

March 6, 2012  
Connectivity Committee Meeting  
**MINUTES**

*Network Services* – Ed Anderson (SCS)

**I-80/North Fiber Ring Upgrades**

The most current information received regarding the North Fiber Ring Upgrade is that some purchase orders and other things associated with the project that NDOT was going to purchase for us, about \$48,000 worth of parts and pieces, was stalled in NDOT's purchasing process. It has now been given a higher priority and is being pushed through.

We've also been able to order some other pieces and parts with some money we had left over from the EPSCoR grant. These are to replace some items we used on NDOT's project.

The implementation of this project is different from the Southern Ring. It will be staged in a more controlled modular fashion due to the fact that we have an extra pair of fibers to use that will allow for one pair of fibers to carry the new system traffic while the second pair of fibers can continue to carry traffic on the old system. Consequently, the traffic can be moved in stages without any associated outages. The project is moving ahead and is still targeted for completion before the fall semester begins.

**Redfield NSHE/NDOT Interconnection**

SCS has been talking for awhile about interconnecting the NevadaNet network with the NDOT fiber along the new I-580 – the new freeway between Reno and Carson City. That fiber will eventually extend all the way through Reno, along the US 395 corridor and eventually extend to a point near Bordertown.

There will be a designated location around Parr Boulevard for some joint NDOT, NSHE facilities. Fiber at this location will facilitate the ability to provide a second, diverse fiber connection into the DRI/TMCC complex there. The first step in this process is to make an interconnection at the Redfield Campus with the fiber on the I-580. We've had some issues with this, but we think they are all resolved now. NDOT will be pulling some fiber into Redfield, and we will be making some ties into that fiber that is now available along the 580 corridor. We should be making this interconnection this within the next few weeks.

**Digital 395**

The Digital 396 project is an initiative that was funded with stimulus money to build a dark fiber path from Barstow to Susanville, mostly in California. The route does come across the state line just south of Minden/Gardnerville and goes up through Carson City and will come up through Reno and on to Susanville. We will get some fiber out of this project, not over the whole length,

but we could be positioned to potentially purchase or lease some dark fiber over the whole length eventually. The most immediate benefit will be to the Douglas Campus of WNC, because there is going to be a fiber breakout point there that will allow connection to the 12 fibers made available to the State . SCS, NDOT, and EITS have identified the breakout point and it is located right across the street from the Douglas WNC facility.

The consortium (jointly NDOT, NSHE, and EITS), will get 12 fibers (4 each) from the southern state line up to Reno – or at least to the north end of Carson City. This will bring some more fiber capabilities more redundancy in the Carson City area, and more fiber strands that are strategically positioned to take advantage of some of the assets we already have i.e. the existing metro ring and the US 50 fiber that runs through that area. The Digital 395 project is on a tight deadline to get done by this summer in time to meet the grant requirements.

### **CENIC Cloud Services**

I received an email from CENIC, the people in California from whom we get our internet service and a lot of discounts. CENIC is putting together an RFP to provide cloud services to its members and affiliates. What CENIC hopes to do is become an aggregator; to use their economies of scale to provide, at a discounted rate, some of these cloud services – storage, hardware, application support, etc. They're trying to figure out how they would bill for this. They are looking at that kind of detail.

I'm not sure how many people are investigating or seriously considering procuring cloud services of any kind, but CENIC would contract with somebody like AT&T, IBM, Oracle, or other similar companies for services, and then they would get wholesale pricing that they could pass on to their customers and potentially get these services cheaper than you could get them on your own.

I don't know much more than that at the moment, but I wanted to make everyone that might be exploring this option, that there might be something available in the near future. I will keep you posted as I get more information.

### **Project Queue Status**

In February, we had 9 new project requests. We've had 25 so far this year; completed 7 this month, and 18 year to date. Five have been cancelled, and we have 73 in the queue.

