# IT TIMES

http://ittimes.ucdavis.edu/

# New IT Structure Improves Access to Services

*BY RICHARD DARSIE*

With the new academic year comes a new Information Technology organization, one focused more than ever on two critical goals: providing easier and better access to services and collaborating more closely with the campus. Both goals are expected to help the IT organization to more effectively address the present and future requirements of information technology services at UC Davis.

To achieve these goals, Dr. John Bruno, Vice Provost for Information and Educational Technology, has put in place a first-rate team to assist him in his campuswide information technology policy and planning role (see "Assembling the Team" on p. 4). In addition, Vice Provost Bruno has initiated an internal restructuring of several IT service units.

This internal restructuring was prompted in large part by the recommendations made by the Administrative Unit Review Committee last year (see the report at *http://it.ucdavis.edu/adminrev*). Among its 43 findings, the committee recommended a better structure and presentation of services for at least three reasons:

* to better serve the campus community's needs;
* to improve access to computing services in a changing, fast-moving technology world;
* to manage our resources more efficiently.

"The previous format of our organization was established almost 10 years ago when the Division was first established," says Vice Provost Bruno. "During the past decade, there have been significant changes in the environment in which the campus operates and in critical

Welcome back! This Back-to-School issue highlights summer changes and accomplishments and looks forward to the upcoming academic year.

As predicted in our last issue, IT was very busy over the summer. Most notably, we continued efforts to improve access to services through internal realignment of business units. We've also prepared for the new year, making significant improvements in computer labs and assisting at the Summer Advising orientation of more than 4,000 entering students.

For the coming year, we take a look at how the new Instructional Technology and Digital Media Center is gearing up to assist faculty and how the campus is preparing to implement UC Davis' Student Computer Ownership Expectation by Fall 2001.
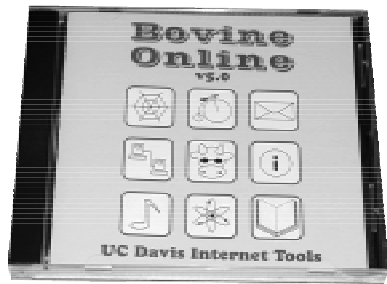
For your convenience, we also created an *IT Times* listserv (*ittimes@ucdavis.edu*). To have a summary of the latest *IT Times* delivered right to your computer, be sure to subscribe. See *http://ittimes.ucdavis.edu/subscribe.html* for instructions on how to subscribe.

As always, we welcome your comments and suggestions.

## New IT Structure: Highlights

The recent reorganization of several IT units establishes four distinct lines of services. During Fall quarter, all IT Web pages will be revised to reflect these changes. Updates and additional information are posted at *http://it.ucdavis.edu/whatsnew*. Email addresses and phone numbers of individuals and units affected by this realignment remain unchanged. No interruption in services related to this reorganization is expected.

* **Communications services:** Voice, data, and networking services will continue to be provided by Communications Resources. For more information, see *http://cr.ucdavis.edu*.

* **Computing services:** In addition to a host of existing computing services (e.g., consulting, computer lab management, application development, project management, software licensing, and help desks), Information Resources now also provides:

*This summer, more than 4,000 entering students received information on campus computing, including the new Statement of Student Computer Ownership Expectation, effective Fall 2001.*

# Enroll At UC Davis... Bring a Computer

*BY ROGER ASHTON*

Regardless of a student's discipline or major, UC Davis is recognizing that computing will play an increasingly important role in higher education. Based on this notion, the campus has adopted a statement of expectation for student computer ownership that will go into effect with the undergraduate class entering in Fall 2001. While this is not a revolutionary leap for the university, much is being done to help future students prepare for this new computer ownership expectation.

For the complete text of this article, visit our Web site at *http://ittimes.ucdavis.edu/sept2000/scow.html*.

