

Oklahoma City University

# Campus Technology Quarterly Newsletter

## Quick Facts

- 19: The number of staff members in CTS
- 300: The percent increase of available Internet bandwidth over the past year
- 16: The number of computer labs CTS supports
- 3.5 Million: The number of daily external hack attempts from the Internet

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## Campus Technology Newsletter Established

Campus Technology Services, in an effort to help keep the OCU community informed of what is going on regarding technology on campus, has established this quarterly newsletter.

These newsletters will detail completed, current and future projects, schedules of upcoming events, statistics related to various aspects of CTS, profiles of the CTS staff, and much more. The goal is to let you know what

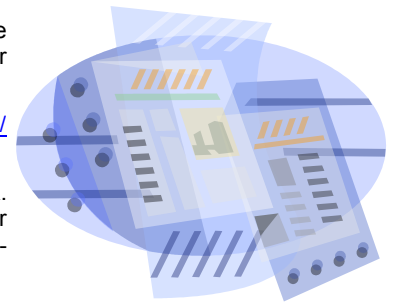
we are up to.

This issue and all those in the future can be viewed or downloaded from:

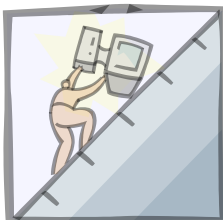
<http://www.okcu.edu/technology/newsletter>

We are looking for your feedback. If you have any suggestions for how we can improve this newsletter, please email us at:

[CTSNewsletter@okcu.edu](mailto:CTSNewsletter@okcu.edu)



## Projects and Progress



CTS is constantly working to improve the technology infrastructure and related

services on campus. This section will get you up to date on efforts and accomplishments related to this goal.

For future newsletters, this section will focus on the previous quarter's projects, but for this issue we will get you updated on progress over the past year or so. This represents only some of the many accomplishments over recent months.

**Internet bandwidth increased:** Internet bandwidth was increased from 10 mbps to 40 mbps, a 300% increase.

**Telephone switch upgraded:**

The phone switch software and some of its hardware were updated to leading-edge versions, enabling OCU to take advantage of many new features such as voice over IP (VoIP).

**New voice mail system:** AUDIX was replaced with Modular Messaging, the latest and greatest voice mail system from Avaya with many enhanced features.

**Banner Finance and Human Resource go-live:** The first modules of Banner were brought online. This marked the beginning of several significant upgrades to the administration system to be coming over the next year.

**CTS relocated to McDaniel University Center:** CTS was relocated to the heart of the campus. The new space greatly enhances the department's ability to support the

campus. (See article in this newsletter for more details)

**eCollege brought online:** The new course management system identified by the Library & Information Technology committee was brought online to unify CMS campus wide.

**Classroom and lab computers upgraded:** Many computer labs and most of the classroom computers have been recently replaced or upgraded.

**Training coordinator established:** CTS hired a full time training coordinator (Jessica Tyner) to implement an ongoing training program available to students, faculty and staff.

**Student Support Center and "GEEKS" established:** Developed a student-centric support center located in the University Center. Additionally,

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CTS has moved to the newly renovated McDaniel University Center.

## CTS Relocated to McDaniel University Center

With the renovation of the dance building, CTS was required to find a new home. With a special thanks to Rick Hall, CTS was provided a new home in the newly renovated McDaniel University Center.

This new location provides CTS a central location to work from, improving our accessibility to the rest of the campus. Additionally, CTS was able to design key areas of their work environment to provide better more reliable service.

The new Helpdesk area is more than twice the size of the previous room and has integrated technology, storage and work space much more suitable in handling the work load received.

The new server room has state-of-

the-art technologies which far exceed the previous outdated server room. The room is run on a highly redundant electrical power system complete with an automatic generator switch over to handle power outages and insure up time. The cooling system for the servers also provides redundancy not previously seen on campus. All of this is coupled with monitoring devices which report issues with the room that may require attention from the Network Services staff.

The university center computer lab was relocated downstairs just behind Alvin's and boasts the newest technologies and a much improved look. Students can take advantage of 32 Dell PC's, 4 Apple 19" iMacs, and a color laser printer/copier/scanner. This lab also contains the Student

Support Center, a full service helpdesk for student support.

If you would like to schedule a tour of our new facilities, contact us at 405-208-7777.



Outlook features can be available to you off campus the same as they are on campus.

## Tips and Tricks: Using Outlook Off Campus

Microsoft Outlook 2003 and now the new Outlook 2007 have many advanced features which help users organize, search, and format email messages, contact lists, and calendar items. These features have become increasingly important to those who heavily utilize their mailbox.

While Outlook is the standard email application on campus, many tend to use Outlook Web Access (OWA) when off campus.

Though OWA is rich with features, it still does not compare with what Outlook has to offer.

