

Information Technology Services Updates

ITS Update – 08/21/06

Necessary Blackboard Upgrade – Unavailable on August 28th and 29th

All software applications are routinely in need of a “refresh”. We have been advised by Blackboard that in order for them to support our application adequately we need to upgrade to version 6.3.5. The instructional technology support team (Kate Conners, Marcos Montero, Annette McNamara, Pat Straub, Kate Borowski) have agonized over when would be the least disruptive time to do this. It appears that the dates of August 28th and 29th would be best for all schools using Blackboard at the University.

The upgrade will begin at midnight on the 28th and should take no more than 24 hours, however all faculty should be prepared in case more time is needed. This upgrade will result in very minimal changes to the interface so there will be no need to make any adjustments when it comes back up. As with previous upgrades, the existing system will be running (but unavailable) in the background and can be reverted to immediately should any problems arise.

Digital Imager Installations

At long last the second phase of the digital imager project is in full swing. As a result of this summer’s conversations with the community approximately 50 new devices will be added to the existing fleet to substantially increase the capacity of printing and photocopying available to the community. The task of identifying needs for the entire campus and developing a final contract has consumed most of the summer.

Equipment is currently being installed as quickly as possible and as with any project of this scale, there are bound to be disruptions. We apologize and ask for your patience. Our administrative assistant, Katharine Romme (2512; kromme@hamline.edu) will be coordinating communications and training efforts. She will also be assisting in assuring that each faculty or staff member has network access to all appropriate main and backup devices. Please her with any questions.

If you have questions or need more information about this or any other ITS Update, please contact Harry Pontiff, CIO (2860; hpontiff@hamline.edu).