

# The Promise of PantherFile

- Secure anywhere, anytime webdav access to shareable documents for UWM faculty, staff, students, and partners
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# Agenda

- Introduction
- UW-Milwaukee Context for Collaboration
- UW-Milwaukee Xythos (PantherFile) Implementation
- Xythos at Academic and Research Institutions
- Q&A

**Where in the world  
is UWM?**

  
**Milwaukee**







**UWM Campus**

# Doing the math

**12** schools and colleges

The **ONE** and **only School of Architecture** in Wisconsin

**152** degree programs

**4000** graduates every year



# The Campus Context

- Research intensification
- Student “Access to Success”
- The Milwaukee Commitment (Diversity)
- UWM has many part-time and commuter students

**EVERYTHING WE ARE DOING IS  
HIGHLY COLLABORATIVE!**

# The IT Context

- Wise use of technology initiative
- Strong shared governance tradition
- Responding to campus IT Review
- Continued movement from **Command and Control** to **Collaboration**
- \$2M (10%) in budget cuts in last two years
- New Mission, Vision and Values created and agreed to by IT staff

# IT Goal: Enabling Collaboration

- File and document collaboration (Xythos)
- Web content management (Common Spot)
- Collaboration software (TBD: the usual email, calendar, messaging suspects plus some new ones)
- Campus Web site redesign using CMS
- Milwaukee Wireless Initiative

# Core Service Teams

- Major IT initiatives led by most qualified person (faculty, functional staff, technical staff) for the particular task
- Often, functional staff lead core teams
- Goal of making enterprise services so attractive that users want to participate
- Faculty, student, functional staff, technical staff representation
- Commitment to values and civility

# Completed Project Phase Status

## Completed Project Phase Status

Core Service Teams	Leaders	Status
<a href="#">Print Share</a>	Dan Beller, CEAS	Shared printing services are now available without requiring Local Area Networks. Project completed.
<a href="#">Panther File</a>	Eric Dietenberger, SBA Cheryl Ellsworth, I&MT	Pilot initiated in Sprint 2005 and storage services are being provided beginning in Fall 2005. This is a multi-phase project.
<a href="#">Email</a>	Denise Babin	Report provided to CIO which resulted in funding for "Collaboration Software" initiative listed above.
<a href="#">Desktop Security</a>	Steve Brukbacher, I&MT	Latest operational initiative is to develop and deploy a base desktop security image across campus.
<a href="#">D2L Uses and Opportunities</a>	Simone Conceicao	Report completed and used in future planning.
<a href="#">Campus Desktop Computer Purchasing</a>	Alison Robinson	In full operation for a year.
<a href="#">E-Payment System</a>	Lana Dyer	In production and being used initially by the UWM Foundation and Univeristy Relations.
<a href="#">My UWM Portal</a>	Laura Pedrick, Academic Affairs TBA, Portal Administrator	Planned release to all UWM faculty, staff and students in Fall 2005.
<a href="#">Gramm-Leach-Bliley Act Compliance</a>	Jane Hojan-Clark	Implementing the draft UWM Security Plan.

Core Service Teams represent a fundamental shift in the ownership of UWM's technology infrastructure. Core Service Teams are composed of faculty, staff, and students from schools, colleges and divisions who have expertise and an interest in improving the overall technology infrastructure for the benefit of our campus community. Core Teams are based on the hypothesis that diverse teams of individuals, lead by individuals of integrity, energy, and commitment to collaboration, can create the next generation of technology services for UWM in alignment with our mission and strategic goals, at the lowest reasonable cost to the campus.

Core Service Teams have an implicit goal of creating services that meet the needs of at least 85 percent of the campus community. By achieving this goal, they make it possible for the campus community to adopt core services and lower costs to each distributed budget unit. Core services will be developed in a way to allow decentralized units with specific important needs to augment services in a cost-effective way. Said another way, Core Services should be so attractive that decentralized units should not want to replace them with complete redundant solutions, but augment them as needed. Through the involvement of the campus community in the documentation and design phases, this goal should be achievable.

It is worth mentioning that there is building pressure from the state level to help agencies to lower their business and IT costs. We are better positioned to contribute to this debate and dialogue by moving forward with plans based on our campus needs, working together collaboratively, and educating our colleagues about the viability of our approach. If we do not consider alternate ways of doing business, we invite other models to be imposed upon us.

# Campus Information Technology Projects

## Campus Information Technology Projects

### In Project Phase Status

Core Service Teams	Leaders	Status
Active Directory	Atis Purins, SBA	In suspension due to workload issues.+
<a href="#">Web Content Management</a>	Michael Hostad, I&MT	Plans to recommend vendor and begin operational phase in Fall 2005.
<a href="#">Collaboration Software</a>	Jacques Du Plessis, SOIS	Team formed in Summer 2005 with goal of recommending a software package capable of being the core email, calendar, and messaging system for UWM faculty, staff and students. The goal is to make a recommendation by the end of November 2005.
<a href="#">APBS Warehouse</a>	Barb Hiles, I&MT Carla Sagert, Human Resources	Paused due to pause of the APBS project. Will restart when the project restarts.
<a href="#">Macintosh Support Core Team</a>	Beth Schaefer, I&MT	Final report issued and in process of being discussed in combination with IT Review Report.
<a href="#">Virtual Student Success Center</a>	Laurie Marks, Student Affairs Beth Schaefer, I&MT	In process of forming the ongoing operational structure and knowledge base.
Server Security	Bob Beck, L&S Steve Brukbacher, I&MT	Team formed in Summer 2005.

