

**Progress Statistics: Week of January 25 - 31, 2010**

Schools in production.....	1,902
Number of active students .....	540,797
Number of inactive students.....	159,527
Maximum distinct user logon sessions in a day .....	14,432
Total distinct user logons for the week .....	71,328
Maximum number of reports run in a day.....	26,060
Maximum concurrent users in a day .....	5,637

**Operations**

*Tim Reilly*

***Refreshes***

SD Test will be refreshed this weekend, February 6-7. For particulars on the SDTest refreshes related to the 12.0 upgrade, please see the schedule posted on the ISW.

***Monitoring***

An update on the reports servers in the Conversion and Training environments: There have been some incidents of late where the report service ceased working and our only option to get it working again was to restart the servers and disconnecting users in the process. Oracle sent us some debugging tools and, although we still have occasional incidents, we can now recover without having to restart the servers and disconnect users. Note: this is only happening in Conversion and Training, and is not affecting Production at all.

***Updates***

The Solaris 10 upgrade is complete in Training, SD Test and Conversion.

***Oracle Digital Certificate and Java Security warnings***

On many desktops the old digital signature required to access Oracle products is no longer valid, and is asking users to trust a new digital signature. On all desktops accessing BCeSIS there is one and possibly two digital signatures – one which expired and another which runs until 2011. In January, many desktops which did not have the digital signature that runs until 2011 started to present users with a message asking them to accept a new digital signature. This needs to be loaded onto the desktops.

We will be posting documentation on the ISW today on how to do this. (***see Update below***)

**Java warning:** The message, “This application requires an earlier version of Java” is showing up on some Windows desktops running Explorer with two versions of the Java Runtime environment installed. We are currently investigating, and are hoping to have more information posted on the ISW today.

What we know at this time:

- This is occurring on Windows desktops running Explorer
- The desktop needs to be running two versions of Java – versions 1.5 and 1.6 (sometimes also referred to as versions 5 and 6)
- If the 1.6 version is update 10 or greater, a new feature introduced in update 10 called a “next generation plugin” is further complicating the issue by causing the login to seem unresponsive. Based on our preliminary analysis this is temporary, and users need to wait while the “next generation plugin” loads (about 10 or 15 seconds) before they can access BCeSIS.

When it comes to desktops, we are limited in how much advance planning we can do for these types of instances, due to the number of unique desktop configurations out there, but we will look at how we can be more proactive. For example, we know of a certificate currently active that will expire towards the end of next year, so we can get information to districts about updating beforehand.

#### **Update Feb. 4, 2010:**

In our investigation of the root cause of this, we determined that we could successfully prevent these warnings from occurring by implementing a temporary workaround. The workaround was tested, and we confirmed that it would not affect BCeSIS functionality. It was implemented in Production Thursday afternoon and therefore we have not posted documentation on how to deal with this. We continue to investigate the feasibility of a permanent solution and an update will be provided on next week’s call.

## **Training and Support**

*Chris Wilson*

There are a couple of learning events this week: **SADE** on February 3<sup>rd</sup> and two **Pre-Scheduling** refreshers on the 4<sup>th</sup> and 5<sup>th</sup>. Recordings of these events will be posted as soon as possible.

There is a new learning event in development designed to assist L1s in supporting school and schedulers through the Scheduling process. More information will be coming soon. Reminder that when we post a new Learning Event on the LE Schedule on the ISW, for the first five days it will be highlighted so it stands out as a new event.

## **Application Management**

*Chris Wilson*

The BCeSIS Important Dates page on the ISW has been updated to include the SD Test refreshes around the 12.0 Upgrade.

Target outage dates for the 12.0 Upgrade were posted on the front page last week. We’ve also posted the first of the documents related to the release, with a link from the Important Dates page. Three documents are posted now:

**Problem Tickets Resolved by the 12.0 Release, 12.0 Upgrade Impact Analysis and 12.0 Conversion Information.** We have a 12.0 Highlights document that we hope to have posted later today.

UAT for the Upgrade starts next week. There will be communication going out to all participating districts by the end of this week.

#### **Update Feb. 4, 2010:**

The full Release page has now been posted along with the 12.0 Highlights document.

## **Governance**

*Andrew Macauley*

### **General Information and Notifications**

The next SMC meeting will be on February 16<sup>th</sup>, the agenda will be sent out this week. SMC representatives who are currently preparing submissions for the Value Framework document, please submit soon as the deadline is February 7<sup>th</sup>. Thank you to those who have already submitted theirs.

## ***Implementation Completion and Grants***

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Those of you who will be completing implementation between now and the end of March: it is important that we receive your Completion Declaration in order for you to receive grants. If you are on schedule and know you will be done by the end of March you can send it in now – we would appreciate receiving it as soon as possible.

A document called **Frequently Asked Questions Fees & Grants** may be helpful, and can be found at ISW Home > District Collaboration Centre > Service management Council > Downloadable Documents.

## ***Privacy and Security***

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There have been a number of cases recently where privacy and security policies have arisen in the BC Government, not Education-related, but there are a number of inquiries underway. Districts are encouraged to review existing policies and procedures in order to be prepared if questions should come up in your district. This is just a warning, although districts should be aware of their policies and procedures anyway.

## **SEWG / MRWG**

*Victoria Williams*

### ***General Update and Notifications***

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There was no meeting of the MRWG last week.

The SEWG is scheduled to meet tomorrow; an agenda is going out today.

## **OSWG / SCAC**

*Norm Walker*

### ***General Update and Notifications***

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The Shared Communications Advisory Committee (SCAC) is meeting tomorrow.

The OSWG is meeting next week.

## ***Standards Manual***

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The updating of the Standards Manual continues – districts are encouraged to have a look at the sections of the manual posted on the ISW and, if you have any suggestions of things that you think should be included, please email [Bill.A@bc.edu](mailto:Bill.A@bc.edu) or OSWG members.

Additionally, L1s are encouraged to look through the manual and pass on information to secretaries who get questions from users, and would normally call you for help. The manual is a valuable document, evolving to contain more and more answers all the time.