

**Information Technology Update  
California Maritime Academy  
January, 2009**

Now that a new semester is underway, it is time to update the campus community on Cal Maritime’s information technology initiatives. The Information Technology Department is currently managing a number of projects of import to faculty, staff and students.

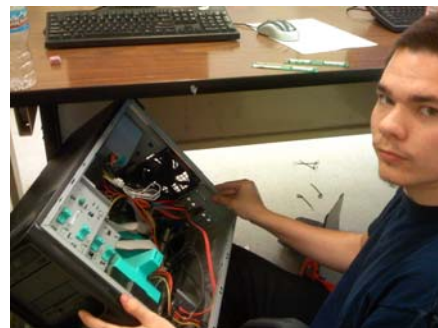
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For additional information on the IT Department and its projects, please visit our new website at [www.csum.edu/ITinfo/](http://www.csum.edu/ITinfo/) or contact Steve Frazier at [sfrazier@csum.edu](mailto:sfrazier@csum.edu) .

**Help Desk Milestone**

During the Fall 2008 semester, the IT Help Desk responded to just over 1,000 problem reports which were tracked using our new Altiris Help Desk application! In addition to the traditional method of phoning or writing to the Help Desk, users submitted and tracked their own requests via links found on the Help Desk page located at



**Help Desk Technician Louis Wilfong  
Configures a PC**

<http://www.csum.edu/itinfo/Departments/Helpdesk/> . When a Help Desk ticket is closed, the person reporting the problem has an opportunity to respond to a survey regarding the service that was rendered. All tickets, including PeopleSoft-related requests, have been tracked in the Altiris Help Desk database since late last August. In addition, the Help Desk software features a knowledge base system which can be used to find solutions to common problems.

### Cal Maritime's Data Center Goes Green

Virtualization of servers in the Data Center began on Tuesday, January 20 using VMware and the ESX Center. Approximately twenty servers (representing 66% of the current server farm) will be replaced by three new ones. Many of the outgoing servers were already in need of replacement and some were running without maintenance coverage. A couple of the newer ones will be used to replace the obsolete servers onboard the TSGB.

Virtualization will result in power, space, air conditioning and equipment maintenance contract

cost reductions (the campus has applied for PG&E's incentive program rebate).

Virtualization will also provide high availability and load balancing for networked services and reduce scheduled maintenance

time (thus reducing staff overtime). Future deployment of new servers in a virtual environment will be accomplished in minutes instead of days or weeks. Virtualization also opens the door for planning and implementing a viable and effective business continuity solution in the future as well as desktop virtualization for PCs.



**Tom Morgan Configuring One Of the New Virtual Servers**

environmental monitoring equipment. We've also improved the environmental working conditions for the Data Center/Help Desk staff. In addition, a walk-in Help Desk service area was added last year.



**Virtual Servers and Storage Rack-mounted in Data Center**

It is also worth noting other Data Center changes that have occurred over the past couple of years. The servers are now protected by a 20 Kilowatt uninterruptible power supply capable of keeping them running in the event of a power loss—either until the generator kicks in or for half an hour. In addition, the University's and CSU's investments in technology are protected by a fire suppression system and

## Information Security Initiative Underway

Cal Maritime, along with the other CSU campuses, is implementing an Information Security Program. A draft of the new system-wide policies and standards has been released by the Chancellor's Office for review. Presentations regarding this draft document and information security plans are scheduled for the President's Advisory Board, the Faculty Senate, Associated Students and other groups. Feedback from the campus will be sent to the Chancellor's Office in early March.



**Jannette Corpus Serves as  
Cal Maritime's ISO**

An Information Security Committee with broad representation will help implement the policies and standards once they are finalized. IT Department's Jannette Corpus, who has duties as Information Security Officer (ISO) for Cal Maritime, will be providing leadership for these efforts.

## Wireless Access Coming This Spring

The next phase of CSU's ITRP-2 will be the implementation of a wireless access system on campus. Individuals who use the wireless access points will be required to authenticate (provide logon credentials). The completion date is scheduled for the end of June. However, the cost of providing data and power to the access points may dictate that the project be spread over a longer span of time.

## MyCampus Portal Coming To Campus!

As result of a grant awarded to Cal Maritime last year, the IT Department has been collaborating with CampusEAI consortium staff and some of its member organizations to develop single sign-on for access to all authorized resources (such as PeopleSoft and WebCT), improve communications and foster a greater sense of community. As part of this effort, a VPN connection was established between the CampusEAI headquarters in Cleveland, Ohio and Cal Maritime to support access to PeopleSoft. Our staff also verified that all of the necessary PeopleSoft components are in place.

