Going Beyond the Basics
Program Promotes Professional Development

“it’s important for you to know how effective the Technology Support Program is. The TSP share list is an invaluable aid to those of us working at the desktop level. There are many talented, skilled individuals in the program—individuals who have the sensitivity and generosity to share information and assist those of us who are just getting started. I have made many personal and electronic friends through the share list. And I always feel help is just an e-mail request away.”

— Patricia Peacock, Technology Support Coordinator

With these words, Patricia Peacock, a Technology Support Coordinator (TSC) from the Department of Nutrition, thanked Information Technology for an opportunity to further her professional development and attend the annual technology conference sponsored by CAUSE, the association for managing and using information resources in higher education. Peacock was one of 55 TSCs selected by Information Technology to receive a scholarship to the annual CAUSE ’96 conference in San Francisco. Although a broken leg prevented Peacock from attending the conference, she continues the spirit of professional exchange at her campus as an active member of the Technology Support Program (TSP).

“The CAUSE conference is an excellent opportunity for TSCs to broaden their knowledge and to enhance their contribution to their departments,” says Carole A. Barone, Associate Vice Chancellor for Information Technology. “Like the Technology Support Program itself, CAUSE provides a forum for exchanging ideas and building relationships with people who have similar jobs, goals and interests.”

“The Division of Information Technology was proud to be able to demonstrate through these scholarships an ongoing commitment to the participants and principles of the Technology Support Program,” says Barone. The CAUSE scholarship winners and their views of the Technology Support Program are profiled in this issue of the I.T. Times, which The Division of Information Technology was proud to be able to demonstrate through these scholarships an ongoing commitment to the participants and principles of the Technology Support Program.

To see up for the Technology Support Program, complete the authorization form found at http://tsp.ucdavis.edu/program/participation.html. For further information, send e-mail to tsp@ucdavis.edu.

Pat Kava, Information Technology

Scholarship Winners Share Unique Experiences

Editor’s Note: Meet five of the 200 individuals participating in the Technology Support Program (TSP). Each of the Technology Support Coordinators profiled here was awarded a scholarship to the CAUSE ’96 conference by the Division of Information Technology.

Shari Sprague
Planning & Budget, Office of the Chancellor, Office of the Provost
sasprague@ucdavis.edu

When Shari Sprague changed jobs, she carried her TSP experience with her. Sprague joined the Technology Support Program when she was with Human Resources, where she worked for seven years. She now works in Mrak Hall, supporting 23 people in Planning & Budget, 18 in the Office of the Chancellor, and 18 in the Office of the Provost.

Sprague spends a good deal of time inventorying systems, troubleshooting, and readying her departments for DaFIS and Network 21 cut-over. The TSP has been a useful resource, and the listserv has been particularly helpful for sharing information. She says the CAUSE conference presented her with some new perspectives.

See Scholarship on Page 2

Special Interest Groups Put Questions in Perspective

In a group of over 200 knowledgeable participants, how do you get people to talk to one another? The Technology Support Program (TSP) found an answer—Special Interest Groups.

Special Interest Groups provide program participants with an opportunity to ask questions and share knowledge with other Technology Support Coordinators (TSCs) on special topics related to their work.

See Special on Page 2

Applying to Graduate School? Look on the Web

Prospective graduate students may now apply to UC Davis via the World Wide Web, thanks to a new online application. The application, which became available to the public on Monday, Jan. 6, is the joint project of the Office of Graduate Studies, Student Affairs and Information Technology, as part of the Banner Web for Student Software implementation.

Banner Web for Students, an expansion of the Banner Student Information System, will allow many student services to be offered via the World Wide Web. The first of these, the online graduate application, makes it possible for prospective students to transmit applications and supportive materials online. The Office of Graduate Studies is encouraging prospective graduate students to submit an application via the World Wide Web. To view the application go to http://secureweb.ucdavis.edu.2443
Scholarship Winners Share Unique Experiences

From Page 1
Patricia Peacock
Expanded Food and Nutrition Education Program
pppeacock@ucdavis.edu

Although an Information Technology Support Coordinator, Peacock saw a need and decided to fill it. After reading about the Technology Support Program in a campus flyer, Peacock approached her program director who, realizing the need for various computer users that span several campus buildings needed a to-do list, allowed Peacock to join. As TSC for the expanded Food and Nutrition Education Program, Peacock troubleshoots, performs hardware maintenance, repairs older machines, installs software, provides software training, and fields questions from the departments' telecommuters. Peacock is seizing new training opportunities. Realizing that the past six or seven months, she has attended University Extension courses as part of a certification program in Computer Science.

