a publication of the Office of the Vice Provost–Information and Educational Technology

IT TIMES
http://ittimes.ucdavis.edu/

Office of the Vice Provost-Information and Educational Technology UPDATE

Building Partnerships, Looking Forward

A Message from Dr. John Bruno, Vice Provost

Editor's Note

This issue of the *IT Times* focuses on Information and Educational Technology's back-to-school activities and accomplishments. We begin with a look at IET's partnerships and plans for the future, and also showcase some interesting conferences on technology in teaching, course management software, and autism. You'll read about the path of disruption cut by pesky computer viruses and the steps you can take to combat them. We also highlight some important service changes that could affect how you purchase software or repair your computer.

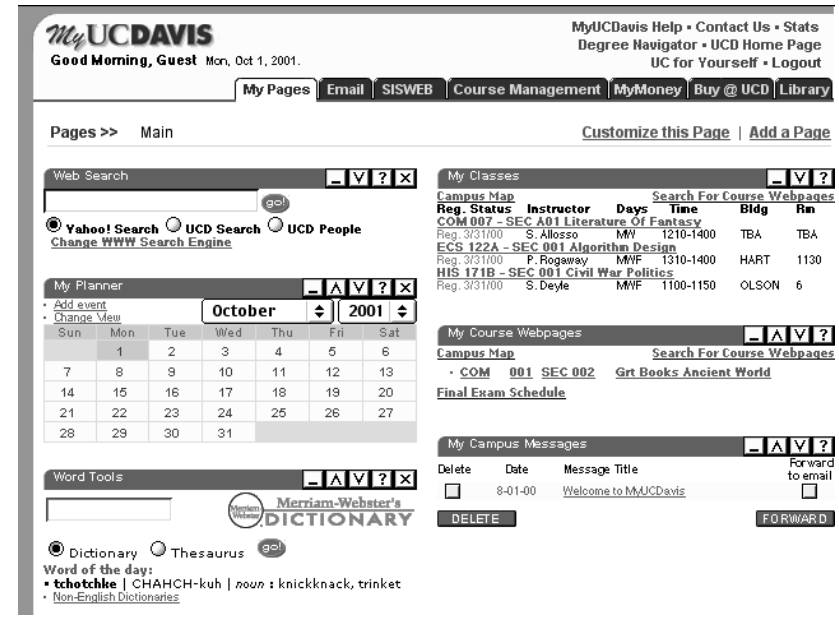
As always, we welcome comments, questions, and suggestions at *itpubs@ucdavis.edu*.

Like all units on campus, we begin this fall with a fresh perspective and a list of goals and objectives. Though we are all aware that the world is changing in some fundamental ways, the campus remains a beacon of hope, a place where exploration and innovation reign.

In this spirit, Information and Educational Technology (IET) has been building a foundation for partnership with the campus. Our mission to support UC Davis' teaching, research, and outreach functions is manifested in our commitment to working with others. In doing so, we can leverage technology for the advancement of quality in all of these areas.

In my short tenure as vice provost, IET has made a concerted effort to provide both leadership and support for campuswide technology trends and needs.

Some of our more recent collaborative projects and initiatives include:



MyUCDavis will serve as the foundation for a campus enterprise portal.

MyUCDavis. Collaborating with several sponsors and stakeholders on campus, IET has helped to create MyUCDavis. With the development of this site, UC Davis is taking the lead, along with a few other UC campuses (e.g., UCLA and UC San Diego) in bringing portal technology to the UC environment. Begun as a pilot last fall, MyUCDavis is now recognized as a critical information system. Just last month, the UC Davis New Business Architecture Steering Committee identified MyUCDavis as the foundation for an enterprise portal for the campus, a system that will integrate all campus business and academic computing systems into one seamless Web-based environment. (For more on this, see the MyUCDavis story on this page or read the complete story at *http://ittimes.ucdavis.edu/oct2001/myucd.html*.)

Technology Infrastructure Forum and Advanced Technology Projects. I initiated the formation of the Technology Infrastructure Forum (TIF) last year to address the crucial need for ongoing campus collaboration as we identify, evaluate, and resolve critical information technology infrastructure issues for the campus. Composed of technology specialists from all UC Davis schools, colleges, and administrative units, the TIF focuses primarily on "middleware" issues such as security, authentication, digital certificates, and directories.

