



Payment Card Data Security Alert

All University departments that process, store or transmit credit card information must protect that information as mandated by the credit card industry. To bring the University into compliance with these standards, Information Technologies has partnered with Internal Audit and Billing and Collection to assist departments in assessing, modifying and certifying their credit card practices. If you plan to take credit card payments in person, over the phone or on the Web, you must first contact Missy Sarver, in Billing and Collection, to verify compliance.

Coming Soon....

Web Content Management - A Web Content Management System review and selection committee representing IT and user departments has recommended the open-source system Drupal for campus-wide adoption. A web content management system provides an enterprise-wide framework for hosting and displaying web content. Templates are created to allow related information to be rendered with a common look and feel. This allows content providers to focus on maintaining content in text format without the need to know HTML or other web protocols.

New Web Search Engine - IT took delivery of the Google Search Appliance in April. This service will replace the search service on UD's home page later this summer. It will also provide departmental and college search services. The Google Search Appliance is a high-performance search engine that can be easily tailored to meet our needs.

Web-based Calendar of Events - In partnership with the Office of Public Relations, we have identified the WebEvent software to replace the current online Calendar of Events service. WebEvent provides support for multi-unit calendars that can be rolled up into college and institutional calendars. This new events calendar will be available this summer, along with the Google search debut.

New Looks for Commencement and Football - This year video coverage of commencement will be displayed at Tubby Raymond field on two 9' by 16' outdoor video displays. A 15' by 40' outdoor video display will be installed in Delaware Stadium for Blue Hen football this year along with a new sound system. Football coverage will include instant replay.

Planned Outages

UDSIS will be offline Saturday, June 7, during two software upgrades. The system will be available Sunday, June 8.

IT-User Services (IT-US) has temporarily moved from Smith Hall due to HVAC renovations. For information about temporary locations of services and staff, see <http://www.udel.edu/topics/usmove>.

Security, Privacy, Safety

Emergency Notification - On March 19th, the University successfully completed a full scale test of its UD Alert system, an emergency notification system that employs text, voice and e-mail messaging. Messages simulating an emergency alert were sent to 43,016 people and 104,247 computers, phones, blackberries and other devices. Audio alerts can also be broadcast on the campus carillon and cable TV systems. The Carillon Emergency Messaging and the Cable TV Override tools were successfully tested earlier in 2008.

Infrastructure

Wireless on The Green - Wireless networking is now available on The Green. On April 1, IT-Network and Systems Services (IT-NSS) completed the installation of twenty-two wireless access points, covering the twenty acres of The Green from Main Street to Laurel Hall including Mentor's circle.

Teaching and Learning

Learning Management System - On March 11, after review with the Provost's Executive Council, the Chairs Workshop and the Faculty Senate, the Provost announced that the University will proceed with the implementation of Sakai to replace WebCT as the University's Learning Management System. Sakai is an open source learning management "tool kit" used widely in higher education and customizable to our needs.

Faculty Institute - Thirty faculty representing twenty-three departments have been accepted for this year's Summer Faculty Institute. Invited speakers for the week long program include Alan Levine, CTO of the New Media Consortium. The Institute is sponsored by IT-User Services, The Center for Teaching Effectiveness, the Institute for the Transformation of Undergraduate Education, and Morris Library.

Virtual Environments - Second Life is a popular virtual environment, rendered as a 3-D space on network-connected computers. Anyone can create an avatar, a graphical representation of oneself, and control the interaction of that avatar with landscapes, buildings, devices and other people (avatars). UD's Second Life presence has grown to two "islands" to accommodate interest in the use of virtual environments for teaching and learning. Events such as the *Polar Year* and sessions from the *Global Agenda* are now streamed live into Second Life and can provide a high level of interactivity with virtual moderators and real-time Q&A sessions.

Large Forum Events – IT-University Media Services (IT-UMS) has provided extensive production support to several large forum events on our campuses. On March 25, the entire day's proceedings of the *Creating a Livable Delaware* conference were broadcast to the Carvel Research and Education Center in Georgetown. On April 18th and 19th, IT-UMS provided production technical coordination for the iMusic event *Xiang Gao and Friends*.

Videoconferencing - Videoconferencing extends the reach of education on campus, down the state, across the nation, around the world... and even under the sea.

