and dynamic vehicle for sharing knowledge and advancing the art of teaching history. Led by UC Davis History Professor Kathy Medina, the Area 3 History and Cultures Project created a powerful Web site to strengthen a professional network of history teachers that Medina and her colleagues have been developing for nearly a decade. The site provides an extensive online library with resources matched to State grade-level standards, digitized lesson plans, and over 6,500 slides collected by the late internationally acclaimed scholar and UC Davis history professor Roland Marchand.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/vhist.html>.



The History Project Web site (<http://historyproject.ucdavis.edu>) contains a page with information on the late UC Davis history scholar Roland Marchand and links to a number of valuable resources.

## When 348 Open Files Are Not Enough

By PAUL WATERSTRAAT, GEOLOGY DEPARTMENT

You've been typing for hours, and now it is time to save that masterpiece. But before you can call it a day, your computer serves up some bad news: "Word cannot save your document because of an error. Either the disk is full or you're out of memory. You should try closing some windows or quitting some applications and try again." But you can't! You know you've got plenty of empty disk space and loads of free RAM. What could be wrong? If this sounds familiar, find out what to do to ensure your precious file survives.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/348.html>.

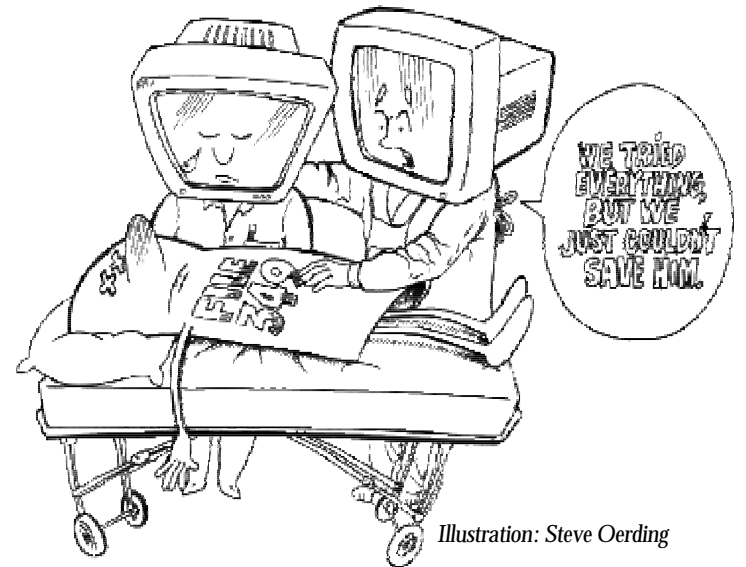


Illustration: Steve Oerding

## Linux: A Realistic Alternative to Windows?

By MARY SUE HEDRICK

Whether you're using a Mac, PC, UNIX workstation, or a network of servers, you rely on at least one operating system to run your software. One operating system gaining popularity and market share, especially in higher education, is Linux. This article describes the advantages and challenges of using this free operating system and how it is being used at UC Davis.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/linux.html>.

## Results of Windows 2000 Professional Tests

By MARY SUE HEDRICK

For the last two months, the campus Windows 2000 Project team has focused on testing the compatibility of Windows 2000 Professional (Pro) with major UC Davis administrative computing systems, such as DaFIS and the Banner Student Information System. The test results are in, and Pro has passed. The team has compiled a list of steps you need to take to make sure your installation goes smoothly.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/win2k.html>.

## Move Over, Godzilla Mothra Web Site Revamp

By JEFF VAN DE POL

A recent overhaul of the UC Davis computing account management Web site makes it much easier for all of us to manage our campus computing accounts. The site's new features include step-by-step instructions, quick access to Web-based account services, a clear navigation system, a detailed glossary, a list of frequently asked questions, and a comprehensive site map. The site also offers revealing statistics on student computer ownership and the number of active service permits. Affectionately called "Mothra" in honor of the famous movie monster, the campus account management system is located at <http://mothra.ucdavis.edu>.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/mothra.html>.



Dear Editor,

I wanted to compliment your team on the new, reduced format for the print version of the *IT Times*. In the past, the paper sometimes seemed a little daunting. Now, with less paper and less technical information in the print version,

it's much more inviting. I can go directly to the online stories when I need more detail. I might suggest that you print brief summaries of the stories in the paper version, rather than having the opening paragraphs in print jumping to the remainder of the story online. Otherwise it's a very innovative hybrid of old and new technology.

**Jan Conroy, Director, Editorial/Design, Public Communications**

Dear Jan,

We appreciate your comments and agree with your suggestion for running summaries of the stories in the print version of the paper. Beginning with this issue, stories that are not run in their entirety in print are run as abstracts.

**Donna Justice, Editor**

*Note: The following letter was originally posted on the Technical Support Program listserv, as was the editor's response.*

Dear Editor,

I'm intrigued by the new format you've adopted in the March 2000 edition of *IT Times* (Volume 8, Number 5).

First, I really do appreciate the fact that your new format combines print with Web publishing. Being able to access up-to-date and in-depth information over the Web is a real plus. Being able to pass a URL on to a client in my department will be much easier than trying to dig out the old paper copy from under an increasingly tall pile of paper and find the appropriate article. I ended up doing that a lot during the modem bank transition times. Thanks!

