

January 3, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

Southern Metro Ring Conversion – Stanton Gurr (SCS)

This major effort is scheduled to take place next weekend (1/7/12). We have been working hard to make sure that this goes as smoothly as possible, and everything that can be pre-staged has been. We have teams arriving Thursday, and on Friday, we will be going over the logistics. Starting Saturday, January 7, around 5:00AM, we will begin to cut over and anticipate finishing around 2:00PM. We will also have Sunday to address contingency plans if necessary. The cutover will change out all of the WAN interconnections that support all of the major institutions (UNLV, CSN) and the links between SCS. We will be working with only redundant connections for the most part so no outages are anticipated. The connections will be performed one at a time, so that each institution should not lose connectivity other than for a brief moment when we do connections between their own equipment. We will be rechecking all of the cabling during this week to make sure we have things prepositioned, and we will coordinate with UNLV and CSN to make sure their teams are in place.

Project Queue

For the calendar year 2011, we had a total of 128 projects. Projects are defined as something requiring some sort of network engineering involvement. 105 of those projects were completed, 21 are on hold for various reasons, 14 were cancelled, and we have 71 remaining in the queue.

Systems Support Services – Pam Burns (SCS)

The firmware NVIO has been updated on all systems except one for all AIX systems. We have one left, the P740, which will impact WNC and GBC web services. I will be contacting them to find a time to reboot those machines. We hope to do that this month. It will require a short 10 minute outage.

We had some old P550 servers that had numerous services on them. They have all been migrated off including DNS. The only thing left on those systems is two of our TSM servers from our legacy environment. All of the servers for the northern systems have been migrated and are being backed up by the new TSM server, but we're keeping the old server available for any recovery purposes for another 60 days. We will decommission a bank of servers in Reno, and we are still working on migrating all of the Las Vegas systems from the old TSM server to the new TSM server.

We are still working on migrating the SIS application for Bighorn down to Mustang. The QNA, or non-production systems, have all been moved and are available as much as

they need to be for use on that system. We have a copy of the production SIS in Las Vegas, and we are testing it right now. We will be working with the campus leads to schedule a date this month to completely migrate production from Reno to Las Vegas (Bighorn to Mustang).

We had an RFP for two new main frames to replace Bighorn and Mustang. The bid was awarded, and the new system for replacing Mustang will be delivered tomorrow, and the new system for Reno will probably be delivered the end of this week or early next week. We are looking to do installations of those for Bighorn the end of January or beginning of February, and mid-February for Las Vegas.

DARS is still scheduled to be turned off on January 31, and then we will be decommissioning those servers also.

System Security – Paul Mudgett (SCS)

We are engaging in some efforts to update or expand some of our auditing and login capabilities on our Windows environment and our AIX environment. We will also be looking at our Oracle and PeopleSoft as well. We will be engaged in those activities over the next several months.

System Licensing and Contracts – Chris Gaub (SCS)

IBM continues to work on SPSS licensing issues with NSHE. We extended the Faronics anti-virus contract to TMCC for use in their labs.

The big renewal coming up for licensing contracting at the NSHE level is the annual renewal of Microsoft Campus Agreement, which involves all the institutions. A sum is paid to Microsoft for the annual renewal based on the FTE numbers for the institutions.

For the next six months, we will be preparing to renew every other NSHE-wide contract that we handle. It represents 20 to 30 contracts going forward. Most of those renew in the July/August time frame.

Data Center Operations – Rich Ayala (SCS)

We are working to put projects together that improve efficiency and lower our energy usage and cost. We are looking at going to a better floor arrangement, improving ways of cooling the data center, etc. We hope to start implementing some of these new ideas in the new fiscal year starting in July.

Call Center/Service Desk – Brian Anzalone (SCS)

Last month, I reported that we had a series of pilots with our migration from Lotus Notes to Google Apps. There are 400 GB of mail account files that need to be migrated. It's taking about an hour per gig, so we're talking weeks of migration of information from Lotus Notes to Gmail. We were in the middle of a pilot last month. We have now finished SCS, which is an achievement. A lot of people were involved with the success of that. We conducted training and worked on synchronizing with Active Directory.

January will be the month we move System Administration, the other units, board, staff, and Chancellor's cabinet. We wanted to see what happened with SCS first. By next month's meeting, we hope to report the successful migration to Google Apps for these folks as well. There will be another round of training so that people know what to expect and what they will see. We are trying to get the training conducted around the same time as the actual migration.

We did run into a few issues. We had calendar issues that were pretty bad. Many people couldn't edit or add calendar entries. Once we had put in enough tickets with Google, things finally improved, and most of those issues were resolved. We didn't have to re-migrate or do any of the other steps we were considering taking. There was the time issue in migrating files – the amount of time it takes to move the files. A lot of things won't work as designed until the migration is complete. Until that happens, little things like read receipts don't work, groups don't work as designed. All these things are expected to be resolved when the migration is complete.

New Technologies

SCS KACE Implementation Update – Robert Prior (SCS)

When I was here last, we were implementing the service desk portion of KACE. That has proceeded a long way. All the clients have been entered. Categories have been entered. We have all kinds of data entered. We have been doing a lot of testing with the team, and now that testing has moved into a pilot for just our Technical Services, who have started using it just for their tickets.

Of what remains to be done, the biggest effort will be what they call ticket rules – what we have typically in the past referred to in our Service Desk Express as business rules. Those rules dictate that emails get sent under certain circumstances depending on what group the ticket is going to and what the nature of the ticket it, its priority, etc. We had originally hoped to have a “go live” at the beginning of the year. But because of the priority that the Gmail conversion has, and the way the two are colliding, we have pushed the “go live” date for KACE to March 1.

Overall, the implementation has gone well. We've had good support and good response from the Dell KACE group. We hope if there are any glitches we will find them now with the pilot group before expanding to others.

Operational Issues/Events

None offered.

Other

Ed Anderson introduced Shawn Franklin. Shawn is the new Network Operations Manager for UNR. He will be taking over some duties from John (Bird) Vilseck. Shawn has worked in Lyon County in both the public and private sectors and has a wealth of experience to bring to this group. Welcome, Shawn.