

## IS&T Changes and Issues

### Known Changes This Week - May 4, 2009

Area	RFC	Description Change Scope/Systems Affected/Effect of Change	Change Impact/Change Category	Reason for Change	Customer Contacted	Implementation Date	Implementation Time
<b>Student Systems, GoSolar, Banner</b>	400	<u>Update refresh script to reset developers' Banner security:</u> Update refresh script to reset developers' Banner security because it get wiped out after the refresh.	Scheduled - No Service Impact, System Wide, Software	User / Customer Request	Yes	May 26, 2009	
<b>Classroom/Lab Support</b>		No issues, No changes					
<b>Desktop Management</b>	397	<u>Installing Altiris agent on all Windows Workstations:</u> To improve the quality of information available identifying campus hardware inventory and software license compliance, Information Systems and Technology (IS&T) upgraded the university's client-management systems in all labs and classrooms in August 2008. IS&T is now extending these inventory and management capabilities to staff Windows-based computers (PCs) using the Altiris Client Management system. With the Altiris Agent, software and hardware inventories will be automatically stored and updated in a centralized database available to technicians and department managers. In addition to inventory information, the agent will allow technicians and end users to remotely install software, manage updates, control software versions, reset Windows workstation passwords and more.	Scheduled - No Service Impact, Department, Software	Business Requirement	Yes	May 5, 2009	
<b>E-Mail</b>		No issues, No changes					
<b>GIL/GALILEO</b>		No issues, No changes					

<b>GSU Instructional Support - uLearn</b>		No issues, No changes					
<b>GSU Web</b>	398	<u>Preorientation</u> : The advisors in the Student Advisement Center would like me to remove the minimum GPA requirement from the Computer Science degree on the preorientation. The computer science program no longer requires a minimum GPA. I made the change on the QA server, and they haven't looked at it yet. I am assuming they will approve it and request for the change to be made live by the end of this week.	Scheduled - No Service Impact, University Wide, Software	User / Customer Request	Yes	May 4, 2009	4:30 PM
<b>Help Center Numara</b>		No issues, No changes					
<b>PeopleSoft HR, Easyview</b>		No issues, No changes					
<b>Identity Management</b>		No issues, No changes					
<b>Institutional Software Liscensing</b>		No issues, No changes					
<b>Library Support, Electronic Reserves, DSPACE</b>		No issues, No changes					
<b>TOC AND System Hosting</b>		No issues, No changes					

<b>Network-Voice, Video and Data</b>		No issues, No changes					
<b>Research Computing</b>		No issues, No changes					
<b>Security, Anti-Virus, Desktop Firewall</b>		No issues, No changes					
<b>Financial Systems Spectrum</b>		No issues, No changes					
<b>UIS Database Administration</b>		No issues, No changes					
<b>USG Georgia View</b>		No issues, No changes					
<b>Technology Planning and Futures</b>		No issues, No changes					
<b>Netware Windows System (File Server)</b>	396	Increased netserv4's user volume quotas: Per File Server's manager, increased netserv4's user volume from 300GB to 330GB.	Emergency - No Service Impact, Faculty / Staff, Server Maintenance	User / Customer Request	Yes	4/30/2009	11:30 AM
<b>Unix</b>		No issues, No changes					

<b>UIS Internal IS&amp;T System</b>		No issues, No changes					
<b>Networking Planning</b>	399	<u>Emergency Reboot Urban Life Building Distribution Router RT070101</u> : There was a power outage downtown due to inclement weather in the area. This power outage impacted the Building Distribution Switch in the Urban Life Building. The EAPS rings for the building management network and the upper floors of the building did not recover properly, and had to be manually disabled and re-enabled to regain functionality. We have seen this problem once before, and it required a reboot of the building switch to correct the issue. We decided that the prudent thing to do would be to reboot the switch after midnight to avoid any complications in the morning. The reboot appears to have gone without issue.	Emergency - Service Impact, Other, Network	Incident / Problem	No	May 4, 2009	2:00 AM
<b>Other</b>		No issues, No changes					