

Client Collaboration and Instrument Testing Using MS Server 2008 and Terminal Services

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Introduction

- How UWSC enabled our clients to be involved in instrument testing and debugging in the past
- Evolution into a system allowing clients to remotely test CATI & CAPI instruments
- Cloud computing has led people to expect ubiquitous access to resources
- Clients want to test instruments from any location at any time



Why?

- Rigorous testing and debugging is a key part of the instrument development process
- UWSC conducting more complex surveys
- Clients' participation and feedback is important
 - It's got to be easy



In the past

- Install CASES software and instruments on clients' PCs or servers
- Made things easy for clients
- But difficult for us:
 - Possible restrictions on software installed on client PCs
 - Coordinate with client IT staff for server installs
 - Support and updates were difficult

1 year ago - a new and improved solution required

- Wisconsin Longitudinal Survey 2010
 - Nationwide CAPI
 - 24 investigators around the world
 - Need a new model
 - Must be hosted by UWSC



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Requirements

- Support CASES
- Easy for clients to use
- Low implementation and administration costs

Possible Solution

- Add new Novell OES server with Teaming and Conferencing
 - Pros
 - Stable and reliable OS
 - Teaming and Conferencing provide remote access
 - Cons
 - Future CASES compatibility (OES is Linux-based)
 - Expensive add-on components
 - New administration tools

Solution

- MS Server 2008
 - CASES-compatible
 - Easy for clients to use via Terminal Services
 - clients can connect remotely with native OS clients or through a browser
 - Very inexpensive in university environment (\$300 per server license plus \$16 per CAL)
 - Initially ran on a spare workstation
 - A few months of network admin time



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Features

- Test instruments available to any user with a browser and a network connection
- 24/7 availability
- Instruments routinely updated from development server
- Bug database connectivity
- Internal debuggers and clients see same version
- Severely restrict user rights on server
- Support costs are minimal

Testing Server Desktop via RDP

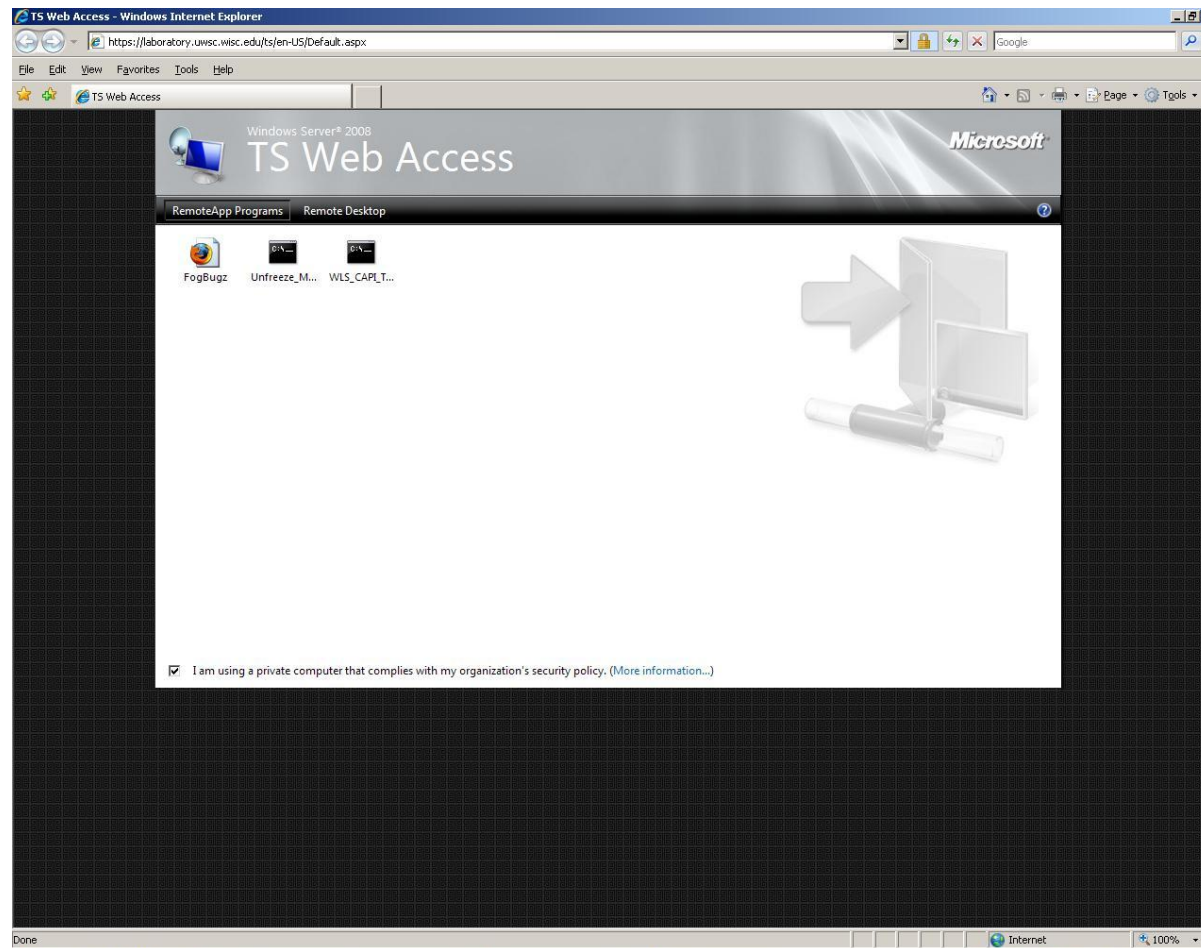


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Testing Server Desktop Web Access



Today

- Success
 - Small client learning curve
 - Multiple projects hosted
 - Clients are happy
 - UWSC staff are happy
 - A nice service for UWSC to offer



Tomorrow and Beyond

- The future
 - Plan to virtualize it and move it to server class hardware
 - Make more use of SharePoint
 - Continue to investigate and deploy new tools for clients

Thank You

Questions?

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