

# Computer Services

Fall 2003

# Newsletter

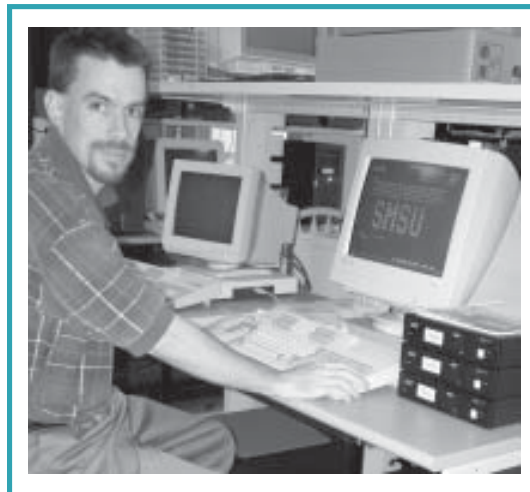
## The Migration Off the Mainframe

**By Frank Williams, Coordinator of Management Information Systems & Chris Rees, Systems Programmer**

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**T**hough our current mainframe platform has provided a stable computing environment for over 20 years, Computer Services has been working diligently on the multi-year project of migrating applications to the IBM iSeries, a mid-range enterprise server. This migration will place SMSU and Computer Services in a better position for



**Chris Rees, Systems Programmer, works on the iSeries.**

future on-line, batch, and web application development. Major initiatives in this migration task include designing and creating database tables on the iSeries to hold the Virtual Storage Access Method (VSAM) data files from the mainframe; converting several thousands of programs, queries, and procedures, and training campus users and Computer Services' staff.

Currently, there are two iSeries servers in place. The larger of the two will function as the primary database and application server, and contains nearly 400 gigabytes of storage space and 3 gigabytes of main memory. The smaller one is an entry-level server, which will function as the development, testing, and training environments for

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The Computer Services Newsletter is a publication of the Computer Services Department of Southwest Missouri State University. Questions and comments may be sent to: [CSVnewsletter@smsu.edu](mailto:CSVnewsletter@smsu.edu)

Southwest Missouri State University is an Equal Opportunity Institution.

## PHONE NUMBERS

Help Desk for faculty and staff	836-5891
Dialup hotline for students	836-6327
Short Course Registration	836-6288

## WEB ADDRESSES

Computer Services:	<a href="http://computerservices.smsu.edu">http://computerservices.smsu.edu</a>
Help Desk:	<a href="http://helpdesk.smsu.edu">http://helpdesk.smsu.edu</a>
Open Labs:	<a href="http://openlabs.smsu.edu">http://openlabs.smsu.edu</a>

See a complete listing of addresses on page 10

## Computer Labs' Schedules

### Cheek Hall 150

Monday-Thursday.....open 24 hours  
 Friday.....closes at 11 p.m.  
 Saturday.....10 a.m. to 6 p.m.  
 Sunday.....opens at noon.

### Glass Hall 228-229, 234-235

Monday-Thursday.....8 a.m. to midnight  
 Friday.....8 a.m. to 11 p.m.  
 Saturday.....10 a.m. to 6 p.m.  
 Sunday.....2 p.m. to 11 p.m.

### Strong Hall 107

Monday-Thursday.....8 a.m. to 11 p.m.  
 Friday.....8 a.m. to 10 p.m.  
 Saturday.....11 a.m. to 5 p.m.  
 Sunday.....3 p.m. to 10 p.m.

## From the Director

### Jeff Morrissey, Director of Computer Services

JeffMorrissey@smsu.edu



Computer Services is continuing in its efforts to support the campus community as SMSU enters a new era of information technology. Over the next year, our department will deliver a new computing environment capable of enhancing the quality of our application systems. All staff members in the department find themselves involved in this initiative as well as numerous other exciting projects, some of which you will find referenced in this newsletter. I hope you find our newsletter informative and enjoy learning about some of the completed projects as well as those on the horizon. As always, if you have comments concerning the service you receive or are just interested in more details about a certain project, please don't hesitate to call.

