ACT NEWSLETTER

UC San Diego

ISSUE **02** Spring 2012

Anytime, Anywhere?

Since the beginning of the school year, our eduroam wireless service has served 437 visitors from 178 sites. From its inception in Fall 2010, it has served 963 visitors from 321 sites. To learn more go to Wireless information http://blink.ucsd.edu/technology/network/connections/wireless/ or to eduroam-US http://www.eduroamus.org/

DID YOU KNOW?

The UC San Diego Mobile application received over 200,000 views on the first day of classes last Fall.

CONTACT ACT

Please send your comments and suggestions to ACT Project Services at actproject@ucsd.edu or call (858) 822-4311.

Welcome to the Spring 2012 issue of the ACT newsletter. Since Fall, we have introduced many new technology solutions to the campus community. Perhaps you've noticed the "responsive design" of our new campus website. With this approach, we effectively meet the needs of any web device that faculty, staff, students and visitors use to access our web pages. Responsive design automatically adjusts the layout of a web page based on the resolution of the device used to view it. Another major technology change is our switch to a single hardware platform to manage and deliver both email and voicemail (technically, it is called unified messaging system). By consolidating our email and voicemail services onto the same hardware and software platform, we increased operational efficiency. Recently ACT deployed technical solutions helping campus operations and promoting a green campus as seen in the new time and attendance reporting and approving tool (MyTimeEntry); a new Costshare reporting tool; our network design and deployment for the new Sanford Consortium, to name a few. I hope that you will enjoy reading about these projects in detail on the following pages.

ACT PROJECT HIGHLIGHTS

Campus Unified Messaging

As part of our continual effort to enhance the quality of our service and to raise our operational efficiency, ACT recently began to deploy a new unified messaging system which integrates campus voice mail with campus email, allowing faculty and staff to access and manage all messages in a more efficient and unified manner from any landline telephone, mobile phone, and laptop/desktop computer mail client. For more information visit: http://blink.ucsd.edu/technology/phones/vmail/index.html

Campus Website Responsive Design

Receiving over 35,000 page views per day, the UC San Diego website is a gateway for a broad range of audiences including prospective students, current students, faculty, staff, parents, alumni and visitors. First impressions of UC San Diego campus are shaped by the site which is why ACT's Campus Web Office (CWO) and campus leaders thought it was time for an update. The new design incorporates the latest branding, improved navigation, and something you may not notice right away: The content is optimized to fit your screen, no matter what device you're using. We used a web design technique called responsive design. Using a single code base, the website can now detect your screen resolution to optimally lay out the content for the best viewing. This is important with the proliferation of mobile devices, tablets, TV's, and other devices now used to access web content. Responsive design eliminates the need to create and maintain separate mobile views of our web content. Now that the campus website is using responsive design, the Campus Web Office will be applying this to all websites managed in the Campus Content Management System (CMS). To learn more visit: http://cwo.ucsd.edu/campus-site/

ACT PROJECT HIGHLIGHTS

Learn how we support UC San Diego's students, faculty and staff

Say Goodbye to Paper Grade Sheets and Hello to Electronic Grades

With more than 28,000 students, only 1,800 instructors and over 350,000 grades submitted per year at UC San Diego, there are bound to be mistakes with the lengthy process of entering grades via paper grade sheets. Now, the entire paper grading process is replaced with an easy-to-use and secure online grading system called eGrades. Besides reducing the amount of manual errors, eGrades decreases the turnaround time for students to receive grades, streamlines business processes and achieves cost savings while still ensuring compliance with academic policy. Professors can use grade drop-down menus; upload a file from their desktop; see the grade distribution for the section; as well as view a picture of the student to confirm the grade allocation to the correct student. In March 2012, eGrades will pilot with 5 departments (Computer Science and Engineering, Economics, Music, Making of the Modern World (MMW) and Physics) and about 240 instructors. By the end of spring quarter 2012, eGrades will be the official way to record grades.

