

## Connectivity Meeting

### Minutes

June 7, 2016

#### 1. Network Services Update – Ed Anderson

- a. UNR Redfield Capacity Upgrade—We completed the upgrade from 150 Mbps to full 1000 Mbps.
- b. PCS D Lovelock Wireless—It is now in operation. It is running at about half the rated throughput, which is not great, but it is a lot better than they had before. We are going to stay with it because PCS D has ordered a gigabyte circuit from AT&T. We will leave it until the new AT&T leased circuit is installed and then our circuit will then go to the backup mode.
- c. Switch/NSHE Agreement Status—NSHE had a meeting with Switch to talk about some of the contractual arrangements that Switch assumed with the Nevada Hospital Association. All these old contracts need to be revisited and updated to make sure the agreements copies of the old agreements and make sure that the agreements reflect the understanding they got from NHA as far as responsibilities go.
  - Elko/SCS—This agreement was executed in August, 2012 and needs to be reviewed.
  - Elko/GBC—This agreement project contains the GBC campus fiber loop upgrades to GBC facilities. It was negotiated by NSHE legal staff but never executed. It needs to be reviewed and executed.
  - Lovelock—This agreement was also negotiated but never It was negotiated and it never was signed.
  - Ely—This project goes hand in hand with the Elko hospital. Changes need to be made to the contract to bring it up to speed. It has not been executed.
  - 200 S. Virginia—Peering Point—This project was negotiated and built but never carried production traffic. SCS disconnected the peering connection after it became evident that it would not be used. Switch has indicated they might want to keep it and reactivate it.
  - SCS is keeping in touch with all these projects and will keep you informed of any changes.
- d. Load Balancers—SCS staff is continuing to troubleshoot. It looks like we are down to the last couple of things that need to be verified and tried. If that doesn't work we will have to take another tack and involve more than just Network Services. It's not going to be a Load Balancer issue, If that's the case, there is going to be more in depth training and more involvement by other areas of SCS on order to see if this is really a load balancer or it is somewhere else in the production line. We'll continue to keep going with it. We have no issues with the way it is running it the moment. We just can't seem to get everyone on the same platform.

e. Vacancies-- Tom Nieva contributed the following: We are down from three Network Engineers to two. SCS/NS is also down two Network Analyst positions due to attrition down, but one will be out for personal reasons. We are down to three technical in Las Vegas to handle staff in Las Vegas. We have another staff member who will be taking an extended medical leave as well. This individual, who is key to us in video conferencing, and he will be out for a few weeks. We are trying to backfill three vacant positions.

We will be critically under manned for the next month or month and a half. Your patience is appreciated.

2. iNtegrate 2 Update – Jim McKinney—They are bringing a date to the board of October, 2017 for a go live. Not October 1, but sometime in October because we have some payroll issues because of the movement of the pay date to the previous month that happened several years ago. We have a new project manager, Chris Mercer. We have added about eleven people to the resource pool; most are coming from the campuses. We also added a project management office that will entail Workday, Sierra Cedar, Chris Mercer and me from the technical side. I think next month we will have a much better idea of how things are going, but at least we have date a date we are working toward. We have a timeline that will be approved by the Campus Executive Committee tomorrow and will go to the Board on Thursday. The current timeline has an added another prototype which is what they called for the conversions. Instead of having three conversions, we will have four conversions. That is part of why there is an extension of the timeframe. Some of our issues have been data related either programmatically getting the data out of the systems or the data was wrong. Pete Zipkin was moved to work with Vic Redding at SA to work on the centralization project for the near future.

3. Systems Support Services – Pam Burns—Not in attendance

4. Client Services – Brian Anzalone—The BOR meeting at TMCC is this Thursday and Friday. Our group is doing a number of high profile additions and separations this month, including Dan Klaich's separation, Steve Zink's retirement, Interim Chancellor John White and Bob Moulton were appointed this month. We are considering some long overdue upgrades, maintenance and equipment replacement in the classrooms, which got a lot of use this year from the iNtegrate 2 project. So we are considering how they will be used during implementation and then afterwards in the coming years and upgrading them appropriately.

5. Data Center Operations – Rich Ayala—We are making our year end purchases and we have included some projects that were proposed a few months back. We are making good progress. Some of the items are a little challenging depending on when we receive equipment, but I believe we will get everything done on time. The project to correct the phase-shift in the external bypass in Reno is moving forward. We are receiving the last bits of equipment that will be installed before the final installations are made a week from this Saturday. Just a reminder, that there will be some major Data Center power outages, with the exception of some items that we will keep online. , These outages have been scheduled for 18, starting at 4am and will be completed by 10pm with all equipment up and running.

6. Enterprise Licensing and Contracts – Chris Gaub—Not in attendance

7. System Security – Paul Mudgett—No report

8. Video Conferencing Service/Network – Dani Chandler

a. Spring 2016 classes are finished. Video Services support staff will began working summer hours, which means support is provided 30 minutes after the last conference of the day has begun, that is, last meeting of the day starts at 5PM and support staff is scheduled until 5:30PM. If meetings are scheduled same day for later or after hours, the meeting may not be supported. Everything else on the video network is working fine.

b. BlueJeans Implementation—All campuses have given me the final number of accounts they want for their institutions as well as the names for those accounts. BlueJeans is giving me an updated quote for FY 2016/2017 because we will probably drop down from 100 plus to 50 or less accounts. Billing for each campus will begin July of 2016.

c. RMX Upgrades—We have applied for the 2016 RUS-DLT Grant to upgrade our RMX's. USDA doesn't award the grant until October of 2016. If we are successful in receiving the grant we will upgrade our two RMX 4000's and upgrade approximately 20 to 25 video endpoints in the rural areas with new equipment.

9. Operational Issues/Events—Jeff Wolf—We had an outage on our campus (UNR) about three Friday's ago. A junior member in a department took the initiative to remove old video hard ware racks. Nobody bothered to ask if there was Charter fiber present in the rack that was peered with the university and it took from about 4pm to about 330am to splice it back together. Since then we moved the data circuit to Charter as Charter already was in progress to bring new fiber into a new building. We are no longer peering into an old building.

I heard that they might be looking into bringing in fiber optics to the high school in Pahrump, is that correct? Tom N—Greg is doing some research on that to see if that is possible. Our current contract with them is for another 18 months and to do that there would have to be some horse trading. We are in the early stages of kicking that around. We are paying them \$6000 a month for the circuit we currently have there and we are looking to see if there are geographically diversified paths in that area. To get a different circuit we may have to use a different carrier. There is a lot involved that we will have to discuss. They might do an exchange and give us some fiber paths to NSC diversified path.