

*CST, ISD services, groups and
project transition*

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Topics

- My organization (CST)
- Other important groups in ISD
- Generally available resources
- Some things to think about
- Strategies
- Problems in project transition

Center for Scholarly Technology

- The parts

 - Web Services

 - Strategic Planning, Research and Development

 - Teaching and Learning Services

- My biases as a CST employee

ISD

- Libraries
- Telecommunications
- Computing
 - Call center/customer support
 - Networks
 - Computing services
 - System's group

Services available to clients

Unix user accounts

POP and IMAP

LDAP

Oracle database services for fee (1.2k per month)

Real server for video streaming

cwis.usc.edu : the USC primary web server.

Services available to clients

- Web application resources

Client

Server

Additional resources

Services available to clients

- Client side

HTML/Web forms

Javascript

Java applets

Flash (has issues of ADA compliance)

Services available to clients

- Server side

CSS

HTML

PHP

- Access to IMAP, POP, LDAP, databases, etc.
- Problems and security issues

Some things to think about

- Development versus production

Asbed's definition: An server which is required to perform ones job should be a production service.

- ISD is Unix/Sun focused for servers and services.
- ISD has a very constrained budget for both hardware, software and personnel.

Some things to think about

- Technology constraints

Perl CGI theoretically possible, practically it's a non-starter

Java servlets are theoretically possible by again are a non-starter

No central DB support (Oracle hosting costs more than many customer can afford)

PHP is available on cwis but not widely publicized and not formally supported

cwis.usc.edu doesn't run SSL

Strategies

- Take advantage of existing infrastructure but do not require changes in the infrastructure your project to succeed.
- Modularize and document the interfaces between modules.
- Take the time to develop test code along with your application

Strategies

- Context of ISD/USC
- Realize that ISD is made up of many parts with many competing agendas.

Problems in project transition

- Some of the big problems
 - No 'Extra time' for new projects
 - New projects seen as new problems
 - 'not invented here' (NIH) problem.

Problems in project transition

- Bridging these problems

Building trust for your solution

Importance of documentation

Picking known technologies in your customer's solution.

A summary of projects with bottom line costs for management is very important for getting support in the IT units

It is important to be able a good write/communicator as an engineer dealing with non-engineers!

Problems in project transition

- Moving from a development machine to a ISD server

Problems in software versions

Problems in software location

Problems in getting basic access and permissions

Problems with account quotas

Problems in project transition

- Some concerns around maintenance

Things live longer than you'd expect

Who gets called when things go wrong?

Who gets called when the underlying software has changed and the software you developed needs to be fixed?

Ugly code (software is read more than written)

Problems in project transition

- Testing to insure trust
 - Unit testing
 - Performance testing
 - Coming up with good tests

Useful web links:

- ISD page : <http://www.usc.edu/isd>
(click on Guide to services and support)
- Use USC's search entry off the home page
- You can send questions to me at rsdoiel@usc.edu

Thank you

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