# UC Davis Internet Toolkit Released

## Bovine Online v5. Offers New Functionality

*BY MARY SUE HEDRICK*

This fall marks the fifth annual release of UC Davis' Bovine Online, a CD packed with pre-configured Internet tools. Bovine Online comes with everything students, faculty, and staff need to connect to the UC Davis network and surf the Web (Netscape version 4.74), send and receive email (Eudora version 4.3.2), and perform uploading and downloading functions (via ftp and Telnet). Installation is now easier than ever. Just click on-screen icons to install the software you need for your system.

The CD will be offered this year at the introductory price of $7 plus tax, about half the price of last year's version.

The disk comes with a four-page insert containing written instructions and information on additional UC Davis Web resources, such as tutorials for the latest versions of Netscape and Eudora, as well as the popular Norton Antivirus program. You can buy a copy today from the Computer Shop in the UC Davis Bookstore.

# Is Your Inbox Overflowing?

*BY BEAU PATRETTE*

**Question:** I use Eudora to check my email. I have noticed that the more messages I have in my Inbox, the slower Eudora runs. Once, as I was about to open my Inbox, Eudora even crashed. What can I do?

**Answer:** As your Inbox gets larger, it becomes increasingly harder for your computer to open it. Depending on your computer and its settings, this memory problem might be why Eudora appears to be running slower, and, what ultimately caused it to crash. There are three simple things that you can do to fix this.

For the detailed answer, visit our Web site at
http://ittimes.ucdavis.edu/sept2000/youasked.html.

# Computer Labs Improve Over Summer

*BY TODD VAN ZANDT*

Students and faculty returning for the 2000-2001 academic school year will be welcomed by many improvements in the campus computer rooms. During the summer months, Information Technology's Lab Management team was busy with computer upgrades in 7 of their 15 facilities.

*IT-Lab Management staff install new computers in 301A Surge IV.*

For details on each lab, visit our Web site at
http://ittimes.ucdavis.edu/sept2000/labs.html.

# Good Housekeeping, Computer Style

*BY ROBERT RALSTON*
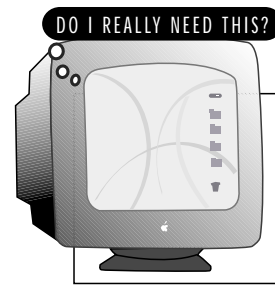
Once our computers are configured, stable, and working, we usually don't really need to know much about their technical specifications. At this point, we're more concerned about understanding how to use their applications. Even if we have configured our machines, we have most likely forgotten the technical details, particularly during the many months of stable operation.

Unfortunately, whether we're prepared for it or not, our computers will break or require maintenance. Now the technical details are more important than ever before. To protect ourselves for this eventuality, some basic housekeeping is in order. The key to a prompt return to stability? Keep good basic records about what you own—both hardware and software—and your configuration (i.e., how your computer's operating system and hardware are set up to function with your software and any network you are connected to).

For the complete text of this article, visit our Web site at
http://ittimes.ucdavis.edu/sept2000/doineed.html.

# IT Service Guides

### Faculty Services Guide

You are about to begin teaching in the classroom and you wonder: How do I set up my computing account? Create a mailing list for my class? Get my computer fixed? Find help with my multimedia presentations? The answers are just a click away on IT's Web-based Faculty Services Guide (*http://it.ucdavis.edu/fsg*). This comprehensive guide provides links to resources on teaching and research support, media production and publishing, network and telecommunications, technology news and events, and other general computing resources.

