

**NSHE**  
**Campus Technology Officer Meeting**  
**March 24, 2010**  
**1:00– 2:30 p.m.**

**Minutes**

**Attendance-** Bob Moulton, Roberta Roth, Chris Gaub, Steve Zink, Karen Brown, Lori Temple, Steve Zideck, Ed Novak, Paul Mudgett, Brian Chongtai, Carlo Dacumis, Mugunth Vaithylingam, Susan Sheoffler

**Advisory Group Update-** Steve Zideck stated everyone present at the CTO meeting was present at the previous Advisory Group meeting. They discussed mission, vision, guiding principles, strategies and core values. They will be meeting on April 8, 2010 North and South at 8:00 a.m. to 12:00 p.m. All the CTO's will be present at this meeting.

**Student E-mail and Unix Services** – Chris Gaub stated UNLV went live with Google mail on March 23, 2010. Lori Temple stated everything has gone amazingly well. As of 5:00 p.m. the previous day there were 7,300 activated accounts. There are 61,000 e-mail accounts out of which 32,000 are active students with 16,000/17,000 students using their rebel mail. At one time there were 1,000 activations per hour. There were no major problems to report. There were minor issues with refreshing the captcha codes. Design and setting issues were caught ahead of time. Lori stated there were bigger issues to come relating to faculty accounts with large folders and transitioning them to Google. She said if anyone requests assistance they will help them.

**Transition (SMTP Mail Relay)-** The next institution to go to Google mail is GBC. SMTP mail relay was discussed at the previous meeting and since then Chris has received a couple positive responses. UNLV and WNC have requested to have the SMTP mail relay maintained for a certain amount of time. UNLV has requested SCS to maintain it for any end user until the end of the calendar year (12/30/10). SCS will keep the SMTP mail relay going until the end of December and will start to focus on relay traffic in August.

Susan Shoefler asked if SMTP mail relay would affect people with Blackberries and iPhones in accessing their mail. Chris stated it would and that it would affect anyone using browsers to access their mail and to let him know if they needed more time beyond the 12/30/10 deadline.

Mugunth Vaithylingam thanked Lori Temple for her assistance in making a decision on which route to go regarding Google Mail vs. Live.edu. He said he has also been working with a Gartner analyst. Once they make a decision on which route they will be going they anticipate to have all 153,000 accounts transitioned by June or July 2010.

Lori took a moment to thank everyone involved with the transition. She said she was very very thankful for all the help UNLV has received from everyone.

**FAQ- Tool-collaboration-** Mugunth Vaithylingam has spoken to many CTO's about FAQ tools. CSN has met with several vendors pertaining to FAQ tools and have focused on Parature. It is a costly application with a price of \$30,000-\$40,000 based on seats. This is the basic price without the WSCA discount. Mugunth would like to know if SCS is interested in purchasing this tool and then seeing if there is a way to share the tools with the NSHE institutions.

Roberta asked what kind of usage Mugunth envisioned with a shared tool. Mugunth stated it would be technically based (desktops, desktop software, devices...) with each campus contributing their FAQs of their own. He also stated faculty could use it for the technical portion of the PeopleSoft implementation and for training purposes.

TMCC currently put together an FAQ database and made it searchable by putting it on their website; however, no sophisticated tool is used at TMCC other than the tools that area already available within certain applications. Examples are Captivate and the UPK tool that came with PeopleSoft. TMCC has used Presidium in the past which uses Parature's database. DRI doesn't have the need for a knowledge base due to their institutional size. All their FAQ's are readily available off of their website. UNR has looked into Share Point 2010; however, Mugunth stated Share Point 2010 utilizes Active Directory which isn't used by all institutions. Share Point also has to be built from scratch but does allow for the purchase of 70% of FAQ's from the market. UNLV uses Presidium for Web Campus and WebCT support but may be changing due to new leadership in the Distance Education department. They currently use Presidium to provide 24/7 support on course management issues. Internally UNLV uses a tool called Know-It-All that is based on questions unique

to UNLV. Lori's experience with Presidium is that it does not provide answers quickly. She doesn't see UNLV coming to a solution any time soon. She advises choosing a solution that can be modified at the campus level to accommodate each campus' unique requirements/needs.