### **New Network Outage Notification List**

At a Connectivity meeting a couple of months ago, we were discussing a short outage that had occurred, and there were some questions about whether we could speed up the notification process. To respond to this, we have taken some action. First, SCS has created a new notification list to insure. That the right people are getting the notifications we are sending. The list has expanded as we found that there were a lot of folks that weren't on the list that probably

should be. If you start receiving notices that you don't want, let us know and we'll take you off the list.

We have also streamlined the notification process by having the technician send out the notification directly to the notification list, rather than sending it to the Service Desk to have a ticket created and a notification sent. We're eliminating that one step in the hope of speeding up the process. We would appreciate your feedback as to whether the changes have improved overall communication of information related to network emergencies and outages.

### ***Systems Support Services*** – Pam Burns (SCS)

As I mentioned last month, SCS ordered two new main frames – one in Las Vegas and one in Reno. Those both have been installed and the cutovers are complete, and we're taking the old ones out. The result is more capacity in Las Vegas. We've moved all of our production processing down there, and the northern machine will be utilized for disaster recovery purposes.

The other big project we're working on is TSM. We're going from 4 servers to 2 servers. We are down to one server in Reno, and in Las Vegas, the new server has been installed, and we're currently moving the backup processes from the iNtegrate equipment over to the new server.

The non-iNtegrate servers have all been moved to the new server and at some point will be completely cutover. We will have a 90 day waiting period before we disconnect the old TSM server. Then we will be where we want to be with two TSM servers – one in each location.

The other thing we're working on in the iNtegrate world is a sizing review of the shared equipment to see if we can get passed some configuration issues and problems we had with CPU capacity.

### ***System Licensing and Contracts*** – Chris Gaub (SCS)

SCS has initiated work on our fiscal year 2013 renewals. This month, we are processing our renewal orders for Microsoft Campus Agreement – particularly important if you've received your quotations.

I'm currently working on implementing a system wide contract for Canvas Cloud, which impacts CSN and TMCC. GBC is already there.

We are scheduling a security tech day with Oracle for March 15. If you have not heard about this through your IACG contact, please let me know if you would like to attend. The session will originate from SCS Reno and be videoed to SCS Las Vegas. We're also going to do a webex for folks who would like to participate from their desks.

This Thursday (3/8/12), we have a conference call scheduled with Microsoft to address some rather important changes they are making to our licensing – notably the discontinuation of Student Select, changing in terms for Campus Agreement as we go forward into next year’s renewal, and the discontinuation of boxed product available for sale in our book stores.

### ***Data Center Operations*** – Robert Prior (SCS)

One thing I’ve talked about here before is the KACE service management package that’ll be doing instant tracking. Our go-live date for that has been pushed back to May 1. The delay was necessary due to a couple of reasons. We had some resource constraints and we also wanted to have proof of concept for self-serve. The resource constraints have been addressed, and we’re getting the assistance we need there, and self-serve has had proof of concept. We had some sticky points with that, but it’s working now. We are going to update the project scope to include the self-serve, which we didn’t have initially. We’re updating the work breakdown structure, and things are proceeding well. We’ve generated over 150 test tickets.

### ***Client Services*** – Robert Prior (SCS)

The Gmail migrations and training continue and are on schedule. This week they are doing MVIE, formerly was MAP. They are doing the conversions on those folks.

### ***System Security*** – Paul Mudgett (SCS)

We’ve initiated a biannual firewall review. We will be doing that tomorrow. We are looking to identify and eliminate any stale rules as they pertain to the different institutions. I may be contacting you to look over the rules and update them to reflect changes that have taken place prior to us being audited sometime in April.

### ***New Technologies***

None offered.

### ***Operational Issues/Events***

None offered.

## *Other*

### **Stead Network Connection (Charter)** – Shawn Franklin (UNR)

Part of the delay in getting Charter Communications to commit to an in-service date for the new metro ethernet connection at the Stead facility has been that Charter had a turnover of all of the employees that dealt with us, and we had to resend them the contract that UNR had signed.

Another difficulty was that our signing authority (legal review) made several handwritten changes to the contract and Charter is now determining if those changes are acceptable to them. Everything is ready to be ordered and scheduled once Charter signs off on it.