

Information Please

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For What It's Worth!

By Steve Keto, Associate Vice Chancellor for RMIS

I know you are all aware of two activities that might appear to be either contradictory, confusing or both – the CIO Study initiated by the Provost and the Vice Chancellor for Finance and Business this past summer; and the President's Advisory Committee on Efficiency and Effectiveness (PACE).

The PACE effort has two primary tracks – a system-wide effort that is focused on specific recommendations made by PACE (and its

working groups) and the campus PACE effort that is led by a special committee chaired by Vice Chancellor Charles Leffler.

There are 11 system-wide PACE recommendations related to IT services and support. Several of these are related to the Shared Services Alliance that includes the 13 universities using the SCT Banner administrative software suite. Other topics

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Whistle While You Work

Throughout this edition of Information Please, you'll find inspiration quotes that we hope will help you to whistle while you work.

Look for the Whistle!



Craig De Shong takes rest aboard the Windber & Geistown railroad. On Saturday mornings, he rides the passenger train along the Central Carolina Live Steamers model railroad, a two-mile scenic track on a 40-acre farm in the Raleigh area.

Craig De Shong finds his passion on the scenic railway

By June Bowles, Budget Office

Chugga Chugga, Choo Choo! Chugga Chugga, Woo Hoo! is music to the ears of Craig De Shong who enjoys "riding the rails" on most Saturday mornings.

An ETSS Special Project Coordinator, Craig owns a 1/8th scale coal-burning, steam train that is 20 inches tall and weighs about 500 pounds. He drives the train along the Central Carolina Live Steamers model railroad, a two-mile scenic track on a 40-acre farm in the Raleigh area. Craig shares the

track with other engines including models of diesel locomotives with gas engines and models that are electric locomotives that run by batteries.

Modeled after a 1906 Baldwin locomotive, Craig started building his locomotive in 1997 from castings and drawings and finished it in 2000. It took him approximately 3000 hours to build the engine and over the course of three winters, he built from sheer imagination each of the three passenger cars.

Craig admits that his current passion for railroading was nourished by his son's (Sam) fascination with trains. When Sam was 6 years old, they attended a Train Show at the State Fairgrounds and saw some of the 1/8th scale equipment. Two years later, they joined Central Carolina Live Steamers and have been visiting the railroad for the past 15 years.

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Director's Corner by Gwen Hazlehurst, director of Enterprise Application and Database Services

While the weather outside is beginning to turn cooler, things inside EADS are beginning to heat up as we prepare to implement a number of major projects, many of which may involve or impact you in the coming year.

In January 2007, the Financial System will be upgraded to version 8.9, providing more user-friendly inquiry capabilities and improved screen layouts as well as laying the foundation for implementing e-Procurement (more on that in my next "Director's Corner" article). Shortly after the Financial 8.9 upgrade, we will enhance the Financial System to allow campus customers to scan invoices for small purchase vouchers and travel reimbursement requests and send them electronically to Accounting via a fax machine or network-attached copier. That means no more waiting for hard copies of paperwork to make it through campus mail before Accounting can process payments, which will result in improvements like quicker travel expense reimbursements.

As we head into summer, we will take the first steps toward combining the new Student Information System with the HR System by upgrading the HR system to version 8.9 in July. The combined HR and Student System will contain biographical information (name, address, phone number, email address, etc.) for all students, faculty and staff in one central place called Campus Community. Along with the HR upgrade, we'll implement a totally re-vamped Portal that will offer easier navigation to more web-based services and a much-improved look and feel.

When fall approaches, we'll begin the first phases of the new Student Information System implementation with the new Housing system and the Admissions module going live in September 2007 (including a much-enhanced application for non-degree students). Student Financials will follow in November 2007 with Records and Financial Aid coming online in 2008.

Expect more details as each of these projects progresses, but in the mean time, if you have questions or suggestions, don't hesitate to contact me or any of the other EADS team members.



