September 3, 2013
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

Legacy Firewall Upgrade
On September 23, we have an upgrade scheduled for the Reno Legacy Firewall. It's scheduled for 5:00am to 7:00am, but should only take about an hour. It will be done in the background and the impact should be minimal.

Board of Regency Meeting in Elko
There is a Board of Regents meeting scheduled for this week in Elko so SCS will be moving a lot of equipment up there. Today and tomorrow, we will be setting up for that, and then Thursday and Friday will be the actual meeting.

LV SA Office Move
SCS has not received any meeting information, phone calls, or anything regarding the audio visual for the large room. So we are still on hold there.

SCS/SA Building Re-wiring
SCS/NS is also working on a project to rewire the System Administration and the SCS facilities in Reno. We are moving ahead with that and have purchased a lot of the cabling and some of the POE switches we will need to do the upgrades. This should bring us up to current standards.

CSN Connection Point
In a joint effort with CSN, SCS completed the implementation twin 10 GB connection points on the CSN Cheyenne campus.

Project Queue – Tom Nieva (SCS)
For the month of August, we received 6 new requests, completed 10, and none were cancelled. For the calendar year, we have added 52 new projects, and completed 56. Six were cancelled, and 48 are currently in the queue. Eighteen of those are on hold for various reasons.

Systems Support Services – Pam Burns (SCS)

Like Network Services, we were trying to gear up and make sure everything was in place for the first day of classes. From a Systems perspective, the systems for all three instances handled the load just fine. We did add capacity on demand for the Shared Instance. We turned on more CPUs for the first three days of classes to make sure we could meet the peak registration load.

We're still having a problem with very large file transfers on the systems. IBM has identified that and provided a fix. However, the fix is to go to the next technology level on the operating system. We will be contacting those affected and will be upgrading those AIX operating systems and going to the next technology level. In the meantime, whenever any very large file transfers are initiated, you will see them slow down as it gets further into the transfer.

The other thing somewhat related to registration is we have the DR box that was purchased and we will now start doing the configuration and migrations to make sure we have an appropriate disaster recovery environment set up in Las Vegas.

The Storage Upgrade is nearly completed. We have a few more things to do in terms of the disc. We still need to move the System Administration file shares and then we will finalize the process to replicate and recover main frame files. We expect to have that done once we have licensing in place.

In terms of backups, Applications is working with the SIS users to make sure there are no remaining files on the Bighorn DR system for the main frame that still need to be moved over. We have asked that all of that activity be completed by September 23, so they should probably be contacting people and working hard on that in the next couple of weeks.

Data Center Operations – Rich Ayala (SCS)

Last time I mentioned that the 4th Leibert Unit that we were going to install has now turned into a replacement for the #2 CRAC, and that is now scheduled for September 20 & 21. We'll start on the evening of September 20 and finish on the morning of September 21. All the necessary docs have gone out alerting people of that. The SLA folks who have equipment in our center have been notified, and we update them every week on the status. We have been working with the vendor. We have a method and procedure and are working out every possible contingency in case there are problems. We finalized the electrical power to the auxiliary cooling unit last week. I'm feeling pretty comfortable that we will be as ready as we can be.

The other issue is the heat pump project. The issue was smoke sensors and a new fire panel. We're moving forward with that. We're working with the vendor to get preliminary designs out, and I hope that project will be done within the next couple of months. Doing this in the winter should minimize the impact.

Client Services – Brian Anzalone (SCS)

Last month I mentioned that there is an initiative among the regents to use iPads to conduct the Board of Regents meetings. It's probably an item of interest for the campuses as well since the Board of Regents meetings move from location to location.

