

ITS Update

Issue 06 – March 2010



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Fall 2010 Schedule Live in Banner



Student Admissions has been live in Banner since October. The next critical step in the journey to get Banner fully operational for TRU was scheduling. Fall 2010 and Winter 2011 scheduling has been developed in Banner and should be available online mid-March. "After some rough starts, we were able to get the schedule completed in Banner in the same amount of time it usually takes in Colleague", says Marion Hannaford, Associate Registrar at TRU. Thank you to the departments who got their schedule submitted in a timely manner. Hopefully, that will be an ongoing feature with the new system.

"Getting the semester schedule in Banner was an essential milestone on the project", said Brian Mackay, AVP IT Services & CIO. Attention is now focused on the May 31st Go-Live of campus Registration as well as conversion activities. When asked if TRU Faculty will notice any difference with the new system, Marion Hannaford said, "TRU Faculty will have very similar access to their class lists, schedules, grade rosters plus a few extra items through their login on the Web. Information on Faculty Web Access will be circulated in plenty of time for the Fall semester. Advisors will receive documentation and an explanation of how we are handling Registration Permissions during the transition to Banner from Colleague for this year only."

Meeting the unique requirements of our Open Learning division continues to be a priority. Open Learning Admissions has begun work on DegreeWorks, the new degree audit system, which will replace the current program plans that are delivered to each Open Learning program student. In addition to DegreeWorks, and configuring and testing the new Flexible Registration system, the new OL shopping cart for web registrations is high on the list of priorities. "Exciting pieces of the new look Open Learning students and staff will benefit from are beginning to come together", says Leena Niemela, Manager of Admissions and Advising, "And there is so much more to come."



The Project team is captivated at the DegreeWorks training in February.

Mobile TRU – Bringing the Campus to Your Pocket

– by Abby Sereda, Coordinator, IT Project Management Office

Blackberries and iPhones were at the top of many Christmas wish-lists in 2009. There is great appeal in today's mobile offerings which include affordable service and data plans, the convenience of mobile applications, and of course, the entertainment value in owning a small device that fits in your pocket. With mobile technologies popping up everywhere, TRU continues to move forward with its own mobile site mobile.tru.ca

It started with a mobile service application developed for students, by a student.

The first application was developed by Lea Baxter, a TRU Computing Science student who spent her co-op term last Fall semester with IT Services. Lab Stats, a mobile page which works just like an application, provides users with live computer lab usage rates. By showing how many computers are available at any given time, students can see where they can find an available computer on campus before they leave the classroom.

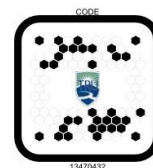


Other mobile services that Lea has worked on include the mobile version of Telbook, a campus photoset, a feedback tool, map, and mobile news feed. While Lea returns to classes for Winter 2010, the mobile site continues to be branded, refined, and further developed by a technical consultant. Working along with the technical consultant to prepare for an official release is Matthew Tarzwell from the TRU Marketing and Communications team. Also involved in the project are Steve Sereda and Ruth Hughes from the IT Services Enterprise Systems team. With a primary focus on the student population, other exciting features are planned for implementation down the road including Mobile Class Alerts, Mobile Blackboard, and Mobile Money to name a few.



In the December 2009 issue of the ITS Update, the concept of Bee Taggs was featured. The use of these and similar 2D codes can be used to make mobile payments, as well as direct users to information, eliminating the need to type lengthy URLs in a browser. The future of Mobile TRU is about more than information at your fingertips; think of the advantages that location awareness brings. Knowing where you are via GPS technology enhances the mobile experience by delivering location specific information depending where you are on campus.

Mobile TRU will continue to grow as our campus and community becomes more technologically enabled. An official campus release of Mobile TRU is expected for late Spring 2010.



Wireless Printing on Campus

There are 25 wireless printers in computer labs that are now available for laptop users in the following buildings: Arts & Education, International Building, Library, Old Main, Science, Trades and Technology.



See www.tru.ca/its/labs/wirelessprinting for details and instructions on how to setup wireless printing on your laptop.



