UCF to Migrate from GroupWise to Microsoft Exchange

GroupWise has been UCF’s primary enterprise e-mail system since 1996. Today, GroupWise serves approximately 9,000 faculty and staff. Although the e-mail system provides many useful features and has sustained employee communication needs for many years, the product has waned in market acceptance. That translates to rapidly diminishing third party support and dim future prospects for the product.

In a continued effort to improve e-mail service to the UCF community, Computer Services & Telecommunications (CS&T) launched an enterprise messaging project last year to select a replacement for GroupWise. That initiative led to the selection of Microsoft Exchange 2010. Exchange offers improved functionality and reliability, integrates with Microsoft Office applications, and is supported by numerous third-party vendors and a wide array of mobile devices such as the BlackBerry and iPhone.

The Exchange project will require the support and teamwork of all of UCF’s technology managers working closely with CS&T to assure a smooth and successful migration. The CS&T enterprise messaging team has completed two proof-of-concept pilot projects with Exchange 2010, including successful test user migrations from GroupWise to Exchange.

The project will begin with migrating CS&T staff from GroupWise to Exchange starting in October and November 2010 in order to assure that migration processes are fully functional. Once CS&T has successfully completed its migration they will begin working with other UCF departments and colleges to migrate their accounts. An Exchange migration project website will be set up in August, and Campus News e-mails will be sent out to all faculty and staff explaining each phase of the project. The goal is to have all who currently use GroupWise as their enterprise e-mail system migrated to Exchange by June 2011.


Technology Fee Proposal Workshop

The Office of Information Technologies and Resources will conduct a workshop on September 1 at 1:30 p.m. in the Student Union, Cape Florida Ballroom (316C-D) to assist members of the university community with preparing a successful AY 2010-2011 Technology Fee Proposal.

The workshop will provide in-depth information on the proposal guidelines and cover changes in the process.

Any department considering submitting a 2010-2011 Technology Fee proposal is encouraged to attend.

This will be the last workshop offered prior to the September 15 proposal submission deadline.

Visit http://www.itr.ucf.edu/TechFee for additional information.

PeopleSoft Financials Upgrade

The Division of Administration & Finance’s Financials Support Services (FSS) is progressing with its PeopleSoft Financials 9.1 upgrade. The General Ledger, Accounts Payable, Purchasing, Asset Management and eProcurement modules are all being upgraded to the latest software version 9.1. This ambitious project began in August 2009 and will culminate with a go-live targeted for the
PeopleSoft Financials Upgrade — cont’d

end of November 2010.

Oracle once again selected UCF to be a partner in its Early Success Program. This partnership is UCF’s second with Oracle for Financials. UCF previously completed a successful upgrade in the Early Success Program for Financials 8.9, which went live in May 2006.

The project consists of two phases and four stages. During the first stage, fit-gap sessions for each module took place between mid-April and mid-May. During these interactive sessions, a cross-section of UCF Financials system users and FSS team members reviewed the new features and functionality for the modules and then decided how business processes would either fit or be modified to utilize new system functionality.

Stage two focuses on development and upgrading, stage three will concentrate on testing, and stage four will conclude the project with communication and training.

When FSS and Computer Services & Telecommunications complete this project, UCF Financials system users will see streamlined financial processes and improved usability. For example, the new capability of attaching documents or reports to screens will reduce the need to view related documents in a separate system and will expedite approval processes by providing approvers with additional supporting information. Other features, such as out-of-the-box workflows, more audit trail details and personalization tools will also contribute to the system’s efficiency.

For updates and additional information about the project, visit the Financials Website at http://www.financials.ucf.edu/index.cfm.