### Student Computing Guide

If you know students who are having a hard time unlocking the door to the world of computing, the Student Computing Guide might be the key. This user-friendly resource, found on the Web at *http://scg.ucdavis.edu/*, provides students with all of the information they need to know about computing at UC Davis. It was improved this summer by a team of student writers and will be updated throughout the year to be students' number one source for UC Davis technology news and information.
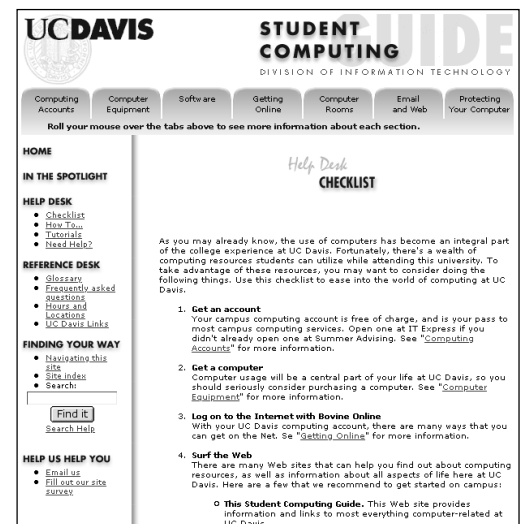
*The Student Computing Guide Web site (http://scg.ucdavis.edu/) has undergone extensive revision.*

# New Accounts Could Be Affected by ISUN ServiceID Change

*BY DAVE ZAVATSON AND AUTUMN BOUCK*

As of July 10, the ISUN ServiceID is no longer automatically assigned to new computing accounts. The ISUN ServiceID is named after the server (ISUN), which enables a UC Davis computing account holder to access email via Telnet and pine, and newsgroups via tin. This change in service does not affect those who created their accounts before July 10.

To find out more about ServiceIDs and how this change might affect you, visit our Web site at
http://ittimes.ucdavis.edu/sept2000/isun.html.

# And the Emmy Goes To...

*BY STEVE OERDING AND DONNA JUSTICE*

...Robert Knop, Producer/Director at the new Instructional Technology and Digital Media Center (ITDMC), for his outstanding public service announcement highlighting the new UC Davis Performing Arts Center. In May, Knop received the highest honor from the Northern California Chapter of the National Academy of Television Arts and Sciences, a regional Emmy award. The 60-second spot first aired in January 1999 and had previously won Knop an "Award of Excellence" from the Videographer Awards and an international "Communicator" award.

*Robert Knop accepts his Emmy for a public service announcement he directed and produced for UC Davis' new Performing Arts Center.*

*For the complete text of this article, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/emmy.html**.

# Summer Events Highlight Campus' Technology Savvy

## Hands-On Technology Institute a Hit with Faculty: Report on SITT 2000

*BY TOR CROSS, TEACHING RESOURCES CENTER*

This summer (from July 17-21), a record number of UC Davis instructors participated in the seventh annual Summer Institute on Technology in Teaching (SITT). With more than 60 participants, the institute achieved a dynamic blend of showcasing new tools, considering new uses for old tools, and rethinking teaching objectives.

*For details on the conference, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/sitt.html**.

## Computing Conference Hosted by UC Davis Sets Attendance Records

*BY MARY SUE HEDRICK*

On two of the hottest days this July, more than 300 University of California technical professionals flocked to Freeborn Hall for the annual University of California Computing Services Conference (UCCSC), hosted this year by UC Davis. The program was packed with timely technical issues and hot topics such as portals, wireless technology, XML, Web management and programming, and Windows 2000. Vice Provost for Information and Educational Technology John Bruno kicked the event off with an overview of information technology at UC Davis and an introduction of keynote speaker Jim Dolgonas, Acting Associate Vice President, Information Resources & Communications for the UC Office of the President.

*For more on the conference, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/uccsc.html**.

# New Service Center Open for Faculty and Staff

*BY ROGER ASHTON*

If you've walked by Surge II lately, the idyllic setting may lull you into thinking that not much exciting is going on inside. You would be wrong. Surge II is now the home of the new Instructional Technology and Digital Media Center. Through a realignment of existing IT services (see "New IT Structure Improves Access to Services," on p. 1), the new center provides an entry point for faculty to a broad range of technology and digital media services. The New Media Centers, multimedia design and graphic services, Web design and development, photographic services, and video production have been brought together under one roof. Though operations and staffing changes are underway, the center is open for business.