Last year, we launched five Advanced Technology Project (ATP) teams to address critical computing and infrastructure issues facing the campus. The teams are charged with investigating and recommending a course of action for the following issues: the possible campuswide deployment of Windows 2000, the development of a comprehensive enterprise directory for UC Davis, the creation of network security incident response standards and processes, wireless networking, and authentication mechanisms for mobile computing users. (See the story on ATPs on this page or read more at *http://ittimes.ucdavis.edu//oct2001/atp.html*.)

Made up of two to three members, each team is expected to collaborate closely with the TIF and others as needed. I see it as our responsibility to solicit and welcome the participation and expertise of our technical colleagues who represent various academic and administrative units. The TIF members' involvement in these projects will certainly increase our effec-

see Vice Provost on p. 4

MyUCDavis

Serving Us Now, Laying the Foundation for Future Enterprise Portal

Last spring, MyUCDavis became the official academic Web portal for our campus. With the development of this site, UC Davis is taking the lead, along with a few other UC campuses (e.g., UCLA and UC San Diego) in bringing portal technology to the UC environment. MyUCDavis provides students and faculty with a powerful tool for completing a number of tasks online. But MyUCDavis is destined to fill a much larger role in the life and business of the campus. Over the next several years, planners, business systems owners, administrators, and developers from across the campus will work together behind the scenes to build MyUCDavis into a campus enterprise portal capable of supporting a variety of complex business, administrative, and academic functions.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/myucd.html

Bringing ET to UC Davis

New Training Program to Partner Faculty with Students

BY JEFF VAN DE POL

A new program, developed through the Arbor and Mediaworks, will partner selected faculty with specially trained students for one-on-one technology training. The goal is to help instructors implement educational technology effectively. This new program, Educational Technology (ET) Partners, will hire and train the student partners throughout fall quarter.

The ET Partners program arrives at precisely the right time, as educational technology is becoming increasingly important to individual faculty members and the campus. The ET Partners program is intended to help assuage the lack of time and expertise some faculty face when they begin to develop instructional technology for their classes.

"I think the ET Partners program is a fantastic idea," shares Andy Jones, lecturer in the English department and coordinator for the Computer-Aided Instruction program. "The program should raise technical literacy expectations for faculty and students alike."

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/et.html

Technology For Disabled Students

BY RICHARD DARSIE

One interesting feature of the Disabled Students Resource Room is the Braille Embossing system shown here.

Few people know about the Disabled Students Resource Room (DSRR) in Shields Library. This little-known room in the back of the first floor harbors technology that makes attending a world-class university easier for students with disabilities. The Student Disabilities Center (SDC) manages the DSRR lab which contains an array of computer equipment and special software to assist students who have visual impairments, cognitive disabilities, and mobility limitations.

Among these electronic aids are "screen readers" which read aloud the contents of a computer file. The DSRR also houses voice recognition software for people whose physical condition impedes them from using a keyboard. Special copiers create line-art illustrations and Braille printouts, as well. For those with cognitive disabilities, the lab computers feature software that guide the user through the process of reading a document by offering helpful visual and aural cues (e.g., highlighting words, altering background color, reading along in various speeds).

The facility helps ensure that all UC Davis students have access to technology during their university career. For more details on the equipment in this unique lab, or info on how to gain access, see the full story.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/lab.html

Computer Ownership Update

BY ROGER ASHTON

Fall 2001 marks the first quarter that UC Davis expects every entering undergraduate student to own a computer that can connect effectively to the Internet and meet specific minimum performance standards. For this edition of You Asked, we've compiled and answered some frequently asked questions about this new computer ownership expectation. These should cover the main questions students may ask.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/youasked.html

Annual Institute Serves Up Technology to Eager Instructors

BY E. CAYCE DUMONT

There's a recurring joke that SITT's week-long crash course is something like a computer boot camp for teachers.

But when the Teaching Resources Center held its 8th annual Summer Institute on Technology in Teaching (SITT), many participants took issue with this crude analogy. Joan Chandler, a participant and a lecturer in Textiles/Clothing explains, "I've been to a real boot camp with the Air Force, and SITT was nothing like it. At the very least, the food at SITT was much much better."

Co-organizers Victoria Cross and Barbara Sommer look into the future of instructional technology at this year's SITT conference.