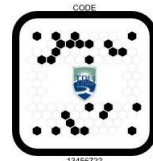
...take a moment to enjoy the wonders of spring!

myTRU on Twitter

TRU Marketing is actively leveraging social media to communicate to the TRU community. Some of the tools being used include Facebook, Twitter, flickr, and YouTube. Check out twitter.com/myTRU.

twitter

IT Services tweets are available at twitter.com/TRU_ITServices. By posting IT Services is benefiting from the myTRU feed which is becoming the go-to place for campus news and related announcements.



Computer Usage Displayed on Campus Monitors

- By Rebekah Hammond – Science & Tech Editor, *The Omega*

Finding available computers in TRU's computer labs is now an easier task. Students no longer have to race around campus looking for an available computer to madly type up essays due next class. TRU's TV monitors now display computer lab usage graphs every few minutes, showing how many computers are free in each public lab.

"There's a client installed on every workstation in the lab and then there's a [main] server that's over in the Open Learning building," said Karen Wiens who works at Information Technology Services (ITS). "It reads that data every five to ten seconds, so it's pretty up-to-date."

"This is awesome. That's very helpful, I can stop bringing my laptop," said Panashe Bwoni a BBA student. "I didn't know about it. I use [the labs] sometimes when I need to do some work. I sometimes have trouble finding a computer when they get full and busy." "Since I happen to belong to a [program with a] dedicated lab I don't really have to worry about finding an open computer, otherwise it could be useful," said Aryck Giesbrecht a CSOM student.

The feature had been available as a link titled "check current computer lab usage," on TRU's computers' desktops for a while. Lab Support decided, however, to expand the practicality of the function. "So then we put it on the [campus TV] monitors after that because we thought, 'Well, if people want to know if there's computers available in the labs, it means they're not on a computer to check.' So we wanted to put it on the monitors so they could just look on there," Wiens said. When the desktop link is clicked, a page pops up showing bar graphs of all TRU's public computer labs and the number of computers available and in use. Students can also click on each lab's "map" link and see an active diagram of the lab. "It has a little guide, the little blue ones are in use and the rest of them are available," Wiens said.

Students who are tech-savvy and looking for a campus computer can pull out their cell phone, Blackberry or iPhone and use the mobile application. "If you [go] to <http://mobile.tru.ca>, you click the mouse for the lab usage, and it will show you a list of the buildings and you see a similar page," Wiens said.

To view this article in its entirety, please see the following: <http://theomega.ca/articles/26681>

TRU Information Technology Services

PO Box 3010, 900 McGill Road
Kamloops, BC, V2C 5N3
<http://www.tru.ca/its>

TRU IT Services Recognized for Reducing Paper



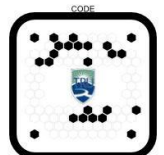
TRU was honoured by VoteNet Solutions, Inc. for its purchase of eBallot, a web-based voting software solution which was used in the November 2009 student elections. As a special thank-you, VoteNet Solutions, Inc. donated 30 tree seedlings to Sustainable Harvest International (SHI) who in turn will provide the seedlings to impoverished farming families in Central America.

SHI's staff will provide these families with training and support to make these trees an integrated part of their farms and help to restore the rain forest. Since the organization's start in 1997, SHI has planted more than 2.6 million trees and converted thousands of acres to sustainable uses; thereby saving tens of thousands of acres of tropical forest from slash-and-burn destruction. For more information on SHI, please see their website: www.votenet.com

TRU's Prize Winning Contribution to Computer Lab Solutions

Lea Baxter, a Co-op Student with IT Services, with assistance from Karen Wiens, Supervisor, Lab Support, IT Services, submitted a prize winning case study to Computer Lab Solutions showing how its products, LabStats and LabMaps, are being used on mobile devices at TRU.

See Lea's case study as published on the Computer Lab Solutions website under Success Stories. Well done Lea!



IT Infrastructure Library (ITIL)

– by Marlies McArthur, Manager, IT Client Services



What is ITIL? ITIL is a documented compilation of best practice processes for managing and providing IT services. ITIL has been adopted by many organizations and its use offers many benefits, including improved customer satisfaction.