*For the complete text of this article, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/itdmc.html**.

# IT-Computer and Printer Repair Center Scores High Marks with Apple

*BY ROBERT RALSTON*

The use of computers and printers is critical for today's business and educational needs. Likewise, efficient repair of these items is essential. Repair centers need to be able to deliver cost effective and timely repairs, as well as allow direct contact between clients and technicians for complex problem resolution.

IT's Apple-certified Computer and Printer Repair service center has garnered high marks from both customers and Apple itself during the last nine months.

*For the complete text of this article, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/cpr.html**.

# An All New "Me":

## Microsoft Releases Windows Millennium Edition

*BY JEFF VAN DE POL*

Microsoft's long-promised new Windows operating system aimed at home computer users—Windows "Me" (short for Millennium Edition)—hit store shelves September 14. Described as a minor upgrade to Windows 98 by many experts and online news sources, Windows Me does offer several new features that will most benefit novice computer users and families interested in home networking.

However, while most new PC computers for home use will come with Windows Me pre-installed, it might be a good idea to wait for several months before upgrading from Windows 95/98 on your current computer.

*For the complete text of this article, visit our Web site at* **http://ittimes.ucdavis.edu/sept2000/winme.html**.

# New IT Structure

operational areas, such as academic and administrative computing. We simply have to do a better job of integrating planning and operations. We have to give the campus better support and strategic direction, and we have to do a much better job of accommodating rapid growth, new demands, and new opportunities."

The new organizational structure reflects two emphases: campuswide information technology and policy planning (provided by the Office of the Vice Provost) and four basic types of operational services (provided by IT departments, under the leadership of Dave Shelby, the new Chief Operations Officer): computing, communications, document services, and instructional and digital media services. While some changes will not be completed until the end of September, a summary of the most critical changes is provided in "New IT Structure: Highlights" on p. 1.

"We expect that this restructuring will benefit our clients and the whole campus community," says Bruno. "Improving access to our services is a high priority for us, but that is not the only reason for this restructuring. By streamlining the structure of our complex organization, we hope to signal the beginning of our transformation to a more efficient and responsive organization."

The overall reorganization was developed over the last few months, during which the Vice Provost consulted extensively with IT units directors, managers, and staff, including those who would be most affected.

"It will take a little time for us to work through the changes," says Bruno. "We do want these changes to be smooth and thoughtfully executed, and we plan to obtain feedback from our clients so we may continue to improve access to our services."

The Vice Provost encourages faculty, staff, and students to bring matters that should be considered during IT's reorganization to his attention at *vpiet-info@ucdavis.edu*.

## Assembling the Team

Three key positions in the Vice Provost's Office were filled over the summer, continuing recruitment efforts begun during last academic year and outlined in the last Vice Provost update (*http://ittimes.ucdavis.edu/summer2000/vpiet.html*).

**Dave Shelby, Chief Operations Officer:** Previously the Assistant Dean of the Division of Biological Sciences, Shelby assumed his new position on September 1. In this new role, Shelby oversees all IT units (with the exception of the new Instructional Technology and Digital Media Center), working closely with unit directors. As a member of the Vice Provost's Office, Shelby also participates in campuswide technology policy and planning.

Shelby is no stranger to the IT organization, having previously served as Chair of the Five-Year Administrative Unit Review (AUR) of the Division in 1998-99.

"My positive impressions of the Division during the administrative review have been reinforced by the significant changes that have occurred since Vice Provost Bruno was appointed one year ago," says Shelby. "I am looking forward to working with Vice Provost Bruno on policy issues that will affect the nature and direction of the organization. I am pleased to have the chance to work directly with members of the Vice Provost's Office and with IT unit directors, managers, and staff."