UCF Financials Early Success Upgrade team: (from left to right) Brad Smith, Nicole Shirley, Kimberly Ammerman, Marcia Maukonen, Peggy Bivins, Rebecca Vilsack, Libby Kohlmeyer, Varsha Das, Kiran Acharatlal and Reggie Besana; (not pictured) Kristal Jackson, Dorann Mullins, Mark Wray, Hector Santos, Elena Wilson and Roshni Mistry, and from the CS&T team, Evelyn Ramos, Eric Wayte and Larry Walker

New Library Associate Director for Collections & Technical Services

UCF Libraries is happy to announce the arrival of Mary Page, who joined the library faculty as associate director for Collections & Technical Services on Aug. 9.

Mary received her MLS degree from Rutgers University, where she also served in a variety of librarian positions for 19 years. Most recently employed as an assistant university librarian for technical services at the University of California-Davis Library, she brings extensive experience in all aspects of technical services, including acquisitions, serials, collection management and collection development.

Mary Page replaces Jeannette Ward, the first associate director for Collections & Technical Services at the UCF Libraries, who retired in July 2007.

IT&R Shared Services Center

As UCF has grown in its use of information technology for teaching and learning, research and administrative operations, the university’s IT infrastructure has expanded and diffused throughout the institution. Today, we find tens of departmental server sites holding hundreds of servers, more than a hundred departmental PC labs occupying nearly 80,000 square feet of space and a growing number of mid-size research computer clusters. Each of these resources requires space, power, supplemental cooling and staff support. New buildings are still being built with server rooms having high-capacity power distribution and air conditioning. But, there is a more sustainable way.

Computer Services & Telecommunications (CS&T) has developed a shared services facility in the central data center of the College of Sciences Building (CSB), where departmental applications can be housed, supported and protected with reliable, clean power and cooling. CSB is now arguably the most hardened building on campus, with redundant cooling systems, a high-capacity generator, wind-resistant windows, computer-grade power distribution and enhanced building security. In addition, Computer Services employs server virtualization — the capability to run multiple “virtual machines” on a single computer — greatly reducing space consumption, energy demand, cooling requirements and server underutilization.

As a means of encouraging colleges and departments to become more energy and space efficient, CS&T is offering, for a limited time, to provide new virtual server hardware at no cost to those units that will decommission their server rooms and migrate their applications to the shared services facility.

For more information, please contact Aaron Streimish at aarons@mail.ucf.edu.
Oracle selected UCF to participate in their Early Success Program for our CRM upgrades. The first upgrade is for the CRM tools to version 8.50. The second upgrade is for the CRM application to version 9.1. The tools upgrade was successfully completed on July 11, 2010. The application upgrade begins Aug. 15, 2010. The go-live for the production upgrade is scheduled for Oct. 9-10, 2010.

CRM was implemented in 2005 and is used by the college advising offices for appointment scheduling, management and automated student communications. The administrative offices of Undergraduate Admissions, Housing, Student Financial Assistance, Registrar’s Office and the Computer Store use CRM for ongoing student communications during their academic life cycle with the university. Some of the enhancements of the new releases are mouse-over popups, embedded wikis, autocomplete of prompt fields, related content links, zoom grids, WYSIWYG editor, and a reporting console. These new features take advantage of industry standards provided within web browsers and other application software.

New Information Literacy Modules

In support of the university’s information literacy initiative, a set of new online information literacy modules is being released for fall 2010 use. The new modules are:

- Conducting a Literature Review
- Managing References Using RefWorks
- Selecting Sources for Academic Assignments
- Understanding the Information Cycle

These became part of a 12-module set that address students’ need to be able to gather, evaluate and use information effectively. Each online information literacy module addresses one learning objective, along with practice questions with targeted feedback, and an assessment to test students’ knowledge. Each module can be completed in one sitting (30 minutes) and includes an authentication system so results can be tracked to specific students.

Of the four new modules, Conducting a Literature Review is targeted to upper-division or graduate-level students and contains an overview of how to begin a review of the literature. Managing References Using RefWorks teaches students how to use RefWorks citation software to organize references, create bibliographies and format papers with in-text citations. Selecting Sources for Academic Assignments teaches students the difference between popular and scholarly publications. Finally, Understanding the Information Cycle shows students how the production of information and the time frame for publication may influence what sources are available.

