

Plugged In

TEXAS WESLEYAN'S TECHNOLOGY NEWSLETTER

Fall 2006

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ICT and ATW Combine Forces in the Unified Technology Help Desk

Beginning Monday, August 21, 2006, all technology support requests can be sent to one convenient location. The ICT Help Desk, formerly the ICT Call Center, will serve as *the place* to send all your academic and administrative hardware, software, and online class (WebCT) questions and support and repair requests.

To Information & Communication Technology (ICT) and Academic Technology and Web Services (ATW), providing quality technical support is imperative. The establishment of a unified technology help desk is an essential component of Texas Wesleyan's comprehensive support strategy – it is ICT and ATW's perceptible commitment to providing convenient access to the support services each provides.

To contact the ICT Help Desk, call (817) 531-4428 or send an e-mail to helpdesk@txwes.edu.

New System Backs Up Critical University Data

The amount of data created and used by Texas Wesleyan (TW) has increased exponentially from just five years ago. With stores of vital information at several prestigious universities having been lost, corrupted, or destroyed, TW has chosen to invest in a new, more secure backup system capable of safely handling the increasing amounts of valuable data.

"Data corruption, the potential for natural disaster and physical disaster, and compliance regulations are just a few of the reasons I felt we needed to improve our data protection" said SW Hollingsworth, CIO. "The new backup system, combined with other disaster recovery strategies we've implemented, will help us insure one of our most important university resources: information."

The installation of a new backup system is part of the business continuity plan currently being developed and implemented by TW.

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Service Spotlight: Homefile



In the summer of 2005 TW utilized the expertise of the ICT department to develop and deploy a secure, fully-featured web interface to allow TW employees to access files stored on their computers' H: drives through the Internet. This service, called Homefile, can be accessed on campus through each computer's H: drive or off campus through the Homefile web interface.

Homefile was developed in response to the technology industry's decision to discontinue floppy disc drives and the growing desire of employees to have a more convenient way to access and work on university files while away from their offices. Homefile has proven to be an exceptional solution.

For more information and a reference sheet detailing how to set up and use Homefile, visit the ICT department website at <http://ict.txwes.edu>.

Current Technology Projects

With the increasing use of technology to support the day-to-day operations of TW, technology projects are continually happening across the campuses. Here are some of the major technology projects currently being carried out by the university's technology service departments.

- ICT → Replacing the infrastructure used to carry the videoconferencing signal to the GPNA program's remote sites
- ICT → Completing the infrastructure and cabling changes needed to bring both wired and wireless network access to Dora and the Quad
- ATW → Transferring online classes to TW's new course host, Embanet
- ICT → Replacing 73 obsolete computers on campus with new machines through the Computer Replacement Program
- ICT → Replacing the old tables in five computer laboratories on campus with new, computer-friendly tables
- ATW → Conducting an inventory of academic classrooms and laboratories to determine the current state of technology available on campus
- ICT → Installing the equipment necessary to begin the upgrade of the administrative system (Datatel) to Release 18
- ICT & ATW → Developing courses designed to teach basic technology proficiency



Employee Profile

Glenn Goodspeed joined Texas Wesleyan in the winter of 1998 and is currently the Network Systems Engineer (NSE) for the university. An expert in network configuration and design, Glenn oversees the university's data network, which is composed of hundreds of computers and communications devices all tied together through various wires, optical cables, and data management devices.

Prior to becoming NSE, Glenn was Lead Technician at Texas Wesleyan's Law School. While working at the Law School, he successfully led the technology projects and personnel assigned to him by Jose V. Ortega, Director of Information Technology. His growing knowledge of computer networking and ability to manage complex tasks were on full display last year when the Law School was undergoing renovation. During this period, Glenn was responsible for making sure the telephony, audio-visual, and computer networking equipment and facilities were selected, purchased, and built to satisfy the needs of the school. Through his efforts, and those of his co-workers, the technology components were installed on-time, on-budget, and to the specifications of his supervisor.

During the current academic year, Glenn's energies will be focused on familiarizing himself with the technical systems on the main campus, upgrading network servers to meet the growing demands of users, and helping the university fully prepare for the coming transition to the newest version of Datatel, Release 18.

"Electronic computers may have been invented in the last century, but it is in this century that they are becoming pervasive," says Glenn. "Keeping these machines and the network that allows them to talk to each other running efficiently is vital to any workplace as large and diverse as Wesleyan. That being said, it's important to remember that the machines are here to serve the people, not vice-versa."

Unbeknownst to many, Glenn is also an exceptional guitar player. When not on campus, he can often be found playing bass for a blues and classic rock band called Passenger.



Glenn Goodspeed

Dates to Remember: Fall '06

October 13th – lab software installation requests for the spring semester are due to deans and department supervisors

October 13th – requests for spring online (WebCT) course shells are due to the Director of Academic Technology

October 20th – Technology Priority Lists are due to deans and department supervisors

October 26th – University Technology Planning Committee plan review meeting

November 16th – Guest lecture on student-centered practices in higher education

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