Between continental breakfasts, midday pastries, and informal lunches, 60 SITT participants feasted on a smorgasbord of new technological resources during the week of July 23. During that week, participants—regardless of their initial skill level—attended sessions on everything from setting up course email lists to using animated imagery in PowerPoint presentations, or accessing remote machinery for computer-based experimental research.

If you missed out on the event, you can obtain printed versions of some SITT presentations on the Web site (*http://trc.ucdavis.edu/TRC/sitt/*).

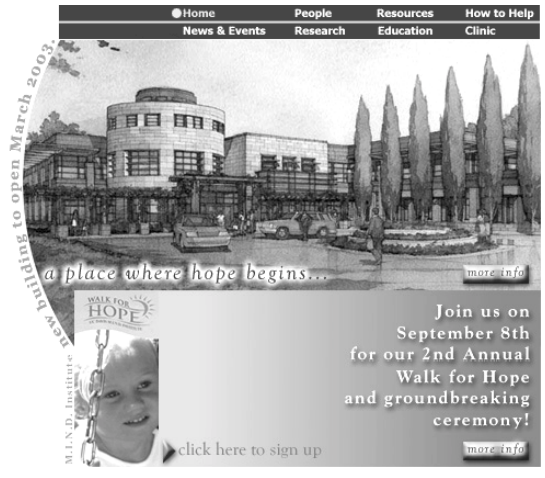
Complete story online at:
http://ittimes.ucdavis.edu/oct2001/sitt.html

Mediaworks Goes National Videotaping Autism Summer Institute

BY E. CAYCE DUMONT

When the UC Davis MIND Institute (Medical Investigation of Neurodevelopmental Disorders) presented its inaugural Autism Summer Institute in August, IET's Mediaworks staff were there to help. In addition to 300 educators and researchers who attended the event at California State University, Sacramento, Mediaworks' videoconferencing enabled 700 additional people at 12 sites across the country to participate in the unique institute, which focused on meeting the needs of families with autistic children.

Barbara David, Institute coordinator calls the production "flawless" and hopes to use Mediaworks' videoconferencing to network the conference internationally next year.



Visit the MIND Institute Web page at http://mindinstitute.ucdmc.ucdavis.edu/ for more information about this UC Davis organization.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/mind.html

Software Updates

Microsoft Changes Software Licensing Procedures

BY MARY SUE HEDRICK

The Site Licensing Coordination Web site provides detailed information about the changes affecting licensing of Microsoft products.

Microsoft Corporation has recently changed the way its software is licensed. These changes, which are expected to be in effect by January 2002, could impact how you or your Technology Support Coordinator (TSC) orders software.

In August and September, the Software License Coordination team (SLC) hosted two well-attended forums regarding the licensing changes. Mark Ciabattari, the UC Davis Microsoft representative, has made the presentation available online at *http://slc.ucdavis.edu/mschanges/*, alongside other reference materials, licensing scenarios, and FAQs collected from each of the forums. If you have a specific question about site licensing, please contact the software licensing coordinator at *software@ucdavis.edu*.

This story outlines the changes, offers advice for making decisions about software purchases, and directs readers to additional information.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/ms.html

New Software Reseller for UC Chosen

BY MARY SUE HEDRICK

Software Spectrum—the UC reseller for Microsoft, Adobe, Filemaker, IBM/Lotus, and Symantec products—has been replaced by another vendor. Software Spectrum terminated its services to the UCs on September 30. Since Software Spectrum is no longer servicing the academic market, the Technology Resource Center, a company based in Illinois, will become the new software reseller for the University of California, beginning October 1.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/reseller.html

The Windows XP Experience: Microsoft's New Operating System

BY MARY SUE HEDRICK

Windows XP, Microsoft's newest operating system, will be available October 25. Windows XP (which stands for "eXPerience") will come in two versions: Professional and Home Edition. Windows XP Professional is an upgrade to Windows 2000 Professional, and Windows XP Home Edition is the next generation of Windows Me.

The most striking difference between Windows XP and Windows 2000 Professional is that the new Graphical User Interface is more colorful and graphics-laden. Microsoft also touts XP for enhanced security, more stability (reducing the need to reboot your computer), improved power management, and better digital media performance. As with any release of a new operating system, IET recommends waiting at least six months before upgrading to Windows XP.

