

July 7, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

Northern Network Upgrades – Kirk Fitzgerald (SCS)

SCS is in the process of installing the Reno Metro Ring Upgrade as part of the NDOT/NSHE ITS project. SCS is adding four new DWDM nodes. We upgraded two of them in last week; one at the Level(3) PoP and one at the UNR ARF (Mines) building. On July 14, Greg Ebner and his crew will be installing the other two, which are located at the Zayo PoP at 200 S. Virginia St. and the SCS-Reno data center. There will be an outage mostly for the SONET circuits utilized by NDOT and EITS. SCS is going to be able to keep most of the IP circuits, which is almost everyone else, up and running most of the time. There might be a bump here and there, but this work will be done on an early Saturday morning to mitigate any unexpected impact.

On July 21, we're replacing the two backbone routers here in the data center. I'm planning that is going to be only a slight bump for iNtegrate and a slight bump for the legacy servers – probably less than 15 minutes.

The only thing left after that is our new Internet routers, and those will go in the first week of August. There will be a slight bump for everybody, but they'll fail over to their backups. After that, we'll be pretty much done with the DWDM and the backbone routers for Reno.

Sporadic, short term outages will be experienced during normal maintenance windows over the next few weeks. Please take special notice of the weekly outage and maintenance notification listing for further details.

Last Mile Connection Transfers

As of the first of July, all of the orders for last mile circuit disconnects and transfers should now be implemented. SCS has not received reports of problems or negative feedback related to the disconnects and transfers implemented, so the assumption is that all went as planned. SCS/Network Services will verify actual turndown and/or transfer of charges.

NHA Agreement Execution

Within the last week or so, we've had another milestone in that a master agreement was executed between the Nevada Hospital Association (NHA) and SCS, NDOT and EITS, that sets the boundaries and some of the terms and conditions of how we're going to collectively operate to meet the connectivity needs of rural health care.

We are specifically concerned about the four or five sites in rural Nevada that utilize the I-80 (Level(3)) or the U.S. 50 (AT&T) fiber, because those are the ones that have limitations on what the State we can do with regard to commercial traffic transport. We're paying special attention to that and making sure we're not violating any terms and conditions of our agreements with the service providers. As we get more down the road, and start talking about individual sites, there will be specific site agreements that address the things that are unique to each site. I've developed an initial agreement for Battle Mt. but these agreements cannot be finalized until individual site visits are completed, The site visits have been scheduled to begin by July 11 and we're starting into the negotiations and talking about what specifically needs to be addressed at specific sites.

Systems Support Services – Pam Burns (SCS)

We're working with the Shared Instance to continue moving all of their LPARS off of the old iNtegrate equipment to the new iNtegrate equipment. Most of test has moved, and we hope to have production well underway in the next week or so.

We're also making sure we are prepared for the first day of classes in August. The 90 days are up next week for the final legacy server for TSM, so we'll finally be down to our two production TSM back up servers by the next time we meet.

Data Center Operations – Rich Ayala (SCS)

I think I mentioned a couple of meetings ago, that we were looking at a problem that we had had with a circuit panel and one of our control panels burning out when we had an outage in April on the UNLV campus. Since then, we've installed a main control panel, and we're doing some function tests on it today to make sure everything is controlled and the parameters are being monitored as advertised.

We've also used a different tool that others have probably used before, but in the data center we had the opportunity to have a thermography survey done in the main switch gear areas. The survey has shown us some issues that we want to address, and has been a nice tool to get a proactive planning ability to deal with something before it really becomes an issue. We are also going to use thermography technology in the data center to do more checks on heat loads in the equipment racks – making sure that we're not loading up racks with high density heat.

We've also taken a look at a couple of our transfer switches, one of which is original equipment in the building. It's functional but getting old and we're looking at replacing it down the road.

Tech Support Services / Gmail – Robert Prior (SCS)

In regards to Gmail, they are ready to make their final mail record switch. They have finally trained the last regents and have gotten all their mail migrated. They have packaged the archived email into a .pdf format, and they're working out how they're going to distribute that to the folks who need it.

The removal of Lotus Notes will happen via KACE later this month. KACE has patching software distribution and also the ability to remove, so we won't have to have technicians run around and pull the Lotus Notes client off of people's machines. That will be done automatically.

They are also considering some more training – higher level training – for more parts of Google Apps to get people more familiar with overall Google functionality.