They'll be at GBC this week. Chair Page and Vice Chair Trachok want to move to iPads/ios devices to access the agendas and the reference documents that the regents use to conduct the meeting. We are moving forward with a pilot. We have selected a piece of software with an iPad app that also allows a regular browser interface. On September 5 & 6 in Elko, a couple of board staff members as well as Regents Page and Trachok will be trying it out. If it's successful, we can move forward with that particular package and work with the other members of the board. At this stage it is purely supplemental. It is not designed to replace the official documents that are on the system website for every meeting. It is to help them navigate through the reference documents they will need. It's an intuitive admin interface and fresh user interface and allows them to annotate the pdfs they use. I'll have more to report next month once we see how this small pilot goes.

Enterprise Licensing and Contracting – Chris Gaub (SCS)

Chris was not available to give an update this time.

System Security – Paul Mudgett (SCS)

Paul was not available to give an update this time.

New Technologies – All

Renovo Testing – Ed Anderson (SCS)
I mentioned last month that we were looking at the possibility of moving to a new video scheduling program called Renovo to replace TC Reliance. We completed some preliminary testing, and we're now moving ahead with the project. We had a kick off meeting last month to talk about some of the logistics associated with implementation of the Renovo product. We want to have the program implemented and the data base converted by the first part of December. This would give us a month to debug it and be ready by the first week of January to implement the class schedule for spring semester on the new system. The training for the schedulers will take place in October and November.

Ring Central Roll Out – Jim McKinney (SCS)
SCS Las Vegas is currently running on Ring Central. We've got the old phone system forwarding numbers over to the new Ring Central numbers. We're scheduled to do SCS Reno on September 10 & 11. We'll wait for a couple of weeks after that, and then we'll start the conversion at System Administration.

We have new numbers for Las Vegas, and they're moving those now, which will be their permanent numbers. Once we have everyone converted in Reno, we'll port everything over. All the numbers in Reno and SA North and South should stay the same.

Robert Prior emailed the following to add to the minutes and expand on what Jim said:

SCS-LV has 26 people total. Two are students and will not be converted to RC until after we complete Reno. All remaining 24 people are set up on their new phones and have been functional for at least a week. We need minor adjustments to about 3 people and have some other things we need to take care of this week. We also have one conference room and one visitor office that need to be finished, all of the rest are complete.

SCS-LV will be getting new phone numbers and we have those new numbers now. For the time being, we will continue to forward the existing numbers until we have had time to advertise the new ones.

One challenge we have had is our front and back door. The front door uses a push button call box and the back door uses a phone you just pick up. Both of these direct dial our Operations Center. The conversion of these two systems from their present analog state to Ring Central is a bit of a challenge but we believe we have worked out the issues and expect to have it converted at the end of next week.

Reno will be converted on Monday and Tuesday of next week, September 9 & 10. We plan to give ourselves the rest of the month to confirm all is well and address any issues. We will then schedule SA Reno & Las Vegas in October.

Operational Issues/Events – All

Fall Registration Performance – Pam Burns (SCS)
Everything with fall registration went well. All the systems had enough CPU and memory to handle the loads, and I think the campuses and the Shared Instance were happy with how things went.

Brocade Issue – Ed Anderson, Jim McKinney (SCS)
A couple of weeks before registration, we had some issues with the Brocade equipment, which had to do with how things were wired and how some of the cards were put together that affected the throughput of the devices. We were running on those cards for the last start of classes but the micro code was different. The throughput was a third of what it should have been, and it affected performance across the state. We didn't know if it was application, data base, or networking. So we struggled for a good two weeks trying to narrow it down. If the ports used were off of the same card, there was a problem and the throughput was affected. If they weren't, there wasn't. By transferring files around from system to system, we were finally able to pinpoint the problem and configure it the way it was supposed to be to increase the amount of throughput.

Touchnet Issue – Jim McKinney (SCS)
We are currently dealing with a TouchNet issue that is affecting only UNR and UNLV and is occurring about 1% of the time. When a student makes a purchase, TouchNet charges the student and passes back a valid response, but PeopleSoft says the transaction is declined. So the student repeats the purchase and is charged twice. We've been

dealing with this for about three weeks, and it just got moved into the critical care area for PeopleSoft.

Other

Nothing offered.