Online Membership: Easy as 1-2-3

Automating businesses should be as easy as 1-2-3, which is why ACT developed an online membership system. Built upon ACT's Lightweight Event framework technology, the Campus Web Office (CWO) implemented the new online membership system in a relatively short amount of time. Key features include: online registration forms; an administration interface where clients can easily manage members and submissions; and the ability for members to use online payment forms including eCheck capabilities or opt-out of membership benefits allowing users to increase their

tax deductible amount. The Athletic Department praises our cutting-edge membership dashboard which replaced their numerous manual processes. In the works, ACT is expanding the online membership system to the chancellor's associates as well as Scripps Institute of Oceanography (SIO). If you are interested in ACT's Online Membership application, please visit: http://uxt.ucsd.edu/about/services.html

Securing UC San Diego One Firewall at a Time

In and around UC San Diego, Network Security is hard at work making sure that all network systems and information on campus are secured at all times. The main goals of Network Security are to help facilitate campus administrators and provide security tools such as patching systems, anti-virus network firewall protection and network monitoring. Currently, Network Security is rolling out an inventive fix for system management, where customers will switch to using Trend Office Scan for anti-virus protection.

In motion, 5 departments have already moved over to the new system which includes installation on 600 PC computers. The ultimate goal is for the entire campus to use Trend Office Scan (about 12,000 computers). Network Security is planning to replace existing firewalls with a new design that supports a 10 gigabit Ethernet connection and be Internet Protocol Version 6 (IPv6) compatible. The new firewall system will offer flexibility to introduce architectural changes. ACT plans to start the new firewall project by June 2012. Even with various projects in progress, Network Security is constantly searching for campus improvements. Feel at ease when Network Security is around! To learn more about firewalls, please visit: http://blink.ucsd.edu/technology/security/firewall/

Costshare 2.0

Costshare 2.0 is used to track and report all formal cost sharing at UC San Diego. Projects funded by external agencies are matched with the university, or other resources, and usually cover salary support for project personnel or material contributions such as equipment or time. The revised Costshare system provides a clear, simple and controlled way for departments to track, manage and report on university cost share commitments. Branching off of the first version, Costshare 2.0 offers an intuitive user interface and provides up-to-date reports ensuring timely and accurate spending. ACT launched the new product mid-February to favorable response. Formal cost sharing will never be the same again! To learn more, please visit: http://blink.ucsd.edu/finance/awards/cost-sharing/system/#About-the-Cost_Shareing-System

Reaching New Heights at Mt. Soledad

ACT manages the campus antenna tower site, located near the top of Mt Soledad. We recently reinforced the structure with metal beams and fiberglass cables to increase the structural strength, and to comply with the latest EIA/TIA tower standards. We also tidied up the tower and improved its loading by removing unused cable cords and antennas, ensuring that the tower can support its tenants; two FM broadcast antennas, three Cricket cellular phone antennas, two high performance wireless research and educational network microwave anten-

nas as well as one UC San Diego TV antenna. The newly strengthened tower also allows us to add Verizon Cellular carrier as a tenant. Verizon will be adding three sets of four antennas to the tower, improving Verizon LTE and 4G coverage around the Mt. Soledad, La Jolla and Scripps area.

UC San Diego Goes Green with MTE

MyTime Entry (MTE) serves as UC San Diego's web based time and attendance reporting tool for employees to report their time to both supervisors and timekeepers. With MTE, paper timesheets are gone, and now replaced with a user friendly interface promoting a green campus. The system provides integrated employee timekeeping data and automates calculations and spreading for holiday pay, overtime, premium overtime, base earnings and distribution of labor using current distributions. With positive feedback, payroll plans to rollout MTE to campus by mid-year of 2012. Already underway, MTE 2.0 enhancements will include: the calculation of pay based on Personnel Policies for Staff Members (PPSM) policy or collective bargaining agreements; the calculation of daily shift differential pay; and accommodation of multiple time-keepers. To learn more, please visit the How-To's and overview on Blink http://blink.ucsd.edu/finance/payroll/timekeeping/mte/ To learn more about the process of how to enter time via MTE, please watch the online web tutorials http://webtutorials.ucsd.edu

