Dear WWW:

Webmasters Respond to Multitude of Questions

To whom would I communicate at UCD on the subject hulling of rice for the consumer? I am looking for a huller and for a cleaner or separator of the hulls from the rice. I am not interested in the polishing of rice, only in the hulling and taking of the hull.

You might want to contact our Biological and Agricultural Engineering Department...

To say the World Wide Web is about computers is like saying books are about paper.

Just ask Ken Weiss and Steve Faith, the aliases behind the www@ucdavis.edu e-mail address that appears on the UC Davis Home Page.

The programmer/analyst for Information Technology's Distributed Computing Analysis and Support were just doing their jobs when they gave the campus a home page on the Web in the Spring of 1993. After all, their unit is responsible for investigating new technologies and introducing them on campus.

“We put our feelers out to find out who on campus was doing something with this new kind of technology,” says Faith. “Then we started going out and identifying resources we thought were good general campus information.”

See Dear WWW on Page 2

What Are the People Asking?

Students on campus and an azalea grower in Costa Rica are among the many people requesting information through the UC Davis Home Page. Here is a sampling of the kinds of messages sent to Ken Weiss and Steve Faith at the www@ucdavis.edu e-mail address.

Is it possible to get information about UC Davis by this way?

I grow azaleas, and I am interested in a method to make azaleas bloom. I know there is a way of forcing them by submitting the potted plant to a temperature of 36 degrees Fahrenheit, during a 4 weeks period. However, I need to know if the plants have to be at 36 degrees during the whole period, and if the light has to be kept on all the time, or simulate night and day periods.

See W hat on Page 2

Administrative Units Begin Planning for DaFIS

Tony Flores, the Office of Administration, and the Division of Biological Sciences Dean’s Office all have something in common.

The computers in their offices are looking different these days. Macintoshes are moving out; PCs are moving in.

The change has nothing to do with likes, dislikes, or personal preferences. Tony Flores, Associate Vice Chancellor for Business and Finance, says he grew up with the Macintosh. He likes Macintoshes, and until recently he had one on his desk.

For Flores and the others, the change was motivated by a combination of factors — capability, compatibility and last but not least — DaFIS.

With training underway for the some 1,500 campus personnel who will access the new Financial Information System (DaFIS), individual concerns about technical difficulties are surfacing. Among the questions being asked are:

- Will Macintoshes adequately support business applications in the future?
- Will DaFIS support secure network transactions for Macintosh users?
- Will software upgrades for the Macintosh lag behind those for PCs?

After lengthy investigations and discussions of the issues, a campus Directive (95-155) was issued on November 15, 1996 that stated, “there may be a significant risk associated with reliance on Macs for use with DaFIS and other future business or administrative applications... if your business application technology planning included retention of the Mac platform, we recommend selection of an appropriate PowerMac model with PC card slots to ensure your access to DaFIS...”

The Directive was issued by Janet C. Hamilton, Vice Chancellor for Administration, and Carole A. Barone, Associate Vice Chancellor for Information Technology. Scheduled to go online in July 1997, DaFIS is a collaborative effort between the Office of Administration’s Accounting and Financial Services Division headed by Flores, and the Division of Information Technology.

“We are not suggesting that people abandon their Macs,” says Flores, who is orchestrating the implementation of DaFIS. “We’re concerned...”

See DaFIS on Page 2
Dear WWW:

Webmasters Respond to Many Questions

From Page 1

With a list that included the campus phone directory, campus map, and class schedule, the Webmasters built a front door to campus online. They created the www.ucdavis.edu alias so they could respond to technical questions, most of which they thought would be requests from other campus departments to link their Web sites to the main campus page (http://www.ucdavis.edu).

Since then, these self-proclaimed information highwaymen have been linking much more than Web sites. They read anywhere from 10 to 30 messages a day from visitors to the Davis home page, and rarely are the questions about the Web.

Alumni seeking alumni, Pet owners seeking advice, Students researching term papers. All have sent e-mail to www.ucdavis.edu and, in turn, sought guidance from these two Webmasters.

“For many people, Steve and I are the first point of contact with this institution,” says Weiss, adding that many of the inquiries are the kind of questions typically received by a reference librarian.

At the University of California Academic Computing Symposium held in San Francisco in July Weiss and Faith joined Mary Heath of the General Library in exploring informational issues surrounding the Web. In a presentation entitled Dear WWW: Is the Webmaster the New Campus Librarian? they shared messages sent to www.ucdavis.edu and discussed strategies for responding to the requests.

