

AWARD-WINNING SERVICE

Three ACT departments received External & Business Affairs' customer service awards. Congratulations to the following teams:

- ACT Help Desk**
- ACT Email/Postmaster/Active Directory**
- ACT Telecommunications/Networking**

VC Steve Relyea presented the awards at an ACT celebration. We appreciate all your hard work and dedication to providing excellent customer service.

DID YOU KNOW?

At any time during a regular business day, about 10,000 wireless devices are connected to UCSD's network. Some of the main devices used:

- iPhone 38.50%,
- Android 28.72%
- iPad 20.69%
- iPod 8.81%
- BlackBerry 2.48%



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A Message from Assistant Vice Chancellor Dr. Min Yao

Welcome to the Fall Issue of ACT Newsletter. Despite a substantial budget reduction, we have made significant progress in introducing new technologies to the campus community. We migrated 22,000 email users to the latest version of MS Exchange email. Working collaboratively with the Office of Academic Affairs Personnel, we rolled out new features on the Academic Personnel Online (APOL) Review system.



In addition, we upgraded our student portal, TritonLink. We also made our financial approval process more efficient by streamlining and consolidating a dozen financial processes. We were the first university on the West Coast to implement the wireless network roaming authentication system. We will continue to advance UCSD as a leader in using the latest technologies in our business operations, our delivery of education, and our research activities.

UC Workforce - PPS Replacement

UC San Diego is participating in a new UC-wide initiative called UC Workforce. This is a mission critical project to implement a single human resources system for all UC campuses. We are pleased that UC San Diego was chosen to participate as an early adopter of the new system. ACT joins campus and UCOP leaders to work together. For more information please see <http://link.ucop.edu/2011/02/22/uc-replacing-campus-payroll-systems/> or <http://blink.ucsd.edu/finance/payroll/pps/initiative.html>.

A New Email System - MS Exchange 2010 Upgrade

By August the ACT AD/Messaging team had migrated all campus faculty and staff mailboxes to Microsoft Exchange 2010. That's 22,000+ mailboxes plus infrastructure redundancy and disaster recovery at UCOP in Oakland, all in 6 months. End users now have a web-mail client that works well across mainstream browsers. To accomplish this project, ACT project team members developed tools and software to mitigate issues with non-compliant email clients and help administrators.

ACT PROJECT HIGHLIGHTS

New Student Portal — TritonLink 2.0

Students started the academic year with a new look for TritonLink, our student portal. The TritonLink 2.0 project completed in about 6 months with resounding approval from students. Some said "The interface is very pleasing and I like the color scheme!", others said "It is so nice to be able to access all of the most important information right when you log in."



WHAT COUNTS

Everyday, ACT processes millions of email messages, while protecting you from spam and viruses. Here's how the numbers break down.

INCOMING EMAIL

1,000,000 emails delivered per day

2,250,000 spam emails blocked per day

50,000 email viruses per day stopped and quarantined

3,500,000 email messages total received per day

OUTGOING EMAIL

432,000 emails sent per day

18,000 spam messages blocked per day

450,000 total emails processed per day



ACT PROJECT HIGHLIGHTS

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

New Developments in Mobile

This summer, the Campus Web Office developed and launched a new mobile site and suite of apps that can be found at <http://mobile.ucsd.edu>. The site is accessible by any mobile device and is powered by a framework that was a collaborative effort across several UC campuses. In addition, the framework allows campus units to easily develop their own mobile apps. Find out more at <http://uxt.ucsd.edu/mobile>.

Managing Events - A Lightweight Approach

In April 2011 ACT's User Experience Technologies team completed the Lightweight Event Forms application - a campus solution that simplifies event registration and payment. Designed with users in mind, departments and users alike find it an ideal solution. Some recent events that use the application include: Chancellor's 5k, Founders' Dinner, Heart of San Diego Gala, and Longboard Luau. We're currently working with client partners to extend this application to help manage memberships which we plan to launch in November 2011. If you are interested in ACT's Lightweight Event Forms application, please visit: <http://uxt.ucsd.edu/about/services.html>.