Why do we need ITIL and why is it important to IT Services at TRU? We have many established routines and functions within IT, some are documented, and some are just completed as they always have been in an ad hoc manner. ITIL provides structure and definition to these routines and functions, assigns ownership, and defines how and when they should occur.

There are five Lifecycle processes in ITIL that are:

1. Service Strategy
2. Service Design
3. Service Transition
4. Service Operation
5. Continual Service

Within each of these Lifecycle processes are disciplines, or individual management categories that are to be established, understood, and documented. For example, the Incident Management discipline is a method of tracking all calls, emails, and requests that come into the IT Service Desk's Web Help Desk tool. Tracking this information provides the IT Service Desk with a record of client concerns and how those concerns have been addressed. Incident Management allows the IT Service Desk to see where the calls originate, what type of calls they are, and whether there is a pattern. This knowledge enables the IT Service Desk to implement improvements that reduce the frequency of similar calls, and overall, enhance the level of customer service.

The vision of IT Services is to provide the high quality information technology, applications, analytics and innovation infrastructure to support the learning, teaching, research and administrative goals of TRU. Adopting and documenting the many ITIL disciplines aligns with its vision and positions IT Services to meet the needs of the TRU community for years to come.



For more information on ITIL, please see the following website: www.itil-officialsite.com

Supporting Classrooms with Crestron RoomView

Media Services has now put all media classrooms on the Crestron RoomView software. This application, which talks to the Crestron controllers in every media enabled classroom, lets Media Services technicians schedule rooms, control projection equipment, power on and off equipment remotely, and track the usage of projector lamps. You may not know it but projector lamps are one of the largest consumable costs in Media Services! Having a tool that accurately tracks bulb wear allows technicians to be proactive in servicing AV equipment.



Scheduled Event— RoomView Express makes **scheduling of recurring or one time events easy**. Setting RoomView to automatically power down at midnight throughout the week can save valuable projector lamp and ensure security inside the facility.

Help Alert— **Real-time Interactive Help Desk** requests are sorted to come to the top. The Help Desk then has the ability to respond with an automatic message or instant message the room with exact procedures.

Display Usage

Display Power— **Check on/off status of display power and system power**. View a bar graph to **monitor the percentage of available projector lamp life** and set an alert to notify the services department when a replacement lamp should be ordered before he lamp fails.

About License Information

View Groups

Edit Assets

Edit Users

Edit Events

Edit Contacts

Edit Rooms

Edit Attributes

View Log

Find Room

Log Off

All Rooms	Name	Online	Log	System Power	Display Power	Display Usage	Help	Schedule
NYC	Auditorium	✓	✓	●	●	█	✓	⌚
NYC Boardroom 1	Boardroom	✓	✓	●	●	█	✓	⌚
NYC Boardroom 2	Room 1	✓	✓	●	●	█	✓	⌚
London	Room 2	✓	✓	●	●	█	✓	⌚
London Conf1	Room 3	✓	✓	●	●	█	✓	⌚
London Conf2	Room 4	✓	✓	●	●	█	✓	⌚
London VTC1	Room 5	✓	✓	●	●	█	✓	⌚
London VTC2	Room 6	✓	✓	●	●	█	✓	⌚
	VideoConference	✓	✓	●	●	█	✓	⌚

Select View by Rooms, Attributes, or Contacts— RoomView Express gives you the ability to simultaneously **view more than 250 rooms from a single screen**. Customize RoomView to view by room name, locations, and group.

Room Name and Location (sortable)

Online Status

Event Log— **Automatically generates log files, reports and charts** to analyze ROI and budget allocation. Track device usage, call statistics, and user history.

System Power

Additional Customized Attributes Available— RoomView Express gives you the ability to **add an unlimited number of attributes/columns** as you need. Customize parameters to monitor any signal available from the control system's SIMPL program including motion, lighting, audio levels, temperature, video sync, phone number dialed or whether or not a video-conference or audio call is active.

New Faces in ITS

Please join us in welcoming...



Jackie Watson
Leasing Clerk



Vera Merkusheva
Software Analyst



Louise Galligan
Software Analyst