

## BlackBoard Learning Management System Upgrade

IT Services upgraded to Blackboard version CE 8.0 on the morning of Tuesday, April 28, 2009.



This version of Blackboard is focused primarily on product quality and stability and it also works with Firefox version 3. There should be little change in the foreground, but many changes have occurred in the background.



This release contains new features, such as integrated Scholar® (<http://www.scholar.com>) and SafeAssign™ (<http://www.safeassign.com/>), and the ability to connect to the other products in the Blackboard Academic Suite. We expect to have these features activated in the fall of 2009 after testing has been completed.

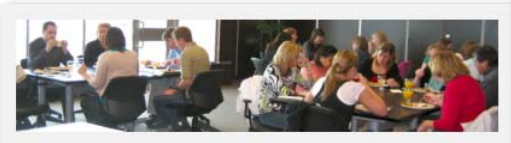



## project SAGE Banner Implementation

### First Major Milestones Achieved

“April 1, 2009 Go-Live”

Some thought the day couldn't come sooner back in the Fall of 2007 when Project SAGE began, formerly referred to as “The ERP Project”. In April 2009, Project SAGE celebrated the completion of two major milestones; the Go-Live of the new Human Resources/Payroll and Finance systems.



current daily operations and services. No matter how great this achievement, Project SAGE is far from over. There is still a lot of hard work ahead as the focus shifts to completing the new Student module and Advancement system. The next major milestone is planned for fall of this year when the Student Admissions module is scheduled to go live. The new system is

April 9<sup>th</sup>, 2009

Cliff Neufeld, Project Sponsor of Project SAGE acknowledging all of the project contributions from TRU Staff at the HR/Payroll and Finance Go-Live Celebration.

At the celebration on April 9<sup>th</sup>, Cliff Neufeld, VP of Administration and Finance at TRU and the Project Sponsor for Project SAGE recognized everyone who made this achievement possible. This included the project teams and the TRU staff supporting

planned to be open for Student Registrations in Spring 2010. Stay tuned at [www.tru.ca/sage](http://www.tru.ca/sage) for more updates on the continued progress of Project SAGE!

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## Illuminate

### Interactive Web Conference Software

This application provides real-time, collaborative learning space for instructors and their students. It could also provide virtual meeting spaces for TRU employees for things like hosting meetings, or performing interviews.

Illuminate includes a text messaging system, application sharing, and a whiteboard. With application sharing, a moderator can display just about anything in a session: their desktop, spreadsheets, documents, pdf's, and allow learners to have interactive control of these things remotely.

With the whiteboard, instructors can display power point presentations, draw, and present multimedia video clips to learners. The entire session can be captured as a recording, and watched later, as it happened in the actual session.

To book your Illuminate learning space: Contact the IT Servicedesk at [ITServicedesk@tru.ca](mailto:ITServicedesk@tru.ca) or call 250-852-6800.



## Mobile Device Standards

### Security for BlackBerry's and other Smart Phones

If your BlackBerry, iPhone, or other Smart Phone, was lost or stolen, would you be placing confidential TRU information at risk?

Many of us now have full email and Internet access from these devices and may even be storing files there. Imagine if some one could look through your TRU email account, track your web access history, or read a file that you had previously



opened. Would they find passwords in your email account, student information, and financial information? How much would they be able learn about you, TRU, and your family?

Most likely, they would be

able to find out enough to put you at risk of identity theft and the University at risk of financial and/or reputation damage.

Make sure your Smart Phone locks automatically, has a minimum four character password to unlock it, and that you contact the IT Service Desk immediately if it is lost or stolen.

Once we know your BlackBerry is missing, ITS can wipe it remotely to ensure that no confidential data is placed at risk.



## Media Services

### New Multi-media Classrooms

This summer will be very busy for Media Services as we launch our most ambitious media classroom build-out plan ever. The following classrooms in Williams Lake and Kamloops will be fitted with full multimedia capability with the goal of completing the work by the start of the Fall Semester.

- Williams Lake Room 1271
- Williams Lake Room 1293
- Williams Lake Room 1291
- Williams Lake Room 1321
- Williams Lake Room 1305
- Williams Lake Room 1307

- AE163
- IB1023
- OM1791
- IB3035
- OM2791
- OM2671
- OM2216
- OM2771
- OM2761
- OM2742
- OM1751
- OM1741



A full list of multi-media classrooms can be found at [http://www.tru.ca/its/mediaservices/multi\\_media\\_classrooms.html](http://www.tru.ca/its/mediaservices/multi_media_classrooms.html).

Media Services is also collaborating with TRU Athletics to be able to webcast Wolf Pack Games from the TCC courts.



## Technology Services News

### New Firewalls

We upgraded our existing firewalls to provide more capacity to handle larger volumes of Internet traffic. The old firewalls were moved to Williams Lake to provide greater security for computing equipment at this location.



### EduRoam

EduRoam access continues to expand. TRU users can now securely access wireless services not only from TRU, BCIT, SFU, UBC, and UVIC but also from University of Alberta, University of

Calgary, University of Saskatchewan, Carlton University, Queen's University, Ryserson University, University of Guelph, University of Western Ontario, and McGill University. In addition Canada EduRoam is now linked with a growing global "eduroam" community comprised of over 450 institutions across 25 countries in Europe, Asia and Australia.



### Before you depart...

Before travelling be sure to setup EduRoam and make

sure it is working on the TRU campus. See:

<http://www.tru.ca/its/eduroam.html>



### Network Upgrades

TRU has received some one time funding that is allowing us to replace a lot of our aging network infrastructure including replacing the core switch / router which handles all traffic on the Kamloops campus. This work will be proceeding during the summer months.



