

MEMORANDUM

TO: Academic Deans, Department Chairs and Directors

FROM: Viji Murali, Vice President for Information Services & CIO

DATE: September 17, 2008

SUBJECT: Pullman Campus Wireless Network Upgrade Project

WSU Information Technology Services is preparing to install the next phase of its mobile technology by implementing an extensive next-generation wireless network across the Pullman campus. The project will address demands of the growing mobile user base by installing the most current wireless technology and take advantage of the wide range of its potential capability to include increased speed and reliability. The project fully supports the University's strategic plan by improving the delivery of academic programs.

Wireless service on the Pullman campus is currently provided by older technology across the core campus and some outlying areas. Response time is significantly affected by the limited density and number of wireless access points, the user's location relative to a wireless access point, and the way wireless service is delivered by the wireless network configuration. As a result, many locations on the Pullman campus have spotty wireless connectivity, poor performance, or no connectivity at all.

This project will provide wireless service in 100% of major academic, research, administrative buildings, and in the majority of open areas on the Pullman campus. Residence Hall coverage will be provided through a joint partnership project with Business and Finance.

Project objectives include customer satisfaction and reliability, increased use of the wireless network for access to course materials and resources, student and faculty interaction, to meet increasing demands of mobile device users, and to augment the existing wired network. Greater security, scalability, ease of installation, productivity, mobility, and convenience are imperatives.

In preparation for the new wireless network, surveys are conducted in each building and outside area where the network will be deployed. Surveys involve site visits and visual inspection and analysis of building floor plans. Interviews with IT management and the end users of the wireless network are important to determine the design parameters.

Site surveys help define the contours of coverage in a particular facility and locations for wireless access points.

Starting in September, survey teams will be visiting your building(s) to conduct surveys for optimal placement of the antennas. You should expect the teams to conduct surveys on each floor of a building and often in individual rooms. To ensure this process is not disruptive to students and faculty, and restricted areas are not accessed (e.g. certain labs, areas containing hazardous waste or radioactive materials, etc.); IT Services Coordinators who are familiar with your facilities are working with your staff to identify exceptions, act as building liaisons, and schedule surveys. A schedule of building surveys will be communicated to your staff by the appropriate IT Coordinator.

A formal project and communications plan is being developed to include a Web site. Periodic updates in WSU Today, WSU Announcements, updates at University Council, Deans Council, etc., will be part of the communications effort. The Web site will be updated as the project progresses, in an effort to keep emails to a minimum please visit www.wsu.edu/wireless for updated project information. If you have questions about the project contact Jerry Gordon, 335-7303, Gordon@wsu.edu.

cc: ATO Chair