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Weber State University's

IT'S NEWS

a monthly publication of the WSU Information Technology Division

UPDATE



LYNX Upgrade

By Jean Fruth, Assistant CIO

Weber State is upgrading the LYNX system used for enrollment management and administrative processing to the latest SunGard Banner Release 7.5. LYNX/Banner, including the connections from eWeber, will not be available from Friday, October 19, 2007 through Monday, October 22, 2007.

The Banner Release 7.5 includes privacy and security enhancements to provide even greater protection of personally identifiable information (particularly SSN/SIN/TIN). The release also includes workflow enhancements and defect corrections. In addition, the new release includes numerous enhancements for administering the Banner connection with other systems such as eWeber and WSU Online. While providing substantial improvements to the system, these changes will be primarily "behind-the-scenes" and not visible to most campus users.

Thank you for your patience as we continue to improve the campus LYNX system.

Mac & Windows together

By Alan Lewis, Computing Support

With the introduction in January 2006 of Macintosh computers from Apple using an Intel processor, today's Macs are far more compatible than they used to be. Now Macs can run Windows and all it's software as fast as any other PC and in some cases for the same price.

Recent licensing changes for Microsoft software on campus, has

made it so that faculty and staff can now buy a new Macintosh computer capable of running both Macintosh software and Microsoft Windows software simultaneously. It is possible to install Windows on it's own partition and when restarting or booting the Mac, select which operating system you want to use. This option to boot into one or the other OS is called Apple "Boot Camp," and is no additional cost.

The Technology Services department has purchased a limited number of software licenses for Macintosh computers called "Parallels Desktop for Mac" which will enable the computer to run both platforms simultaneously for an additional \$45, a discount from the retail price off \$80. The IT Service Desk will configure your new Mac with the campus standard software for both Microsoft Windows and Mac OS X, even if you do not want Parallels Desktop for Mac. Call the IT Service Desk (x7777) when you get your new Mac and arrange for this set up. There is also the option of running Linux, in either booting into Linux, or using Parallels Desktop for Mac which allows you to run Linux simultaneously as well as Windows. All three can even be ran at once!



Information
Technology
Infrastructure
Library (ITIL)

By Don Gardner, CIO

The Information Technology Infrastructure Library (ITIL) is the most widely accepted approach to IT service management in the world. It

began in 1989 with a framework published by the UK Government. It has since evolved into a comprehensive IT service management discipline. It has been adopted by many organizations worldwide, both in industry, government and higher education. ITIL is not a rule book or a methodology. It is a set of guidelines, suggestions and industry best practices for managing IT services and operating the associated IT infrastructure. ITIL information has provided consistent insight and guidance in improving the quality of IT services.

ITIL was first introduced to the WSU IT Division in May 2006. Since then we have provided training opportunities to professional staff and have begun to adapt and merge ITIL disciplines into the WSU IT environment. Examples include revised change management, incident management and service level agreement procedures. Following ITIL does not imply a completely new way of thinking and behaving. But it does provide an industry-standard framework in which to organize and administer our methods, activities and processes. Hopefully, this will help us achieve our goal of always providing high quality IT services to the university community.

For more information on ITIL visit <http://www.itsmf.org/> or <http://www.itsmfusa.org/>. And Visit <http://weber.edu/ITDivision/ITIL.html> for updates on WSU's progress in adopting ITIL.

WSU Tube -Video Services

By Garth Tuck, Multimedia Services

Advancements in video compression combined with the wide use of broadband Internet connections have fueled a recent frenzy of video on the

web. Start-ups like Youtube.com and others that allow people to easily upload, share and watch video online as well as on devices like the iPhone have pushed this medium into the mainstream.

Streaming video is not a new concept at WSU. We have been delivering audio and video over the web for nearly eight years. We currently serve a multitude of project types from instructor introductions and lectures to Commencement (see <http://www.weber.edu/video> for some samples).

Since we began streaming at Weber we have served over one million videos and have experienced constant and consistent increases in demand. We expect to hit the two million mark in the next two years if not sooner. We anticipate continued growth in this area for the foreseeable future and look forward to helping you expand the use of dynamic media wherever you may need it.

Plans to facilitate delivery of audio and video to multiple platforms and devices (computers, phones, iPods etc.) are underway. Thanks to a generous donation from Jack Lampros we are also working on a state of the art studio (in Lampros Hall) where faculty and staff will be able to shoot, prepare and publish video for the web. If interested in creating audio/video content for distribution on the internet please contact Alan Ferrin (626-6410) or Garth Tuck (626-7703) in the Multimedia Services department.

Office 2007 Issues for Faculty & Students

By Judy King, Technology Services

Microsoft Office 2007 Suite has significant changes over previous versions in layout and design as well as technical differences in document file types.

The Academic Support (Student) Labs campus upgraded their Office Suite to 2007 over the summer and many students were caught off-guard when they returned to campus and were on expected to create homework assignments for instructors using Office 2003 products but were only able to find the 2007 version in the labs. Several instructors sought training for themselves and their students in the 2007 Suite and altered their curriculum to reflect the differences.

Those applications which have proven to be the most problematic are Word, Excel and Access. There is a compatibility plug-in available in the NAL applications folder for those who continue to use the Office 2003 Suite, but need to view 2007 Word or Excel & PowerPoint documents. This plug-in does not work for Access 2007.

Technology Services will begin offering the Microsoft Office 2007 workshop topics in January of 2008. We plan to cover Word, Excel, PowerPoint and Access. We will be offering workshops in both 2003 and 2007 through Summer '08.

Should you need help transitioning to the new Office Suite, please contact the IT Service Desk.

Look for more information in the Bulletin Board or via campus mail for working with Office 2007 (and see the Techguide Documents at <http://documents.weber.edu/techguide/Office/>)

~ OPEN INVITATION ~

IT Town Meeting

October 31st!!

11:30 to 1:00, Shepherd Union
Room 312

Faculty Technology Menu

May we suggest...

EndNote

Through generous support from the Provost Office and Academic Support Centers and Programs, we are pleased to announce the availability of EndNote, a bibliography and citation management program that works with Microsoft Word. We have a site license at WSU for all faculty, students and staff—including the “work at home” rights.

The software can be accessed through one of the methods listed below:

- Student Computer Labs
- On campus Windows Desktop Computers (through the NAL Applications Folder on the desktop)
- On campus Mac Computer Desktops through the Mac software volume
- From the Faculty/Staff Portal Software Downloads for use on your home machine

Keep in the mind that the software is only for Weber State University faculty, students and staff. Limit your installations to one campus computer and one “work at home” computer.

Questions regarding licensing can be directed to wsuonline@weber.edu