June 5, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

==NDOT/ITS – Northern Fiber Ring Upgrade== – Kirk Fitzgerald (SCS)

The Northern Ring is still under development; it's being labbed up and tested. There are going to be a series of upgrades between now and August 15. We're planning to start June 28, which will be the beginning of the DWDM cutover. We hope to be finished with the work by the end of the first week of August. During those six weeks there will probably be a cutover every week. Some will have little or no outage; one or two may have bigger outages that we will schedule with everybody. If we can stick with this schedule, we will be finished before registration starts, which is the goal. These cutovers are going to take place Thursday mornings early and Saturday mornings early. If that is going to be a major problem for anybody please let me know ahead of time.

==P7 Installation==

The P7 installation is more of a Systems Support Services item, but the Network Services portion of it was to provide SANS connections and be ready for the racks when they are installed. (Pam Burns added that it was a "ridiculous" time frame and that Network Services did a great job.)

==Last Mile Connection Transfers==

I think we are on track now for all of the last mile circuit transfers or disconnects to take place on July 1. Thanks to all who have had a hand in this, especially UNR for shaking up Charter enough to get it done. We will continue to look for anything we may have missed, but it looks like we have met our goal of identifying and appropriately reallocating or eliminating these costs.

==EPSCoR Meeting – Campus Opportunities==

I wanted to talk about an EPSCoR meeting I had last week with the group that oversaw the C2 Project, which was the Southern Metro Fiber Upgrade. They wanted a status of the project – what benefits were gained, lessons learned, etc. They seemed very pleased and impressed with what we did with C2 and how it affected the Southern Metro Ring, and they were also impressed with the collaborations we made for the North i.e. with NDOT, and EITS. In the course of those discussions, it came up that just because we bring 10 GB to the doorstep of an institution doesn't mean that they can take advantage of it. A lot of institutions don't have the money or resources to make that happen, so they're lagging behind. EPSCoR was very upbeat in saying that if an institution is in that situation that there are programs and opportunities to get funding for those kinds of institutional level system upgrades. If you have been holding back because of a lack of funding, please look into this possibility, and EPSCoR will do what they can to help.

==Network Initiatives Presentation==

Ed deferred this item to end of the meeting. He gave the group a presentation on the NSHE/State Wide Area Network Development initiatives, and explained how many of the independent initiatives i.e. EPSCoR, ITS, and Digital 395, ultimately tie together to form the basis of an overall strategy that benefits NSHE from a connectivity redundancy and capacity standpoint.

The maps detailing this are included with these minutes as attachments.

Systems Support Services – Pam Burns (SCS)

Regarding the P770 installation, we received the new boxes, and Network Services hurried and got everything installed for us so that we could complete our own install. So far, for the Shared Instance, they've moved over their production web and their production app servers. That was to get through the CSN purge, which occurred yesterday without problems. Now, we'll start working on moving the rest of the LPARS over starting with the development servers first. So it's kind of in IAS's court now that the LPARS are built for the development servers, and they're working on getting all of their stuff installed.

On the main frame side, we're gearing up to do a disaster recovery test in which we'll bring up the services on Bighorn that currently run on Mustang. But we won't cut them over, so there shouldn't be any impact to production systems on Mustang. It'll just be kind of a systems test for us to make sure that everything runs and is functional and looks the way it is supposed to look.

In terms of iNtegrate, we are mostly focusing right now on working with the Shared Instance to get the LPARS moved over from the old equipment to the new equipment. But we are also looking at making sure all of the definitions are in place for the UNLV and UNR environments to make sure they're geared up for the first day peak of classes in terms of making sure memory and CPU is allocated correctly.

In our Intel environments, we're installing VSphere 5 in both iNtegrate and Legacy environments. It is almost complete on the iNtegrate environments, and about half way done on the Legacy environments.

We are doing maintenance on all our servers running LINEX. That is occurring this Thursday morning between 6:00 and 7:00. The places you'll see it affect are Pioneer and Fallon, the iNtegrate sorry servers, GBC and WNC websites. It'll be just a brief outage while the maintenance is applied. DNS is also being upgraded but you shouldn't see an outage because we have multiple servers and we'll do one at a time.

System Licensing and Contracts – Chris Gaub (SCS)

For NSHE-wide software licenses that renew on either July 1 or August 1, SCS has invoiced the participating institutions for their fees. As as soon as we receive payment for each license, we will issue the requisitions and purchase orders to the vendors to meet their scheduled renewal dates.

We are in the process of converting the Autodesk licenses from term licenses to permanent licenses and correcting the administrative license for SPSS. We are also adding administrative licensing to SAS. We have converted the Hershey Singularity license that is in place for WNC, TMCC, and GBC to a Hyland OnBase license. We also entered into an agreement for OnBase OnLine (OBOL) so that the document management workload will be hosted at Hyland and removed from SCS equipment. We have transferred responsibility for renewal of the Vista contracts to UNLV and NSC. We are also working on a contract to move NSC in the coming years from Vista to Canvas Cloud. We continue to work with Oracle on implementing a Master Services Agreement (to provide a pre-negotiated contract for Oracle consulting engagements). We continue to work with Symantec to address antivirus licensing at UNLV and ghost licensing at multiple NSHE institutions.

Data Center Operations – Robert Prior (SCS)

Rich Ayala spoke last time about an outage in Las Vegas that didn't hurt any of our systems or take anything down, but did damage a control panel, which we've been running in a patched mode. They were hoping to have the new panel installed by the end of May, but it will actually be done next week.

Since that outage occurred, we dropped in voltage levels. However, in the last couple days the voltage levels have been back up to where they were previously and are remaining there, which is good news.

Tech Support Services / Gmail – Robert Prior (SCS)

We were hoping to have all the Gmail migration completed by May 18, but there have been a couple of regents holding out. We were able to speak with them at last week's Board of Regents meeting, and we hope to move forward on this soon.

DC Logistics / KACE – Robert Prior (SCS)

KACE Service Desk went live on the day of this meeting last month. Thanks to the project team, it has been very successful. The in-house videos we made for training are being used, and people have found them useful. A number of ticket rules have allowed us to automate a lot of processes that used to be done manually. Right now, within the system, we have opened up over a 1,000 tickets. Currently, we have about 135 that are a work in progress. The team's focus now is on a self-service webpage. Last week, that page went through its first revision.
We look forward to completing that effort and rolling it out by July 1.

System Security – Paul Mudgett (SCS)

The Grant Thornton auditors completed their on-site work both in Las Vegas and Reno. They still had some follow-up questions, so they've been distributing some requests for additional documentation from SCS, UNLV and UNR. We've been gathering that up and sending it to them. I don't have a feeling yet to what the report is going to look like. I'm interested to see it, because this is the first real run at PeopleSoft from a financials perspective.

We are closely following an event that happened at the University of Nebraska. They run PeopleSoft Campus Solutions like we do and they had a breach that is impacting about 650,000 records. They have a suspect in mind and have collected computer evidence. Terms we've heard are "complex," "targeted," "sophisticated attack." We'll see what the end results are. I'm going to put out a couple of requests and may try to talk to the security officer there. We run the same kind of software for our iNtegrate environment, so if there is some type of flaw or something we need to be aware of, maybe we can learn and implement it so we don't become the next headline news.

New Technologies

Shawn Franklin from UNR said that they now have the Palo Altos for their 10 GB border firewalls, which should be completed by July 1. That will replace their bottleneck on campus of one gigs on both sides.

Operational Issues/Events

None offered.

Other

None offered.