While some questions surrounding the role of the Webmaster remain unanswered, there is no doubt that the www.ucdavis.edu alias has helped propagate information at UC Davis. The number of Web pages linked to the main campus home page has grown from 387 in 1993 to nearly 52,000 today. The Cal Aggie Alumni Association, Admissions, Summer Sessions, and the Office of the Registrar are among the departments with Web sites that link to the main campus home page.

When questions come in related to these departments, Weiss and Faith will respond to those requests. The questions typically received are:

- “How do I access the ftp sites?”
- “I am looking for some material onEndeavour, priests of Innana in Babylon c3000. A lysos search gave me 0 no document at http://pubweb.ucdavis.edu/Document/RTS23/chatter/”. Would you have any other information that I could get access to?
- “My friend would like to find out some information about transferring money to UC Davis. He will be a fresh man this coming fall.”
- “I would like any info on how to shoe horses for ringbone. Thanks for any info.”
- “I am searching for information on the effects of the application of Amino acids in the production of oranges, or please tell me where to look.”
- “I am a first-year student at UC Davis and I need to do a ten-page term paper about computers in nutrition. Mainly, my topic will be on the comparison between two software programs and their good and bad points with a business in nutrition dislike. The only problem is, I really don’t have a good idea which two programs to use and discuss about. Could you tell me how and where to search for the two suitable programs for my paper? Please get back to me ASAP.”
- “Hello. I sent my SAT scores a few weeks ago and I was wondering if you have received my scores yet. Your reply would be greatly appreciated.”
- “I wish I knew what I was doing on this thing.”

Administrative Units Begin Planning for DaFIS

From Page 1

about those people whose work by nature is concerned with UCD business transactions.

Administrative users in Accounting and Financial Services began converting to PCs in 1991 and managers began transitioning to the PC platform this year. Flores says the move to a single platform was motivated by the fact that exchanging information across the network would be less complicated and easier to manage in a department of the size of Accounting (approximately 160 full-time employees). He also added that maintaining the size of Accounting and security would be less costly.

The Office of Administration recently upgraded 30 computers. Kathleen Moore Joiner, Executive Assistant to the Vice Chancellor of Administration, says all upgrades were to the PC platform. Before purchasing new computers, everyone in the office completed a survey about business needs and applications for computing. Joiner says all applications could be accommodated on either a PC or a Mac, so the questions that needed to be answered were, “Which applications work best for us and are most cost effective, and what does it cost us, both in network support and training users to share information and to maintain a mixed platform?”

“Our planning group felt that PCs were the better choice for our needs,” says Joiner.

An analysis of business functions also led the Dean’s Office of the Division of Biological Sciences to upgrade some computers to the PC platform. In making the decision, Dave Shelby, Assistant Dean of Biological Sciences, said it was important to separate functionality from personal preference.

“The key to our transition was looking hard at whether or not there was a technical reason for using the Mac,” says Shelby.

The PC platform works well for administrative functions in the Division of Biological Sciences Dean’s Office. The Dean’s Office uses ACCESS database software, which is not available for the Mac. And, as Shelby notes, with a single-platform approach “there is an efficiency in terms of crossing subnets and getting everyone to talk to a single server.”

Shelby says it is important to note that for many faculty the Macintosh is the preferred platform. Further information about DaFIS can be found on the Web at http://accounting.ucdavis.edu/docs/fsis/fts.htm

Recommended Solutions for purchasing computer hardware can be found on the Web at http://www.ucdavis.edu/IT/
Network 21 - Wired for the Future

Here are some of Network 21's leading-edge technologies:

- **ATM Technology**: Asynchronous Transfer Mode (ATM) switches will transmit data at speeds of 155 megabits per second, roughly 15 times faster than the speed of the existing campus broadband network. Because ATM standards can transmit both voice and data communications, the inclusion of ATM components in the Network 21 design positions the campus to merge the two networks (telephone and data) in the future.

- **Cells in Frames**: Cells in Frames technologies are being explored in order to bring ATM capabilities to the desktop. By using existing network infrastructure, Cells in Frames will allow video, audio, and data to be transmitted over to Network 21.

- **Desktop Video Conferencing**: Early versions of desktop video teleconferencing, which add imagery to interpersonal communications, will be tested during the electronics pilot program. Images shared on either end of the "line" might be a view of the person at the other end, a whiteboard on a shared notepad, or documents and software-generated objects.

- **Video Over Data**: Video-type images are transmitted over data networks by sending pictures one frame at a time. Only the difference between frames is transmitted, by compressing the information at one end and rebuilding it at the other. Such technologies will also be explored in the electronics pilot.

