December 4, 2012
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

NSHE's contract with the commodity internet in the South expired in November. We tried to get a new service contract in place before the expiration but negotiations took longer than anticipated. A new service contract was not completed until after the month. In order to not incur Internet service charges past the end of the current contract, SCS actually had to open the southern connection, and we were running all commodity Internet traffic out of the out of the North from November 29 to this morning (12/4). At about 5:30 am this morning we were finally able to close back the southern Internet connection and have restored full north/south redundancy.

You may have noticed some momentary "blinks" associated with reconvergence of the network but everything went smoothly.

SCS is also working on some fairly routine adds, moves, and changes. We have some things coming in January dealing with firewalls that we're not quite ready to talk about at this time. We will keep you informed as we go along.

Tom Nieva gave an update on the project queue: For the month of November, we received 9 new requests, completed 3, and cancelled 1 for lack of funding. Year-to-date, we've had 101 new requests, completed 93, and cancelled 17. We still have 62 in the queue.

Systems Support Services – Pam Burns (SCS)

We're starting to make sure things are in place for the first day of classes in January. We're making sure IBM has critical parts on site in both locations. That should be solidified by next month. We're also making sure that capacity on demand is in place, so we can turn that on if we need to.

For P570 moves, the UNR box is in place. The VIOs has been reconfigured, and we've started moving LPARs to that box. The UNLV system was shifted this morning. It should start to be installed on Monday.

We have also done some more preventative maintenance on the Linux boxes

Data Center Operations – Rich Ayala (SCS)

I think I mentioned last time, that in Reno SCS is installing some additional power panels for some equipment installs that will take place before the end of the fiscal year. We are in the midst of looking at some options in regard to that and have contacted UNR about it, and we'll make a decision soon to move that forward.

We have also spoken to UNR about their fire alarm panel upgrade that we want to collaborate with them on. This was an issue, which you may recall, when we had a problem with an outage in the midst of trying to do some maintenance on the system. We've looked at ways to mitigate this or eliminate it completely.

Client Services – Brian Anzalone (SCS)

SCS has a modest contract with an answering service to handle some holiday hours that are not staffed and for overflow calls if we get too many during an outage. The name of that service is Answer Plus. SCS is going to take this month to review their processes and our own as far as who they contact and how they get in touch with our on-duty managers, when they email Support with information, and when they contact us directly off hours. If anybody has any input regarding this, please send it to me.

We are also assessing Vizio use in our organization. We have licensing agreements and software agreements, and we are determining how much we need to purchase. To do that, we have to determine who's using Vizio and who's not.

For your information, Google Aps, also has an ap called Lucid Chart that's available for some of the people who use Vizio, but not to the degree or complexity that other people need to. It's just interesting to have some of those choices now in Google Aps that are installed to our domain. Various people in our organization are giving that a shot.

There is a KACE conference next week in the same location as the broader Dell conference in Austin. We're sending a couple of people to that on December 10 – 12. We also started a KACE round table. We decided that right now an email mailing group was enough to fit our needs, although we do want to call a meeting within the next few months. If anyone has an interest in KACE, or is currently using KACE, and is not part of our email group/round table, please contact me to get on the list. Right now, we have about 7 or 8 people in the group.

Data Center Operations – Robert Prior (SCS)

Regarding the UNLV Web Campus project, major moves were completed over the Nevada Day holiday weekend, October 26 & 27. We did have one piece of IBM equipment that gave us a challenge, but it wasn't a big deal, and the problem was resolved. We don't expect a lot of further action on this before February. We just have

some clean up going on and some small movement of equipment. But all of the new equipment is installed.

Regarding the UNR IT Data Domain Project, UNR notified us that that equipment will be coming in mid to late January. Connectivity to the racks is all that remains for some customer input. Otherwise, the infrastructure is all in place and ready to go.

We are also looking at our computer room air handling design and are reviewing it to see if there is some way to gain additional efficiency. We've got three computer room air conditioners down there, 20 tons each, and we're looking to see if there are any ways to improve the efficiency of the operation because they're all getting a little old.

System Licensing and Contracting – Chris Gaub (SCS)

We are in the process of closing out the CCI Remote Help Desk Contract, which is related to iNtegrate. Any institution that would like to continue with the service (now known as Remote Application Support) will need to submit its own blanket/open purchase order to CCI.

SCS is renewing the maintenance on Quest Stat for the coming contract year.

We are beginning the process to develop a RFP for the Microsoft EES contract. EES is the successor to Campus Agreement, which expires at the end of March, 2013. Microsoft is changing some of the licensing terms and how we enroll institutions. Our discussions with Microsoft continue and we hope to have a more definitive idea of our contracting options by Tuesday, December 11. Once our options are better defined, we will be able to prepare and issue the RFP.

We are developing an RFP to enhance both Data Centers' disc storage and backup solutions.

System Security – Paul Mudgett (SCS)

No-one was available to give an update this month.

New Technologies

None offered.

Operational Issues/Events – Jim McKinney (SCS)

We had two operational issues/events. The first was a DNS failure that UNLV notified us of early one morning, which had us down several hours and that affected anything coming into either data center. The second one occurred when we installed a switch that caused some spanning tree errors. As a result of both of these, we have taken a step back to look at our current monitoring system, and what its capabilities are.

Ed Anderson has been working with Cenic to have an actual 7/24 manned response as opposed to just email or texts. We are also getting ready to enter into an agreement with a product called OpsGenie. If we have normal issues that are of a certain priority, we can send OpsGenie an SMT message and it will then start picking up the phone and calling and leaving messages along with emails and text messages. But primarily what we're looking for is phone calls, because nobody is going to get up in the middle of the night for an email.

One of the things that we've had an issue with in the past is how to check the system health of the iNtegrate system from end to end. To help address that, we have Oracle coming in to Reno tomorrow to do a webex. They're going to go over their PPM product and their grid control plug-in to monitor not only system availability but performances. They've got three different products to address this, and we already own two of them.

We've always had the ability to look at system performance that occurred in the past. We could see what performance looked like in the last four hours, but we could never really tell what was dialed in and what was happening right now. From the Peoplesoft area and the system side, Ron Rinden has been (starting with Shared) working on a web page that you can configure and see any of your systems live. Part of this comes from your request to be able to get into Nagios and get information regarding end to end system performance. This is a way to do that.

Hopefully we'll have most of this put into place, at least the Cenic side, and some of the OpsGenie side by our next meeting and we can talk about it then. We didn't take the failure lightly, but once we knew about it, especially the DNS side, it wasn't a difficult fix. However, we should have been the ones who knew about it and were notifying our customers instead of vice versa.

Other

Our next scheduled meeting falls on January 1, 2013, which is a holiday. In lieu of a meeting, SCS will send out an email to this group during the last week of December to see if there are any critical issues that would require a meeting in January. If there are, a meeting will be scheduled.

If there are no critical issues, the January meeting will be cancelled.