MINUTES

1. *Network Services* – Ed Anderson (SCS)

LV SA Office Move

SCS is moving ahead with the System Admin Building activities in the South. Work continues on UNLV's part to get the Fiber Bore project off the ground. It looks like that is going to be delayed a little due to the permitting process, so other methods of service that we were relying on before as backup will now be primary for the immediate future.

We just got permission yesterday to order the radio and antenna for the Microwave Backup service. So we will be working on that shortly, and will have it on hand as part of this effort.

The Fiber Path Upgrade for UNLV was completed. This was the project where we paid some additional money and gave UNLV some additional capacity on one the routes we were going to be using on campus.

One of the backup methods we're looking at is getting a fiber path or actually re-terminating one of the fiber paths we have in Las Vegas already, having it feed the southern System Admin office on a or potentially permanent basis. We will have multiple methods of service there, so there will be redundant and robust service capabilities to the new building.

SCS/SA Building Re-wiring

This is more of an internal SCS project. We are going to rewire the SA and SCS buildings in the North. That project has been awarded and the design work is underway. The actual construction should start very shortly. We plan to have at least the SA building completed by the start of the new semester.

LV Metro Ring Redundancy Upgrade

One of the other projects we're working on with COX has to do with adding some additional redundancy in the southern ring. Right now, we have a ring that comes from the Pop and goes back to the same Pop, which is not a good idea. In our negotiations with COX, they've potentially given us a deal, allowing us to move our facilities and put some facilities in the Via West data center in Las Vegas. We would be able to move one of our existing 10 Gbps North/South waves from Level 3 to that point and have a second independent feed. We would be able to do all that for very little cost. They've been willing to extend the same contract terms and conditions that we've had in place for a long time. So we're actually just extending an existing contract. It's going to provide

something that we've wanted for a long time – a second input into the ring. This project will probably take place in the first quarter of next year.

Project Queue

We had 3 new projects come in this month. Year to date, we've had 71 new projects. We completed 5 projects and completed 77 projects year to date. We cancelled one and have a balance of 40 in the queue. Ten of those projects are on hold for various reasons.

2. *Systems Support Services* – Pam Burns (SCS)

The service pack upgrades for all the development, test, and production AIX systems were completed last month. The firmware updates that we were doing on all the P series equipment were all completed last month as well. We don't have anything else along those lines scheduled until well after the registration cycle and first day of classes.

The 3494 tape subsystems were decommissioned and shipped back, which cleared out a great deal of space in both our computer rooms. We've also decommissioned the disk sub systems, the DS8100s, and those are just waiting on scheduling of shipment from the vendor. We contracted with an accredited vendor and securely destroyed all the tape media in both data centers.

On December 9, next Monday, at 5:00am or 6:00am, we will be moving the P740 subsystem in Las Vegas to a different network. That will affect the SCS web sites and the Test and Development, and the Financial Data Warehouse. They will all be down for about an hour. Other than that, we will be preparing for the first day of classes in January.

Jim McKinney added that they are looking for date to remove the halon shunt trip device. We're thinking the week of Christmas or New Year's depending on availability of people from IAS and SSS. If it doesn't go as planned, there is the possibility that it will take everything off line. We've been working with Facilities over the last couple of months. There were a lot of things wired in the northern data center that were no longer needed because of the halon being capped. There were air conditioner emergency shut off valves, all of that has been removed. The last piece of this is just the shunt trip device that shuts everything off. Once we've worked out who will be here from IAS and SSS, we'll send out notification. It will probably take place mid-morning. If all goes well, nothing will happen. We were able to work with a local vendor, who will remove the system for free if they can keep the halon.

3. *Data Center Operations* – Rich Ayala (SCS)

Last time we were together, I mentioned that we were having an upgrade to our alarm panel, which was a sub project of the heat pump project. We've gotten everything installed and tested, but we're still trying to get the fire marshal out here to do a final

inspection. We had a delay because of some changes that needed to be made to the original drawings that the vendor submitted to the state. Due to availability, they probably won't get around to it until mid-December.

Due to permitting issues, the heat pump project itself is going slowly. There have been some changes made through the original drawing. We hope to get a bid out on the street before the end of the calendar year and get the work started early January. We're looking at three or four weeks to complete the work.

We just completed the lighting upgrade in the SCS Las Vegas building. We had all the main fixtures changed out. We also had some individual can lights changed out as well. Many of these lights in our building are always on as part of an original design and circuitry to have lighting always available in the hallways. Some of those rules have now been relaxed, and we're looking to have sensors installed so that the lighting doesn't have to be on all the time in areas of the building that people aren't in. Little by little, we'll finish that up and continue to look for other ways to conserve energy.

4. *Client Services* – Brian Anzalone (SCS)

A couple of meetings ago, I mentioned that Board of Regents Chair Page and Vice Chair Trachok had an initiative to conduct Board of Regents meetings using iPads. There was a lot of movement on this project in November. The newest iPad, the iPad air, came out early in the month, so securing, reserving, and procuring those (and that number of them) took a little bit of time. Those have now been largely distributed. We're training Regent Doubrava. He's the last regent to train. Today, James Unfried and I will go out there and show them how to use the iPad, the basics, as well as the specific software they will need to follow and run through the agenda at the meeting.

