

Connectivity Meeting

Meeting Minutes

October 7, 2014

1. Network Services Update – Ed Anderson
 - a. SCS Firewall Upgrades – Kirk Fitzgerald

In Reno, the first portion of the upgrade took place on 10/4. The next upgrade is scheduled for 11/8.

In Las Vegas, the upgrade is scheduled for one day on 10/18. The outages will take place with various networks and servers during the hours of 6:00 am-12:00pm.
 - b. NDOT ITS Project-Greg Ebner

Lovelock OA/Fiber Connection-Final walk throughs of IT and OA websites are tentatively planned for mid-November. Once NDOT turns over the OA sites upon inspections, late November through December, it will take approximately four to six weeks for SCS to receive approval to install equipment. This locations should be in full operation by the end of February.
 - c. Douglas WNC Fiber Connection – Ed Anderson (on behalf of WNC)

Digital 395 went live for the Western connection portion, which will eventually connect to the Douglas County schools. The Douglas campus is now on the fiber. Congratulations to Western for making the connection after diligently working on this project for well over a year!
 - d. Reno/Tonopah 20 Mbps Upgrade (WESTNET)

WESTNET is facing obstacles with the wireless connection equipment they purchased to provide that service to us. WESTNET is continuing work to resolve the issue that is effecting SCS. They are close to finding a connection that is stable.
 - e. Armagosa/Beatty capacity upgrades

The issues on this project have been resolved and are now connected and stable.
 - f. NHA

There is nothing to report from Nevada Hospital Association. They are continuing their work on getting Highway 95 fiber connection from Reno to Las Vegas that they committed to building.
 - g. N/S 10 Gbps ties

Stanton is currently in the process of obtaining quotes and input from vendors for the 10 GB termination points. This project is opening up to a bid process, since it has been close to five years since the previous bid.

h. Project Queue

There are five new, five completed, one cancelled, and 46 projects currently in the queue.

2. Systems Support Services – Pam Burns-out

- a. For security purposes, SSS is working on eliminating direct logins to shared accounts on the iNtegrate systems. The majority of the generic shared instance accounts have been locked down or deleted. We have just started working with UNLV analysts to identify and secure the generic accounts on UNLV Instance servers.
- b. We have met with IBM and completed a System Z capacity Analysis on Mustang to identify requirements for replacement hardware. Once the technical specs have been vetted, we will go out to bid for new mainframes. In the meantime, the VPS Printing suite of software as well as Systemware XNET document management system have been updated to current release levels in preparation for an operating system upgrade. z/OS v2.1 has been tested and is scheduled to be moved to production on Sat, 10/11. The system will be unavailable from 8am to midnight while the operating system is upgraded.
- c. We are making progress on the cleanup of our internal AD environment for SCS and System Administration. Unused accounts are being deleted. Group policies are being implemented, and the file shares are being restructured. The process has been completed for UNPres, EPSCoR, and SCS. We will be making changes for System Administration by the end of Oct.

If you have any questions, please contact Pam or John Tully

3. Data Center Operations – Rich Ayala

- a. Regarding the heat pump project, Las Vegas had a solicitation put out by UNLV on 9/12, and a pre-bid meeting and building walk 9/25, anticipating that 10/8 would bring bids for this project with an array of price quotes.
- b. A fourth crack unit was purchased with the end of year funds. They are currently working on the installation with a contractor and preparing a layout of where the unit will go, as well as the installation of piping. The goal is to have this project completed within the next month.
- c. Still looking at air intakes on all the crack units. And they are looking at putting hoods on all units.
- d. The fire alarm panel project is near completion, pending installation of heat sensors in connection with the heat pump project.

- e. There has recently been an extensive amount of work identifying and removing unnecessary old electrical and IT connectivity cables in the computer room.
 - f. Mounting hardware has been purchased and will work with NS to install as needed.
4. Client Services – Brian Anzalone
- a. By the end of this year, old numbers with an 895 prefix will no longer be valid. At this time, anyone calling the phone numbers with this prefix are directed to a recording that notifies the caller of the new phone number. Please keep 702-720-3300 on file as the main phone number.
 - b. Within the next month, the new website will be up and running with similar content and format as the old website. There will be a better interface for mobile devices and tablets. Bookmarks will need to be updated.
 - c. SA North is moving to all digital faxing. Training will take place this month.
5. Enterprise Licensing and Contracts – Linda Pierson (on behalf of Chris Gaub)
2015 renewals for Esri, SASS, SPSS, CollegeNet, and Fonics , have been billed to all of the institutions and billed to vendor for fiscal year 15.
6. System Security – Paul Mudgett (Absent)
7. Video Conferencing Service/Network – Dani Chandler (Absent)
8. New Technologies – All
- a. Cisco Total Care Package (Ed Anderson & Kirk Fitzgerald) – Cisco is offering this package to SCS for a year at no cost. This system efficiency manages maintenance contracts. It is an active tool that sits on the network and pulls inventory from the network devices and uploads the inventory to Cisco's database. Cisco then compares the information that was given, assigning people to look at their data base in comparison to our database, and then reconcile all of the information so that there is a higher percentage of accuracy. This system will provide all of the End of Life Reports, alerts, bug defects, and tech support will be provided. This program is currently being installed and we will be utilizing it for the next twelve months and then decide if it is worth paying for after the year. The cost after the first year will be approximately \$9,000 per year, per device.
9. Operational Issues/Events – Pam Burns
We had several disk failures on the DDM/DDI Backup System in Las Vegas, which coincided with the chassis replacement to correct a network card on Sept 10. EMC reported a bug in the DDOS and recommended that we upgrade to a newer version as soon as possible in order to correct the disk failures. Backup, restore, and cloning

functions involving the DDM's at both sites were unavailable from 8:30-9:30am on Tues, Sept 23, while the code was upgraded. We have not had any disk failures following the upgrade.

10. Other – None

Next meeting is on Tuesday, November 4, 2014.