November 6, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Tom Nieva (SCS)

Greg Ebner gave an update on the new NDOT ITS fiber in Reno next to the UNR campus. The Department of Transportation as part of their widening of the freeway through Reno put fiber on both sides of the freeway. We had some unused dark fiber on the lateral that goes from the ARF building on the UNR campus down to a handhold just by the intersection where you turn off 80 to get onto Virginia. That is where we pick up our long haul fibers from Level 3. NDOT stubbed a lateral off their new trunk fiber into that handhold, and we picked those up, spliced those, last Thursday night. NSHE will get 4 fibers East and West out of that new NDOT facility. Ultimately, that fiber is going to ring the city using McCarran and also across the city East to West along 80, and North to South along 395 and 580, which gives another lateral to Redfield, another route to Dandini. It gives some geographical diversity as well as future ability to access other locations around the community. There is still work to be done on this. The fiber hasn't been tested and hasn't been tied into the NDOT trunk fiber yet, but at least we have made the tie at the handhold.

Tom Nieva asked Susan Schoeffler from WNC for an update on their project in Fallon with CC Communications. Susan said that it is with the lawyers now. She explained that CCC put in the first fiber (out of two) for their internet connections. They then started working on their production fiber, which was supposed to go to a building that they have connections in on 200 S Virginia. SCS also has connections into there. The problem is that CCC comes in on the sixth floor and SCS is on the third floor. The salesperson for CC Communications assumed that they would be able to get a "free ride" on Zayo's connection from the sixth floor to the third floor, but it turns out that Zayo wants to charge $650 a month for a five year contract for that connection. As a result, the CCC salesperson was terminated, and when Susan contacted the owner of CCC, he said that the project was complete. He came and met with several people from WNC, and they came up with several different options. Susan will be doing some research into what can be done with Zayo. If nothing else is possible, CCC and NSHE may split the $650 monthly fee. It will likely be a couple of months before it all gets worked out.

Tom asked Bill Dipple how things were going with DRI's situation with the Cancer Institute in Las Vegas. Bill said that there are about 8 employees being affected – one or two principal investigators and support staff. For the networking portion of it, they have two aspects to it at that location – the primary building and their vivarium. Last word is that they are shutting down the vivarium aspect in the secondary building. That should be going away by the end of November or mid-December. There is a principal investigator at that location who will move to the primary building. They will probably just do some building owned commodity traffic to get them internet connectivity and phone connectivity. At the end of that, they will VPN them in or get them on their

external exchange server to get their mail and get them through until the final decision is made as far as what is going to happen on that campus.

Tom gave an update on the project queue: We are down to 57 projects in our queue balance this month. For the month of October, we took on 11 new projects and completed 6 of them. We didn't have to cancel any this month for lack of funding or interest. For the year, we have had 92 projects and completed 90 of them, and had to cancel 6.

Systems Support Services – Pam Burns (SCS)

All AIX servers have now been upgraded to TL7, so that project is finally complete.

We met with UNR and UNLV, and the Shared Instance equipment that was replaced (the two P570s) will go to them. One will go intact to UNR and one will go to UNLV. We are working on upgrading the virtual IO servers on those, and working with Network Services to get the cabling and network connections set up. I don't believe the contract is in place yet to move one of the systems to Las Vegas, but it should be within the next couple of weeks.

The production system for Financial Data Warehouse was running on very old unsupported Sun systems, and it finally crashed. Applications was able to move the service over to their disaster recovery platform, where it's currently running. Mike Smith got the old system back up and running, so they can work with what's on that box to migrate it to new hardware, which is already waiting. That will be a big project, mostly for Applications, but we will work with them to get that done as quickly as possible. In the meantime, the Financial Data Warehouse is running on the disaster recovery platform, but the service is up.

We are still working on the disk storage RFP, coming up with requirements and putting as much information as possible into it at the start so that the venders won't have to come back for a lot of additional information. The objective is to give them our requirements up front and have them give us suggestions on best practices solutions.

System Security – Paul Mudgett (SCS)

No updates to share this month.

Data Center Operations – Rich Ayala and Robert Prior (SCS)

Since our last meeting, a couple of my team members and I had the opportunity to attend a free in-town conference sponsored by National Facilities Management and Technology. It was a two-day conference that addressed re-assessing your current building usage and examining whether the parameters of building occupancy, energy usage, etc. have changed over the years. It was very beneficial to look at what our buildings were laid out for originally and what we're doing with them now. With the computer room floor, we have started looking at how we can better utilize our energy in

terms of arrangement of equipment. If anybody is interested in going, they will be having the same conference in Las Vegas again next September.