Mugunth will forward to all a presentation from FSU detailing how they use it. Roberta will obtain general information about the market and the solutions from Gartner. It was agreed this topic would need further discussion and research to include multi institutional environments and what solutions exist. This topic will be presented to the System Wide Software committee to ensure conversations are begun at their level. More news on this topic will be presented at the next CTO meeting for further discussion.

**Status of SCS's Assistance with Real Networks Video Streaming situation-** Lori Temple stated she received news from two separate sources regarding a change(s) to the Real Networks contract come June 30, 2010. She said she was told Real Networks was going to stop streaming video at UNLV unfortunately UNLV's Distance Education program relies heavily on streaming video. Susan Bunyan was working on a solution. Lori wanted to know the status of the solution and what information SCS needed from UNLV. She also requested UNLV's Real Network stats from someone at SCS.

Chris Gaub stated Susan is currently looking at another potential vendor and SCS is internally studying what it would take to install a streaming video service. Chris said UNLV's stats could be obtained from Real by logging in to UNLV's account.

Lori Temple would like UNLV's Real Network's stats so that she may present them to the new Distance Education director to see what it means going forward. She stated the new director may depend less on streaming video since they currently have an iTunes U agreement with Apple. The Real Networks stats will help UNLV decide where they need to be come July 01, 2010. Lori stated she would work with Susan Bunyan to obtain the Real stats since the information may already be going to someone that she may not be aware of.

Roberta stated she recalled Susan Bunyan was trying to negotiate a month to month payment option if the June 30, 2010 deadline wasn't met. Roberta will have Susan send an e-mail status report to everyone upon her return to the office next week. She also said SCS assists GBC and WNC with facilitating their Real Networks contract and will need to help them with this issue.

NSC utilizes a company by the name of Gravity Lab for their streaming video needs. TMCC provides their own video streaming (V-Brick and Windows Streaming) and are moving forward with iTunes U. They used Real at one time but as far as Steve Zideck is aware they are no longer using it. UNR uses the same video streaming services as TMCC. DRI and CSN use Windows streaming.

**Desktop Audit Issues-** Susan Bunyan was not present to present this topic so Roberta presented it for her. The subject of audit issues came up at the last System Wide Software meeting. One of the campuses is looking for interested campuses in forming a working group to bring information together related to audit issues and commonly shared solutions and tools. Bob Moulton made it clear that this is not an attempt to become a central control site for desktop audits. If there is a desire can the common tools, technologies, costs and responsibilities be shared?

WNC (Susan Shoemaker) stated it was an overwhelming task for them to do all that is required in meeting the auditor demands. They feel they are reinventing the wheel since all the information they would need is already out there. Roberta made a clarification and stated this topic was in reference to desktop computers only and ensuring they are properly protected. The subject of virtual desktop was discussed. UNLV and UNR are researching this tool. While it is a useful tool there are too many issues with licensing. CSN implemented virtual desktop in one of their libraries. Everything seems to be working fine. Mugunth will be giving a presentation on encryption at the cabinet and faculty senate meeting next week. It was mentioned but no date or confirmation was provided as to whether or not Mugunth would be making the presentation to the CTO's.

Robyn Render stated the recently formed ISO group should be given the opportunity to get their feet on the ground and handle this topic. Any opportunities for CTO input will be welcomed by the ISO group. Issues related to licensing and security will be discussed with the System Wide Software committee. Roberta and Robyn will look back at the previous year and will pull the audit findings relative to desktop security and attempt to frame a better discussion moving forward.

Next Meeting April 28, 2010.