What many may not know is that Outlook 2003 and Outlook 2007 can be installed on mobile computers or other computers off campus to function identical to the way Outlook functions on campus. Further, Outlook properly configured on a laptop can allow the users to view items in their mailbox, compose mes-

sages, or work with their calendar even though no network is available. The next time the computer is connected to the Internet, it synchronizes back to the university email server. Those traveling find this feature invaluable.

For details on configuring Outlook 2003/2007 for off campus and mobile computers, visit <http://email.okcu.edu>.



StarNet will offer the university a feature rich portal far beyond what has been seen previously.

## Coming Soon: StarNet - The Next Generation

Starport and its successor, Starport2, have served the university well over the past 5+ years as our Intranet portal. It has been used extensively throughout the university as a place to share files, communicate information, perform surveys, have online discussions, and more. It has even been used successfully as a course management system though it is not truly designed to be one.

Campus Technology Services is now preparing the next generation portal system which will ultimately replace Starport and Starport2.

Currently named "StarNet", the new portal is based off of Microsoft Sharepoint Services as are its predecessors. It has many advanced features including: improved navigation, personalized "My Sites", advanced col-

laboration functionality, work flow processes, and much more.

Overview sessions will be offered in Q4 of 2007 with detailed training sessions and migration beginning Q1 of 2008. The goal is to have completed the migration to the new portal by Fall 2008.

Watch your email in days to come for more details and announcements related to this exciting upgrade.

## Projects and Progress (continued)

G.E.E.K.S. (Gaining Effective Electronic Knowledge & Support) was developed to provide training and workshops geared for the students' needs.

**Media Services division created:** To address the growing trends and demands involving media support and services, the Media Services division was established in CTS.

**Network infrastructure improved:** The internal data network connecting all the buildings and providing access to centralized information systems has been drastically improved both in bandwidth capabilities and redundancy.

**Website created:** CTS has developed a "one-stop" web presence where many resources can be found. The

new site is located at <http://www.okcu.edu/technology>.

**Building projects:** CTS has been involved with numerous new building and renovation projects including the university center, new dorm, renovated dance facility, nursing school classroom in Farmer's House Annex, softball field, and the new music school building.

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*"If we don't change, we don't grow. If we don't grow, we really aren't living.*

*- Gail Sheehy*

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## Helpful Websites



Campus Technology Services continues to revise its web presence to provide the campus community with a single web

location to find all you need for information and resources related to technology at OCU. Our website can be accessed at: <http://www.okcu.edu/technology>

Here are some more handy links to know about. Most of these can be found as links off our website:

1. <http://email.okcu.edu>  
Web email interface as well as configuration information for other email clients.

2. <http://www.ocuonline.net>  
The eCollege course management system site for students and faculty to share information for various courses.

3. <http://download.okcu.edu>  
Download site for software licensed to OCU students, faculty and staff.

4. <http://wifi.okcu.edu>  
Wireless network information and configuration guides.

5. <http://iTunes.okcu.edu>  
OCU's iTunes U web presence soon to contain all types of podcasts.

6. <http://www.okcu.edu/technology/purchasing>  
Information related to pur-

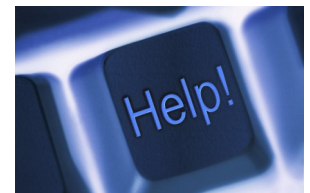
chasing technology and links to online resources where purchases can be made.

7. <http://telcom.okcu.edu/directory>  
Online searchable campus phone directory.

8. <http://webmm.okcu.edu>  
Web interface to the university voice mail system.

9. [www.atomiclearning.com](http://www.atomiclearning.com)  
(Username: ocu and Password: istar). This site offers short audio tutorials on many programs for PC and Mac users.

10. <http://office.microsoft.com/en-us/products/default.aspx>  
This is Microsoft's site. It has useful audio tutorials, demos, templates and tips.



Several websites that offer valuable help and resources.

## Tech Terms

Each issue we will include this section which will define some of the common technical terms and acronyms you may hear often but may not necessarily know what they mean.

**Operating System** - Sometimes abbreviated as OS. It is the program initially loaded into memory which manages all other programs in a computer.

**CPU** - Short for central processing unit, also called processor. This is the logic circuitry that responds to and processes the basic instructions that drive a computer.

**RAM** - Short for random access memory. It's the place in a computer where the operating system, application programs, and data in current use

are kept so that they can be quickly reached by the computer's processor.

**Motherboard** - The physical arrangement in a computer that contains the computer's basic circuitry and components. Typically the circuitry is imprinted or affixed to the surface of firm planar surface and usually manufactured in a single step.