Roam Where You Want To

In September 2010 UCSD became the first West Coast U.S. campus to roll out the eduroam guest wireless service, which permits visitors from around the world at eduroam-enabled educational institutions to connect to our encrypted wireless services using their home institutions' authentication systems. This was in response to a UC-wide requirement. We were the first UC campus to fully comply with the requirement. In its first year, the ser-

vice hosted over 600 people from 246 institutions worldwide. In addition, our own faculty were able to travel to eduroam-enabled institutions and use their local encrypted wireless devices via UCSD's authentication system.

One Stop for Pending Approvals

A new ACT service, the pending-approvals application, streamlines and consolidates most campus approval processes into one single dashboard view. Centralized access lets you easily retrieve what is assigned to you (both as the primary or alternate) and helps you work remotely with most smartphones (e.g. Droid, iPhone, Blackberry) that support HTML browsing. Based on your sign-on ID, this new approval view automatically checks over 16 different approval workflows originating from numerous ACT supported enterprise information systems. If any of these automated search processes finds a document with you as an approver (or an alternate approver, which is a new feature), the approval view will display it and also show the number of pending approvals per document type. All you need to do is click on the blue linked number, and it will take you directly into the workflow for those documents which are waiting for your approval. For more information, please see:

<http://blink.ucsd.edu/technology/help-desk/applications/myservices/myapprovals.html>

Solaris to Red Hat - Virtual Environment

ACT is working on the Solaris-RedHat project. A significant undertaking, this project changed our Web infrastructure which improves our service for Web applications and saves us money by ending ACT's reliance on Sun Solaris hardware/OS and the SunOne webserver. We replaced this technology with Red Hat Enterprise Linux (RHEL) and Apache Tomcat virtual environments. For users, the changes will not be apparent. However, behind the scenes the virtual environments allow us to be more nimble in our management and scale to use. This project required extensive coordination as all Web applications (200+) had to be tested and migrated to the new virtual environments.



authentication and authorization, storage, monitoring, and logging.

Academic Personnel Online Review System

Academic Applications continues to rollout new features for the Academic Personnel Online Review (APOL) application. The new Chair's Independent Letter allows Chairs to provide an optional independent evaluation and recommendation which may differ from the departmental recommendation. Also, the External Referee Letter allows department chairs or staff to upload/replace/delete external referee letters during file preparation, department's request for additional information, and preliminary assessment. It also gives candidates the opportunity to request access to the redacted letters when candidate signs the department review certification and additional materials.

Cost Share 2.0

The Cost Sharing system is used to track and report all formal cost sharing at UCSD. Cost Sharing is defined as the contractually defined portion of the total costs of a sponsored project that is borne by the University utilizing non-federal funds to accompany the sponsor funding. This can take the form of salary support for project personnel or other material contributions such as equipment or third party contributions. Cost sharing can be voluntary or a mandatory condition for accepting a sponsored project. Look for Cost Share 2.0 in early 2012!

Big Fix

The ACT Security Operations Group (SOG) has been deploying the IBM Tivoli Endpoint Manager, formerly known as BigFix, to campus. It consists of several modules including Core Protection and Patch Management which allow campus system administrators to remotely manage and update their Windows, Mac, UNIX and Linux systems from a central console. With this new service, they can ensure that their systems stay up-to-date with the latest

patches and are better secured against emerging security threats. Currently, 75 UCSD system administrators representing 40 campus departments are using the BigFix suite on over 8000 information systems. A fifth server was recently added to increase capacity.

DYNES

ACT pulled together disparate members of the academic community at UCSD and coordinated with other UC campuses and CENIC to apply for funding and participation in DYNES: An NSF-funded project to develop a dynamic network system using switched, reserved circuits and bandwidth guarantees to create a national cyberinstrument for scientific research. ACT wrote the proposal and UCSD received the award to participate. The project is scheduled to start here in early 2012 and will provide a new network environment for high-bandwidth applications for UCSD researchers.