NEW SITES USING THE CAMPUS CMS

The Campus Web Office provides UC San Diego a Web Content Management System (CMS) that academic and administrative units can use free of charge. Working with departments, we help migrate websites to the CMS, provide training, and are available to answer questions as needed. You can find out more at http://cwo.ucsd.edu. Recently launched sites include:
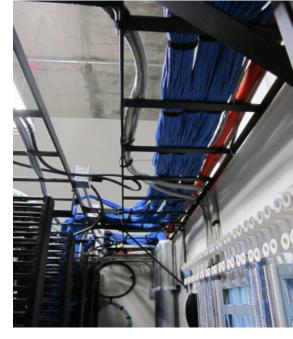
Course & Professor Evaluations (CAPE)

Office of Ombuds

Science Studies Program

Judaic Studies Program

Center for Human Development

Coming together as one united front, UC San Diego, Salk Institute for Biological Studies, Sanford-Burnham Medical Research Institute, La Jolla Institute for Allergy & Immunology, and the Scripps Research Institute band together in the fight against degenerative diseases and injuries. In the works for almost five years, the Sanford Consortium for Regenerative Medicine (SCRM) surfaced this past December. As the building is often referred to as a "collaboratory," a center without walls, the five main organizations research side-by-side to share and discover new developments into stem cell research. For UC San Diego, this marks the first collaboration on site where outside entities have access to the networks. ACT was fortunate enough to be able to provide the entire network cabling for this innovative endeavor. Implementing top-notch cable systems, ACT executed a robust network to launch the Consortium into the future of progressive stem cell research.

Recognized as a cutting-edge university, UC San Diego, with development from ACT, ensures its future connectivity by deploying the latest version of Internet Protocol (IP) commonly referred to as IPv6. With this highly expansive version of IP, UC San Diego will prosper in the long term as IPv6 will ease Internet addressing restrictions for campus and support future networking needs. Other benefits include collaborative cross-institutional researching with established IPv6 countries; compliance with US government granting agencies; and expanded wireless service. As the full conversion to IPv6 will take about 12-15 years to complete, the early planning and development prepares UC San Diego for the future restrictions of the current IPv4 system. Although UC San Diego has more IPv4 space than many institutions, address allocation will become more challenging, disruptive and time-consuming as more machines are acquired and the IPv4 space becomes even more congested and fragmented. The need to install IPv6 is current and in the past year alone, extensive progress has been made as ACT has set up a standard UNIX server with a dual stack that uses both IPv4 and IPv6 and started testing enterprise applications recently. Be excited for the big changes in store for IPs all around campus!

EMPLOYEE OF THE MONTH

DECEMBER
Bruce Heckler

Mainframe Technical Support; IT Infrastructure

Bruce researched alternate methods of processing and sending Billing Statements and his work resulted in a more time and energy efficient Billing Statement process. The old process was cumbersome and resulted in many email failures and long hours of production monitoring. The new process can, in just 30 minutes time, process and issue billing statements to over 30,000 students email accounts.

JANUARY
Bryan Hurley

Purchasing, Finance, Administration & Helpdesk

A customer thanked both the ACT Budget and Finance team and nominated Bryan Hurley for his hard work. Brian acted quickly on a customer deadline and secured a 42% discount (a savings of over $138,000). Not only did his quick work save the department money, but thanks to Bryan's efforts the department was able to move forward as planned.

FEBRUARY
Alison Kibble Koshi

Finance, Finance, Administration & Helpdesk

Alison's positive attitude makes it a pleasure to work with her. Her performance is outstanding, specifically her attention to detail has mitigated problems. Alison's professional manner is seen in how she treats her duties and her team's. Her 'can do' attitude is wonderful.

MARCH
James Leo-Castillo

Installation & Repair, IT Infrastructure

When Office of Post Award Financial Services (OPAFS) moved back into Torrey Pines Center North there was a lot of activity. The OPAFS team found James (Jimmy) knowledgeable and helpful as he went above and beyond to help his customers get set up in their new space.