## & from the Coordinators of Computer Services

### David Liss

DavidLiss@smsu.edu



This year the User Support group is continuing to focus efforts on customer service and satisfaction. We are your central point of contact for campus technology issues and are implementing ways to support you 24/7 with such innovations as HEAT® Self-Service, online documentation, and an online knowledge base to assist you any hour of the day. We will strive to offer you service excellence on all of your supported technology needs.

### Frank Williams

FrankWilliams@smsu.edu

The Management Information Systems group within Computer Services develops, implements, and maintains business applications for the University. During the past year we have been heavily involved with the planning and development of the migration project that will take us from our IBM mainframe environment to a mid-range integrated application and relational database server environment. Currently MIS is "debugging" and testing recently converted programs and data on our new IBM iSeries platform.



### Patrick Day

PatrickDay@smsu.edu

I am the Coordinator for Systems and Operations. My teams maintain the IBM mainframe, four iSeries servers, and over 85 Windows-based servers, all housed in Cheek Hall 166. During the average day, these machines deliver approximately one-half million pieces of email, take over 100,000 web page hits, automatically backup 1.6 terabytes of data, and much, much more. Learn more about us at: <http://computerservices.smsu.edu/systems-operations/>.



### Mark Harsen

MarkHarsen@smsu.edu

Twenty-four years ago when I started in Computer Services, SMSU didn't have any computer networks. Today our computer networks are a critical part of the operation of the University. During a recent planned outage, occupants of the affected building wanted to go home because they couldn't do their work! It is our responsibility in Networking Services to deliver fast and reliable networking to all of our users comprising over 12,000 computer and distance-learning video connections in Springfield, West Plains, Mt Grove, Lebanon, Branson, and more. We work hard to achieve our mission, and we're always available to assist with any communication needs.

## The "Help" or "Helpless" Desk; you be the judge!

By David Liss, Coordinator of User Support

DavidLiss@smsu.edu

The Computer Services Help Desk has been a central resource for technology-related assistance for the past 10 years! Admittedly, there have been highs and lows, times of good service and bad, as well as times of expedient service and... well... not so expedient service. Especially over the past five years, the Help Desk has concentrated on improving its service to

" Our staff is committed to providing service excellence, so if you don't feel we are meeting your expectations, just tell us! "

be "the" place you can count on for answers and help for your technology needs. Our staff is committed to providing service excellence, so if you don't feel we are meeting your expectations, just tell us! Here are some of the benchmarks that help us determine whether we are providing you the service you expect. In the Spring 2003 semester, 89.1% of the 4,373 phone calls

received were resolved by the Help Desk Analysts. This is known as "First Call Resolution" and what it means for you is that we have knowledgeable analysts on staff ready to answer your questions and the majority of questions are resolved immediately. Understandably, there are some requests that require an office visit and for those we evaluate our performance by the Satisfaction Surveys that we receive from customers. Based on the Satisfaction Surveys that were returned in the Spring 2003 semester, the help desk received an average of 3.87 on a 4.00 scale!

So the next time you're in need of technology assistance, don't hesitate to pick up that phone and give us a call; chances are we'll be able to get you taken care of right there and then! After hours? No problem. Use our convenient HEAT® Self-Service system available 24 hours a day, 7 days a week.

The Computer Services Help Desk is staffed from **8 AM – 5 PM, Monday-Friday**.

Faculty and staff may request support in any of the following ways:

- Call the Computer Services Help Desk at **(417) 836-5891**.
- A personal visit to the Help Desk in **Cheek 150**.
- Access the Help Desk online 24 hours a day, 7 days a week via **HEAT® Self-Service** at: <http://helpdesk.smsu.edu>
- Email a support request to: [HelpDesk@smsu.edu](mailto:HelpDesk@smsu.edu)

Our Service Level Agreement can be viewed online at: <http://www.smsu.edu/CUS/IT-SLA.htm>



### FUN FACTS

During the spring 2003 semester, students using the computer labs in Cheek, Strong, and Glass halls printed 2,181,128 sheets of paper at a cost of \$8,938.00.

See related article on page 9 ■

## Network Upgrade

By Mark Harsen, Coordinator of Networking

MarkHarsen@smsu.edu

By the time you read this article, Networking Services and Communication Services will have upgraded the networks in most buildings on the Springfield campus. Last summer, technicians installed new fiber optics and activated very fast, redundant, gigabit network feeds to almost every building. New, extremely efficient layer-3 switches were also installed in most facilities that will almost instantly reroute traffic to a redundant link if specific devices or fiber links should fail. These updates have resulted in faster network services and fewer outages.