CampusEAI will host our portal servers in Cleveland, Ohio permitting the consortium to perform most of the implementation work on our behalf. It is anticipated that a beta version of the MyCampus portal (based on the Liferay portal) will be available for the Information Technology Planning and Advisory Committee to begin testing at the end of this month or in early February.

## **Symantec Antivirus Makes Room for Kaspersky**

University-owned desktop and laptop computers running Symantec antivirus have not been updating their antivirus definition files recently. The IT Department has purchased Kaspersky antivirus and is now working on scripts to remotely manage the migration from Symantec to Kaspersky. Kaspersky will be less intrusive on performance and disk space. Please look for upcoming announcements from the Help Desk regarding this migration.

## **IT Preparations for Cruise 2009 Began Six Months in Advance**



**2008 C-Band Satellite  
Antenna Installation**

The IT Department began its preparations for the cruise six months in advance of the TSGB's departure. That's because of the complexity of the planning which require IT preparations to be managed as a project. For example, preparations include WebCT, instructional software, Follow the Voyage, a spare parts inventory, printer supplies, lab computer imaging, activation and testing of the satellite system, telecommunication preparations, phone cards, IT staff assignments to cruise, physicals, identification cards, server configuration, student port passes, NS5, three email migrations, and credit card processing. Many of these are projects within themselves.

The IT preparation team includes staff from the Library and it meets on a weekly basis. The Captain and Chief Engineer are also periodically apprised of progress and problems.

Last year's cruise benefited from the new C-Band satellite system. Unlike previous years, the ship had a live, always on connection to the Internet through the satellite. Students were able to place outbound telephone calls from their state rooms for the first time. They also sent and received email messages with attachments in real time. The system performed well with the exception of a few problems which were resolved during the cruise.

## **PeopleSoft Advances Forward on Many Fronts**

PeopleSoft Finance 9.0 is scheduled to go live on February 23, 2009. Unlike the HCM upgrade of last year which impacted faculty, staff and students, this upgrade will directly impact fewer people—and most of them are members of the upgrade team and have been performing testing.

The Finance upgrade will enable users to submit purchase requisitions online and view information about purchase orders, vendors and payments. As a separate

project, the HR self-service will allow people to view their demographic information including days of vacation available, health benefits, current address, etc. Look for upcoming announcements regarding training offered by Margo Axsom.

CMS at the Chancellor's Office is now consolidating their patches and fixes into four maintenance packs (MPs) per year. The second MP (which is for HRSA) will be applied on Tuesday, January 20. The third MP will be split into a number of components applied on a weekly basis making February and March a busy month: Feb 20 (MP3.0), Feb 27 (MP3.01), March 13 (MP3.02) and MP3.03 will be applied later. We don't have an exact date for MP 3.03, but MP 4.00 is due out on May 22, so it will be prior to then. All of these MPs will require regression testing by our end users.



**Margo Axsom and  
Rajkumar Duraisamy**

At the start of the year, Rajkumar Duraisamy joined the IT staff filling one of two vacant programmer analyst positions. Screening of applications for the other open position is scheduled to begin on January 29 pending approval.

### **Campus-wide Printer and Copier Project**

This project, originated by the Cost Allocation (formerly Chargeback) Committee, will track utilization of printers and copiers, cut waste and to eventually allow charge back for printing and copying. The IT Department will manage the project after working it into their current project schedule.

Students will be able to swipe their ID cards on any of five printer release stations located in the two computer labs and Library to release documents for printing. Elsewhere on campus, use of the multipurpose copiers/scanner/printer stations will require users to enter their departmental PIN numbers to obtain copies.

### **Virtual Private Network Provides Enhanced Services and Security**

The IT staff and others on campus are using a Juniper virtual private network appliance (VPN) that provides secure access to the campus network from off campus without installation of software on their computers. Using the VPN, they are able to access their Z: drive or launch terminal sessions to run software installed on their office PCs. Sufficient licenses were obtained to provide faculty and staff with access. Documentation and training still need to be developed, however, before it can be put into full production later this semester.

## **Password Change Manager Is a Welcome Addition**

Cal Maritime has acquired a Password Management solution from the Ensim Corporation. This solution will permit end-users who are locked out of their account (Windows and email) to change their password using a web browser without the assistance of the Help Desk staff. While it will be a welcomed service for the campus community, it will also help reduce the Help Desk staff's work load. Announcements regarding this will be forthcoming shortly.