## New 911 System Implemented

Some systems tend to work so well that we rarely have to implement improvements. One such system is the old 911 service that had been running for over 6 years without incident and probably would have continued running, with the exception that security patches could no longer be applied to the Windows NT4 operating system.

Recently ITS replaced this aging tracking software and hardware with the latest 911 system and updated hardware. This upgrade will improve the security of this system.

Another key benefit of this upgrade is that the

system will allow (in the future) TRU to send location information (the physical location and time a 911 call is made) directly to the 911 call centre.

Currently when you dial 9-1-1 your call is answered by the 911 emergency service but they do not see your building location. The call is also directed to TRU Reception and Campus Security who are able to pin point where you are located.

Dialling 1-1-1-1 gets you directly to TRU Reception and alerts Campus Security who can determine your exact physical location.

## QR Codes & Tagging



Popular in Japan, the QR (Quick Response) tag is coming to a bus advert, book or newspaper near you. The concept is referred to as "hardlinking": creating a link between the physical world and the virtual. Users simply load the software to their camera phone, iPhone or blackberry - point the camera at the object and voila - your phone takes you to the webpage embedded in the tag.

The process to incorporate them into your media is simple too: you go to a site like [beetagg](http://beetagg.com), generate the barcode of your choice, add the tag to your copy (say for the newspaper, Vancouver Skytrain or Bus) and you have provided a targeted link to the website. Marketers would also collect information of where the ad was viewed which can then be used for improving reach.







Lea Baxter is in the middle of a co-operative education work term in IT client services creating an asset management database application. The final product will enable the IT team to track and manage all of TRU's owned and leased hardware and software assets. You will see her around campus installing Faronics Power Save and Novell's ZENworks. In the future, ZENworks will be used to roll out new applications without interrupting busy staff, and to automate the inventory gathering process. Lea has just completed her first year in the TRU CSOM program and looks forward to an exciting career in IT.

ITS Update



Issue 03

## POWERSAVE™ – Another Green ITS Project

Did you know that a typical desktop PC with a 17-inch LCD monitor requires about 100 watts—65 watts for the computer and 35 watts for the monitor. If left on 24x7 for one year, this same computer will consume 874 kilowatt hours of electricity—that's enough to release 750 pounds of carbon dioxide into the atmosphere and the equivalent of driving 820 miles in the average car!

This summer we will be installing Power Save software (through the use of ZenWorks and Faronics Core Agents, make sure you don't delete these) on your desktop. There will no longer be a requirement to shut-down your computer every night (although you can still do so if you want), thus reducing the amount of time it takes to get started in the morning or even after a meeting or a break. We suggest that you do a reboot once a week just to keep software updates current.

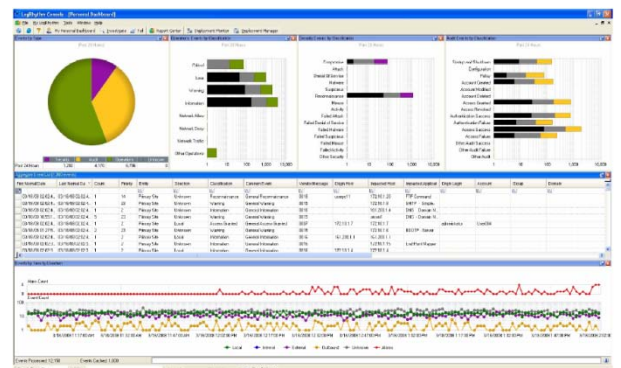
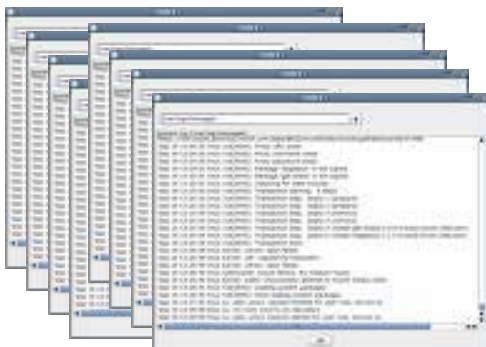
Once we activate the Power Save application, your computer will go into Power Save standby mode after 11 minutes of no mouse or keyboard activity. It will give you a 60 second notice that a move of the mouse will stop it from going into standby mode. If you come back and your monitor is black, all you need to do is power on your computer and login, you will be back where you were before. As always, we recommend that you save any working documents to your F: drive before you leave your computer.

Power Save's non-disruptive computer energy management analyzes CPU, disk, keyboard, mouse, and application activity before taking power management actions. It is available for both Windows and Mac computers. With an average savings of \$25 per computer per year for every computer deployed, Power Save is the ultimate 'green' software solution for desktop computers.

If you have technical problems or questions-  
Contact us by Phone: 250-852-6800  
Or email: [Itservicedesk@tru.ca](mailto:Itservicedesk@tru.ca)

## Metrics that Matter Getting value out of logs

• Log Management tools such as the one displayed on the right below, are one of the automation methods that ITS is considering to help us to meet compliance requirements and respond effectively to a host of operational and security events. TRU systems now generate several Giga Bytes of data every day, that's millions of lines of log information. We are long since past the point where logs can be effectively reviewed manually. A log management tool will allow ITS to correlate log events and provide appropriate alert and audit information.



TRU

Information  
Technology  
Services

PO Box 3010 - 900 McGill Road

Kamloops, BC, V2C 5N3

<http://www.tru.ca/its>