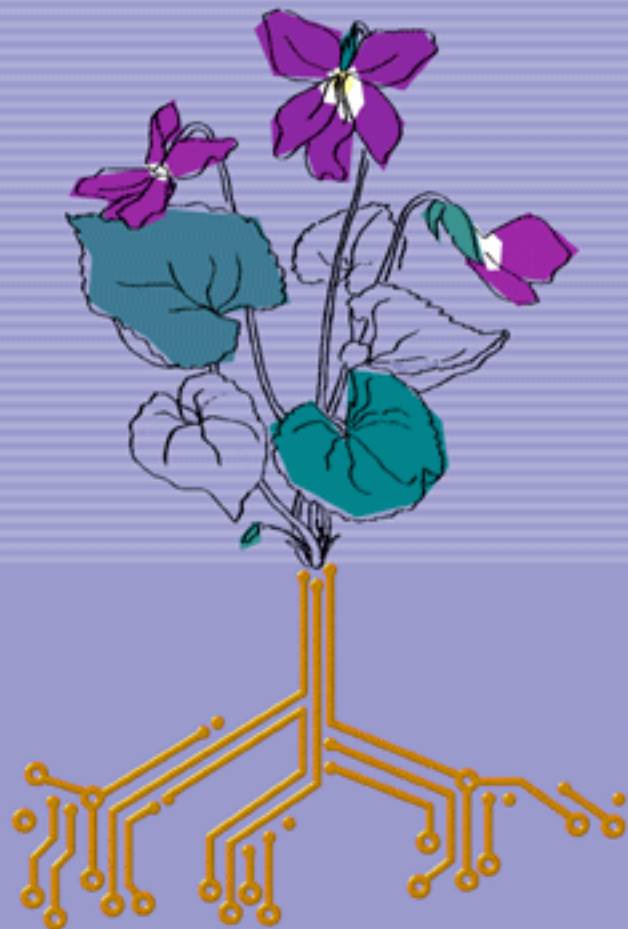


# Computer Consultant Support Program

*Providing*  
**RELIABLE  
· ROBUST ·  
RELEVANT**  
*IT Services*

## Spring 2003



# Computer Consultant Support Program

*Spring 2003*



## About CCSP

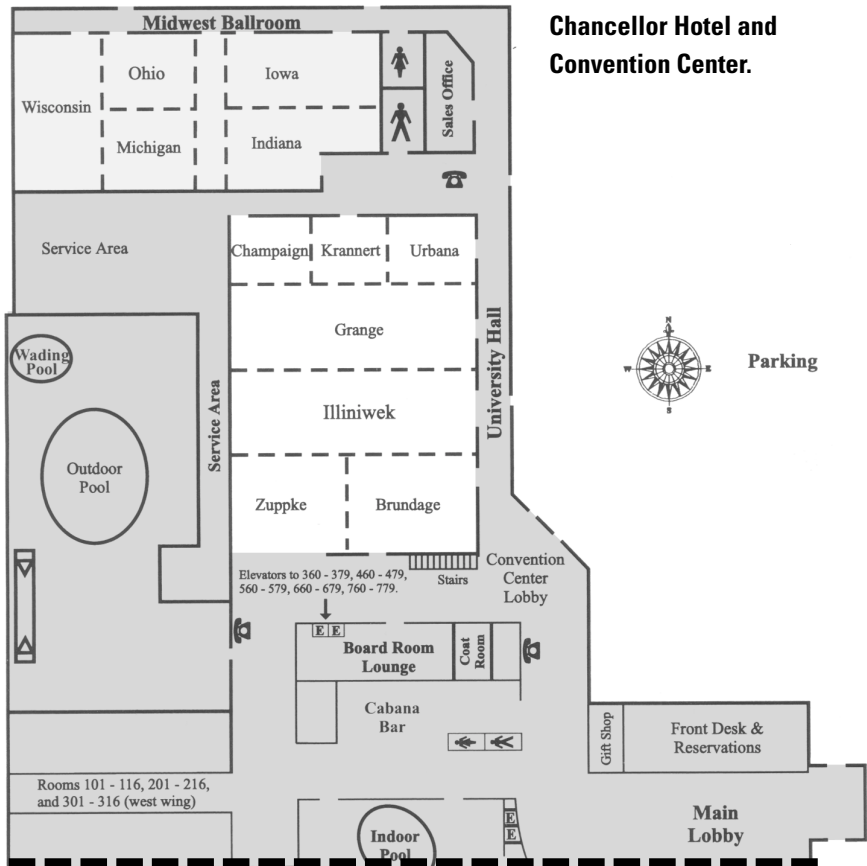
CCSP is a voluntary association of campus IT professionals. Begun in 1990 by the Computing and Communications Services Office, now CITES, this program focuses on creating a community of practice among the computer consultants who provide technical services support and network administration for units across campus.