December 5 & 6 is the Board of Regents meeting at UNLV. The plan is to make available both the laptops they were using and the new iPads. All of this is well timed because their laptops aren't capable of running Windows 7 and Windows XP is approaching end of life. By the time we go to the meeting at CSN in March, they should be exclusively on the iPads.

5. *Enterprise Licensing and Contracting* – Chris Gaub (SCS)

All of the 2013 maintenance renewals and subscriptions have been processed. The Adobe CLP contract, which is the contract we use for individual transaction purchases of Adobe products, has been renewed, and went into effect December 1. We are working with Business Center North Purchasing to implement an invitation to bid (ITB) to pick a single Adobe CLP reseller for all Adobe CLP purchases made by all NSHE institutions over the next two years. We are working with Adobe to see if we can put together some form of an ETLA agreement, which is their institution-wide site license product for their Creative and Acrobat products. ETLA has not gained a lot of traction inside NSHE to

date, except at CSN. We are making one last attempt to see if Adobe would really like to come to the table and make a viable proposal to us. To determine our interest in an ETLA agreement, Adobe has proposed meeting at their executive briefing center with decision makers from all of our institutions, or bringing the Adobe team to an NSHE location to have discussions.   I am waiting on responses to my query regarding interest in the meeting and the meeting location.

6. *System Security* – Paul Mudgett (SCS)

Speaking of Adobe and Windows XP that Brian brought up earlier, last week there was a zero day attack that was in the wild that targeted XP and relied on the user opening a malicious pdf. A lot of the attacks look at older software and things that aren't updated. In that regard, it would be nice to have everyone current in getting security patches with Adobe. But also for sites that are still on Windows XP, if you haven't had a plan to move off of it, come April when support for XP ends, I think there is going to be a significant risk to those PCs that are still on XP. I would plan on there being some issues for those particular machines.

In a report that came out from FireEye, in just the last 30 days there were about 350,000 new malicious websites that were put up, and half of those were malware related sites. Again that falls back to systems that aren't patched, systems that aren't kept up to date, and applications that are vulnerable. So really, the patch manager program that the campuses are using is going to be really important as this trend keeps getting bigger and bigger. The other half were phishing and spam sites. For phishing, one of the trends is primarily going after paypal accounts, but we're also seeing a trend of attackers going after Google accounts as well. So for those who are now using Google, keep an eye out for those people trying to steal your credentials. It's getting wild out there, so take a look at your endpoints and what you can do to keep those protected.

7. *New Technologies* – All

Renovo Implementation – Ed Anderson (SCS)

The training for Renovo is well under way. Most of it is in progress or scheduled to be done on time. The program itself seems to be working well. We don't have any issues to speak of, and it's running as expected. We expect to go live the first week of January. The feedback we have gotten back from the training has been positive. The product appears to be similar to TC Reliance and easy to understand for the users and schedulers.

Ring Central Roll Out – Robert Prior (SCS)

At our last meeting I reported that all of SCS and System Administration, North and South locations including EPSCoR were all using the new Ring Central phones. The SCS phone numbers had ported but since our November meeting the System Administration Las Vegas phone numbers have now also ported. Both System

Administration North and South use a central operator, and the original phones that we purchased for them were not performing to our or their expectations, so they were exchanged for another model which has been better received.

We have been working with an analog to digital converter that will support our fax machines and Polycom conference room phones (otherwise known as starfish phones); some final testing remains to complete this task. Our next steps will be scheduling the port for the System Administration Reno phones which should occur the week of December 16. We will also be doing a second small port of numbers for SCS in Reno. Steve Zink, who was in attendance, gave his approval to schedule the SA Reno phone number port.

8. *Operational Issues/Events* – *All*

Brocade Issues – Ed Anderson (SCS)

So far things are running fairly well. All the numerous cards that we changed seem to be holding up, but that's not an indication that there won't still be a problem, because in the past, some of these things have taken up to four to six months before they manifested themselves in an issue. We're monitoring and everything seems to be holding its own at the moment.

RX – MLX Router Issues – Ed Anderson (SCS)

We've had some issues with some RX units that we are addressing with Brocade. We will continue to monitor those, but so far so good.

Touchnet Issue – Jim McKinney (SCS)

The iNtegrate Touchnet issue for UNR and UNLV was resolved about mid-November. They gave us what they call a POC. It took three times to actually fix it, but Oracle apparently in a previous tools release had made a change for another vendor that affected just 8.5.3 tools going to Touchnet. So we've worked that since the beginning of the semester. We had weekly or sometimes twice a week meetings with Oracle Touchnet. We ended up putting a proxy server in for UNR to be able to capture everything and it went all the way through code development. It should be in the main code line by the end of January. We've also applied that patch to the Shared Instance, which is going live with 835 tools this weekend.

9. *Other*

Nothing offered.