- **Central to participation in Internet II is the ATM technology that is integral to the Network 21 design. Asynchronous Transfer Mode (ATM) switches will allow voice, video, and data to be transmitted to the desktop.**

- **Rodger Hess, Network 21 Technical Director, views Network 21 as a project of crucial timing. Not simply an upgrade of UC Davis' current campus broadband network, Network 21 will provide the capacity for new and advanced applications, allow for reduced costs in communications, and enable the campus to take full advantage of Interactive Network II, a new national network that will interconnect a growing number of research universities, including UC Davis.**

- **Central to participation in Internet II is the ATM technology that is integral to the Network 21 design.**

- **By ensuring that the new network performs according to expectations, both now and in the future.**

- **By communicating to 3Com the specific and unique needs of the campus.**

- **By providing a platform for early experimental implementations of the network.**

- **The electronics pilot is one of these early implementations. The pilot lot will test the network rigorously and will serve as a platform for testing the deployment of leading edge applications, such as desktop video conferencing and voice over data.**

- **Once the pilot has successfully been completed, the first three Network 21 Areas will be cut over. Testing of the network will continue as the remaining areas of campus cut over to Network 21.**

- **Network 21's fiber optic backed, ATM switches, and the integration of voice and data will ensure that UC Davis will be "uniquely positioned to take advantage of Internet II," says Hess.**

- **And with Rodger Hess at the helm, UC Davis is poised to sail into the future.**

Sprint Works to Improve UC Internet Service

UC Davis expanded its network capacity to the Internet this summer when the Office of the President negotiated an agreement with an independent company to provide a high-speed connection to the Internet for the four northern California UC campuses.

On Nov. 1, 1996, the Office of the President switched to Sprint, the lowest cost provider, for the high-speed Internet connection that serves the Berkeley, Santa Cruz, San Francisco, and Davis campuses. Since then, campuses have reported problems with lost information packets.

According to Stuart Lynn, Vice President for Information Resources and Communications for the Office of the President, UC is working closely with Sprint to improve the performance of the network.

In a Nov 16 memo to the UC Network Operations Advisory Group, Lynn reported that Sprint had installed a new router and that other fine-tuning of the network would be forthcoming.

For the most part, the problems surface when information is sent from a UC campus to other high-traffic university networks (e.g., Stanford or vice versa. According to Russ Hobby, Director of Information Technology's Advanced Networked and Scientific Applications, as campuses move their Internet connections to different carriers, compatibility problems arise. "The flow of information improves once the carriers identify the problem and fine-tune their networks accordingly."

"Traffic flow between UC campuses is much smoother because the campuses utilize a single network, UCN, run by the UC Office of the President."

Hobby said the network difficulties can cause slowdowns on local campus e-mail servers as the servers become overloaded with messages waiting in queue. He said delays in campus e-mail traffic reported this month may have been caused by problems with the Sprint interface.

"I know how destabilizing the loss of a network can be to your colleagues and customers. . . . This situation underscores how dependent we all are on these networks," Lynn wrote in his memo. "There is much work to be done to build up the robustness of the Internet — Internet II is a step in the right direction, although it will not ease any of the problems in the short term."
Editor's Note: If you wish to enroll in a class offered by Staff Development & Professional Services, you must complete an Application for Enrollment. Applications are in the Staff Development Catalog. To request an application, call 752-1766.

DECEMBER

2 Information Provider Series - WWW Publishing Level I Information Technology (two-part class offered Dec. 2 & 4, 8:30-11:30 a.m., 40 Mrak; learnit@ucdavis.edu or 754-8091.

Introduction to Eudora: Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Introduction to Microsoft Word (two-part class offered Dec. 2 & 4): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

Student/Faculty Introduction to Eudora: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

3 Introduction to Microsoft Excel (two-part class offered Dec. 3 & 5): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

4 Information on the Internet and World Wide Web: Searching skills, resources, and techniques. Library Instruction Programs, 1:30-6:30 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Introduction to Netscape: Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Student/Faculty Introduction to Netscape: Information Technology, 10:30-3 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

5 Information Provider Series - Administration of Electronic Mailing List Working Session: Information Technology, 1:30-4:30 p.m., 1102 Hart; learnit@ucdavis.edu or 754-8091.

Macintosh Users Group Meets Each Month

A mention of the Macintosh Users Group (UCDMUG) meets at 2 p.m. on the third Wednesday of each month. Meetings focus on issues surrounding the Macintosh computer and how it is used at UC Davis. All are welcome. For meeting locations and topics of discussion, please contact Paul Rivette (privette@ucdavis.edu) or Steve Faith (sfaith@ucdavis.edu).

6 Information Provider Series - WWW Publishing Level II Information Technology (two-part class offered Dec. 9 & 11, 1:30-4:30 p.m., 1102 Hart; learnit@ucdavis.edu or 754-8091.