CCSP has seen increasing participation and strategic campus value over the years. There are approximately 300 members enrolled in CCSP. Anywhere from 175 to 195 technology staff and faculty have attended conferences in recent years. Members also participate in an on-line forum for mutual consultation.

For more information, see [ccsp.cites.uiuc.edu](http://ccsp.cites.uiuc.edu), or contact Ginna Moore at [ggmoore@uiuc.edu](mailto:ggmoore@uiuc.edu) or 333-6285.

## Inside

Map of the Conference Rooms .....	2
About Your Feedback .....	2
Schedule .....	3
The Breakout Sessions .....	4
About the Presenters .....	5



**CCSP conference rooms:** **GIZB** = Grange, Illiniwek, Zuppke, & Brundage  
**CKU** = Champaign, Krannert, & Urbana  
**Midwest Ballroom** (Wisconsin, Ohio, Michigan, Iowa, & Indiana)

## About Your Feedback

In the past, we've asked participants to provide feedback on our CCSP functions by completing a paper evaluation form for each session. This year, we're providing evaluation forms online.

We value your suggestions, comments, and concerns; please let us know how we're doing at [ccsp.cites.uiuc.edu/2003Spring/eval.htm](http://ccsp.cites.uiuc.edu/2003Spring/eval.htm).



# CCSP *Spring 2003*

## Schedule: April 24, 2003

- 8:15 – 8:45am *Registration and check-in*
- 8:45 – 9:00am *Welcome*  
Stan Yagi, Assistant CIO, Information Technologies
- 9:00 – 9:30am *Opening Remarks*  
Pete Siegel, CIO
- 9:30 – 9:50am *Announcements*
- 9:50 – 10:00am *Break*
- 10:00 – 10:50am *Breakout Session 1: Campus Printing Issues\**  
Panel Presentation
- Breakout Session 2: Campus Firewall*  
Mary Stevens
- 10:50 – 11:00am *Break*
- 11:00 – 11:50am *Breakout Session 3: Technology in the Classroom\**  
Craig Jackson
- Breakout Session 4: Software Update Service*  
Chris Skaar and Todd Tomashek
- 11:50 – 1:30pm *Lunch in the Midwest Ballroom*
- 1:30 – 2:30pm *The New UIUCnet Core Architecture (and Other Interesting New Technology)*  
Charley Kline
- 2:30 – 3:30pm *“Ask-the-Expert” Sessions, including Exchange services, Email, Networking, and more ‡*
- 3:30pm *Adjourn*

All sessions are in rooms **GIZB** (see map), unless otherwise noted:

\* These sessions are in rooms **CKU**.

‡ These sessions are in both rooms **GIZB** and **CKU**.

# The Breakout Sessions

## **Session 1: Campus Printing Issues, Panel [in rooms CKU]**

An important, but sometimes problematic, service for computer classrooms, labs, and departmental machines is printing. While providing the technical means for printing is usually straightforward, easily and accurately accounting for printing charges and restricting access to authorized faculty, staff, and students are less simply achieved. As a result, various printing solutions have been implemented in different areas of campus, each of which meets the needs of that area. Today's panel presentation features printing solutions deployed in the University Library, CITES Instructional Computing Labs, and the Department of Architecture.

## **Session 2: Campus Firewall, Mary Stevens**

A review and update on the campus firewalls.