Almost all facilities, including residence halls, have also been upgraded to 100Mb switched service for all users. However, some structures have not yet been improved because of the unique challenges they present. These facilities will be upgraded as soon as possible. ■

## Locked Accounts

By Norm Griffith, Centralized User Support Specialist

NormGriffith@smsu.edu

To enhance user account security here at SMSU, new measures have been taken regarding password usage. As a result, accounts will automatically be locked out from accessing network resources after five failed log on attempts. Though the user may try to log on only once, application programs or the computer's Windows® operating system can store invalid passwords and try to use them automatically. For example, if you have Outlook® open while you change your password, Outlook® will continue to use your old password and the account will be locked out after five attempts. Accounts can also be locked out if you change your password and your old one is stored on your home computer. If you have a PIN you may unlock your account by gaining access to the Internet and clicking on the "Change your Password" link at: <http://helpdesk.smsu.edu>. Choose option two and follow the instructions to use your PIN, to unlock your account.



You may also come to one of the open labs with your zip card to have your account unlocked. Remember to always wait *fifteen minutes* after you reset your account or change your password to allow the information to replicate across all of the servers so that you don't get locked out again. For further information, call the Help Desk at 836-5891. ■

## Take Note

Did you know that all faculty and staff members have 100MB of personal, password protected storage space on the server, BEAR1? Contact the helpdesk at 836-6589 for access information.

## Migration Off the Mainframe

*Continued from Page 1*

the campus. These servers will make use of various network services for easy access to the IBM DB2 Universal Database.

Benefits of the new platform to the campus community:

- Faster application development time for requested changes or new development.
- A wider range of affordable vendor software that will interface with the iSeries.
- Improved security to better protect sensitive information from intrusion.
- An environment that is more conducive to the development of web-centric applications.

The anticipated date of completion for this project is July 2004. ■

## FUN FACTS

Tired of seeing annoying popups on your computer screen? Visit our web site at: <http://helpdesk.smsu.edu> for instructions on how to turn off the feature allowing them to display.

## The New BearMail



**Edited By David Liss,  
Coordinator of User Support**  
DavidLiss@smsu.edu

**T**hough the Legacy BearMail program was a stark improvement over its predecessor, PINE, students expressed the need for additional features that the old BearMail interface lacked. In response, Computer Services has made available a much im-

proved BearMail program that utilizes the Outlook Web Access interface. Some of these new features include the ability to create and use calendars along with the capacity to format messages in Rich-Text or HTML. Since the new BearMail is compatible with the current e-mail system, existing mail will be available and ready to read when users log on. Future enhancements of the new BearMail interface are planned to provide students with a better e-mail experience.

Faculty and staff will also benefit from using the new BearMail. Whether they are traveling across campus or the country, they will now be able to access all the information that they would normally find in their office installation of Outlook. BearMail is also easier to use from home since it is web-based program and there is no profile to configure as with the traditional Outlook installation. For further information, documentation, and an example of how to log on, please visit <http://bearmail.smsu.edu>. ■

## Copyrighted Material

By Jeff Morrissey, Director of Computer Services

JeffMorrissey@smsu.edu



An increasing amount of our campus bandwidth is being consumed by illegally shared music and video files. Copyright violators usually fit in one of two categories: those who don't know they are breaking the law and those who don't care. The individuals that don't realize they are breaking the law are either uninformed, have a virus on their computer, or have a computer that an intruder has hacked into and compromised by setting it up to share

**"Not only is it illegal to share copyrighted files, but it is also consuming large portions of our campus bandwidth, creating significant performance problems, and slowing Internet access."**

these files without their knowledge. The University will continue to emphasize

the elimination of this type of activity. Not only is it illegal to share copyrighted files, but it is also consuming large portions of our campus bandwidth, creating significant performance problems, and slowing Internet access. For more information on copyright law and consequences of downloading and sharing files, go to:

