

## Connectivity Meeting

### Minutes

July 5, 2016

#### 1. Switch—Ed

a. SCS is in the process of renegotiating the Switch internet contract in Las Vegas. The current agreement includes a 1000 Mbps floor with \$2.50 per megabit rate. SCS would like to see a higher floor and a lower per Mb rate per Megabit service charge. SCS is working diligently to make sure we can get every discount. Switch seems willing to SCS Internet rates .

There is no increase in activity at this point, but we are continuing to work with Switch with regard to the NVN, NHA take over that Switch had with the Nevada Hospital Association project. We think there will be a push to get this done because they have grant requirements to meet that were originally posted with NVN.

**2. Load Balancer Issue**—Ed--There are a couple more things SCS wants to try that would allow migration of the Reno load balancers to the A10s. The intent was they had a couple more things they wanted to try, but we will would call in more support or collaboration with other parts of SCS if they can't get things working. It seems like it is only the northern site. Pam—the southern one is migrated and working just fine. Ed--There is no real loss of service; it is an efficiency issue.

**3. Year- end Spending** – SCS/Network Services will be installing some codecs that we were able to purchase with year-end money. We will be upgrading the codecs in some of the higher usage rooms and moving some of the existing codecs that have not reached their end of life. We will be moving those back into the system. If it looks like you have new equipment or new hardware on your desk, it is the yearend spending that brought those.

**4. Switch/NBN Contracts** – SCS is working with Switch on the contract status with some of the issues that were dealt with NBN and have been assumed by Switch and they are feverishly trying to get those done. Switch is working hard to complete the final details associated with the contractually required of them finished so they can move on. They are mostly working on the north/south fiber construction that they are going to do, but now they are to the point where they need to resolve the details of the contract that are not associated with the north/south fiber build. Some things have been changed, some things have been added, some things have been subtracted. That changes the contract language for all the contracts that we have in place. We are picking up some speed on these things because they are going to get held up on their projects if they don't get these things resolved. Elko, Lovelock, Ely and some of the other ones that are a hot button need to be resolved.

**5. The Pershing County School District** wireless project was completed. It did not perform at the level that was expected. We are trying to work with Lovelock to get a fiber solution to their issues. The wireless source will become a backup. Other contracts need execution. Some are negotiated up to a point. We have to go back and check that the contracts are correct and smooth on both sides.

**6. Staffing Levels**—We are in the process of trying to hire three more technicians and engineers. We need replacements for Stanton Gurr, Ken Ronnow and Edwin Moran. We have been told to go forward by HR to replace them. We were assured an effort will be made to allow us to fill these positions.

**7. Any Questions, Issues**—No responses.

**8. iNtegrate2**-- Jim McKinney

**a.** We established the PMO Office which includes Workday, Sierra Cedar, Moran Group and myself. We went from one project director to several. We also brought in a new communications person and updated the website. Have created a space where all of the status reports, once they are approved, will be located. The current time line is out there; we are set for October, 2017. In the timeline we have a solid P2 date which is October of this year. We added another prototype which would be P3 instead of going right to goal. The momentum has changed on the iNtegrate 2 side. It is significantly more transparent than it was before. There are weekly or more than weekly communication with the campuses along with the point of contacts. Over the last month we had significant changes. We are still in the project status of yellow because there are several items that are being addressed, but it takes time to set up the meetings to get them addressed. I think by this time next month we will be in the overall status of green.

**b.** We purchased the OKTA, which is the single sign on/SSO solution. That comes into effect August 1 when the ability to start implementing that happens. We will take that as a separate project outside of the iNtegrate area and will be run out of Pam's area. (?)What is the Moran Group? Chris Mercer is the iNtegrate2 project director and he came from the Charley Moran's consulting area.

**6. Systems Support Systems**—Pam Burns

**a.** We acquired the e850 systems. We migrated all the applications and services off the old AIX P Series equipment onto these new systems. It was done over a period in May and beginning of June. The new systems have faster processors and we consolidated down to fewer systems so they are more easily managed. We haven't had any problems with any of the applications or services except for Financial Data Warehouse which runs a couple of file transfers every night. Those are running slower than they used to run, but they are still running inside an acceptable window. We are taking a look at the problem, but we haven't come up with a solution yet.

**b.** We are cleaning our final audit items. We had an internal and external audit through Grant Thornton. Future horizon after registration we will have all the normal extra parts on site and appropriate number of CPUs added to make sure registration runs smoothly for everybody. After registration we are going to upgrade the operation systems on all the AIX boxes. We will be contacting each of the institutional representatives to find time for that to happen.

**4. Client Services** – Brian Anzalone

a. Our group is doing a number of high profile additions and separations in June, including Dan Klaich's separation and Steve Zink's retirement. Bob Moulton was appointed to Steve's position and John White was appointed as Interim Chancellor.

b. At the end of June we had a number of phishing emails that impacted multiple campuses. The ones that I am aware of, UNLV and the system office, based on the header information, they appeared to be truly compromised accounts. People were contacted and alerted and I worked with the system administration persons to have their passwords changed. We are going to look at our own website for accessibility.

c. 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. We are considering how they will be used during implementation and afterwards in the coming years to upgrade them appropriately.

**5. Data Center Operations** – Rich Ayala—Last time we talked about yearend projects and purchases. We completed everything including a second UPS for the Reno center. One of the projects of note in June was the correction of the phase shift to Reno's external bypass. That went well. We are planning the installation of the Reno UPS in the fall and a purchase of a new rack unit for Las Vegas.

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

**7. System Security** – Paul Mudgett—Not in attendance

**8. Video Conferencing Service/Network** – Dani Chandler

a. Bob Smiley—We are expecting the announcement of the Russ Grant recipients by the end of July. If we get the grant we will be able to replace our current bridging infrastructure with a more of a server based infrastructure. There are some rural codecs that will be replaced. We are expecting an upgrade from Renovo within the next month.

**9. Operational Issues/Events**—

a. After working for SCS Network Services for seventeen years, Ed Anderson announced his retirement on September 2, 2016.