



Message from the University Director of I.T. & CIO

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*Carlton A. Samuels
 University Director of Information Technology and Chief Information Officer, MITS*

Welcome to **Mercury**, MITS' bi-annual newsletter.

This news letter is one of our endeavours to provide timely information in modes most convenient and efficient for our customers.



Some members of the User Support Services/Help Desk Team

As the standard-bearer for information and communication technologies, MITS gladly accepts its role as an enabler for the UWI as we collectively act to enhance the quality of education we provide and access to it. MITS recognizes that efficient communication and timely access to high quality information is needed to facilitate the necessary changes as well as manage the direction and pace of these changes.

Please see our website at www.uwimona.edu.jm/mits/2003/newsletter for an electronic version of **Mercury** and more in-depth information on each subject mentioned in the articles.



Please provide your comments on the format or content of the newsletter using the forms there and any other general comments. MITS looks forward to working with you.



MITS User Support Services

MITS, through all its divisions seeks to enhance communication through quality service delivery, convenience, personal connections and ongoing support. The Help Desk is usually the first point of contact. Many day-to-day problems can be solved by simply accessing this very useful service. If the problem requires

further attention a record is kept and it is forwarded to the relevant area. The Help Desk also follows up on the status of the job internally and with the customer. The core purpose of the Help Desk is to simplify and satisfy our customers' daily technological needs as we work assiduously to provide services that will simplify

their lives and make communication and research processes more efficient. Customer satisfaction involves providing superior customer service.





Has been adopted as our Web Platform

Campus Pipeline was brought to the attention of UWI at the same time that we were engaged in the procurement of a system for student information which would capture the University as a single entity and that would provide for the notion of full and on-time information available to students, administration, and the executive body without time and location boundaries.

Campus Pipeline brought to the discussion a solution for:

A web-based communication interface, A personalized portal which allows us to create an experience appropriate to the discipline of students, faculties, administrators etc. and a framework for anywhere and anytime discourse appropriate to the needs of the University Government, Administration, Lecturers and students alike.

Specific features include, but are not limited to: Email for all – we have established an email address nomenclature

(firstname.lastname@uwimona.edu.jm) which makes easy to determine someone's address, **Calendar management for all** – allowing you to collaborate on appointment dates. Students registered to a course are automatically, informed of the course calendar and any other course related dates which the lecturer assigns.

See our website for further information and training schedules
<http://www.uwimona.edu.jm/mits>

Technology Services: Enhancing Communication

Technology Services (TS) is responsible for planning, designing, managing and maintaining the IT infrastructure on the University of the West Indies, Mona. To enhance communication, TS ensures that the IT infrastructure is robust and reliable. Daily activities are being monitored and audited in order to facilitate optimization of the Mona's IT infrastructure.

Presently TS is upgrading the campus IT backbone from 400mbps to 1000mbps, moving an already fast intranet to an even faster one to facilitate anticipated growth for

"...Implementation has already begun on augmenting the internet bandwidth..."

wireless, multimedia and other applications. Coupled with this, LANs in several departments are being upgraded.

Implementation has already begun on augmenting the internet bandwidth (currently two bonded T1 channels). This will help to bolster the quality of our messaging and web portal facilities further enhancing communication.

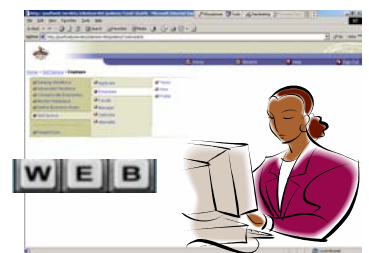
PeopleSoft Self Service

PeopleSoft (PS) is the application that the University of the West Indies uses to manage their Human Resource and Payroll functions. Self Service is a module of PeopleSoft which allows all staff access to **their** information online (on our campus area network). For instance, employees may update their special projects, add changes of addresses, and view and print pay slips all online.

Staff's response to PS Self Service has been quite good as more and more users log on to the system for immediate access to their records. Future phases of PS Self Service promise to be very exciting too. Staff should be able to view leave balances, view book grant balances, and apply for leave all online real-time. Managers and Heads of Departments should be able to view particular information regarding their staff, view training summaries of their staff, and au-

thorize leave.

Access to PS Self Service is as easy as login to your PC (if you log into the UWI_MONA domain).



Instruction Support Systems

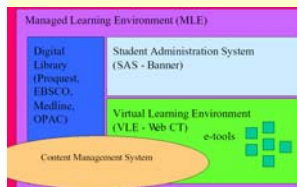
The communication of instruction imposes its own special requirements on the University. The format in which information provided as instruction is communicated must reassure the recipient of its credibility rather than detract from the trustworthiness of the instructor.