<http://mp3.about.com/library/weekly/aa061200.htm>. ■

## Virtual Private Networks

By Josh Stuppy, Systems Programmer

JoshStuppy@smsu.edu



If you have tried to use Outlook® from home and you are using DSL or a cable modem, you have probably not had a lot of success. This is because of security blocks put in place to protect computer systems, including the email servers. To bypass these blocks, you can

**"A VPN is a secure connection between a client, such as a home computer, and the VPN server on campus."**

connect to SMSU through a Virtual Private Network (VPN). A VPN

is a secure connection between a client, such as a home computer, and the VPN server on

campus. For more information on how to install and use the VPN client software, go to

<http://networking.smsu.edu/> and click on *Dialup/VPN* on the menu on the left. Next, click the

*VPN client download and instructions* icon to download the instructions. For help installing

Outlook® please contact the Help Desk at 836-5891. ■

## ePortfolio

By Ken Cloud, Systems Analyst

KenCloud@smsu.edu

Students in the College of Education can now create their portfolios in electronic format online. In the 2003 Spring semester, students in the College of Education were introduced to the new ePortfolio system where they can

upload their artifacts, educational philosophy, résumé, and a record of

their clinical practice reflec-

tions. Through a series of web pages, the student is guided through uploading artifacts and associating them with the various standards and competencies outlined in the Missouri Standards for Teacher Education Programs and the Missouri Department of Elementary and Secondary Education (MDESE) Subject Area Competencies. A portfolio is an MDESE requirement for certification in professional education.

From the initial design by the College of Education, the MIS group created a working model using features available with the Microsoft® .Net framework. One of the benefits of the new ePortfolio system is its availability via the web from any web browser. Students can maintain their ePortfolio from any computer connected to the Internet, without learning how to create web pages. Another feature of the ePortfolio system is the ability for the student to download a copy of their ePortfolio to storage media to take with them or distribute to others. Faculty and staff can connect to the ePortfolio system through a set of web pages to record comments about a student's portfolio.

Want to create your own ePortfolio? The system is accessible via the Professional Education Unit web page and the Faculty Advisors Resource Center web page. Visit the ePortfolio web site at:

<https://eportfolio.smsu.edu/Portfoliomenu.aspx> to create your own electronic portfolio. Read more about e-portfolios at:

[http://education.smsu.edu/peu/student\\_portfolios/](http://education.smsu.edu/peu/student_portfolios/) maintained by the College of Education. ■



Ken Cloud, Systems Analyst

"One of the benefits of the new ePortfolio system is its availability via the web from any web browser. "

## FUN FACTS

During the month of June 2003, Computer Services issued 1181 Windows® accounts to students, staff, and faculty.

## Help Desk Self-Service

By Joe Arens, Microsupport Administrator

JoeArens@smsu.edu

**H**EAT® Self-Service is another component of the HEAT® Service & Support software that the Help Desk uses to track and process service requests from the campus community. This not only benefits the Help Desk, but it is also an asset to the end user because of its convenience. As a result of the Help Desk's continued effort for service excellence, this added feature allows end users to request assistance anytime. To obtain the needed password and to enter service requests, please visit the self service web page at:

### Take Note

Computer Services blocks approximately 1500 viruses per day and processes 2.5 million email messages a week.



**Chris Bailey, User Support Specialist, uses the HEAT® Self-Service system.**

<http://usersupport.smsu.edu/selfservice.htm> and follow the step-by-step instructions. After the end user logs on using the new HEAT® Self Service password:

- Click on the *New Issue* link on the left side of the page (Submission form appears).
- In the *Category* drop down menu, select the category pertaining to the malfunction.
- In the *Priority/Urgency* section, select the priority level.
- In the *About Your Issue* section, write a brief description of the problem.
- When finished, click the *Submit* button (Confirmation page appears).
- Click the *Log off* link in the left margin of the page.

