

August 6, 2013
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

Data Storage Project – Ed Anderson, Pam Burns, Jim McKinney (SCS)

From a network standpoint, everything is wired and up and running for the Data Storage Project. Some of the cabling is temporary and will be replaced later. But as far as the actual connectivity to the boxes, it does exist. The networking part of this project is small compared to what the Systems folks have been doing.

Mustang has been moved over to the new disc. Bighorn has been partially moved over to the new disc. We're still working with the vendor on some licensing issues. On the iNtegrate side, the Shared production has all been moved. UNR's portion was finished this morning. We're starting to work with UNLV and have moved some of theirs, and we're scheduling with them to get all of it done prior to the first day of classes. We've scheduled with UNLV to reboot the databases on August 17 before the first day of classes. We're still looking for a date for Shared that will work well for them.

On the backup side, all of the open systems on the iNtegrate side have been moved. We were working with the vendor last week to finalize the configurations, and we're starting to move on the mainframe backup side.

The only big outstanding piece on the mainframe side is that on the old student system there is a lot of data that migrated off of disc, so IAS is looking at taking one more pass at that to make sure everything that needs to be moved from the old student system is moved to Mustang and saved.

LV SA Office Move

The commitment to hire a professional civil engineer to do the drawings has been approved, and there is someone currently working on it. Some of the meetings have been cancelled lately, so SCS has not received as much feedback on some of the things UNLV is working on.

As far as the microwave backup is concerned, a civil engineer was also looking at the antenna mounts that were proposed. UNLV wanted to put some extra equipment on the antenna. This addition necessitated a structural analysis on the antenna mounts to make sure it is sturdy enough to hold everything that we're planning to put on it. That work is in progress, but hasn't been completed yet.

The fiber path upgrade between the Foundation Building and SEB/SCS has been paid for and is in place. We're moving ahead in small steps. There have been some proposed modifications to the schedule. What was going to be a move-in date of around

October/November is now looking like January/February. We will continue to keep you posted.

CSN Connection Point

CSN has requested, and we are working with them to implement, the creation of twin 10 GB connection point on their Cheyenne campus. They have received approval and purchased equipment. We have done some preliminary engineering and identified the equipment we will need to make those connections. They want to have this work completed either before classes start as soon after as possible.

NS Reorganization

Network Services portion of SCS has gone through a reorganization effort to better align our resources to meet the growing needs of our user community. The data center, for example, has seen a lot more activity in complexity, sophistication, and amount of equipment needing support. As a result, SCS Network Services has shifted more of our resources to that area. Likewise additional resources have been directed to WAN support as well. There is no more Operations and Engineering in our new regime. There are now four separate working groups. There is a Data Center working group. There is a WAN North and a WAN South, and a Video and Ops Support group. An org chart of our new structure was included in the agenda that was sent out with the agenda for this meeting.

The Data Center group will be headed by Kirk Fitzgerald. Greg Ebner and Stanton Gurr will be handling the WAN North and WAN South respectively, and Bill King will be overseeing the Video and Ops Support group. We hope this reorganization will allow us to provide a better level of service to our customers, and provide us with a more efficient operation overall.

Systems Support Services – Pam Burns (SCS)

SSS has been focused on data storage migrations for both backup and disc. We are prepping for the first day of classes in a couple of weeks. We will freeze the systems and won't make any more changes other than emergency changes after August 19 and through the first week of classes.

We purchased another box that will be installed in Las Vegas that will support DR for UNR and Shared. At this point, we've been focused on storage migrations, and that box has been physically plugged in, but we haven't made any changes to it or moved any LPARs around to put work on it yet.

Data Center Operations – Rich Ayala (SCS)

I mentioned last time that we had a new proximity card system being installed in Las Vegas and Reno. The installation went well and employees will now be able to go back

and forth to either location and have just one card. The new proximity card system will be extended to SA North and SA South in the near future.

I also mentioned that we were in the process of going through some SLAs with our collocation customers. We are finishing up on the reviews and everyone has signed up for another year of service. As part of that process, we met with each customer to make sure we were providing the service they needed.

I also mentioned last time that we have been doing some preparations for the high temperatures we've had in Las Vegas and Reno. That has been a challenge at times in the past, but this summer has had few service calls related to temperature.

Two of our projects that are coming up are the Heat Pump project and the addition of a 4th Liebert unit to the computer room. The 4th Liebert unit project has taken a different turn. One of the Liebert units down there is going to start requiring more repairs than we are willing to pay for at this point. Alternatively, SCS will use the existing unit that we have sitting in the warehouse to replace that unit. Then, at some point down the road, we will buy another unit and use that as the 4th unit.

Things were going well with the Heat Pump project until we discovered that the building fire codes required that we put in new types of smoke sensors in some of the ducting of some of the new heat pumps we were going to install. Unfortunately, those sensors have to be tied to the fire panel, and our fire panel is out of date. The modules and circuit cards that we have to install, even though there is space, are no longer made by the manufacturer. So we are going to have to upgrade our fire panel before we can go forward with this and we are pursuing funding to do that.

