On The Move

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UNIVERSITY of ALASKA
STATEWIDE

Technical Services Folks Keep UA Systems Up & Running



From left: David DeWolfe, manager of Technical Services, Russell Newell, Cal Mercer, Chris Garris, Beth Mercer and David Myers. Not shown are Carole English and Bev Fonoti .



Technical Services

The folks in Technical Services keep the university's core administrative computer services up and running, and frequently that means they're working at odd hours of the night or on holidays when virtually nobody else is around.

That's why Steve Smith, the university's chief technology officer, refers to them as the furnace room of Information Technology Services. "These are the people who keep the operating systems running smoothly on the multiple servers of Banner and make sure the Oracle database software used for Banner is working properly."

David DeWolfe, who leads Technical Services, has been with the university for 20 years, and says he likes his job because he can live in a small community in Alaska and still be involved with the very latest in information technology, and there's no need for him to commute for three or four hours a day to do so. Like the rest of his team, though, David sometimes has to work around the clock until a project - most likely a major upgrade - is done with the least impact possible on the user community.

"Our aim is always to minimize the impact on the users, and to maximize the chances for success," DeWolfe said. "All the people here like the technical work and the challenges it provides."

To help people visualize how Technical Services fits into the

(continued on the back)



Vice President for Finance Joe Beedle crosses the finish line in the 50K Sonot Kkaazoot cross-country ski race in Fairbanks on March 24. The Sonot started and finished on the Chena River at the Cushman Street Bridge.



Tammy Weaver welcomes President Hamilton back to the office.

Hamilton Urges Support for UA Budget Request

UA President Mark Hamilton returned to the office this week on a limited schedule after being hospitalized for complications from a snowmachining accident. Here, he is talking about the importance of members of the university community letting legislators know of their support for the university's budget request.

"Unless legislators hear from their own constituents regarding the importance of fully funding the university, they will hand back a budget that will force elimination of functions and services at the university," he said.

Go to www.alaska.edu/state for current events, updates and direct links to legislators.



Mark Hamilton



Raye Ann Robinson's friends made sure Raye Ann wouldn't forget her 50th birthday...

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Many Traditions One Alaska

Spotlight continued

IT scheme of things, Smith suggests we think of the computer systems as a layer cake.

"The bottom layer is the hardware, the computer which does nothing without an operating system," Smith explains. "For Banner and many other computers, the operating system is Unix, a standard operating system worldwide in higher education. That's the first layer in the cake: computer and operating system.

"Next, for large integrated information systems like Banner, comes the database software. This is the underlying structure that makes all the relationships between individual data fields mesh together into records and defines relationships between millions of records, so the database software - Oracle - is the second layer.

"On top of this layer goes the actual application, which in this example is the SCT Banner Information systems, and then, finally, the top layer is the user interface which is what students, faculty and staff see when they work on Banner.

"Technical services handles the bottom two layers of that IT cake, and without their diligent efforts we wouldn't have a cake, but a plateful of crumbs," Smith said.

In order to keep the university's systems up to date and running supported software, major software upgrades are constantly necessary. By the time a major Unix or Oracle upgrade takes place in the production Banner environment, Technical Services staff will have performed the upgrade in several other non-production environments over the course of the previous six to nine months. All this groundwork helps ensure that the production upgrade will go smoothly and without surprises.

"Providing a stable production environment is paramount," DeWolfe said. "Just as critical as availability is recoverability, and we pride ourselves on backup and recovery procedures and the fact that unscheduled Banner outages are rare and we want them to be even rarer."

With responsibility for existing computer services throughout the University of Alaska system and the addition of new applications all the time, Technical Services maintains a busy, never-ending schedule.

Anchorage Employees Get Service Awards

Two University of Alaska statewide employees in Anchorage have been recognized for five years of service to the university.

Nelda Carlson began working for Land Management in 1996 as a real estate technician and is now a property manager for Land Management. Nelda closes land sales for the university, and assists in the management of more than 200,000 acres of UA land throughout Alaska. She conducts site inspections, works on subdivision projects and does a wide variety of real estate transactions.

Cathy Collier has held positions in Human Resources, Academic Services, Student Services and Continuing Education. She joined Corporate Programs in February 2000. Cathy has an A.A.S. in Office Management, a B.A. in Human Resources and an M. A. T. in Community Education.



...They sent a pink gorilla to dance with her!

For Sale or Trade

Send your items for sale or trade by e-mail to: **bob.miller@alaska.edu**

From Vickie Gyden, 456-7693:
Two-piece sectional with nine multi-colored and solid colored 24" pillows and two 12" pillows. Fabric is soft like chenille. Three black/gold glass end tables. $600 takes it all, or best offer. Photo available.

From Stephanie Held, 474-5069:
1999 Pontiac Grand Am, white, 4 door, 28K miles, power windows/locks, Am/Fm, cassette, 6 disc CD changer, Astro auto start, new Blizzak winter tires! Well taken care of, $10,900 obo.

From Michelle Rizk 474-6322:
Arctic Man Special-2000 RMK 700, 2" paddle, 1240 miles, handwarmers, hole-shot skid plate, cobra windshield, low end clutch performance, SLP boost bottle, SLP can (BRAAAP!), cover, windshield bag, two helmets (two sets of goggles), Scott soft grips, immaculate condition.

2-Place Aluminum Karavan trailer, 8.5 x 10, tilt, oversize tires, ski-runners, sealed lighting, ski-bars, gravel/salt shield, tongue jack, mounted spare, many extras. Never ridden in town and only ridden in deep snow. Bought from Polaris Junction in Delta and all maintenance has been done by them and all documentation is on record. Yearly check-ups included. Replaced Hi-FAX at end of last season. Also have the spare factory windshield. $6995 OBO for the package $5200 for the sled. Will not sell trailer separately.

From Jennifer Bowers at 6281:
Wants to purchase an air purifier.

From Alesia Willey at 457-1699:
Suzuki GZ250 Street Bike $2,000 obo.

From Margi Schwartz at 488-4107: Want to Borrow: Metal Detector to find survey pins.

From John Dickinson at 457-2824:
1997 GMC SLE 4x4 Pickup -Z71 Excellent inside and out, 34,000 miles, two-tone paint, CD, bed liner, bug screen, V8, auto, air, cruise, split bench seats, two sets of rims. $14,500 OBO.

From Kristen Clare, 337-3175:
Pentax 35m manual camera, includes regular and zoom lenses, flash and bag. $225.

From Thom & Torie Foote, 479-0908:
98' Dodge Grand Caravan LE, AWD, Loaded, remote start, studded tires and a summer set. Great condition. Bumper to bumper warranty. $16,000 obo.

Book Exchange
Do you have any interesting books you would like to trade with others? There is a book exchange started on the cabinet outside Public Affairs. The deal: bring in a book to share, and take a book of your choice to read.

Birth Announcement

Born to **Alicia** and Jay **Wyse** (Alicia is the SW Coordinator for the EMAS+ Software Program): **Schyle**r ("SKY-LER") **Anne Marie Wyse**, born Friday, March 22, 2002 at 11:55 pm., 6 lbs 14 oz and 20 inches.

On the Move is Online

Go to: www.alaska.edu/opa/onthemove. **Deadline** for the next issue is Monday, April 22nd by the end of the day.