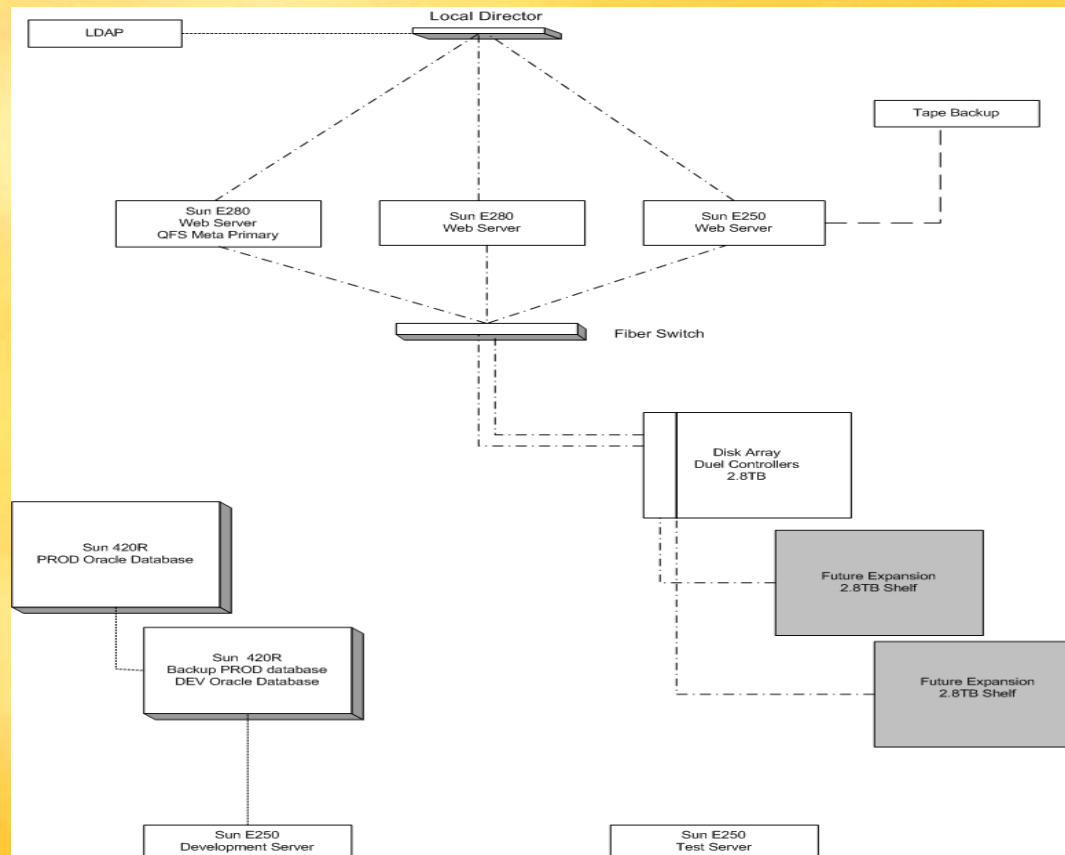
# PantherFile Mission

Implement a cost-effective and secure file sharing service for the campus. This service must be accessible to all campus computer users, easy and non-technical in its use, available both on and off campus, and adaptable to the changing campus computer environment and changing user needs.

# UWM Xythos Environment

- Developed for redundancy, performance and expandability
- Load balancing and ability to swap Web servers in and out of service with a Cisco Local Director
- 3 SUN Web servers
- Open LDAP for user authentication and group management
- SUN QFS (Quick File System) meta directory with failover capability for write arbitration and fast access
- Oracle Database Server and hot spare for failover (DataGuard)
- 2.8TB storage on Infortrend EonStor JBOD with redundant controllers allowing another 30TB expansion, storage running through a McData fibre channel switch

# UWM Xythos Environment



# The Technology

## **PantherFile is the UWM implementation of the Xythos WebFile Server**

**WebFile Server Web User Interface (Web UI) primary function:** Provide users with a browser-based application for file sharing and storage on a Xythos WebFile Server. Using WebDAV, a Web file versioning protocol, WFS allows you to configure user accounts, file access, and storage quotas to suit your particular needs.