Client Services – Brian Anzalone (SCS)

I wanted to make everyone aware of an issue among the NSHE Board of Regents championed by Chair Page and Vice Chair Trachok to conduct meetings by iPad starting in December with a pilot starting at September's BOR meeting at GBC. The pilot will just be Page and Trachok using their iPads to supplement their laptops. By December, they are asking Client Services to work with Network Services and assist them in making this transition to conducting meetings with IOS devices. This won't affect the hardwiring of campus presidents and faculty senate members. There are a number of people in the meetings, board staff that will continue to be hard wired. It will just be the regents we won't do that for anymore. There are some associated requirements. They need to be able to download their agenda and reference materials to the iPads so they can work locally if needed. They need to be able to annotate their documents. They need to be able to use their current process for creating documents. We are in the research phase for this right now. In theory it could all be done using Adobe Reader and careful navigation on an iPad. We are searching for better solutions. I will keep this group posted as we work on this.

Enterprise Licensing and Contracting – Chris Gaub (SCS)

We are continuing to perform preparatory work for the October 1, software renewals. Of particular interest is IBM's re-pricing the SPSS.

We have executed an amendment to our Microsoft EES contract, which will allow all NSHE institutions to place orders for Office 365. Orders may be placed through SHI.

It has been about four months since we selected SHI as our Microsoft reseller for both EES and for Select Plus. I have asked the NSHE Software Licensing Council to plan on discussing our interactions and dealings with SHI. Now would be a good time to review issues and concerns with SHI.

We are also working with the four (4) Shared Instance institutions that use a single hosted Hyland Onbase implementation to schedule an onsite meeting.

System Security – Paul Mudgett (SCS)

Paul will be available at next month's meeting to give an update.

New Technologies – All

Renovo Testing – Ed Anderson (SCS)

As I mentioned at our last meeting, SCS is looking at possibly changing our automated video scheduling software from TC Reliance, which is the product we've been using for several years in its various forms, to one that is called Renovo. At one time these two companies were merged but have now evolved in different directions. The testing we went through with the Renovo product appeared to work well, and we had no major concerns or issues with what it would take to move from one product to the other. We have prepared a short justification document, and we have continued to ask more technical and contractual type questions to Renovo, and it looks like we are going to be able to move forward to the next step and then get approval from upper management and actually purchase this. We would be probably making a cut over to the new product (after installation and any kind of data conversion, debugging and testing, etc) sometime around the first part of January. Dani Chandler will set up classes and provide training and support for all the current schedulers. We will keep you posted on the progress.

Ring Central Roll Out – Robert Prior (SCS)

SCS has embarked on a project to migrate the NSHE Administrative Office and System Computing Services from four separate phone systems to one. To do this, we have selected Ring Central. They are a well-known company in the hosted phone service business. They provide a very feature rich product that has all the functionality one would expect – three way calling, conference calling, free long distance, software for the PC, mobile app for smart phones, etc. We have had a beta group testing the system using it for several weeks now. We found the service to perform very well. There are some

specific areas we are going to need to resolve – whether to transfer analog fax lines to Ring Central or not, and some special circumstances like a phone in the elevator and a call box on our back loading dock in Las Vegas. These are unique setups that will have to be handled a little differently.

We have chosen to start with SCS Las Vegas and then we'll expand to SCS Reno. After that, we'll move to SA. We will start the roll out shortly. Our first phone shipment arrived today in Las Vegas and Reno.

Operational Issues/Events – All

Shared Instance Outage – Pam Burns (SCS)

We had an event that started Friday afternoon with the Shared Instance. There are IO servers defined on each physical system that connect the system to the network and allow access to the disc and tape. As part of that, we've been reconfiguring the IO servers, and we had a mismatch in the definition for one of the VIO servers on the Shared Instance box, which caused extreme slowness on Friday. We thought we had worked around it and didn't see any errors on Saturday, but on Sunday it all came to a halt. On Sunday, we moved back over to the other IO server on that box, and that cleared up the problem from an external point. Internally, we made sure we had our definitions all matched up between the IO server and the network. We were able to go back over to the secondary IO server and determine that we fixed that problem. It did cause an outage on Sunday from about 8:00am to 1:30pm.

Planned Power Outage in Reno & High Temp Event in Elko – Rich Ayala (SCS)

In July we had a planned power outage in Reno. The Reno office was running for about four hours on generator. We switched from utility to backup and back again and everything worked as advertised.

About a week ago, we had a high temp indication in our UPS room in Elko. Chuck Stout investigated and found the source of the problem and got it corrected. I was able to make a connection with the new Facilities person at GBC Elko, Antonio Cortez. If something similar happens in the future, we will have someone to call and will be able to handle it more smoothly. They found a leak on one of the cooling units, and that's now been repaired, and was probably the cause of the problem. He will keep us informed if anything else goes wrong.

Other

Nothing offered.