

April 4, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

Cisco Maintenance RFP

SCS is currently working on a new RFP for Cisco maintenance. Our last agreement for Cisco equipment maintenance was for a three year period, and we just paid the third and final payment on that three year contract – about \$250,000 worth of maintenance. We've created some technical specifications and have done a reconciliation and consolidation of what needs to be covered. The technical terms have all been prepared and Chris Gaub with System Licensing and Contracts is helping finalize all the required boilerplate. We will be going into negotiations with Cisco for a new time period. We hope to come away with a more favorable agreement that will translate into additional savings.

ITS Project

The ITS Project, funded by NDOT is the initiative to upgrade the northern metro fiber ring and the I80 Corridor Upgrade. NDOT issued purchase orders to buy about \$50,000 of pieces and parts to make this project a reality. We are starting to get that equipment now. The project is still on track for this summer, and the target is to get the Northern ring upgraded before the fall semester starts.

As part of this project, NDOT will be installing some new communications huts along the I80 corridor – SCS will be pulling equipment out of some of the less secure locations like high schools, basements, etc. and putting them in the full communication grade huts provided by NDOT. NDOT is paying for this and has sent out the request for proposals to have suppliers supply these things with specifications that we've provided. Until these huts have been procured, SCS will continue to use the existing locations and migrate equipment over to the new hut facilities as they become available.

Not only are we going to be able to upgrade the metro ring, but we're also going to be improving the quality and reliability of these communication facilities along the corridor.

RMX MPM Card Issue

There was a media card in the video bridges that worked great on new codecs, but had incompatibility problems with the older codecs that caused the screen to scrunch down. The cards would work, but they wouldn't fill the screen properly. SCS has worked with the vendors to get this issue resolved, and we can now schedule just about anything on these bridges without the "scrunching" problem.

Southern Metro Ring Update

As you know, we completed the vast majority of work for the Southern Metro Ring Upgrade in January, and it is now up and running. One remaining piece that was left

unfinished was the issue relating to keeping some circuits alive for UNLV's phone traffic between the main UNLV campus and the Shadow Lane campus. UNLV had intended to go to Voice Over IP, but equipment problems prevented full implementation of their VOIP solution. UNLV has been working diligently on the problem over the last couple of months and finally have the issue resolved. SCS will be pulling the remaining equipment out and sending it back to Cisco. Now that the project is completed as designed, SCS will be giving a presentation to EPSCoR touting the benefits of what we have done, and thanking them for funding the project.

Leased Lines

SCS has been making good progress on reassigning or disconnecting circuits that are unused, lightly used, or only used by one institution or entity. We were glad to get news from UNR that things are finally happening with their Charter. We have also been working with other institutions and are well on our way toward meeting our goals. We are still shooting for July 1 to be the date for all of these currently identified leased lines to be converted or disconnected. Thanks again for all of your help.

Digital 395

For this initiative, NDOT, EITS, and NSHE have been working with Praxis, which is a company that has gotten a grant for construction of a fiber path between Barstow and Susanville. The fiber path is in California for most of its route but crosses into Nevada just south of Gardnerville. It will come up through Carson, out to Reno, and then up to Susanville. Praxis has been working with EITS to work through the Capitol City Conduit Complex.

There are a number of potential benefits to be derived from this project. It will make available to us more fiber, additional paths, and additional redundancy – all for basically nothing on our part.

Ed Anderson, in an upcoming meeting, will give a brief overview of how this project will benefit the Carson City area, and how this project fits into an overall strategy with other projects in the works such as the interconnections we're making at Redfield, and NDOT's progression on their projects with 395 going north to Bordertown. It's interesting to understand the ramifications of all of these potential projects and how they could conceivably integrate together.

Systems Support Services – Pam Burns/Jim McKinney (SCS)

SCS is still doing the TSM server upgrades. They are progressing. The servers in Reno are consolidated on one server now. We're just waiting for the 90 day period for historical data to be up. In Las Vegas, all of the legacy servers have been converted, and we are still moving the iNtegrate servers – transitioning them from the old version of the server to the new version. That will also have a 90 day waiting period just to keep the archived data around for retrieval if somebody needs it. Then, we will be completely on two servers.

We had a problem in Las Vegas with the Las Vegas iNtegrate equipment. An Ethernet card failed and needs to be replaced. It will require the server to be down for 4 hours.

We are upgrading all of our high-availability products across the production and test LPARS. All the test have been done, and production UNR has been done, so we'll be working with the Shared and UNLV instances to upgrade high availability on their data base LPARS.

The main frames are both completely upgraded and are stable. We are going to be working on testing our disaster recovery – coming up with a better plan than we have now and testing it. The one issue on the main frames was once we did both North and South we still have a significant number of users who were logging into the machine in the North. Two weeks ago, we notified everyone through the application user groups that we were not going to allow connections into Bighorn. So they would log in to Bighorn and be routed to Mustang. We've stopped that routing, and if you are not in Systems or Aps, we don't allow you to log into Bighorn.