Whistle While You Work

Coming together is a beginning.
Keeping together is progress.
Working together is success.
— Henry Ford

Railroad, continued from page 1

Craig's railroad, "Windber & Geistown," is named after two towns in Pennsylvania near where his grandparents lived and his parents grew up. One of his favorite full size railroads is America's oldest short-line railroad, which is located in historic Strasburg, Lancaster County, Pennsylvania. There, you can ride authentically restored passenger cars pulled by coal-burning steam locomotives as well as visit the Railroad Museum of Pennsylvania across the street. For your online ticket to learn more about this location, visit <http://www.strasburgrailroad.com>. To take a ride on a coal-burning, steam locomotive, Craig said to visit the East Carolina Chapter, N.R.H.S. New Hope Valley Railway located in New Hill on Old US 1 just south of Apex. You can visit their web site at <http://www.nhvry.org>.

Craig said he enjoys the comradery of fellow train enthusiasts who visit the railroad on Saturday mornings. "They are builders just like me," he said. "All of us have interests that are similar."

Employed with NC State for 18 years, Craig and his wife, Kathryn, who teaches gymnastics at Artistic Gymnastics in Garner, have two children. Their son Sam is working toward a degree in Graphics Design at Wake Tech; and their daughter Jessie is working toward a degree in Interior Design at Western Carolina University.

Information Please Feature Stories

Do you know of any employees within the Division of RMIS who have interesting hobbies?
If so, please submit their names to Information Please, Campus Box 7209.

Information Please is available via the Internet at <http://www.fis.ncsu.edu/ip>.

Awards/Honors/Presentations

Will Brockelsby of ComTech recently presented “Transparently Authenticating Mobile Users” at the UNC CAUSE Conference in New Bern; **Greg Sparks** of ComTech and Martin Jackson of East Carolina University presented “IP Telephony - The Right Business Decision”; and **Matt Valenzisi** of ComTech presented “Building Highly Available and Reliable Network and Data Center Backbones.”

Leo Howell and **John Baines**, both of Enterprise Technology Services and Support (ETSS); and Sharon McLawhorn McNeil of East Carolina University recently presented “Planning for Information Security and HIPAA Compliance” at the UNC CAUSE Conference.

Leo Howell of ETSS and Susan Klein of Information Technology Division recently presented “NC State’s Identity and Access Management Adventures” at the UNC CAUSE Conference.

Eric Silberberg, **Wes Prather**, and **Henry Vail**, all of ETSS along with Brian Bouterse and Sammy Carter of the Friday Institute presented “Server and Desktop Virtualization Strategies for University Enterprise and Academic Computing” at the UNC CAUSE Conference.

Farewells

Jessie Barrick formerly of ETSS transferred to UNC Wilmington.

Robert Hoppe of ETSS has recently resigned.

New Birth

Congratulations to **Yessy Tate** of Enterprise Application and Database Services (EADS) and William Tate on the birth of their daughter, Sophia Isabelle, on July 9, 2006.

Congratulations to **Michael Frechette** of Enterprise Application and Database Services and Amanda Frechette on the birth of their son, Gabriel, on September 23, 2006.

New Employees

The Budget Office welcomes **Millie Britt** as the HR Data and Reporting Analyst.

ComTech welcomes **Terry Crawford** as associate director of Operations.

EADS welcomes **Wade Davis** and **Bo Zhang** as business and technology applications specialists on the HR Team.

ETSS welcomes **Kevin Augustus** as an operations and systems technician; **Ralph Castanza** as an operations and systems specialist; **Carol Hill** as a technical support analyst;

Mark Scheible as Hosted System Services manager; and **Eric Silberberg** as an operations and systems specialist.

Promotions/Appointments

Bob Pilot of ETSS was recently promoted to technical support specialist in the Solutions Center; and **Samila Mohseni** of ETSS was recently promoted to operations and systems specialist in R&D.

