

October 2, 2012  
Connectivity Committee Meeting  
**MINUTES**

*Network Services* – Ed Anderson (SCS)

Ed Anderson asked Bill Dipple from DRI about the situation with the Cancer Institute in Las Vegas. Bill said that they had received notice that UC San Diego that took over the larger Ingolstadt research building portion is kicking them off of their server farm at the end of this month. In mid to late November, SCS plans to boot them off of their network entirely. DRI needs to find an alternative if they are going to keep their two remaining employees there. Bill also said that they have a small vivarium in the main building which has equipment in it. The problem is figuring out what to do with the expensive equipment in these locations if DRI leaves. They may be able to work out a solution with the owner of the building. However, things are very uncertain at this time.

Ed also asked Susan Schoeffler from WNC about their project in Fallon with CC Communications. Susan responded that WNC has signed a contract with CC Communications to have them install equipment and fiber to establish fiber based connectivity for WNC between Fallon and 200 S. Virginia St. in Reno and to provide a separate fiber connection to support internet traffic from the WNC campus in Fallon to the CCC cloud.

CCC has completed phase 1 on the project; to get the internet off the existing T1s and running on fiber. The second fiber connection is for WNC production traffic. CCC has run into a snag. CCC based the contract price for the connection on an assumed cost of making an internal connection between NevadaNet and the new WNC connection at 200 S. Virginia St. When it came down to it, Zayo, the owner of the co-location space in Reno wanted too much for making and maintaining the cross connect. Zayo and CCC still need to reach an understanding on the cross connect charges, but in the meantime, WNC holds a signed contract with CCC that will provide a negative asch flow to CCC if implemented.

Once everything is hooked up and running, WNC would like to keep both the existing and new connections in service to make sure there are no glitches, and then the existing T1 lines will be dropped.

Ed reported that SCS Network Services continues to work on the project queue that we have – a listing of the adds, moves, and changes requested by all of the institutions. Most of them are fairly minor. Tom Nieva gave the following update on the queue: For the month of September, we received 7 new requests for projects and completed 7. For the calendar year, we've received 81 new requests, completed 84, and 16 projects have been cancelled for lack of funding or interest. We have 52 projects still remaining in the queue that we're working on. These numbers are down a little from our normal levels, which has allowed us to make a dent in our backlog.

As you may know, the National Guard will be taking over the Fire Science Academy from UNR. When the Fire Science Academy was initially constructed or shortly thereafter, SCS moved a lot of the equipment that was in one of the Operational Amplifier (OA) sites for Williams from its location along I-80 to the Fire Science Academy so we could make an add/drop connection and provide them with data and video services.

Now that the takeover is planned, there will be a requirement for us to move our equipment back to the Williams (Level 3) OA site since the space at the Fire Academy won't be dedicated to us any longer.

SCS has approximately 12 to 18 months before we have to have our equipment off their facility site. We will be working to that schedule, and will move the equipment back to the OA site – which is actually better because it is hardened i.e. has backup generation, and better environmental controls. We should be able to make the move with minimal disruption.

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

We're starting to reallocate the hardware that the Shared Instance moved off of (the P570s) and working with UNR and UNLV to figure out what kind of arrangement they want for those machines. Before December, we'll be reallocating that hardware to UNR and UNLV.

We have one server left to complete our operating system upgrades. We've upgraded all AIX servers – both iNtegrate and non-iNtegrate – and we're down to just having one left finally. We're also starting an effort to look at replacing the disc and the tape for both data centers. That would include all disc and tape for both iNtegrate and legacy systems. We're just starting that effort and working with various vendors before putting out an RFP.

We are also working with Applications to migrate the financial data warehouse off of aging and non-supported equipment onto newer machines.

Both Shared Instance and UNLV had some upgrades they needed to complete before we could finalize some Windows server upgrades for them.. They have completed those upgrades and now we'll be working with them to get rid of the temporary servers that they were using and have them completely on their new production servers.

As part of the iICG, the Shared Instance, UNLV, and UNR have created a sub-committee to talk about DR for the student side of iNtegrate. The initial plans that were put in place several years ago are not viable at this point. So we are gathering the functional requirements from the business side to see what their expectations are. Then we will see what is necessary to implement those. We need to have agreements in place between the

instances – basically a DR SLA. It all needs to be written down and the procedure figured out. We are meeting every other week for at least an hour to start getting some of these processes put in place.

For the Finance and HR, we did go through a DR test at the end of July on the mainframe side. We have one running mainframe down south that runs Finance/HR and a small version of SIS, and then we have another mainframe in the north that mirrors all the data. We took 10 days of DR testing where every morning we would break the mirror, bring up the regions, make sure everything looked good, made notes on what did and didn't work, and what codes we needed to make it viable. From a Finance and HR side, we're pretty comfortable that if we lost the Las Vegas data center, that we could bring those two systems up within 24 hours.

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

We had a couple of meetings last week with various members of UNR concerning the outage on August 30, and I think probably one of the key things to come out is that they have a much better understanding of what we do and how things that affect our building end up affecting a lot more than just us.

An important thing to come out of that meeting is that Life Safety will now give us a week's notice before coming in to do safety checks and things of that nature. Our annual maintenance, that they were performing when the outage occurred, will now occur either the last week of July or first week of August, and be scheduled for a Friday afternoon so if anything should occur, we would have recovery time over the weekend.