## **Session 3: Technology in the Classroom, Craig Jackson [in rooms CKU]**

The College of Liberal Arts & Sciences in collaboration with CITES, has been providing instructional and research support for the many iterations of the unit currently named ATLAS, Applied Technologies for Learning in the Arts & Sciences. The name may have changed over the years (SSQL, OCCSS, CRESS), but the overall mission has remained constant. This presentation will discuss the rapid growth and increased services of ATLAS, while also addressing the challenges still faced by staff as we consolidate units into our support model. Our focus will be on provisioning the classrooms with hardware, software, scheduling, printing, and technical support.

## **Session 4: Software Update Service (SUS), Chris Skaar and Todd Tomashek**

The Microsoft Software Update Service will be covered in this presentation. We will describe the deployment of Microsoft® Software Update Services, a new tool for managing and distributing critical Windows patches that resolve known security vulnerabilities and other stability issues in Microsoft Windows 2000, Windows XP, and Windows Server 2003 operating systems.

# About the Presenters

**Chris Hannauer** has been a CITES Departmental Services (DS) consultant since 1997 and is currently working as the network administrator for the School of Architecture, where he has been since 1999. Prior to that he worked in the DS teams for the College of Education and the College of LAS. He enjoys dabbling in web programming and Visual Basic scripting.

**Craig Jackson** has been working at UIUC since the summer of 1993. His first position was as an Assistant Dean of Students in the Office of the Dean of Students where he became the unit contact for the DS engagement serving the unit. He joined DS in May of 2000 where his first assignment was working with faculty in the Department of Speech and Hearing. He became the manager of ATLAS (then called CRESS) in February 2001. Craig is actively pursuing a certification in Project Management.

**Charley Kline** is a Principal Research Programmer for CITES at UIUC. He is responsible for the overall architecture and deployment of UIUC's data and multimedia networking. He directs the work of the backbone group and consults with the network engineers and designers in the Network Design Office. In addition to network architecture, his responsibilities include interoperability studies, bandwidth management, software development projects in pursuit of network management and operation, planning for voice/video/data integration, and realizing wide-area internet and other communication needs of the campus.

**Adam Lewenberg** has been working in the Library Systems office for about two and one-half years. He is responsible for a variety of system administration tasks including Linux and Windows server maintenance. He is a U of I graduate.

(About the Presenters *continues on page 6.*)

## About the Presenters *(continued from page 5)*

**David Ruby** manages CITES Instructional Computing Sites (ICS), which provides instructional technology to students in the public computer labs on campus. Printing is a very popular service that students have come to expect in ICS labs. ICS prints over a million pages every semester and has had to constantly tweak and upgrade their printing solution. ICS labs are open to any UIUC user and provide authenticated access to the internet, applications, and printing to both Windows and Macintosh users.

**Chris Skaar** has worked for the CITES Operations Center for one and one-half years. His main responsibilities include the InterMapper Network monitoring systems, the SUS service, and managing support for the HP OpenView project. Chris lives in Savoy and enjoys spending time with his wife and 7-month-old daughter.

**Mary Stevens** worked for Spyglass from 1993–1997, where she provided technical support on several products, and systems administration on a host of different platforms including Macintosh, HPUX, Solaris, AIX, and Microsoft Windows. She was also responsible for maintaining Spyglass' firewalls. Mary started work with CITES Departmental Services (DS) at the University of Illinois in 1997, where she provided systems administration for Solaris, HPUX, AIX, Linux and Microsoft Windows. She currently works for Communications Engineering in CITES CommTech, where her primary responsibilities include the design, implementation, and maintenance of the University's campus-wide firewall and VPN solutions.

**Todd Tomashek** has worked for the CITES Operations Center for one and one-half years. His main responsibilities include managing the Iris project, and being network administrator for the Operations Center, assistant network administrator for DCL, assistant service manager for the SUS service, and assistant Webmaster for the Operations Center. In addition, he is continuing coursework in computer science at the University. In his spare time, Todd loves being with his wife and two young children. He is also an avid Packer fan, and enjoys woodworking projects.

