

March 5, 2013
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

LV SAN Switch Upgrade

The Las Vegas SAN Switch Upgrade that had been on hold for a while is now taking shape. Kirk Fitzgerald has been assigned to the project. We hope to have this upgrade completed by mid-May.

Cenic External Network Monitoring

A couple of months ago, SCS had an outage that we didn't know about right away because it affected DNS. As a result of that outage, we were looking for ways to get external monitoring to let us know when DNS was down. One approach was to go to our partner, CENIC, and have them monitor certain IP addresses and contact us if there was a problem. A second approach was to have some internal monitoring through Nagios. Nagios is an internal, automated system and is therefore not a complete solution by itself either. A third approach was a cloud based solution via Ops Genie. It's also an automated approach, but is external in nature that makes a phone call or sends an email, but there's no human contact. With the CENIC approach, there will be direct contact with a person on each end, and this is the approach we have the most confidence in. All three of these approaches have now been implemented. So we hope if we have that type of outage again, we will know about it within minutes instead of hours.

Reno Data Center Firewall Upgrade

The Reno Data Center Firewall Upgrade was completed on January 5 without incident.

LV SA Office Move

One of the items of action at the last Board of Regents meeting was to purchase the building they have been tentatively looking at for the System Admin office relocation. It is right across the street from UNLV on Maryland Parkway. That purchase was approved, and SCS will be engaged in providing networking support for that new facility.

The easy way to accomplish this would be to take a radio shot across the street from UNLV. We may do that at some point as a backup, but what we would like to do is bore under Maryland Parkway with some fiber and pick up the whole other side of the street which has some facilities for UNLV as well as NSHE, the SA office, etc. We're working on getting a quote together for the cost of boring and have hired a contractor to get a permit package together with the aim of getting the actual construction completed to meet whatever the time frame will be. NSHE must provide at least nine months notice to vacate the current facility so we still have some time..

NSHE Wireless Network Upgrade

SCS is in the process of upgrading the wireless network for NSHE System Admin facilities and the NSHE SCS facilities. We are putting in new APs that will provide improved functionality as well as better security. Initial installation has begun on a trial basis and so far things are working well.

Systems Support Services – Pam Burns (SCS)

This weekend SCS is doing preventative maintenance on the production mainframe. So Financial and HR applications will be affected while the system is IPL'd. We plan to apply the maintenance this coming Saturday night at 8:00pm.

Also this weekend, we're continuing the project of reallocating hardware. When the Shared Instance received two new systems, the hardware they were running on was allocated half to UNLV and half to UNR. The process of reallocating that hardware includes a three phase approach. We have to migrate everything off one system to the new hardware platform, upgrade the existing hardware platform, and then do a second migration from the one system to the second system.

At the end of the whole thing, all three systems will be upgraded and the LPARS will be spread across three systems as opposed to two hardware platforms to better use memory and CPU. We've completed all that for UNR already. For UNLV, we're starting phase one of their three phase migration at 12:00am on Saturday.

Other than that, we are doing preventative maintenance across the board, getting ready for whatever comes down the pike in the next couple of months. Additionally, we received responses to the Disc Storage RFP. They have been opened, and we are currently identifying finalist candidates. Once that has been done, the finalists will come in and give presentations, and we'll narrow down the configuration a little bit more and narrow down the price. We expect to have it physically installed on the floor by June 30, although all the migrations might not be done by then.

Data Center Operations – Rich Ayala (SCS)

Last month, we mentioned that UNR was going to relocate their data domain equipment to some new racks. That was done Saturday, February 9. It all went smoothly. The UNR folks have also mentioned that they will be adding some additional equipment this month. I think it's good that we had the opportunity to set this up. We are also looking at putting equipment in better arrangement on the floor for taking advantage of a hot and cold aisle strategy. We're not in it yet, but were going to work towards that as we add equipment and take equipment out. We have been doing that with the UNLV row when they relocated their racks to a different part of the computer room.

We also mentioned last time about the heat pump install here in the Las Vegas building. It took a little longer than anticipated because we were looking at some measures to

improve our use of electricity pumping part of the cooling system for the building. Once the design is complete, we'll move forward.

We are trying to replace one cooling unit in the computer room, one of our oldest units, and also add a fourth unit. We've gone through the engineering planning for that, and if there's money at the end of the fiscal year, we'll be able to follow through on it.

We have also started a planned maintenance review of the types of maintenance that UNLV provides to see where we can make some improvements and not overlap with some of the vendor support we have.

System Licensing and Contracting – Chris Gaub (SCS)

Chris was not available to give us an update today.

Client Services – Brian Anzalone (SCS)

Brian was not available to give us an update today.

System Security – Paul Mudgett (SCS)

Grant Thornton will be coming back for their annual audit. They've set up dates for site visits. It will be the week of April 29 down in Las Vegas, and the week of May 13 here in Reno. The scope is the same as last year. They are going to be focused on UNR, UNLV, and CSN, and looking at IT controls based around financial aid. As soon as I get their documentation list, I will be sending it out to the appropriate folks.

New Technologies

None offered.

Operational Issues/Events

Getchell Building – Jeff Wolff (UNR)

We're making progress on coming up with an alternative for all the fiber and services that come out of Getchell. They're mostly moving to the Jot Travis building. Hopefully, over the next two and a half to three months, we will have the fiber in place. We'll have to schedule relocating one of SCS's switches that is currently in Getchell to Jot Travis when we're ready for the new connectivity. They want us out of Getchell by June 1.

We had an emergency switch replacement, and over the last two months, we've had a lot of emergency related improvements. Getchell will create some additional impacts, but I

think they're going to be able to avoid the primary utility corridor that is right next Getchell, so they don't have to move high-voltage high-temp, water, communications, etc. But certain services go into Getchell and come back out, so they're going to have to bypass the building before they can demolish it, and that's our big issue with the fiber.

Server Room Flooring / Fiber in Douglas Campus – Susan Schoeffler (WNC)

We put in our purchase order for the new flooring in the server room, and they're going to start work on that in about two weeks. New vinyl and baseboards will be put down. There will be some dust when the old flooring, which is made up of partially of carpet, and tile is removed, but we don't expect it to be a serious problem. The contractor knows that the dust has to be kept down, and he has several different ways to control it. We don't have plans to put up any kind of protection.

Western started working with Praxis for digging and installing fiber down in Douglas Campus for the Digital 395. We're still working on the last permitting, and we discovered that an easement wasn't where we thought it was. But we're slowly making progress. The vault is already across the street. We have to bore under Bentley Avenue and run it straight down west and over, and our hope is to go through a cable box there. We're double checking permission on that.

Other

None offered.