**Robert Ono, IT Security Coordinator:** In this major new position, Ono will have responsibility for implementation on our campus of new universitywide computer and network security policies. Under the Universitywide Electronic Information Security Guidelines, each chancellor must designate an Electronic Information Security Guidelines Coordinator for the campus; Ono will act in this capacity at UC Davis. Since security concerns are not limited to the IT organization, Ono will be very active in campuswide policy and program development. Ono and Policy Analyst Randy Moory expect to work together closely on development and implementation of security-related policies.

**Professor Harry Matthews, Faculty Director for the Instructional Technology and Digital Media Center:** Matthews brings to this position a long history of being at the forefront of instructional technology on this campus. His tenure as Chair of the Academic Computing Coordinating Council (AC4) has prepared him well for this role. (See "The Academic Computing Coordinating Council (AC4): What it is, what it's doing, and why I agreed to chair it," *IT Times*, January/February 1999, *http://ittimes.ucdavis.edu/v7n4/persp.html*). Since beginning as the center's director on July 1, Matthews has appointed a workgroup to identify the services this new unit will offer. He's also charged a committee with recruiting an associate director for the center. (See "New Service Center Open for Faculty and Staff" on p. 3.)

## More IT News on the Web

Creation of the center is one of several major initiatives begun by Vice Provost John Bruno in his first year at UC Davis. Another is the development of the UC Davis Technology Infrastructure Forum. For more information on this initiative and news on the Vice Provost's upcoming move to Everson Hall, see *http://ittimes.ucdavis.edu/sept2000/vpiet.html*.

---

# Highlights

■ scientific computing support, particularly through the Visualization Lab and Classroom (formerly managed by ANSA);

■ audio-visual services (formerly offered through Creative Communications Services). Services provided by the A/V unit include equipment loan and repair, videoconferencing, satellite broadcasting, the Video Playback Center, and classroom support;

■ most services formerly provided by Distributed Computing Analysis and Support (DCAS), including computer and network security, authentication, the campus computer account database (Mothra), and distributed file system services. This transition will officially be completed by September 30. See *http://ir.ucdavis.edu* for more information.

• **Document services:** Provided by Repro Graphics, a former unit of Creative Communications Services, document services include printing, publishing, copying, binding, desktop publishing, and Web development. The group is exploring ways of incorporating new technologies into publishing processes. A Web site is under development. Call (530) 752-0867 or email *reprographics@ucdavis.edu* for more information.

• **Instructional technology and digital media services:** These services are provided by the Instructional Technology and Digital Media Center under the leadership of Dr. Harry Matthews. Newly created, the center integrates the Arbor as well as services previously provided by Illustration Services and Instructional Media (formerly units within Creative Communication Services) and the Center for Advanced Information Technology (CAIT). The center is located in Surge II. For more information, see "New Service Center Open for Faculty and Staff" in this issue or *http://vpiet.ucdavis.edu/itdmc.html*.

All service units, with the exception of the new center, now report, through their unit directors to Chief Operations Officer Dave Shelby who also oversees budget and human resources functions for the organization.

The Office of the Vice Provost continues to provide leadership in campuswide information technology policy and planning, working very closely with the Academic and Administrative Coordinating Computing Councils (AC4 and AdC3, respectively) as well as the newly formed UC Davis Technology Infrastructure Forum. See *http://vpiet.ucdavis.edu* for more information on the Office of the Vice Provost.

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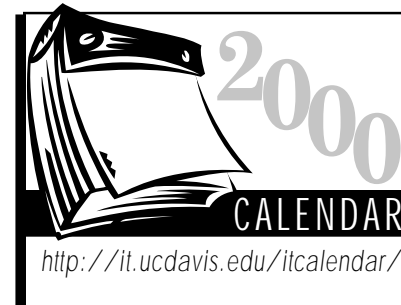
Visit our online calendar for listings of technology-related events both on and off campus, as well as links to other online calendars of events.

*http://it.ucdavis.edu/itcalendar/*

---

## Also on the IT Times Web Site

*(http://ittimes.ucdavis.edu/)*

• IT projects update
• A book review of *The Social Life of Information*
• Additional story-related Web resources

---