- A weekly videoconference link to Kuala Lumpur provides the students in Dr. Sloane-White's ANTH210 class and the opportunity to have a face-to-face discussion about the similarities and differences in their respective cultures.
- Southern Delaware campuses regularly depend on videoconferencing to provide educational opportunities to students who would otherwise travel the 100 miles to Newark.
- Turtles swimming by the portholes provided the backdrop for a videoconference class to an undersea lab in Bonaire for Dr. Art Trembanis in the Department of Geology.

Upgraded Classrooms – During spring break, IT-UMS upgraded the classroom technology in Smith Hall rooms 120 and 140 with new audio systems, touch panels and podiums.

Business Systems

Data Warehouse –The Offices of Institutional Research and Planning (IR&P) and Information Technologies have been engaged in a partnership to develop an enterprise-wide data warehouse to facilitate reporting from student, financials and human resources systems. The Student data warehouse is now in production. The final specification document for the Financials data warehouse is under review, and the initial specification document for the HR warehouse has just been released.

Data Warehouse Training - In April, the Cognos reporting software used with UD's growing data warehouse was upgraded. The UDEW (University of Delaware Enterprise Warehouse) Users Group meets every Friday where they work with IR&P experts and other UDEW users to learn more about using the data warehouse and the Cognos reporting tool.

Training for Administrative Systems Knowledge (TASK) - Under the leadership of Ellen Lepine, from the office of the VP for Finance, the TASK project is underway. TASK will create first class training resources for campus users of UD's administrative systems that maximizes the usability and functionality of UD's administrative systems. TASK will support learning by developing online tutorials, in-person training classes, and various job aids and training manuals.

Training Needs - Working with Human Resources, IT-User Services is conducting a campus-wide technology needs assessment with respect to training. To date, over 40 units have provided feedback. As a result, custom training sessions are being developed to add value to the specific work processes of units. This is in addition to advertised workshops offered on applications such as Excel and Access. For regularly scheduled workshops and additional training resources, visit <http://www.udel.edu/learn>.

Administrative Desktop Refreshment - Sixty computers have been purchased by the Administrative Refreshment Program for distribution to twenty-three departments.

Research

Grid Computing Experiment (BOINC) - IT-US is collaborating with Prof. Michela Taufer (CIS) to make more productive use of unused CPU cycles in the Smith computing sites via the Berkeley Open Infrastructure for Network Computing. This grid computing technology permits idle computers' CPUs to be harnessed to process the extensive computation required by Prof. Taufer's research.

Internet 2 (i2)

i2: The Young Artist Workshop - IT-US and IT-UMS hosted a multi-site videoconference workshop for K12 audiences featuring Delaware-based writer of young-adult fiction, Lara Zeises. She spoke on campus to an audience of Newark High and UD College School students about creative writing while students at sites across the country and in Canada also joined in online, interactive Q&A.

i2: Philadelphia Orchestra's Global Concert Series - This "virtual performance" series is a partnership between the Philadelphia Orchestra, the Department of Music and Information Technologies. It represents an "international first" for a major symphony orchestra to use high-performance networking to offer live, interface performances in high definition with surround sound.

IT Help Desk

The IT Help Center reported 1,146 calls and 533 e-mails for the month of April. This resulted in 940 trouble tickets, 253 Network Services requests (80 created by the Help Center) and 394 answered e-mails that did not result in a trouble ticket being created. Heavy use (8,732 hits in April) of the online assistance documentation indicates that the Help Center web site has proven beneficial for user self-sufficiency. Overall Help Center statistics can be found at <http://www.udel.edu/help/stats>.

Personnel

New Hires in IT

- In March, Madhu Surampudy joined IT-MIS as a Programmer/Analyst. Madhu is in the PeopleSoft HR group. Prior to joining MIS, Madhu was an analyst for Institutional Research and also spent time in the Office of Graduate Studies.
- Becky Kinney has accepted a part-time position effective June 1 as Instructional Programmer in the Instructional Services group of User Services. Previously Becky worked as a Limited Term Researcher for IT-US and the Office of Public Relations.

Searches in Progress

- IT-MIS is currently conducting interviews to fill two positions; a Java programmer/analyst and a PeopleSoft programmer/analyst. An open Database Administrator position within MIS has been filled temporarily with a consultant.
- IT-US has begun the recruiting process for two positions; a GIS specialist and a Research Programmer.
- IT-UMS has begun the recruiting process for two positions; a Graphic Designer II and an Events Technician II.
- IT-NSS has begun the recruiting process for two positions; a Network Technician II and a Systems Programmer III.