

Archived Information Services Announcements

Tuesday, April 08, 2008

IT Forum Scheduled

Information Services will host its IT Forum on Monday, April 14th from 2:00-3:30 p.m. in Levin Hall's North Auditorium.

The topics will include; Xerox Expanded Services; and a Business Continuity presentation titled, "Before the Storm."

Friday, February 29, 2008

IS Position Statement on Microsoft Office 2007 & Comments about Office 2003/Office 2007 Compatibility

Information Services (IS) expects to adopt Microsoft Office 2007 as the standard on new personal computers and laptops by the end of March 2008. Early adopters have responded positively to Office 2007 after an initial learning period, however, users considering upgrading to Office 2007 independently, or prior to their scheduled system upgrade, are cautioned to consider the completely new user interface, the significant hardware requirements (higher end processor and at least 1 GB memory), and the new file formats. IS will be installing a compatibility patch on existing UTMB systems to allow Office 2003 users to view and edit Office 2007 documents prior to supporting Office 2007 as the standard. Due to occasional inconsistencies in the compatibility patch, users of Office 2007 are also encouraged to save files in Office 2003 formats for at least the remainder of this calendar year to ensure file compatibility with other users.

As part of the adoption of Office 2007 as the standard, IS will be offering online training courses and specialized help desk support to ease the transition. More information about these two service offerings will be coming soon.

Departments that do not receive their PC support from central IS should contact their departmental LAN administrator to determine how to proceed with Office 2007. If you have questions or would like additional information on this communication, please contact Todd A. Leach with Information Services.

Thursday, Jan. 24, 2008

IS Deploying Password Self-Reset Tool

Information Services has recently purchased and installed a password self-reset application that will be deployed campus wide, over the next 3 months. The Citrix Password Manager application will allow users to independently unlock their account, and will allow them to independently reset their password when they have forgotten their current password. It functions in a similar manner as many credit card and bank account management web sites; you register some secret questions and answers, thus allowing you to reset your password in the future, without support.

The I.S Help desk receives an average of 3800 calls per month for password resets and unlocks, at a factored annual cost of \$400,000. We look forward to a significantly reduced call volume to the Help Desk, increased productivity from end users and Help Desk Analysts, and ultimately a reduction in our future contracted rate

for Help Desk services.

You will receive further information as your department is scheduled for deployment. There will also be a presentation on this topic at the next I.S. Technology Forum. The forum will be January 25th from 2:00 - 3:30 in Levin Hall North.

Your feedback is important to us. Should you have any questions, problems, or general feedback, please send an email to pwm.feedback@utmb.edu.

Tuesday, Jan. 15, 2008

Information Services Technology Forum

Information Services Technology Forum will be held Friday, Jan 25, from 2-3:30 p.m. at Levin Hall North. Topics will include: Password Self-Reset Tool Demo; Office 2007 Demo; and Introducing Information Design Services, a new IS service center.

Wednesday, Jan. 9, 2008

New Voicemail System Launch Extended – Jan. 17

Information Services has extended the launch date to January 17th in order to allow the majority of voice mail users to login and preset their new mailbox. To prepare for the new system IS is asking that all existing voicemail users to login prior the 17th and set up a new greeting and name recording. All existing pass codes have been transferred to the new system and will remain the same. To prepare your mailbox, simply dial 29661 to access the new system and enter the same pass code you used in the old voice mail system. The new system will guide you through the one-time process of setting up your new mailbox. On January 17th you will dial 20500 and will be accessing your new mailbox in the upgraded system. Please contact the IS Helpdesk at 409-772-5200 if you have any questions.

Friday, Dec. 21, 2007

New Voicemail System Coming Soon!

Information Services is in the process of upgrading the campus Voicemail system and on January 9th 2008 is planning to activate the upgraded system and make it available to all existing voicemail users.

To prepare for the new system I.S. is asking all existing Voicemail users to login prior to January 9th on a temporary access number to re-greet and re-name their new voicemail boxes. All existing pass codes have been transferred to the new system and will remain the same.

In order to dial into the new voicemail system, simply dial 29661 and enter the same pass code you used on the old voicemail system. The new system will automatically guide you through the one time process of setting up your new voicemail box.

On January 9th when you dial 20500 you will be accessing your new mailbox in the upgraded system.

If you have any questions, please contact the I.S. Helpdesk at 25200

Thank You
Voicemail System Administrator

Wednesday, Dec. 19, 2007

New Student Support Service Announced & Vista Operating System Certified for Student Use

Starting in January 2008, Information Services (IS) will provide an expanded, no cost, personal computer support service for students to provide assistance with personal computer configuration, wireless configuration, and access to campus applications. Staff from IS will provide approximately 20 hours of support to students each week at various locations around campus. IS is working with Academic Resources, the Student Government Association, and University Student Services to determine the best location and hours for this service. Look for an announcement soon with specific times and locations.

Information Services and Academic Resources also recently completed testing Microsoft Windows Vista with all applications used by students and are now certifying Vista for student use. Microsoft Windows XP Home and Professional, Microsoft Windows Vista, and Apple Operating Systems are now all certified for use with applications used by students.

IS is still recommending that non-student users on campus do not upgrade to the Microsoft Windows Vista operating system at this time. A large percentage of campus computers will not run Vista, and there are few, if any, true business benefits that would require UTMB to upgrade its computers to Vista immediately. IS will not support Vista nor recommend Vista as a standard until all essential UTMB applications are certified to work with this new operating system. Early adopters should plan accordingly.