Intermediate Microsoft Excel (two-part class offered Dec. 9 & 11): Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Intermediate Microsoft Word (two-part class offered Dec. 9 & 11): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

10 Intermediate Pagemaker (two-part class offered Dec. 10 & 12): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

Understanding Netiquette: Staff Development and Professional Services, Noon-1 p.m., Cabinet Room, Silo.

11 Introduction to Windows 95 (two-part class offered Dec. 10 & 12): Staff Development and Professional Services, 8:30-11:30 a.m., 40 Mrak.

14 Information Technology Overview

- Library and journal article citations and how and why searches work: Library Instruction Programs, 11 - 11:50 a.m., Carlson Health Science Library; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Library Overview - Library and Internet/WEB information resources: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

15 Student/Faculty Introduction to Eudora: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

18 Introduction to Microsoft Excel (two-part class offered Jan. 14 & 16): Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Introduction to PageMaker (two-part class offered Jan. 14 & 16): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

19 Using a Filemaker Pro Database (two-part class offered Jan. 16 & 18): Staff Development and Professional Services, 1:30-4:30 p.m., 1113 Academic Surge.

JANUARY 1997

6 Basic Methyl Library System and Boolean Logic - How to find books and journal article citations and how and why searches work: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Library Overview - Library and Internet/WEB information resources: Library Instruction Programs, 10:10-10:50 a.m., 2nd Floor Instruction Room, Shields Library; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Student/Faculty Introduction to Eudora: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

7 Working with Microsoft Excel

Functions: Staff Development and Professional Services, 1:30-4:30 p.m., 14 Hutchison.

7 Introduction to Microsoft Access

Database Design (two-part class offered Jan. 7 & 9): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

Introduction to Netscape: Staff Development and Professional Services, 8:30-11:30 a.m., 40 Mrak.

8 Basic Methyl Library System and Boolean Logic - How to find books and journal article citations and how and why searches work: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Introduction to Powerpoint: Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

9 Basic Methyl Library System and Boolean Logic - How to find books and journal article citations and how and why searches work: Library Instruction Programs, 11 - 11:50 a.m., Carlson Health Science Library; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Library Overview - Library and Internet/WEB information resources: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

13 Student/Faculty Introduction to Eudora: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

14 Introduction to Eudora: Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

15 Introduction to Microsoft Excel (two-part class offered Jan. 14 & 16): Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

16 Introduction to Microsoft Excel (two-part class offered Jan. 14 & 16): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

17 Using a Filemaker Pro Database (two-part class offered Jan. 16 & 18): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

21 Introduction to Microsoft Excel (two-part class offered Jan. 21 & 23): Staff Development and Professional Services, 8:30-11:30 a.m., 14 Hutchison.

Introduction to Microsoft Word (two-part class offered Jan. 21 & 23): Staff Development and Professional Services, 8:30-11:30 a.m., 40 Mrak.

Library Overview - Library and Internet/WEB information resources: Library Instruction Programs, 10:10-10:50 a.m., 2nd Floor Instruction Room, Shields Library; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Intermediate Photoshop Working Session: Staff Development and Professional Services, 8:30-noon, 14 Hutchison.

22 Intermediate Photoshop Working Session: Staff Development and Professional Services, 8:30-noon, 14 Hutchison.

Intermediate Windows 95: Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Library Overview - Library and Internet/WEB information resources: Library Instruction Programs, 11 - 11:50 a.m., 2nd Floor Instruction Room, Shields Library; e-mail vgwalberg@ucdavis.edu or call 752-6439.

23 Internet Via Modem - MacOS: Staff Development and Professional Services, Noon-1 p.m., Cabinet Room, Silo.

27 Basic Methyl Library System and Boolean Logic - How to find books and journal article citations and how and why searches work: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Intermediate Eudora: Staff Development and Professional Services, 8:30-11:30 a.m., 40 Mrak.

Intermediate Microsoft Excel (two-part class offered Jan. 30 & 32): Staff Development and Professional Services, 1:30-4:30 p.m., 40 Mrak.

Student/Faculty Intermediate Eudora: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

29 Basic Methyl Library System and Boolean Logic - How to find books and journal article citations and how and why searches work: Library Instruction Programs, 3:10 - 4 p.m., Shields Library Microcomputer Room; e-mail vgwalberg@ucdavis.edu or call 752-6439.

Intermediate Windows 95: Staff Development and Professional Services, 8:30-11:30 a.m., 40 Mrak.

Student/Faculty Introduction to Netscape: Information Technology, 6-8 p.m., 14 Hutchison; learnit@ucdavis.edu or 754-8091.

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