The UNLV Web Campus project at the Las Vegas data center has been completed. Both moves were completed over Nevada Day weekend. The bulk of the work was done on October 26, and October 27 was reserved mostly for cleanup. There are 8 new racks on the floor and some racks were moved over – keeping the dozen rack presence that they have. Right now there are a few extras. Some things will continue to get moved and swapped as needed, but the project is basically complete now.

Last month, we mentioned that UNR IT would be expanding their presence in our Las Vegas data center. We currently hold about a quarter rack worth of equipment, and they'll be expanding to two racks. We'll be moving the equipment out of the rack they're in because of a lack of space, and moving them to the new racks with the new equipment they're adding. Those racks are all ready to go, they're on the floor, powered up and just waiting for the equipment to be installed.

Client Services – Brian Anzalone (SCS)

Last meeting, I talked about KACE self-service rolling out for SCS. If you want to put a ticket in with SCS, our preferred way now is through our self-service forms on the SCS website. Go to www.scs.nevada.edu and find one of the three or four links there that ask if you want to request a service.

I took a couple of snap shots over a couple different weeks of how our tickets were coming in at this point, now that we've communicated those web forms out. About half of the tickets that could or should come in through self-service are coming in through self-service at this point. We have a number of customers who use it exclusively, especially people who tend to put in a lot of tickets. That's about a quarter of all our tickets.

We just started an NSHE KACE round table, which we anticipate will meet two or three time a year. It is mainly a mailing group and a Google group. It's sort of a form style as well as a mailing list. If anybody is interested in joining that, you can contact me, or send a note to the service desk that you would like to be added to the NSHE KACE round table. Right now, TMCC, NSC, UNR, and NSHE SA are all represented. We would welcome anybody that wants to join.

We recently had a password sync issue that Systems Support Services helped resolve. We sync our Google Aps passwords through active directory. When you depend on Google or any cloud service and they make a change, you just have to roll with it. Sometimes those changes are communicated, and you have a chance to test it out, but usually you don't. We're happy just to know it's coming, even if we don't have a chance to test it. You may have seen this in the new "compose" feature that Google Aps has. We sent out a notice to users that morning with a few pieces of information they might want to know about it. It was the same thing with a third party tool we were using for

password syncing. When it was no longer a service that was working for us, we scrambled to find and put together a new solution. Now, we have two solutions for information synchronizing with Google and everything is working fine now.

The Board of Regents staff recently needed their recording software updated, which they use for the record, which is an industry standard for recording what's being spoken and tagging with who's speaking and the time. It's a sophisticated and cumbersome process that the software helps them with. They had been putting off making the switch to the new product, which required a new operating system. In September we made the change, and they used the new version of the software FTR (For The Record) at the October special meeting, and it worked fine. We had the vendor on site to make sure everything went smoothly and it did.

New Technologies

Bill Dipple from DRI said that DRI is signing a contract to partnership with IBM. DRI is essentially receiving the old Watson that was on the Jeopardy show, and several other brand new systems from IBM, which DRI will be putting in the data center on their NSC campus. The value of those computers is around 6.5 million dollars. They are bringing these on board at DRI to do a proof of concept that system pure ap and pure data that they would use in a business environment can be used in a research environment. They don't know whether it will work or not. They would like to partner with DRI to possibly develop and design some programs that might work in a research environment and then share those with others. This is also part of the governor's Smart City initiatives, so DRI is spearheading this and getting some equipment prior to the city of Reno, which may have some long term tie-ins for DRI doing data analysis for whatever they get for the Smart City projects as well. This has happened very quickly and the equipment is supposed to arrive this Friday. IBM came directly to the governor with this offer, who came to the Board of Regents, who came to DRI. A press release will be coming out on this soon.

DRI is getting this system for 8 weeks to do the proof of concept. At the end of the 8 weeks, if they can prove anything about the proof of concept, they can keep it for 3 million dollars. IBM will help them write the POs to help them pay for it. IBM is sending DRI six full time people for the 8 weeks to help conduct research on it.

Operational Issues/Events

None offered.

Other

None offered.