UNR is rewriting the procedures that they have for us. Our system is an old one. Most of the systems they deal with are newer and have a single control box, and we have a couple. It's just a matter of making sure that everything is fully understood and documented properly, and they are going to be doing that.

At one of the meetings we discussed items related to the annual insurance audit that will be reviewed. We will also be looking at what it would take to upgrade our system and make it more current – make it a one panel or master panel configuration.

(Jim McKinney added that we were under the assumption that both the north and south data centers (on two different fronts on the iNtegrate side) could run independently. We found out that we have some shortcomings in authentication for the northern data center – even if it is just not accessible from Las Vegas, and we also found out that we have some shortcomings on the networking side for redundancy if the SCS building is not available. We have dual feeds coming in but if there is no power here; those dual feeds don't do a whole lot of good.)

Web Campus is moving along quickly. Eight racks are now sitting on the computer room floor. Equipment is coming in and is being staged at UNLV. Power is in place. They are still finishing up the ladder rack install. It's going well and everything seems to be on

track. The biggest cutover they are planning for will be on Nevada Day – 27<sup>th</sup> of this month. (Jim McKinney added that UNR is going to go from a quarter rack to almost two full racks of back up data, main stuff, and some med school equipment.)

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

Expanding the Hyland OnBase Agreement. NSHE is in the process of expanding the contracts with Hyland Software for OnBase and OnBase On Line (OBOL) to include Nevada State College.

Remote Help Desk / Application Support SOW. The original scope of work (SOW) with CCI for the remote help desk support has come to an end. NSHE has implemented another SOW that will run through the end of June 2013. The new SOW is a “pay as you go” arrangement. To facilitate billing, each institution that participates will need to issue a blanket or open purchase order to CCI. NSHE had about \$40,000 in unused credits with CCI at the conclusion of the Remote Application Support 1.0 SOW. CCI is working with NSHE to use the cash value of the credits through the month of October. SCS will continue to manage the cash credit. It is important that as institutions receive invoices from CCI and attempt to resolve those invoices, that SCS receive a copy of the invoices.

Faronics DeepFreeze. SCS is preparing the annual payment to Faronics for DeepFreeze maintenance. One institution has not paid its portion of the fees. As soon as SCS receives the payment, the maintenance renewal will be processed.

Cisco Smartnet. The Cisco Smartnet contract for SCS is now in place.

Las Vegas Internet. The RFP for the Las Vegas commodity internet service is set to close on Thursday.

Master Consulting Agreement with IBM. NSHE is developing a master consulting agreement with IBM. Once implemented, institutions interested in contracting with IBM for services will only need to address the scope of work and the fees. All other terms will be pre-negotiated.

Polycom and Tandberg Maintenance. SCS has renewed its maintenance contract with BT Conferencing for Polycom and Tandberg maintenance.

Microsoft Software Site License. We are in the initial stages of developing the SOW for an RFP to renew the Microsoft Campus Agreement, now known as EES (Enrollment for Education Solutions). The target award date is March 1, 2013.

### *Client Services – Brian Anzalone (SCS)*

This week, SCS is announcing our self-service web forms. They have actually been in production for a while. The Shared Instance has been using them. About 50% of our tickets that come in from Shared Instance customers are coming via the self-service forms. Now we're ready to broaden that. The KACE service desk function we use now was rolled out in May. The initial self-service pilot forms for the Shared Instance started in August. So we have been monitoring how that's going and communicating about that, and now we're prepared to broaden that announcement. The other forms are actually available on our website and have been for some time. We just haven't announced them, so they're not getting heavy use.

If you go to our website, there are several links. There's a cartoon representative up in the corner, who if you request a service, will take you to a selector-type form that will ask you in very generic terms who you are. The three choices are NSHE institution customer, NSHE administration customer, or another state agency.

Based on what you select, you get a series of drop down services we support for those groups. Then you fill out the form it directs you to. Hit submit and it sends a ticket right to our system along with a few key fields it populates.

The advantage for our customers is that it creates a ticket immediately. Notifications of the ticket go out to responsible groups immediately. The advantage to us is that we don't people copying and pasting from a support email to our ticketing system.

Our first announcement (after the Shared Instance which we did in August) is going to be to the 312 people who have submitted more than one request since May. From there, we will broaden to other groups and other areas and reminding customers. If you did get notified more than once, we apologize for that. Consider it a reminder.

We are still working on a few of the intricacies of the web forms including the CFF form protect, which is an alternative to Captua. We're trying to mitigate any spam that might come in. We're still tweaking the settings on those.

### ***New Technologies***

Bill Dipple from DRI said that with their new firewalls, they are now peaking at about a 1.5 Gbps where before they were limited to 1 Gbps. DRI is getting better performance out of the new hardware.

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

Ed Anderson mentioned that there were some hiccups with the last Board of Regents meeting at TMCC. There were some problems with the streaming, audio, video, firewall issues, etc. that will be discussed later this morning. We have taken steps to correct most if not all of them.

*Other*

Shawn Franklin from UNR mentioned that their senior engineer, Keith Rinaldo, has left, and they are looking to replace him. They are taking the opportunity to reorganize their remaining team members to the extent they are able.