Educational technologies must be used "to strengthen bonds between teachers and students so as to maximize productivity and transform notions of how students learn..." In other words, the technology must be affective as well as effective.

MITS recognizes these special needs and provides several tools and skilled resources to address them.

Instruction Support Systems, a section within MITS, melds together multimedia design, instructional design, and application skills, to provide lecturers with the support they need in using educational technologies in affective and effective ways. Some of the tools MITS provides for this purpose are the campus portal – Campus Pipeline, the course management modes of WebCT and course

Websites.



MITS looks forward to supporting our UWI Instructors in transforming the University's teaching, learning and research, both low-tech and high-tech into forms

that are commingled and unremarkable.



ISS exists because UWI recognizes the urgent need to increase quality and quantity of its educational services in the new paradigm of eLearning.

The Health Centre Information System

Even before the significant expansion of the University Health Centre's infrastructure and its number of clients, there had expressed a need for IT involvement in the daily operational processes of the Health Centre. The need became even more urgent with the establishment of the Health Insurance Scheme for students of the Mona campus. Accurate records management became more critical. The

major objectives are the implementation of a swipe card system as well as a system to assist with inventory management and an intranet based system for the management of inventory. This system will certainly assist in better research opportunities that may indirectly affect the way medical personnel respond to certain problems. With respect to financial information, the Health Centre would be in a bet-

ter position to prepare those reports much more quickly and with increased accuracy.

All three phases of the HCIS are expected to be completed by December 31, 2003.

Campus Telephone Directory

MITS has been working with the Registry to utilize the PeopleSoft Human Resource System (HRMS) for the compilation and provision of the Campus Telephone directory. MITS will deliver a campus telephone directory that is dynamically updated to reflect modifications of contact within the organization, such as staff movement from department to department. In other words the system will maintain and display information that is consistent with PeopleSoft HRMS data.

Names, addresses and phone numbers will be accessed directly from PeopleSoft and email addresses from Campus Pipeline. With the inclusion of email



addresses persons will be allowed to 'pick up' their email contacts from within the directory.

The directory will continue to be available in printed form with the addition of email addresses as part of the information listed. An important feature of this project is to also provide the directory information on the web for easy and consistent access. As soon as the directory is available to you we will post the information via MONA's website.

Let us move with the Keystone Program!!!

Riding the Technology Wave

The University of the West Indies has acquired licenses for Keystone Learning systems. Students, faculty and patrons may access up-to-date online computer training in formats that are easy to use and interactive.

instructions on to connect to Keystone within one business day.



To access these courses kindly contact Njeri Thelwell at

helpdesk@uwimona.edu.jm

or call the MITS Help Desk at extensions. 2981-2. You will receive



Some of the courses that are available via Keystone are Microsoft Office (Word-Excel-Access-Powerpoint), Autocad, HTML, Front page, Photoshop, Visio, Publisher, Web Development etc. A full list is available on the MITS Website.

Over the last seven months **Dr Faisal Butt** has been celebrated at MITS as an example of an empowered academic. In May 2003, Dr. Butt was trained along with approximately 20 other academic members of staff to use WebCT. Over the summer he created several web-pages to provide support materials for three of his courses: Engineering Geology and Hydrogeology course (GL33A), Marine Geology (GL39J) and Introduction to Earth Sciences I (GL10A). After he created the web-pages Instruction Support Systems (ISS) provided him with course containers in WebCT and optimised his images for publication on the web. All his course materials were additionally made available through the website of the Department of Geography and Geology with access restricted to UWI students only.



The University of the West Indies

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Please visit our website at:
<http://www.uwimona.edu.jm/mits>

“BETTER BEST”

by

Janice V. Brown

Hello one, hello all.

For your information and data resources,
on MITS you can call.

New horizons are there to gain,
as MITS assists the UWI in obtaining its aim.

Being the backbone of this
research and teaching institution,
MITS will always find
unlocking West Indian potential
essential.

Speaking of new heights to gain,
MITS without a doubt will help
you attain.

It is so awesome to see how your knowledge
has grown,
as a result of MITS which the community
and the wider

environment can now call their own.

We are cognizant that your aims and
objectives are fundamental

to you,

hence, new ways of problem solving
MITS will always pursue .

After one full semester of fruitful, continuous collaboration with MITS, Dr Butt is as pleased with the relationship as we are, and together we plan to put course materials for all his courses online by the end of the current academic year. To reflect the confidence MITS and his own department has in his technical skills, he has been trained in the use of Dreamweaver, the UWI web templates, and appointed as one of the **web publishers** for the Department of Geography and Geology. We celebrate the relationship that has evolved between Dr Butt and MITS as an example of the kind of relationship we hope to foster with more of our academic staff. Remember, MITS *looks forward to working with you!*