## **CSU ITRP-2 Enhances Cal Maritime's Network**



**Jonathan Cox, a Subcontractor, Bundles Data Cables in Hut 1 During ITRP-2 Upgrades**

For six months, the IT Department and AT&T (contracted by the Chancellor's Office) planned the replacement of all eighteen network switches on campus. These devices were at their end of life. As part of this CSU four-year refresh cycle (ITRP-2), AT&T field engineers replaced the switches and performed work on the core switches in the Data Center on January 7, 8 and 9. Work will commence again during the Spring Break in February 2009 to complete the replacement of the switches.

Data jacks on campus that were not active during sampling periods over a six month period were also deactivated. This action was necessary to comply with CSU ITRP-2 and security requirements.

## **Information Technology Advisory and Planning Committee Update**

The Information Technology Advisory and Planning Committee (ITPAC) with broad, wide representation functions as a forum for investigating, discussing and airing campus information technology issues. ITPAC develops and recommends IT policies including the campus IT Strategic Plan. To see the IT Strategic Plan, membership roster, and minutes see their website at: [www.csum.edu/library/ITPAC](http://www.csum.edu/library/ITPAC). Two new groups are being formed as subcommittees of ITPAC this semester.

The new Instructional Technology committee, chaired by Vivienne McClendon, will conduct its first meet at the end of January 2009. This group will assist the ITPAC committee with input from faculty on the uses of technology in the classroom.

The Web Committee will also be organized. It will focus on issues pertaining to Cal Maritime's website.

## Accessible Technology Initiative (ATI)

Cal Maritime's ATI Oversight Committee met several times last semester. Members of this committee met recently with the Curriculum subcommittee and the Faculty Senate to discuss issues pertaining to instructional materials. The committee also presented a workshop last semester on how to make Word and PowerPoint documents more accessible.

A template for faculty to download and use as a template for syllabi is now available at Cal Maritime's ATI website as well as reports of this past year's accomplishments in Web accessibility, instructional materials and procurement. The URL for Cal Maritime's ATI website is [www.csum.edu/ITinfo/ATI](http://www.csum.edu/ITinfo/ATI).

## Successful Transition to New Exchange Server

The migration to a new Exchange email server consisting of a front-end and back-end solution went smoothly last November. This enabled the use of Mobile calendar, resolved issues with faculty and staff member's iPhones, VPN capabilities for users and more e-mail storage space. It is anticipated that student email quotas will be increased as a result of the larger storage capabilities of the new server.



**Walter Abarca at Console  
in Data Center's Equipment Room**

## Microsoft IT Academy Makes Waves Off Campus

Through the efforts of Vivienne McClendon and Greg Crum, Cal Maritime is extending benefits of its partnership with the Microsoft IT Academy Program to the Global Center for Success, a charitable organization located at Mare Island.



**Greg Crum,  
Instructional  
Technology Support**

Through this program, the Center is providing computer training and technology education to its clientele consisting of homeless people and those in transition. The Center began offering the training in mid January after meetings with Cal Maritime representatives.



Here on campus, members of the IT staff are also using the program to stay current and support the latest Microsoft operating systems and software including Vista and Office 2007. Advanced Microsoft certification study is also available.

This semester, Information Technology will offer optional upgrades to Office 2007. Those who elect to upgrade will be able to take course modules online in Microsoft IT Academy to learn how to use the versions of Word, Excel, PowerPoint and Access, allowing them to tailor learning to their own time schedules and alleviate the need to work through text books or attend workshops.

Microsoft IT Academy's software, texts and online training courses are available for use in the curriculum. For more information, please contact Greg Crum at [gcrum@csun.edu](mailto:gcrum@csun.edu) or 707-654-1046. Microsoft's information about the program is located at [www.microsoft.com/education/msitacademy](http://www.microsoft.com/education/msitacademy).

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## About The Information Technology Department

*The Information Technology Department, a department of the [Division of Administration and Finance](#), supports the vision and mission of the California Maritime Academy (Cal Maritime) through the application and integration of technology across the curriculum and business processes. IT provides secure, reliable and stable network and digital services to support the Academy's business practices, enterprise activities, and its central work of learning, discovery, and engagement. For more information regarding IT at Cal Maritime, see [www.csun.edu/ITinfo](http://www.csun.edu/ITinfo).*



Steve Frazier, CIO

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<a href="#">Academic Computing Support</a>	707-654-1046
<a href="#">PeopleSoft Support</a>	707-651-1721