"The inspiration came directly from the TSP program," Peacock says, "that ordinary people could attain advancement in computer science without being computer science engineers."

Nancy Capitanio
Campus Events & Information Office
ncapitanio@ucdavis.edu

As a Computer Resource Specialist for the Campus Events and Information Office (CEIO) Nancy Capitanio provides technical support to staff distributed among four different locations. It is a job that keeps her moving between her office in lower Freeborn, the Buehler Alumni & Visitors Center, the conference and Events Services office on First Street, and the Campus Box Office. Capitanio serves nearly 25 people in her role as TSC. The job entails maintaining and upgrading the department computers, NT network, and Oracle database. She also administers the department's Web site. Capitanio, who earned her B.S. in computer science, keeps current on computing. She attends as many TSP classes as she can and frequently posts questions to the TSP listserv. When her schedule allows, Capitanio attends Special Interest Group meetings.

Look on the Web for Graduate Student Application

Continued from Page 1
From Page 1
Patricia Morin
Student Programs & Activities
rpmorin@ucdavis.edu

"The TSP classes do a good job of introducing general concepts," she says, "but I would like to see more in-depth classes that get into the real details."

Roderick Paulino
Student Programs & Activities
rnpaulino@ucdavis.edu

Roderick Paulino's computing experience has given him an opportunity to expand his job responsibilities. Originally hired by Student Programs & Activities to oversee student receptionists and do graphic design, Paulino was soon asked to act as Technical Support Coordinator. Now, he deals with general upkeep of the network, maintenance of the department server, and computer training for staff.

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The level of experience in each Special Interest Group ranges from the novice to the expert, and participants at all levels can come away with something positive. "It's a symbiotic type of thing," says Stevens. SIG meetings provide all participants with the opportunity to be both inquisitor and expert, and no question is considered stupid. — Aviva Luria

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Internet 2

Internet 2 has gained a lot of momentum since the project was formalized on Oct. 1, 1996. At that time, 34 research universities had pledged to participate in the development of new network infrastructure to support high-end research needs.

The number of Internet 2 participants now has grown to 100, and the project has become a key element of the Clinton administration's Next Generation Internet Initiative, mentioned in Clinton's State of the Union address.

UC Davis is playing a prominent role in the development of Internet 2. Carol A. Baron, Associate Vice Chancellor for Information Technology, is a member of the National Telecommunications Task Force (NTTF), the driving force behind Internet 2. And, as a member of the Engineering subcommittee, Russ Hobby, director of I.T.'s Advanced Networked and Scientific Applications (ANSA), is one of 10 Internet 2 architects.

Hobby also participates in the project on a regional level as technical director for the Consortium for Education Network initiatives in California (CENC). All nine UC campuses have joined the CSU system, Stanford, USC, and Cal Tech to form CENC, which is devoted to building a California-wide, Internet-compatible network. California is one of several states that has formed a regional consortium to facilitate local implementation of Internet 2.

The first general meeting of the Internet 2 project was held in San Francisco in January. The next general meeting of Internet 2 participants is scheduled for September in Washington D.C. Subcommittees meet more frequently.

For more information, visit http://www.internet2.edu

If the recommended Network 21 rate structure is approved, it will be implemented on July 1, 1997.

The full text of the Network 21 Budget & Policy Oversight Committee report is on the Web at http://net2.ucdavis.edu/

Direct technical questions to net2info@ucdavis.edu. Policy-related questions should be sent to Robert D. Grey, Provost and Executive Vice Chancellor.

Cutover Strategy

Network Administrators were brought up to date on the Network 21 cutover strategy on Friday, Feb. 7, at a meeting in 3 Wellman. Doug Hartline, executive director of the Network 21 project, briefed the group on the network's pilot and answered questions. The campus cutover strategy outlined at the meeting will give the campus an opportunity to utilize the high-speed fiber optic backbone while testing continues on the ATM electronics. The Network 21 cutover will be orchestrated in three phases:

1) In Summer 1997, buildings connected to the existing campus network will be cut over to Network 21's fiber optic backbone. Connectivity will be provided to those that require immediate access to DaFIS by July 1.
2) Unconnected users will be cut over to Network 21. This phase of the cutover will be completed in two stages. First, users in buildings not connected to the existing campus network, but covered by Network 21, will be connected to the fiber optic backbone. Second, unconnected users in buildings that are connected to the existing campus network will be connected to the fiber optic backbone on a rolling schedule. Users who require immediate access to DaFIS will be connected by July 1.
3) The campus will cut over to Network 21's ATM electronics, and departmental networks will be connected to the Network 21 infrastructure. Expected completion date for this phase of the project is Summer 1998.