EMPLOYEE UPDATE

Online Training

In order to attract and retain an excellent staff, UC San Diego strives to offer the best possible learning opportunities, informational tools and resources. ACT wants you to know about two online resources that can help you strengthen your skills and improve your opportunities for advancement. The UC Learning Center offers over 1200 web-based classes in various areas of information technology, business, management, and more. While most classes are free, some department recharge may apply. Another resource is SkillSoft, a contracted program with UC San Diego. Search SkillSoft and you'll find online self-paced and virtual-instructor led courses wherin you can ask questions and interact with the instructor and other students. For a full list of the classes and how to become more involved with the educational programs offered at UC San Diego, please visit http://uclearning.ucsd.edu

HireOnline

Desiring the most experienced and knowledgeable employees at UC San Diego, the university has recently added a new feature to the HireOnline program called the HireOnline Questionnaire. The questionnaire is a list of up to 5 questions ranging from multiple choice, short answer and long answer questions that relate to a position which candidates may be required to answer as part of their application process. Managers partner with HR representatives to create the questions based on the job description as well as criteria that would make the candidate an excellent team member. Numerical values can be assigned to answers and a "knockout" question can exist, meaning that if a candidate does not have a specific skill required for the position, their answer immediately disqualifies them from consideration of the job. This scoring method helps add another level of objective screening to ensure the most superior and qualified candidates are hired to the university.

RECENTLY COMPLETED PROJECTS

Collaboration for the Win with APOL

Working together as a cohesive unit, UC San Diego and UC Irvine team up to develop the Academic Personnel Online Review (APOL) system. The goal of APOL is for all academic reviews to be completed electronically at both campuses. In December of 2011, UC San Diego launched new features which allowed users to process multiple review files for a specific candidate in the same review year and provide users with informational statuses on active review files. Striving for even further excellence, in January of 2012, the latest version includes upgraded iText software which allows users to combine multiple PDF files into a single document and reorganize the orientation of the review files to ensure all documents are easily viewable. Collaboration on APOL ongoing development is possible since both campuses continue to work hard to establish a single business system and shared business practices, which ultimately has saved years of development time and hundreds of dollars in project development money. The possibilities are endless when teamwork is involved between various UC school systems!

NEW PROJECTS UNDERWAY

Virtual Desktop Infrastructure (VDI): This project will pilot the use of VDI technologies to determine cost savings and other opportunities. The end result will be the use of VDI within ACT and a feasibility study for use elsewhere on the campus

ACT Middleware: This project takes a comprehensive look at ACT Middleware to align and implement middleware technology that meets current and long-term strategy.

fsaATLAS: This project enhances services to prospective students within UC San Diego and reduces paper management! In addition, fsaATLAS is adopting the new feature of eScholar to further enhance the accessibility for foreign students to connect with UC San Diego's programs and vast opportunities.

Crack the Code with Fund Range Expansions
Recognized as a top research community, UC San Diego's research enterprise draws in around 50% campus revenue annually, which totaled around 1 billion dollars in awards last year. However, after 20 long years, fund code identifiers need to be added to manage research grants and award money. To this end, ACT is working with research departments on the fund range expansion project which expands the pool of available fund identifiers by adding alphanumeric characters letters A-G to each fund range identifier.

NEW STAFF

Jeffrey Smith

External Affairs Applications, IT Applications Group

Matthew Chavez

Installation & Repair, IT Infrastructure

Chakravarthi Bokka

Financial Applications, IT Applications Group

Jessica Hilt

Outreach, IT Infrastructure

Stephen Figueroa

Network Security, IT Infrastructure

Tom Redgrave

IT Infrastructure; Mainframe Technical Support

A NEW ROLE AT ACT

Damon Little

Voice & Video, IT Infrastructure

Carlos Mendoza

AD/Messaging & Windows Systems, IT Infrastructure

David Rapp

Network Architect, IT Infrastructure

Linda Piercy

Data Warehouse, IT Infrastructure

Christopher De Rosa

Middleware, IT Applications Group

TALKING ABOUT YOU

It isn't just talk- there are a lot of phones on campus ACT manages:

7006 Analogue Lines

10,877 Digital lines

196 VOIP lines

FUND RANGE CHANGES- AT A GLANCE

Level 4 Funds

Current: 930010

New: 93AG10

Level 5 Funds

Current: 93001A

New: 93AG1A

CONTACT ACT

Project Services

actproject@ucsd.edu

ACT Reception Desk

(858) 534-6960

act@ucsd.edu

ACT Help Desk

(858) 534-1853

Mailing Address

9500 Gilman Drive

Mail Code 0929

Street Address

10280 N. Torrey Pines Rd

Suite 255

La Jolla CA 92037