These definitions and others can be found at:  
<http://searchsmb.techtarget.com/glossary>

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## Our Mission

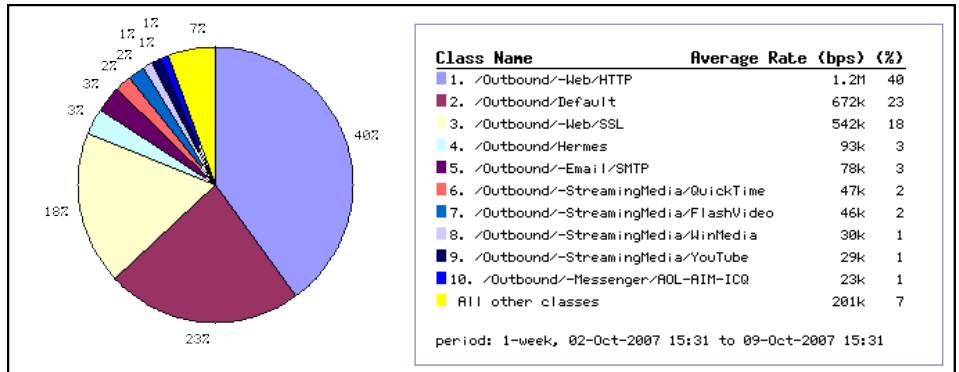
The mission of Campus Technology Services is to provide and support information technology resources for the university in pursuit of its goal of continued growth in academic excellence. Campus Technology Services strives to provide leadership and be a model for excellent service across campus, and in doing so, develop collaborative relationships to enhance both the teaching and learning and ancillary support environments at Oklahoma City University.

**Check us out on the web at:**  
<http://www.okcu.edu/technology>

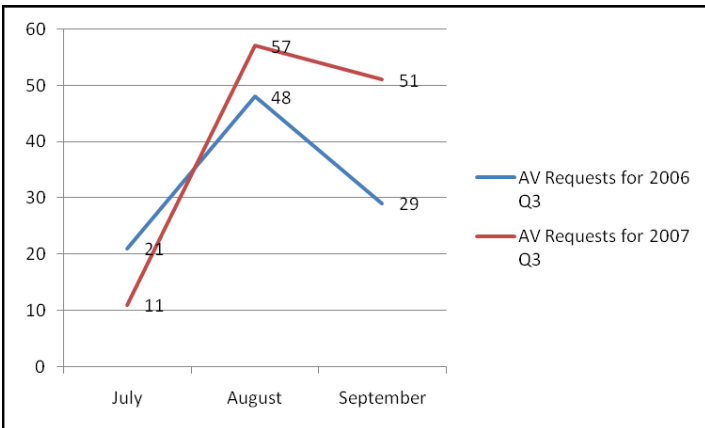
## Graphs and Statistics

In this section you will find various statistics and graphical summaries of services provided by CTS. In this issue we will look at four areas: how the Internet is being used by the OCU community, a comparison of A/V requests for Q3 of this year as compared to Q3 of last year, the average daily Internet bandwidth consumption of the university, and the telephone call statistics for the past quarter.

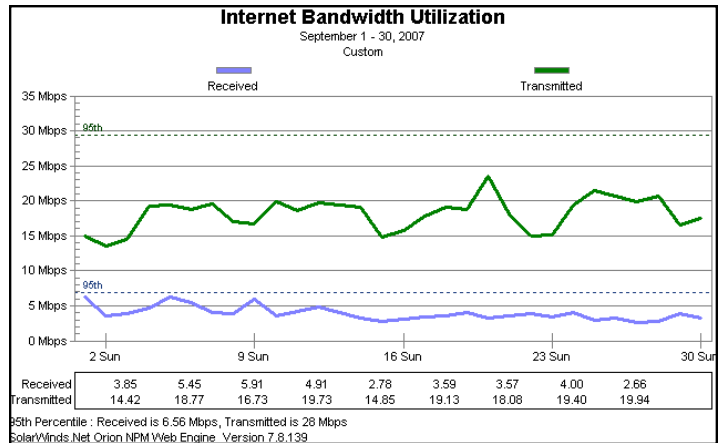
It can be fascinating to assess how we use technology on campus and in what ways.



Here is a snapshot look at a week's worth of network activity and the typical types of traffic. Web traffic is twice as large as the next closest.



A comparison of Audio/Visual requests per month for the third quarters of 2006 and 2007.



This is a look at a month's worth of Internet traffic and the daily average of bandwidth utilization over this month.

	Outbound (Local)		Internal Calls		Inbound Calls		Long Distance - Out		Grand Total	
	Calls	Hours	Calls	Hours	Calls	Hours	Calls	Hours	Calls	Hours
July 2007	26,457	1,325	14,445	453	83,169	2,503	4,251	194	128,322	4,475
Aug 2007	39,492	1,689	23,973	736	113,216	3,355	6,730	280	183,411	6,060
Sep 2007	39,762	1,782	18,894	627	94,469	3,427	4,761	214	157,886	6,050
<b>Qtr Total</b>	<b>105,711</b>	<b>4,796</b>	<b>57,312</b>	<b>1,816</b>	<b>291,854</b>	<b>9,285</b>	<b>15,742</b>	<b>688</b>	<b>469,619</b>	<b>16,585</b>

Here you will see the telephone call statistics for the last quarter. As you can see, 469,619 calls were processed by the phone system, averaging 2.12 minutes each.