We're also working with IBM on the Shared Instance iNtegrate equipment. For UNR and UNLV, they've got enough head room with their existing equipment coming up for fall. The Shared Instance over the last year, for either the CSN purge or the first day of classes, we have not been able to handle the load. So, we've maxed the machines out – both memory and CPU-wise. We've been working with IBM and have some quotes in at this point. We're getting ready to deal with Source One on the payment of that new equipment. We're looking at fork-lifting the entire Shared Instance equipment, and then taking the Shared Instance equipment and augmenting both UNR and UNLV's server pool, so that they have head room going forward.

Data Center Operations – Rich Ayala (SCS)

We're working on some details on the HVAC control system upgrade in Las Vegas. We're arranging the funding with the prospective vendor that will work that project for us. We are also working with UNLV Planning and Construction on a couple of things. We're looking at identifying costs for some building lighting changes – some upgrades to make us more green and save some electricity and money. We're also working with UNLV to develop our scope of work for some funding we received from the HECC SHECC fund that will allow us to replace some end of life heat pumps in the Las Vegas building.

Client Services – Brian Anzalone (SCS)

The System Administration units are migrating to Gmail. It's in production now. There are just a couple of steps left. Some people had archives set up in Lotus Notes, and we have to get those moved over to Gmail. We're working on that now. Once those are moved over, then there is some mail that does not get migrated – anything with attachment sizes over 25 MBs, .exe or .bat attachments, or anything that violates

Google's rules. We have to go back and pick those up as well. We are actually packaging them into Adobe portfolios and delivering them. We are trying to make it as easy as possible for our 200 or so customers. We hope to have everything switched over by the time this group meets again.

Robert Prior is not here today but usually gives a KACE update. As you know, we use KACE for a lot of functionality for patches and similar. We are also moving to its service desk component, which will impact our customers. In the past month, they have started some self-service forms. Eventually, customers can go to web forms, and if they know who their request is going to, that will be one way to submit a ticket. They are also working on business rules – making sure that as tickets come in they go to the right people. Robert will have more to report next time we meet.

System Licensing and Contracts – Chris Gaub (SCS)

Microsoft Campus Agreement has been finalized and completed. I spoke to the reseller this morning and confirmed they received everybody's purchase orders. That completes the final year of that four-year agreement. Next year, we will be putting it back up to bid to potentially select a new vendor.

We have implemented an NSHE-wide agreement with Instructure, which is a learning management system vendor that supplies Canvas. We have executed a 5 year and 3 month contract on behalf of CSN and TMCC for Canvas Cloud, which is their web offering that will replace the LMS systems that are in place at those two institutions – at TMCC in the next few months and at CSN over the next year. As an aside, GBC currently runs Canvas Cloud and will benefit from the pricing model that was put into place for CSN and TMCC.

As I mentioned last month, System Licensing Council is starting to work on all of the beginning of the fiscal year renewals, and we're in the process of starting renewal quotations from all of our vendors. One of the things we are working on is moving the renewal date on contracts from July 1 or August 1 to an October start date. So far, every vendor I've spoken to is amenable to that.

System Security – Paul Mudgett (SCS)

Grant Thornton will conduct its annual audit and will examine controls around student financial aid and A133 compliance that has to do with federal assistance and federal grants. They will be in Las Vegas the week of April 30 and will start testing at UNLV. GT will also be initiating some new discussions with CSN. Grant Thornton will be in Reno the week of May 7. They will be initiating some fresh conversations with UNR and completing some of the discussions in regard to CSN with SCS related to the Shared Instance. I've already initiated some contact with individuals at the different institutions to give a heads up so that they can arrange some availability. I'll be sending out a schedule shortly to the different teams based on what Grant Thornton is looking to do.

That schedule is subject to change based on some of the findings and discussions that Grant Thornton has. Within the next week or two, I am expecting an updated document request list that will be distributed to the institutions to provide Grant Thornton with the documents they need to conduct the audit.

New Technologies

None offered.

Operational Issues/Events

None offered.

Other

DRI Acquisition – Bill Dipple (DRI)

DRI is attempting to take over a non-profit in Las Vegas that used to be the Nevada Cancer Institute. We are folding this in under the umbrella of medical research and as a good will effort to bring in another non-profit that we may be able to help and give a guiding business model to. We decided that this would be a great test bed for us in regard to stand alone Internet connectivity, and we are working with SCS to look at providing stand alone connectivity out there directly back to UNLV and NSHE offices.

Google Mapping – Susan Schoeffler (WNC)

WNC has been contacted by Google, and they are interested in mapping their internal buildings. Susan asked if any of the other campuses have dealt with this. Nobody present at the meeting had had experience with it yet.