# Licensed Products

- Document Management Enterprise Tools
  - Xythos Digital Locker Suite
  - Xythos Developer Studio
  - Xythos Enterprise Document Management Suite
  - Xythos Drive (Windows Desktop Client)
- Web Content Management Enterprise Tools
  - Common Spot (Paper Thin)

# PantherFile Facts

- Licensed user count: 30,000
- Active user count: 3,538 April 6, 2006
  - At this point, we are seeing about 100 new users a week
- Disk space usage: 106.88 GB
- Number of files: 119,358
- Faculty/staff quota: 1GB
- Student quota: 250MB
- Largest faculty allotment: 25GB

# Accessing PantherFile

1. Xythos Web View (simpler interface and Xythos administration accessible via UW-Milwaukee portal)
2. Xythos Web Folder (requires one-time setup to enable a network Web connection through My Network Places with Windows)
3. Through WebDAV-enabled application like Microsoft Word on the desktop
4. Xythos Drive on the desktop (piloting)

# Users are in Control...

1. Woo-hoo for control freaks
2. You control who sees files with campus colleagues
3. You control who sees files with partner colleagues
4. You control locks, logging, sharing versioning, tickets
5. You control read, write, delete, or administer permissions

# Institutional Benefits

- One place for Web content (knowledge repository)- Important for CMS rollout
- One place for all unstructured data
- Security, reliability, scalability
- Lower overall cost compared to multiple storage platforms and risk points
- Efficiency of administration (saves staffing)
- Enhances collaboration—the real goal

## More Institutional Benefits

- Reduces use of email as duplicate storage
- Reduces use of bandwidth (links)
- Flexible, easy user-sharing options
- One set of files, accessible via Web
- Reduction in LANs for file storage
- Easy growth path

# Integration Benefits

**Xythos Web File Server integrates with campus LDAP (Lightweight Directory Access Protocol) servers.**

**Advantages include:**

- Central point for management of user and group access rights to PantherFile, eliminating the need for local user and group accounts
- Adheres to campus authentication security standards

# Benefits for Faculty and Students

- Sharing files with research collaborators
- Sharing files with students
- Secure
- Departmental Group Shares (frequently requested, currently piloting)
- Flexible sharing options with levels of security

# Student Benefits

- Provides a “Digital Locker”
- Documents accessible at computer labs
- Reduces need for USB storage
- Flexible sharing options individually controlled
- 250MB quota, expandable
- Version control
- Compatible with new content management system for Web publishing
- Long term solution for student organizations

# Innovative Applied Use #1

Students with visual challenges

- Books scanned and content cleaned up
- Chapters separated based on student needs
- Books for each student stored in PantherFile and a private Ticket is generated
- Replaces attachments emailed to each student
- Allows migration off of a specialized server

# Innovative Applied Use #2

## Peck School of the Arts, Dance Instruction

- Rehearsal and performance videos available to performers for review
- Videos from dance classes available for students
- Sharing dances with the dance technology community

## **Innovative Applied Use #3**

### **American Geographic Society Library, supplies GIS data to colleagues through PantherFile**

- Saves time for library, no longer necessary to create CDs and mail materials
- Media and shipping costs are avoided
- Inter-library loan requests are more efficiently processed, this facilitates cooperation between libraries
- No need for a “walk in” service, everything can be easily accomplished via email

## **Innovative Applied Use #4**

**Office of Charter Schools, UWM currently is an authorizer of 10 charters schools for grades of K3-12<sup>th</sup>**

- Store forms for schools from Department of Public Instruction and contract compliance documents
- Repository for charter school documents
- Distribute information of interest to the charter schools
- Charter School data available for other research requests

## **Innovative Applied Use #5**

**UWM Faculty, Staff, Alumni, Community Members, and Students serve on search committees which process hundreds of applicants**

- All search materials stored in one secure directory accessible only by committee members
- “Tickets” and “Passwords” allow a double level of security
- Tickets allow non-faculty/staff to get immediate services
- Working through scanning of applications and resumes with existing campus technology

# Testimonial from Project Leader

“I moved all of the files from my home directory on our network to PantherFile. I map a drive with the client to Xythos and redirected MS Office to the My Documents directory on my mapped Xythos drive.”

“Xythos Drive is now part of the image for our computers. It’s installed but not active at this time. We will go around and map a drive as we move user’s home directories from our network to the PantherFile server.

## Testimonial from Project Leader #2

“We now use and will continue to use the Web to access files from home or when not at work. Having users learn both methods will help them out so that they never are stuck somewhere not knowing how to access their files.”

“Staff within DES who have used PantherFile all love it. They like that they can work on a file at work and then work on the same file at home without having to remember to email it back and forth.”

## Other Ideas

- Department storage of letters of recommendation for students (pilot)
- Poor man's e-portfolio system (pilot)
- UWM faculty can be leaders offering storage of joint research materials with non-UWM faculty (pilot)
- Poor man's repository (learning objects)
- Repository staging area

# Xythos Wrap-up

- Gartner review of Northeastern case study
- Commercial Business use of Xythos
- Secure and protect content
- Automate administrative workflows
- Simplify research collaboration

## Q&A – Contact Information

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