A team has been formed to test the new operating system's compatibility with major campus administrative applications (see *http://xp.ucdavis.edu/*). Those of you with computers already equipped with XP should address XP-specific questions to Desktop Enterprise Solutions (530-757-8907) or IT Express (530-754-HELP).

For information and recommendations on your system's compatibility with XP, see the full story on the Web.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/winxp.html

Security Updates

The Attack of the Worms

BY BOB ONO, SECURITY COORDINATOR

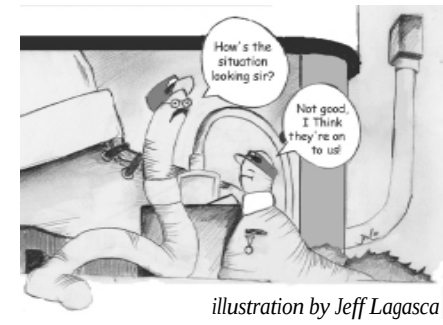


illustration by Jeff Lagasca

During the summer, two powerful computer viruses spread through the Internet community. One of the virus worms, named Code Red, targeted Web servers running Microsoft Internet Information Server (IIS). The other virus, identified as W32/Sircam, focused its infectious activity on personal computers. Each of these viruses continues to present the campus with a unique challenge, but there are steps we can all take to reduce the likelihood of becoming infected by either one.

Web site administrators can prevent the Code Red worm infections by testing and applying vendor security patches for operating systems and applications, as well as removing unnecessary programs/services from computers.

The Sircam virus spreads as unsuspecting users open infected email attachments or infected files on networked computers. Prevention methods include using caution when opening suspicious message and email attachments and always using one of the commercially available antivirus programs on desktop computers.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/worms.html

Milestones in Advanced Technology Projects

BY AUTUMN BOUCK

Several Advanced Technology Project Teams, formed by the Vice Provost for Information and Educational Technology, have been investigating infrastructure and middleware critical to the campus. Some of these teams have released reports and draft policies. Here are some of the highlights:

- Firewalls and network security policies and measures have been drafted by the Campus Security Coordinator.
- A report on electronic credit/debit card transactions has determined methods for updating the current credit/debit policies to meet the demands of authorization companies and proposed e-commerce security standards.
- An Incident Response Team has been created in order to safeguard campus computer security. This team will work to limit the misuse of computer, network, and electronic information resources.
- A draft wireless network policy stipulating IET's responsibilities as a wireless service provider has been completed. (This policy can be found at *http://vpiet.ucdavis.edu/ /advancedprojects/WirelessDraftReport.pdf*.)

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/atp.html

Campus Adopts Interim Web Privacy Statement

BY BOB ONO, SECURITY COORDINATOR

Information and Educational Technology, Public Communications and Campus Counsel have developed a draft data privacy and security statement for campus Internet Web sites.

Under campus directive 01-088 (*http://directives.ucdavis.edu/2001/01-088.cfm*), campus units hosting Internet credit card transactions are required to post the interim privacy and security statement on their e-commerce Web sites, review their Internet service offerings for compliance with the statement, and, as determined by each unit, implement any remedial action. This approach permits the campus to continue with plans to develop a formal Internet Web publication policy that addresses consumer privacy and security issues while also demonstrating a "good faith" effort to meet existing credit card program requirements.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/privacy.html

Vice Provost Update

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tiveness in implementing new technologies, particularly as we prepare for the development of the UC Davis enterprise portal.

Summer Institute on Technology in Teaching. Hosted by the Teaching Resources Center, this popular annual event provides IET with an opportunity to bring hands-on technology training to UC Davis instructors. IET's Mediaworks staff played a major support role at this year's event, providing everything from presentations on how to deliver instructional content via DVD to hands-on labs for Photoshop and Dreamweaver. (See the story on p. 2 or read more at *http://ittimes.ucdavis.edu/oct2001/sitt.html*.)

Course Management Symposium. This first-ever event at UC Davis brought together faculty, technical and academic staff, and administrators from several universities to share their learning about both commercial course management solutions and "home grown" systems. Held on October 3, this symposium was hosted by the Academic Computing Coordinating Council (AC4), with support from the Provost's office and leadership from the director of IET-Mediaworks, Harry Matthews.