Please contact Todd Leach with Information Services at tleach@utmb.edu or 409-772-3811 should you have questions about this information.

Maintenance on Centigram Voice Mail System

On Thursday 12/20/07 between 6 - 7pm (1800 - 1900 hours), IS Voice team will perform its weekly maintenance on the Centigram Voice Mail System. There will be no messaging capability during this time. For more information please contact the HelpDesk @ 25200.

PeopleSoft FPRD will be unavailable

The Peoplesoft FPRD (Financial Management System) will be unavailable beginning at 05:00 am on 12/29/07 until 08:00 am on 12/31/07 for yearly maintenance. For more information, please contact the HelpDesk @ 25200.

Thursday, December 06, 2007

New Student Support Service Announced & Vista Operating System Certified for Student Use

Starting in January 2008, Information Services (IS) will provide an expanded, no cost, personal computer support service for students to provide assistance with personal computer configuration, wireless configuration, and access to campus applications. Staff from IS will provide approximately 20 hours of support to students each week at various locations around campus. IS is working with Academic Resources, the Student Government Association, and University Student Services to determine the best location and hours for this service. Look for an announcement soon with specific times and locations.

Information Services and Academic Resources also recently completed testing Microsoft Windows Vista with all applications used by students and are now certifying Vista for student use. Microsoft Windows XP Home and Professional, Microsoft Windows Vista, and Apple Operating Systems are now all certified for use with applications used by students.

IS is still recommending that non-student users on campus do not upgrade to the Microsoft Windows Vista operating system at this time. A large percentage of campus computers will not run Vista, and there are few,

if any, true business benefits that would require UTMB to upgrade its computers to Vista immediately. IS will not support Vista nor recommend Vista as a standard until all essential UTMB applications are certified to work with this new operating system. Early adopters should plan accordingly.

If you have questions about this communication, please contact Todd A. Leach with Information Services.

Tuesday, December 4, 2007

IS Appointments Announced

The UTMB Chief Information Officer is pleased to announce appointments to two important positions within Information Services, effective Dec. 1, 2007:

Robert Shaffer has been appointed as UTMB's Information Security Officer, a role he's had in an interim capacity since May 2006. Shaffer joined UTMB in October 2001 as a lead security analyst. During his tenure as interim ISO, Shaffer has maintained and developed the university's information security program, launched an extensive awareness campaign and developed additional security standards. He has also formally documented the security program and formulated a strategic roadmap for future enhancements of our Information Security department.

Beth Hill has begun serving as Associate Director for IT Training, a new position responsible for providing and managing training for Clinical and Administrative Information Systems. Hill joined UTMB in January 1997 as the training manager for Healthcare Information Systems. Her responsibilities have continued to grow to include training for the electronic medical record and, most recently, administrative systems. Hill's technical training experience and curriculum development skills made her an ideal choice to tackle clinic and administrative IT training responsibilities.

Please join Information Services in welcoming Shaffer and Hill to these roles.

Thursday, November 29, 2007

Google Issues, CMS Issues Resolved

All Content Management System (CMS) and internal Google issues have now been resolved. If you should continue to have additional problems with these applications, please email the Enterprise Systems team at eis.team@utmb.edu.

Tuesday, November 27, 2007

Google Issues, CMS Issues

Several issues have occurred as a result of this weekend's network upgrade, the Content Management System (CMS) test server was unavailable for content updates all day Monday and on Tuesday morning and the Google internal appliance continues to be unavailable.

Shortly after lunchtime on Tuesday the CMS test server was restored to full functionality. For those users who need to update content, you are instructed to reboot your workstation prior to logging in to the system. Should you continue to experience additional issues, please contact the Enterprise Systems team at web.cms@utmb.edu.

Work continues on resolving the internal Google appliance issue. An estimated time of resolution is Wednesday morning. We will keep you posted – at this site – on the progress. Meanwhile, should you have any questions about the Google issue, please forward these to eis.team@utmb.edu.

Monday, November 26, 2007

EPIC EMR Outage Scheduled

On Tuesday, November 27, 2007 from 10:30 p.m. to Wednesday, November 28, 2007 at 5:30 a.m. (2230-0530), Epic EMR will be unavailable due to software maintenance. Please call the Help Desk at 25200 with any questions.

Friday, November 16, 2007

A Message from Ralph Farr:

On Friday, November 9, Dr. Glenn Hammack, Assistant Vice President for Electronic Health Network (EHN), and I presented a plan to EHN staff to merge the EHN technical operations function with Information Services. I wanted to update everyone in IS of this important change. Effective November 9, the responsibility for managing the EHN Technical Operations assets transferred to IS. This included the network, hardware, software, data centers, and personnel that support correctional managed care, telemedicine customers, and video services for the campus.

To facilitate a smooth transition for our customers, Michael J. Bourdeau (Mickey), current interim Executive Director for EHN, will serve in a dual role. For technical operations, he will report to me and join the IS Leadership Team, and for EHN business development functions, he will continue to report to Dr. Glenn Hammack. All staff currently reporting to Mickey will remain reporting to Mickey. Mickey's area in IS will have responsibility for all Community and Correctional Information Systems. Over the next few months, staff from both organizations will be working to identify a clear transition plan to resolve issues that occur as a result of organizational change. These transitions take time and require many conversations. I will provide more detailed information about this change at our next IS staff meeting in December.

I appreciate everyone's assistance in making this a seamless transition as possible for our customers, and I would like to ask everyone in IS to join me in welcoming approximately 30 new members from EHN into IS.

I am excited about working more closely with the EHN technical operations staff in support of the Community Health Services.

Thank you,