Birthdays

The following Resource Management and Information Systems employees will be celebrating their birthdays in the coming months:

January

16 Febbie Gordon

February

02 Lifeng Wang

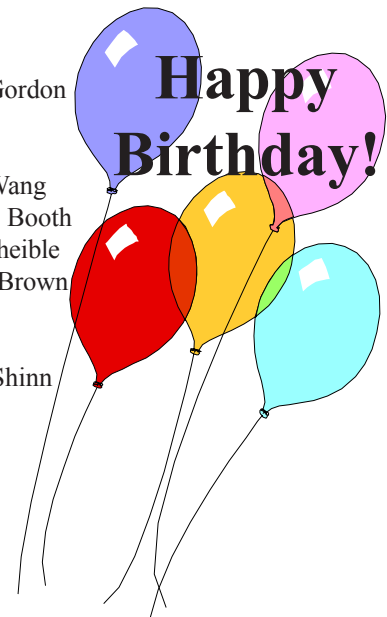
06 Deborah Booth

12 Mark Scheible

13 Mildred Brown

March

12 Wanda Shinn



Whistle While You Work

I am only one; But still I am one. I cannot do everything; But still I can do something. And because I cannot do everything, I will not refuse to do the something that I can do.

– Author Unknown

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addressed in the PACE recommendations are related to development of a centralized hot or warm site for disaster recovery, eProcurement, cell phones, centralization of servers, virtualization, thin clients, open source, and outsourcing student email. The PACE recommendation includes a requirement for each university to conduct internal reviews of each area identified by the PACE. The full PACE report to the President may be found at this website: <http://www.northcarolina.edu/finance/pace>.

The campus PACE effort will investigate eight to 10 focused areas that emerged from the campus PACE survey with one of those being IT. In this context, the CIO Study will actually be the campus level response on the PACE IT recommendations. This study is intended to identify, assess, and recommend a future structure, organization, and direction for IT at NC State University. The study will encompass all IT organizations and services on campus including, but not limited to, Information Technology Division (ITD), Resource Management and Information Systems (RMIS), and IT functions provided by the Library, Distance Education and Learning Technology Applications (DELTA), and the colleges.

In keeping with the spirit of PACE, the CIO Study will focus on eliminating unnecessary duplication, consolidating services and support, enhancing system resiliency and disaster recovery, and improving communications. At the same time, the study will attempt to identify and encourage those new initiatives that are currently underway but help assure that these efforts are neither contradictory nor redundant. The exploration and evaluation of new technology must always be well coordinated with technical and functional faculty and staff and, when implemented, improve customer service levels and/or reduce costs.

Due to the complexity of the CIO Study and the challenge of trying to identify and engage an appropriately qualified individual to lead the effort, the study was not started in the early fall as was originally planned. It is anticipated that the external CIO Study leader will be contracted and the core CIO Study Committee charged by Provost Nielsen and Vice Chancellor Leffler prior to the end of the fall semester. The study should be completed with

recommendations presented to the Provost, Vice Chancellor, and Chancellor by the end of Spring Semester 2007. The committee's recommendation is expected to include a very specific organization, service, and support structure for the CIO that could substantially change the way IT is delivered to the campus community. Following receipt of the committee's report, a search for the CIO will be initiated with the intent of having the CIO in place by January 2008.

It is important to emphasize that senior management is well aware of the excellent IT services and support currently delivered to the NC State campus as well as the dedication and loyalty of the IT staff. I want to assure you that the CIO Study is not an effort to reduce the IT work force but to make more efficient use of what we all know are insufficient resources. That is, the CIO Study's focus will be on organizational structure, delivery mechanisms, operational efficiencies, and IT effectiveness so it might result in some staff reassignments but not wholesale layoffs for purposes of reallocating resources to other campus initiatives.

Many of you will be asked to contribute your thoughts and information to the CIO Study Committee so I encourage you to do so in a positive and creative manner. Your assistance and participation in this study is greatly appreciated!



Whistle While You Work

I've missed more than 9000 shots in my career.
I've lost almost 300 games. Twenty-six times
I've been trusted to take the game winning shot
and missed. I've failed over and over and over
again in my life. And that is why I succeed.

—Michael Jordan

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