

Maintain competency and currency through professional development

ERP:

- Banner XTender training.
- Train the Trainer Training.
- Argos presentation (by Natalie Seever).
- Argos training (by Scott Turk).
- CBTs.

Conferences:

- Attended and presented at HELIX.
- Attended and presented at MITC.
 - Contributed to the MITC blog.
- Attended Educause.
 - Blogged throughout Educause to facilitate communication with teammates back home.

Presentations attended:

- Huber Software luncheon about social networking.
- Disney Service.
- WDUG: Blogs.

Linux/Unix:

- Installed and configured Ubuntu on an Asus EEE PC.
 - Learned how to install Linux on a jump drive.
- Installed FreeBSD while reading the book Absolute FreeBSD.
 - Researched USB spec, particularly in relation to FreeBSD.
 - Note that the Banner servers run on AIX, an IBM version of Unix.

Microsoft:

- Microsoft Office Deployment and Group Policy training webcast (8 hours).
- KMS and Vista research.

Books:

- Wikinomics (halfway through).

Server Development:

Learned how to correctly install and configure:

- Ubuntu JeOS
- Apache Tomcat
 - Redirection
 - SSL
 - Java tuning
- Exim mail server
- PostgreSQL
- Verisign SSL cert on Linux
- update-rc.d for service implementation
- Authentication against LDAP for both Confluence and JIRA
- Self-genning SSL certs in Linux
- Configuring environment variables in Linux.
- Automatic backups to a remote server in Linux.
- Robots.txt for the Experts Documentation Wiki.

Confluence – Experts Documentation Wiki:

- Installed and configured production instance of Confluence.
- Nearly four month process of research, proposition, testing, implementation, final configuration, and documentation:
- <https://experts.missouristate.edu/display/wug/Build+Confluence+Wiki+using+Ubuntu+JeOS>

Kwok Information Server:

- Learned how to configure this on a local VM.

JIRA:

- Installed and configured production instance of JIRA.

Security:

- Met with Jim Taylor to discuss secure backup solutions.
- Met with Ironport to discuss their MTA device for spam filtering.
- Research into SSL, web encryption, cookie encryption, mobile browsing, and persistent sessions.

Blackboard:

- Convinced Mike McManus to give me administrator access to some of the functions of Blackboard so we could better learn about and support the software. Offered the same access to the other Centralized User Support Specialists.

Web:

- Lots of PHP and CSS learning, though no classes. Important for Mediawiki early in the year, then for maintaining the Help Desk website after Joe Kuster left (April 2008).
- A lot of research into web accessibility.

Lab Management:

- Remote desktop and imaging on Macs.
- Investigation of boot management on Macs, ending with resolution to stick with rEFIt.