DECOR

The DECOR project will allow our clients to see what web services ACT has created for their areas and the ability to use them in creating their own internal applications. Also, a request process will make it easy for clients to request new web services for their use which will help reduce campus development time. ACT will have the same service and will be able to determine if new web services need to be created or simply enhance existing ones.

eGrades

eGrades will allow instructors to submit or change online final grades for their students. We are very excited about the pilot scheduled for end-of-term grading in March 2012. eGrades will not only streamline work and uphold academic policy, it will deliver grades to students more speedily.

DID YOU KNOW?

From June 2010 through May 2011, the UCSD Campus website was visited 3,725,052 times with 44% of the traffic routed by search engines.

DID YOU KNOW?

Each day, about 22,000 wireless devices use UC San Diego network through 2,500 wireless access points throughout campus.

NEW SITES USING THE CAMPUS CMS

The Campus Web Office provides UCSD 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:

Current Students
Summer Bridge
Urban Studies and Planning
Preuss School
Marshall College

Giving Literature
Chemistry Department
Academic Affairs
Ethnic Studies
International Center



UCSD's IT - Silver Award Winners and Honorable Mention

The 2011 Larry L. Sautter Awards were announced and we are proud to announce that UC San Diego won three out of the six awards. In addition, one UC San Diego project was selected as an honorable mention. The 2011 Larry L. Sautter Award is an annual UC competition that recognizes and rewards innovation and achievements in information technology. This UC program encourages us to collaborate, tackle problems in new ways, simplify our operations in smart ways that enhance the end user's experience and make it possible for us to share products with others on campus, or across campuses. As budgets tighten, these principals are even more important than ever. Below are the awards that UC San Diego won:

Silver Awards

Academic Personnel On-Line Review (UCI and UCSD)
Campus Web Toolbox (UCSD)
Marketplace: Online Procure-To-Pay Solution (UCSD)

Honorable Mention

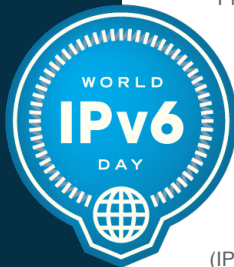
Biohazard Use Authorization (UCSD)

For more information about the Sautter Award Program, please visit <http://www.ucop.edu/irc/itc/sautter/>.

Plan for Deploying the New Internet Protocol - IPv6

Over the next ten years UCSD is migrating to Internet Protocol (IPv6) from Internet Protocol (IPv4). This change will position the University globally. Our initial focus is on Web site accessibility and work is underway. To this end critical Internet Protocol (IPv6) configuration includes network backbone, network numbering scheme, name server configured to respond to inquiries, and we activated routing to our internet gateways, critical core, ACT machine room, and many of our backbone nodes.

Our focus on security ensures that the University's valuable assets are protected. We began collecting packet data for security information and set up and tested an Internet Protocol (IPv6) vlan. Our hostmasters have registered several Internet Protocol (IPv6) hosts. Our work has come together in the first research lab set up with Internet Protocol (IPv6). Overall our training and education efforts are significant. We've begun instructing ACT programmers and campus system administrators on upcoming Internet Protocol (IPv6) needs. We also prepared campus for World IPv6 Day and tested our Internet Protocol (IPv6) functioning in a broad set of our network systems and services.



EMPLOYEE OF THE MONTH

This award encourages excellence in customer service. We congratulate the following awardees:

JULY

Cynthia Humphrey

Finance; Finance, Administration & Helpdesk.

Every year our customers provide comments and ratings when completing the Customer Satisfaction Survey. For many years now, Cyndi Humphrey has been recognized in these comments and this year is no exception. She was mentioned specifically in 8 positive comments which were the most received by any ACT staff member!

AUGUST

Tim Morse

ITAG, Financial Applications.

Tim received a ticket from a user who was unable to find a critical overdue document among nearly 1000 approvals waiting in the queue for her department. Tim assisted her in finding these documents and getting her through the immediate bottleneck. After this encounter, Tim examined the application interface on his own time, and implemented changes to make it easier for heavy volume departments use.