If you have questions about Network 21, send e-mail to net2info@ucdavis.edu.

At Home on the Web

Editor's Note: At Home on the Web is a regular feature of the I.T. Times. If you have a Web site you would like featured in the column, send e-mail to rbip@ucdavis.edu.

UC Davis Presents

http://www.presents.ucdavis.edu/ ucdweb/homepage.html

UC Davis offers extensive foreign study opportunities, in over 30 nations, and you can find out all about them in this informative site. In addition to detailed descriptions of host institutions and program offerings, you can also read E.A.P.'s newsletter online. Frequently asked Questions and Useful Advice pages contribute greatly to the usefulness of this site.

Avian Sciences

http://educ.ucdavis.edu/ avsp/avsp4htp.htm

Did you know that UC Davis has a program of research “to promote the conservation of parrots in the wild and the welfare of parrots in captivity”? This and other interesting information may be found on this excellent departmental page. All course offerings are described in detail, as are other departmental programs and personnel.

UCD Macintosh User Group

http://appk.ucdavis.edu/ ucdmg/

Here’s a useful page for campus staff and departments that use the Macintosh platform. Included are hardware and software reviews, a complete guide (including price list) to purchasing Macintosh products at UC Davis, and special deals for members of the Macintosh User Group (UCDMUG).

— Richard Daré
Richard Daré is Webmaster for I.T. Information and Events.

Looking Ahead

UC Davis Will Get New Area Code in the Fall

The California Public Utilities Commission has approved several area codes in 23 Northern California counties, and, as a result, the majority of Yolo County, including Davis and UC Davis, will receive a new 530 area code on Nov. 1, 1997.

Developing area code relief plans is a delicate balancing act between keeping as many communities of common interest as possible in the same area code, while obtaining the longest life span for both the existing and the new area codes. The 530 area code is expected to last 18 years.

Implementation of new area codes requires tight coordination among all public networked switches and is controlled at the national level. Typically, there is a prescribed dialing period of at least six months when callers can dial existing numbers using either the old area code or the new one.

Please note that the new area codes will not affect the price of telephone calls.

The campus community should begin planning for changes in publications, printed materials, stationery and business cards. When the new area code is implemented, changes will need to be made in programmable communications equipment, such as telephones and fax machines.

Direct questions to Grazia Jaroff at 752-5940 or gjaroff@ucdavis.edu

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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 752-2766.

MARCH

3 Introduction to Microsoft Excel: Staff Development and Professional Services, (two-part course offered March 2 & 3): 10-10:50 a.m., 14 Hutchison; 11 a.m. - Noon, 14 Hutchison.

Basic Melvyl Searching - How to find books and journal articles and how and why searches work (hands-on): 10-10:50 a.m., Shields Library Microcomputer Room; LibraryClass@ucdavis.edu or 752-4381.

5 Applying for a New Job at UC Davis: Tips, Guidelines and Using the Internet: Staff Development and Professional Services, Noon-1 p.m., Founders’ Board Room, Alumni Center.


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

Introduction to Netscape: Information Technology, 8:30-11:30 a.m., 40 Mrak; learnit@ucdavis.edu or 752-8091.

6 Transferring to Windows 95: Staff Development and Professional Services, Noon-1 p.m., Cabinet Room, Silo.

CSC Uses Digital Editing System to Enhance Video

At Creative Communication Services (CCS), fast-forward and rewind are among the way of cutting and splicing in the digital video editing studio. Videos are now edited in a non-linear environment, thanks to new state-of-the-art digital video editing equipment.

Although digital video editing systems have been in use for the past few years, earlier systems available on campus were not capable of producing high-quality video or digitizing video in “real-time.” However, the new Imix “Spheratrace,” a Califorx system, allows editing of broadcast-quality video digitally.

Analog video can be digitized off videotape onto the hard drives. Once the video is digitally available, the “sphere” acts as a media server with easy quick, and simultaneous access to files. The benefits of this digital editing system are numerous. The system is designed with open architecture from file storage to storage media for compatibility with other products. As always, digital technology offers greater ease in the movement, modification or manipulation of images, a real bonus while editing during production.

CCS media production specialists work with staff and faculty to design

to develop video presentations for classroom instruction, professional programs, and multimedia programming.

This new system, which is compatible with other digital technologies, makes it possible to incorporate graphics, animation, and video in the digital domain.

Faculty and staff who wish to make use of this service should call CCS Instructional Media at 752-6516.

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