Other information literacy modules currently available include:

- Avoiding Plagiarism
- Citing Sources Using MLA Style (updated to the 7th edition, May 2010)
- Citing Sources Using APA Style (updated to the 6th edition, May 2010)
- Creating a Search Strategy
- Evaluating Web Sites
- Focusing an Information Search
- Maximizing Google Scholar Searches
- Recognizing a Research Study

To learn more about UCF’s information literacy modules, including instructions on how to assign modules, visit http://infolit.ucf.edu or e-mail infolit@mail.ucf.edu.
Journal Citation Reports

Journal Citation Reports (JCR) will be available online beginning with the fall 2010 semester. JCR offers information to evaluate and compare journals covered in Thompson Reuter’s Web of Knowledge based on citation data from 1997 to present. JCR covers more than 6,500 journals in the sciences and more than 1,900 in the social sciences.

For each listed journal, JCR lists the number of articles published during the year and the number of times the articles in the journal were cited by later articles, as well as the number of times articles published in the journal during each of the most recent 10 years were cited by specific journals during the year. The 20 journals with the greatest number of citations in the covered journals in each of the 227 categories are also listed.

JCR calculates a measure of influence and impact of research at the journal and category levels, and shows the relationship between citing and cited journals. The journal’s impact factor is the ratio of the number of citations to the previous two years of the journal divided by the number of articles in those years (essentially, the average number of recent citations in covered journals per article).

Online access to the Journal Citation Reports had been suspended because of budget cuts; however, funding has been secured to resume access for 2010-2011.

Knowledge Commons Opening

Work on the UCF Libraries Knowledge Commons (located on the second floor of the main library building) began in May and will be complete just in time for fall classes, which begin August 23.

The Knowledge Commons features:
- 196 desktop PCs (an increase of 102)
- 116 seats within easy access to electrical power or desktop PCs
- A variety of seating and work area styles, including lounge and soft seating, tables, moveable group seating near monitors and individual workstations

The new Knowledge Commons is the result of several years of planning and feedback from the UCF community. The new facility will be a comfortable, relaxed environment that will foster learning, creativity and collaboration. The Knowledge Commons is made possible through funding from the 2009-2010 Technology Fee and the UCF Foundation’s Annual Parents Campaign.

For a look at plans and the progress on the Knowledge Commons progress, check http://library.ucf.edu/NewLook/.

OIR Transitioning to the NET Domain

Beginning this fall, the Office of Instructional Resources (OIR) will configure a set of OIR-supported multimedia classrooms to use CS&T’s enterprise identity management directory service (NET Domain) for classroom PC logins. Changing to the NET Domain in classrooms will enable enhanced security and the ability to access a wider range of online services.

OIR expects to transition about 40 classroom computers to the NET Domain by the start of the spring 2011 semester. The most noticeable difference for faculty will be the ability to use their NID and NID password to log in to OIR classroom computers. After the transition is complete, a generic faculty ID will no longer be required for the newly-configured classrooms.

The benefits of the NET Domain are not limited to the classroom. During the fall, OIR also plans to transition its own office and lab workstations to the NET domain and also move all departmental servers to the CS&T Shared Services Center (see page 2). Overall benefits will include the use of centralized network directory and other services housed in a secure, environmentally controlled area, it will also allow OIR to eliminate the need to run its own departmental servers and repurpose the space formerly occupied by the OIR server room.

Information Technologies & Resources Websites

Center for Distributed Learning | http://online.ucf.edu
Course Development & Web Services | http://cdws.ucf.edu
IT&R | http://itr.ucf.edu
Library | http://library.ucf.edu
Office of Instructional Resources | http://www.oir.ucf.edu
Research Initiative for Teaching Effectiveness | http://rite.ucf.edu