About space for the new Instructional Technology center... Has IT considered locating the center in the former Pacific Life facility in South Davis? That would place the center conveniently close to IT's other client service units that I use.

I found a lot of valuable information in the extended Web versions of the articles. Especially in Robert Ralston's "Do You Really Need That?" and Bethany Faith Daniels' "UC Davis Gets Wireless Data Service." I'm always one to encourage the saving of trees; so I find your new format intriguing. I hope others will follow through and read the Web edition, too. I'm glad you've made the Web links very obvious by setting them off in black boxes at the end of each article in the print edition.

Thanks for trying something different.

**Paul Waterstraat, Geology**

Dear Paul,

We appreciate the time you took not only to read the issue but to share your thoughts and observations on the new format.

We have received a lot of positive feedback on the new format, particularly at the Campus Service Fair. Like you, many people have noted the convenience of having additional, in-depth information on the Web along with a "condensed" version of the paper in print.

On your question about the location of the Instructional Technology and Digital Media Center (ITDMC), please see John Bruno's response (top of next column).

Once again, Paul, thanks so much for taking the time to let us know what you think. Everyone in IT-Information and Events appreciates your efforts.

**Donna Justice, Editor**

Dear Paul,

The short answer to your question about the location of the ITDMC is we considered all on-campus space available to us. The purpose of the ITDMC is to provide faculty with convenient access to services in support of instruction and research. Locating the Center as close to the core area of the campus as possible will increase faculty's ability to drop by the facility and consult with staff and technicians between classes or before office hours. In addition, Surge II happens to be the building where most staff providing these services are already located. All in all, Surge II seems the most logical option considering space issues, the need for convenience, and quick access to a range of services.

**John Bruno, Vice Provost-Information and Educational Technology**

## IT Staff News

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### Kent Kuo Offers Advice on Mentoring

The most recent edition of *EDUCAUSE Review* (March/April 2000) contains an article on mentoring by Kent Kuo, Associate Director, IT-Communications Resources. In "The Power of Mentoring," Kuo outlines the importance of mentoring in the overall efforts of an organization to cultivate and retain their most talented people.

Kuo argues that mentoring "requires both time and perseverance" and that it is an essential component of a necessary strategy to "move away from a model ... of hiring a limited number of highly paid and highly trained professionals and loading them with work." The IT organization of the future, Kent contends, must focus on developing in-house staff and providing them with "career paths" of advancing technical skills and salaries.

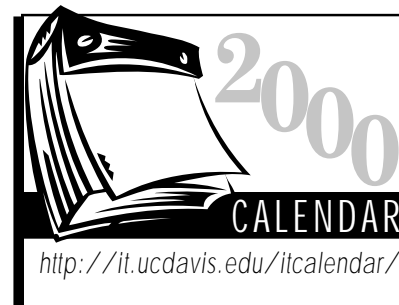
For the full text of Kuo's article, visit <http://www.educause.edu/ir/library/pdf/erm0025.pdf>.

### Instructional Media Provides First Live Event Webcast at UC Davis

On April 10, IT's Instructional Media (IM) Development group was asked to cover a memorial service held in Freeborn Hall for the victims of the March 27 boat accident in the Sea of Cortez.

IM rolled the remote truck and two cameras to produce a video tape but also streamed the event live over the Web. A link was coordinated between IM Web programmers and the UC Davis campus Web page that delivered a live full-motion stream relayed from the site directly to the desktops of viewers at UC Davis, UC Office of the President, and other UC campuses.

"I want to convey my appreciation for [IM's] quick and thorough responsiveness to our request to videostream the memorial service on our research expedition Web page and to provide copies of the memorial videotape to the families of those who perished in the Sea of Cortez," says Maril Stratton, Director, Public Communications. "The video is beautifully done, and I know it will be of comfort to the families and treasured by the victims' children as they grow. Thanks so much for helping the campus appropriately honor the memories of those whose lives were so tragically lost."



Visit our online calendar for listings of technology-related events both on and off campus, as well as links to other online calendars of events.

## IT at the Campus Service Fair



Photo: Matthew Harrison

Marianne Post and Kerie Holck of IT-Creative Communication Services share a laugh with a visitor to the IT-Reprographics booth at the recent Campus Service Fair. IT services displayed at the fair ranged from computer and printer repair to telecommunications to graphic design and communications.

## TAPS Goes Online Selling Parking Permits via the Web

BY DONNA JUSTICE

Anyone who uses the Internet regularly knows how easy it is to purchase everything online from airline tickets to zoo admissions. Now UC Davis Transportation and Parking Services (TAPS) is offering the convenience of Web shopping to students, faculty, and staff. In early April, TAPS began offering UC Davis affiliates the ability to purchase a limited range of parking permits with their credit cards on the Web. This article highlights TAPS' efforts to bring this service to the Web and explains how you can take advantage of it.

For the complete text of this article, visit our Web site at <http://it.ucdavis.edu/it.times/may2000/taps.html>.



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