HEAT® Self Service creates a new request and emails an acknowledgement including a ticket number. From that point, the Help Desk analysts will be notified that a new service request was entered and will begin the repair process. HEAT® Self Service is a value-added benefit available to all faculty and staff 24 hours a day, seven days a week. ■

## Helpful Web Addresses



### Computer Services Home Page

<http://computerservices.smsu.edu>

—services, policies, procedures, and links to Computer Services' component areas

### News and Notices

<http://computerservices.smsu.edu/news.htm>

—latest computer-related news and notices, including scheduled outages

### Help Desk

<http://helpdesk.smsu.edu>

—support, downloads, and virus warnings

### Short Courses

<https://www.secure.smsu.edu/idp/courses/>

—free instructor-led classes taught by Computer Services

### Outlook® Web Access

<http://helpdesk.smsu.edu/owa.htm>

—email via your web browser

### Dialup Support

<http://computerservices.smsu.edu/dialup>

—help for dialing up to SMSU from a remote location

### Computer Labs

<http://openlabs.smsu.edu/>

—hours, locations, support, and available equipment

### Training and Documentation

<http://computerservices.smsu.edu/training>

—training and documentation provided free of charge by Computer Services

### Assistive Technology Support

<http://computerservices.smsu.edu/assistivetech>

—assistance, services, and policies

### Change Your SMSU Domain Password

<https://cams.smsu.edu/selfservice/changepassword.asp>

—change your password online

### My Information

<http://myinformation.smsu.edu>

—accounts receivable, benefits information, payroll, and other information

### Networking Information

<http://networking.smsu.edu/default.htm>

—utilization charts, port assignments on hubs or switches, wire tests, pending requests for DHCP reservations, and trouble reports

### Systems & Operations

<http://computerservices.smsu.edu/systems-operations/Default.htm>

—Information on database connections to websites, personnel, data recovery, print queue requests and also includes a Server Farm virtual tour.

**Computer Services Department**  
[ComputerServices@smsu.edu](mailto:ComputerServices@smsu.edu)

**Computer Services Help Desk**  
[HelpDesk@smsu.edu](mailto:HelpDesk@smsu.edu)

**Computer Services Backups/Restore**  
[Backups@smsu.edu](mailto:Backups@smsu.edu)

**Computer Services Networking**  
[Networking@smsu.edu](mailto:Networking@smsu.edu)

**Computer Services Training**  
[CSVtraining@smsu.edu](mailto:CSVtraining@smsu.edu)

**Computer Services Documentation**  
[CSVdocumentation@smsu.edu](mailto:CSVdocumentation@smsu.edu)

**Computer Services Newsletter**  
[CSVnewsletter@smsu.edu](mailto:CSVnewsletter@smsu.edu)

**FUN  
FACTS**

If you took all the network cable on campus and laid it end to end, it would stretch from New York to California. All networking personnel plan to meet in Sacramento for a short nap before returning home.

## Unsolicited Email

By Robert Potochnik, Centralized User Support Specialist

RobertPotochnik@smsu.edu



Requests have been made to block unsolicited email. SMSU does not block any email due to academic freedom concerns. Additionally, companies can send the same email with different return addresses making it impossible to block them from day to day. The best solution for offensive email is to immediately delete them from your inbox. Unsubscribing can confirm a valid email address and result in more unwanted email. ■

## Migration Training

By Barbi Born, Systems Programmer

BarbiBorn@smsu.edu

Accessing the iSeries data is another aspect of training that has been receiving much attention. To address this need, a campus-wide initiative will be launched to train end users this fall. Individuals from the Enterprise Systems Group,

**Cheek Hall Training Facility for faculty and staff training.**



Management Information Systems and Training and Documentation have been working together to identify the training needs of the end user. Learning what commands make the system work, how to monitor the internal operations of the system and how to keep systems functioning are just some of the major areas of instruction. More routine tasks such as acquiring an account and password, signing on/off the system, submitting jobs, printing/moving data as well as

set up and problem resolution will also be discussed. In addition to user training, support training will also be offered to all campus user support technicians in the installation and configuration of the iSeries and related software. Furthermore, designated individuals within Computer Services will provide support in their respective areas of expertise on the iSeries platform. Additional classes will be set up to discuss using SQL and new query tools. Teams of personnel are discussing SMSU challenges and exploring avenues to keep changes to the university community minimal. ■

## Take Note

Symantec® virus protection software, along with several other software applications, is available to staff and faculty for use on their home computers. To see the full list, please visit <http://helpdesk.smsu.edu/>

# SMSU Computer Services staff members



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U N I V E R S I T Y

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