One last thing we are working on is the replacement of McAfee with Forefront for a virus protection solution. That initiative began in late June and should be completed by the end of July.

DC Logistics / KACE – Robert Prior (SCS)

The KACE Service Desk that we've been using continues to function well. We've now processed over 2,700 tickets, and there are about 130 that are currently active in the system. We

are working on a couple of updates and have some minor changes we're going to be putting into place.

The team had rolled out its first revision to the Self Service Page that we have in beta. Upper management had some thoughts on that, so we are incorporating those now, and then we'll be doing testing and a phased roll out. That has pushed our date back to August 1 for getting that rolled out to folks.

System Security – Paul Mudgett (SCS)

No update from System Security this month.

System Licensing and Contracts – Chris Gaub (SCS)

As of July 1, we have processed the renewals for ESRI, Limelight, and the 90 day licensing extension for CollegeNet. SAS, SPSS, CollegeNet and Autodesk contract will be renewed by August 1. The Autodesk renewal will include a switch from “term” to “permanent” licensing, which will result in lower ongoing maintenance costs and will eliminate the need to upgrade the software on annual basis.

A time or two in the past, I have mentioned the possibility of implementing a new Symantec enterprise agreement. Symantec elected to bifurcate the renewal process this year. UNLV entered into a SymEd (Symantec Education) Suite purchase. The balance of NSHE institutions with Symantec products primarily use Ghost. Symantec worked with a contracted reseller to provide a volume maintenance renewal for Ghost. In January, TMCC negotiated a renewal for its Symantec products and did not participate in this renewal process.

We are in the process of implementing a master professional services contract with Oracle. It was signed by the Chancellor yesterday, and has been sent to Oracle for full execution. The principal benefit of this agreement is that any NSHE institution with a desire to engage Oracle in a professional services engagement, they will no longer need to negotiate the details of a services agreement, and will simply need to work on developing the scope of work document. The scope of work document should clearly state the nature of the material that the consultants will handle and the level of confidentiality that must be maintained by the consultants.

UNR is expanding the capacity of its Citrix environment. Therefore, the SAS server contract is being expanded to eight (8) CPU's.

We have extended the CCI Remote Help Desk contract by 90 days. That will allow participating institutions to continue to use their outstanding credits with CCI for remote help desk or consulting services.

We are also in the process right now of reviewing responses to the Cisco SMARTnet contract. That contract is set to renew on August 1. We are planning to make the award around the 18th of July.

New Technologies

Shawn Franklin from UNR said that they completed the installation of their 10 Gbps border firewalls last week. They still have some outstanding issues they are working through, but they

are in production and functioning very well. They had their first spike to a full gig with summer school, so they're very anxious to see what happens.

Operational Issues/Events

Randy Miller from TMCC said that TMCC is planning to do a disaster recovery test the night of July 20. All of the video circuits at TMCC will not be available during that time, so you may get alarms on those.

Dave Peers from UNLV said that there is a project that has been in the works for a long time for the University of Nevada School of Medicine to get a diverse fiber entry into the SCS building. Cox is supposed to be on campus today with the proposed path that they want to construct into the building. There was a little concern on UNLV's part because they have a very constricted fiber path, and if UNSOM is going to use it as well, they wanted to make sure it is also feature proof for UNR. UNLV will work with them on that and the project will continue to move forward.

Ed Anderson from SCS mentioned that WNC had an audit finding or some kind of mandate that required additional work on the roof WNC's equipment room. They originally thought that all of the equipment in the room would have to be shut down due to the dust and heating/cooling functions that would not be available during that time. WNC brought this work to the attention of SCS to let them know the possible ramifications. SCS is now looking into a work-around because many people are dependent on that hub at WNC other than WNC itself. SCS has some preliminary ideas on how to address this and will be working with WNC to see what will work.

Jeff Wolff from UNR said that two Saturdays ago there was a scheduled electrical outage on campus, and the batteries at the Knowledge Center, which had been previously stressed tested in May, failed a real life stress test during the cutover to the generator and they had to do some recovery on the UPS. The data center went down. Networking-wise, they were not significantly impacted, but there were IT services unique to that building that became unavailable at that time. They are looking into replacing the entire battery array even though it passed a test in May.

Susan Schoeffler from WNC said that WNC will be having some warrantee work done on their generator on August 6 & 7. The generator itself will be down, but it shouldn't affect anything unless there is an unforeseen power outage.

Other

None offered.