The AC4 recognized the increasing demand for Web-based course management systems and is committed to adopting a solution that is based on strategic analysis and experience to serve the campus over the long term. One of our goals is to ensure that any such system can be integrated with other key business systems on campus, including the MyUCDavis portal.

Classroom Upgrade Project. In support of the Registrar's work to upgrade all general assignment classrooms, IET has been equipping these rooms with a consistent set of high quality audio-visual equipment. With the same equipment in all rooms, instructors can more easily plan the use of multimedia materials and presentations for their classes.

In addition, as part of our effort to ensure the success of instructors in the classroom, we have once again launched our Meet and Greet program. At the beginning of fall quarter, specially trained IET staff spent the first week of classes greeting instructors in every classroom with the new multimedia equipment. We showed them how to use the equipment, answer questions, and leave them with instructions and resources for further help.

Student Computer Ownership Expectation. In anticipation of this new expectation (all entering undergraduates are now expected to own a computer), my colleagues Janet Hamilton, Vice Chancellor for Administration, Carol Wall, Vice Chancellor for Student Affairs, and I formed a workgroup, in partnership with Dell Computer Corporation, last fall to develop an implementation plan. I'm pleased to report that the workgroup has established a Computer Purchase Program now available to all UC Davis affiliates. For more on computer ownership, see the "You Asked" column on p. 2 or read more at *http://ittimes.ucdavis.edu/oct2001//youasked.html*.)

Looking back at these accomplishments, I realize the campus has made a great deal of progress over the past year. I look to the future with confidence in our campus' ability to use technology strategically to meet its challenges and with a renewed commitment to providing the support and leadership needed to succeed.

Instructors: Meet the Experts of Instructional Technology

The artists and technicians from Mediaworks want to show you what you can do with technology in your classroom. In their series of presentations, "Meet the Experts," you can learn about a myriad of teaching tools including: Photography, Adobe Illustrator, Animation, Photoshop, Video Production, Flash for the Internet, and Digital Video/Audio. Seating is limited for these informative presentations, so RSVP to the Arbor at 754-2115 or *arbor@ucdavis.edu*.

For the complete schedule of Meet the Experts sessions see: *http://ittimes.ucdavis.edu//oct2001/experts.html*.

Web Exclusives

http://ittimes.ucdavis.edu/

- What is MyUCDavis?
- IET Web Site Upgrades
- Campus Communications Update: Wireless Networks, "Moocam", and more
- Lab Management Boot Camp
- IET at Summer Advising
- IET at the Campus Services Fair
- IET Quarterly Reports Online
- UCCSC Summer Conference

Repro Graphics Looks at Operations, Working on Improvements

Last spring, Information and Educational Technology convened a committee charged with conducting an administrative review of Repro Graphics. The committee's report can now be found at *http://reprographics.ucdavis.edu/*. Repro Graphics supplies print, copy, Web, and design services to the UC Davis campus. Over the past two years, Repro Graphics has seen a dramatic decline in revenue; the review committee has made a number of recommendations to respond to this issue.

In an effort parallel to the review, Repro Graphics has initiated a number of service changes, based on customer feedback and an internal analysis of business processes. Among the changes is an enhanced Web site expected to be operational fall quarter that will allow clients to access details about their print/Web projects.

To read more about specific challenges and recommendations, read the report online.

CPR Phasing Out Apple Computer Repair

By Mary Sue Hedrick

Throughout fall quarter, IET's Computer and Printer Repair (CPR) is phasing out Apple Computer Repair. CPR will continue to repair HP and Apple printers and has been renamed "Campus Printer Repair."

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/cpr.html

UC Davis Internet Toolkit Released

Bovine Online Version 6.0

By Mary Sue Hedrick

Bessie is older, wiser, and more inexpensive than ever. The UC Davis Bookstore Computer Shop is now selling the newest version of Bovine Online at an all-time low price of $4.99 for the 2001-2002 academic year to UC Davis students, faculty, and staff. Now in its sixth annual release, the award-winning Bovine Online is packed with Internet tools that enable you to connect to the UC Davis campus, surf the Internet, check your email, and upload and decompress files.

Complete story online at:
http://ittimes.ucdavis.edu/oct2001/bits.html

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Editor: E. Cayce Dumont (530) 754-5663
Webmaster / Desktop Publisher: Richard Darsie
Writers: IET staff, unless otherwise specified
Artist: Jeff Lagasca, student

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