SEPTEMBER

Beverly Oregon

IT Infrastructure, Production Control.

Beverly was nominated by one of her customers in BFS for her attention to detail. Her ability to anticipate or spot

potential issues with daily, monthly and year end processes related to the ledger closing saves the day in many cases. Her quick and decisive action prevented staff in General Accounting from being without critical information at a critical time.

OCTOBER

Alan Moxley

IT Infrastructure.

Alan was recognized by a colleague from another ACT Team for his efforts related to the VM Migration project. He was the primary point of contact, carried the bulk of the load for almost every material part of the migration. His efforts went above and beyond and were appreciated by all.

NOVEMBER

Roy Hermer

ITAG, Academic Applications.

Roy was nominated by a customer for his help with Undergraduate Admissions Operations. The client noted Roy's patience and his ability to answer their questions in layman terms was a tremendous help. They also appreciate his sense of humor and that he routinely goes above and beyond to ensure that his service is satisfactory.

EMPLOYEE RECOGNITION

Sheryl Gerbracht announced three programs to recognize ACT employees.

The ACT Employee Recognition programs was based on your feedback to the senior management survey. So, thank you and your opinion matters! To learn more about the Employee of the Month Award for Customer service see <http://blink.ucsd.edu/sponsor/ACT/services/employee-of-month.html>.

A "Spotlight" award lets us reward deeds and accomplishments performed with exceptional speed, and/or with a special quality, or under difficult or unusual circumstances. All ACT employees are encouraged to recognize our fellow contributions by submitting nominations through the online "Spotlight" award program: <http://blink.ucsd.edu/sponsor/ACT/for-staff/spotlight-award.html>.

We also express appreciation at the end of a project or other team effort. Managers can make requests by completing the Prproject Completion/Staff Appreciation Event request form and submitting it to their Director who wil review and approve the request.

Thank you ACT Student Employees!

CONTACT ACT

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

RECENTLY COMPLETED PROJECTS

NGN: Completed NGN 6 year edge equipment upgrade cycle which provided new cable and equipment upgrades to designated campus buildings

My Time Entry: Employees can report their time to supervisors and timekeepers online. In Version 1.0 pilot with ACT.

Cellular Billing Phase 2: Provides online cellular bills (Verizon, AT&T)

Fiber reinforcement: Completed for CallIT2

Mt Soledad Tower: Structural improvements

Price Center: Installed as a Verizon macro cell site

Student Directory: Removed student directory service from public web applications

Networking installations: Telemedicine and 3 new student residential complexes

NEW PROJECTS UNDERWAY

Online Membership Registration: Will allow donors to opt-in/out of membership or club benefits when registering

MapLink 2.0: Will enhance the existing MapLink interactive campus map and administrative dashboard

Web Reg 2.0: Will improve the student user experience when planning and enrolling in classes

SAS 112 Reporting: Will enhance SAS 112 Exception Reporting and to assist managers and business officers to efficiently and effectively comply with SAS 112 reporting

Cashier's Deposit System: Will automate the departmental and sub-cashiering deposit processes

Campus Website Refresh: Will refresh the campus website look and feel

NEW STAFF

Welcome to ACT!

William Thomas

IT Infrastructure; Data Communications

James Dotson

IT Infrastructure; AD / Messaging & Windows Systems

Claudio Lombardo

IT Infrastructure; AD / Messaging & Windows Systems

Jeremy Wiles

Campus Web Office; User Experience Technologies

Rashmi Umdekar

Finance, Administration & Helpdesk; HR & Administration Support

John Denune

IT Infrastructure; Network Security

Cristian Horta

Campus Web Office

Tom Redgrave

IT Infrastructure; Mainframe Technical Support

Siwei Kuang

IT Applications Group; External Affairs / Research Applications

Rafael Gonzales

Telecommunications Planning

Lorenzo Sugaste

IT Infrastructure; Data Communications

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