

February 4, 2013
Connectivity Committee Meeting
MINUTES

Network Services – Ed Anderson (SCS)

LV SA Office Move - Cox Dark Fiber Service – Stanton Gurr (SCS)

Cox has completed the trenching across the road and has conduit in place. They were preparing to pull the fiber last Friday. There was a little problem with the communications room being completed with the racks, but that should be finished this week. They're going to have the fiber pulled in and coiled, and they're still on track to have the splicing completed by February 19 at the latest.

LV SA Office Move - Microwave Data Service Backup – Stanton Gurr (SCS)

The radio link has been preconfigured in the lab. We are going to be working on the mount and the installation. If not the end of this week, then next week, power should be available to the building.

LV SA Office Move - SA Office Video Conferencing – Stanton Gurr (SCS)

All the mounts have been installed in the three rooms that we're responsible for. We're waiting for the final move to take the equipment over. For the node on the building itself, when we went to check the Cat6 installation yesterday, we discovered that they had put Cat5 termination on the plates in the rooms. We've requested that be changed to Cat6 on their final termination on the specs before we'll sign off on it.

LV SA Office Move - Fire Alarm System – Steve Zink & Robert Prior (SCS)

An automated fire alarm system is going to have to be put in. That's a commercial service that lots of places offer. I think it's about \$1,200 a year. Related to that, we were looking into the prox card and if there is a security system that can tie into that. The actual access control system is not a security system per se, but they're absolutely designed to work with alarm systems. It's just a matter of selecting a vendor.

LV SA Office Move - Maintaining of Large Room Video System – Steve Zink (SCS)

(Ed Anderson asked if there has been any progress made in determining who's going to operate and maintain the large room video system.) That's been an area of contention to me for some time since we don't really have folks doing that and that's not really our mission. My view is that we are going to look to CSN, and I've talked to the folks over there about it. There is no equipment there now and that room is not going to be ready for special meetings until May or June. I've talked with the president of CSN about it, and I'm going to count on CSN doing it.

LV SA Office Move - EPSCoR Voice Service – Stanton Gurr (SCS)

My take on the scope of work is that SCS will provide the firewall, which has already been purchased. Eric Kepschull has preconfigured it here in the lab. SCS will also to provide a couple of switches and a couple of APs to set up so that they have wireless via

NSHE and iNSHE just like SCS has. Lori Brazfield from the EPSCoR office has been tasked with getting the data ports re-terminated into the communications room that will be available to EPSCoR once they close off that area. Lori has a quote for the cost, and it's in her hands to get it completed before the move, and to get the Cox cable service so we can implement the equipment.

LV Metro Ring Redundancy Upgrade – Ed Anderson (SCS)

I mentioned last time that the Metro Ring Redundancy Upgrade, which was part of the deal that we got with the fiber to the SA office, has been put on hold pending the completion of the original SA move. We are still going to look at establishing another node on the Southern Metro Ring with the dark fiber from Cox.

SCS/SA Building Re-wiring – Kirk Fitzgerald (SCS)

The company contracted to do the work is working at the SA building at night. I haven't heard that they've been too intrusive. It looks like they are about 40% to 50% done now with that building. So it will be about another two to three weeks. Before they can start on the Reno SCS building.

Capacity Increase in Pahrump – Ed Anderson (SCS)

You may know that Pahrump has had a problem with its capacity capabilities for quite some time. They flat line almost daily. The problem is that it is very difficult for providers to get into that location to provide service. About five years ago, Cox, in conjunction with AT&T and XO communications finally got a DS3 into Pahrump. That's the connection that's being flat lined. Cox came to us and said that they could provide a 2-100 megabit Ethernet services; one to SCS and the other to school district providing that both of us signed up for the service. The cost proposed is only about \$500 a month more than what we are paying now. So, Nye County School District has agreed to participate and will pay for one of the two 100 megabit services. The other will be paid for by NSHE because it serves the cooperative extension as well as Great Basin and the health clinic and some other things down there. That contract is currently in route for signature and will take approximately 90 to 120 days to get provisioned and put into service. So we are moving ahead with that and hope to provide some desperately needed increases in capacity for the area.

Project Queue – Tom Nieva (SCS)

For the month of January, we received 3 new requests and completed 3. None were cancelled, and we have 35 in the queue with 6 on hold.

Systems Support Services – Pam Burns (SCS)

We made it through the first day of classes with no problems. Systems all handled the load well. Across the board, we saw a pretty static number of users as compared to the fall registration. However, they used less CPU across the board this time. In terms of Shared Instance, we did turn the capacity on demand up to cover the load. In hind sight, we didn't need to. The original amount of CPUs on those machines would have been fine. So we'll be reviewing that for the next first day of classes in the fall.

This coming Friday, the UNR Facilities is coming in to remove the wiring for the halon system in Reno from the fire circuit. I've been assured that they are confident that there will not be a problem. They've looked at it, and it should work just fine. That's happening Friday at 3:00 pm.

Other than that, for Systems we let things sit during the first day of classes, and now we're moving on to identifying and planning the next round of upgrades to Firmware, Apache, etc.

Data Center Operations – Robert Prior (SCS)

Rich Ayala will bring everyone up to speed on Data Center Operations when he gets back. I'll bring everyone up to speed on Ring Central. Since the last time I spoke about Ring Central in December's meeting, the phone numbers at System Administration (SA) in Reno have been ported. So that completes the bulk of the phone number changes and therefore the project.

The team is working some remaining minor issues; the porting of some remaining numbers and making adjustments to services as needed. The porting of SCS Reno's main fax line is in work. The paperwork for porting SA Las Vegas' three fax lines has been submitted. We are gathering some final information about SA Reno's fax lines. We can move forward on these ports because we achieved success with the conversion of analog fax machines over to digital lines. This was done with a converter known as an ATA switch. Our results with the ATA boxes had previously been inconsistent but those issues have been resolved. These same switches will be used for some analog Polycom conference phones that we have as well.

Lastly, the team has started to focus on further training, exposing customers to the more of the advanced features available in Ring Central. FAQ's and other information have been gathered for this purpose. We plan to arrange Google Hangouts on different topics so that those who wish to increase their knowledge about certain features can attend just what interests them. We also plan to record these sessions so that they can be referenced by staff in the future.

(Steve Zink mentioned that he has received a number of sales and spam calls that are masking themselves with local area codes. Others have also received these calls. Ring Central has the ability to block these numbers, and some have already been blocked. This problem will continue to be looked at.)

Client Services – Brian Anzalone (SCS)

I wanted to give a final report on the Board of Regents' initiative to move to iPads from their aging XP laptops not capable of running Windows 7. In the December full meeting, and in the January special meeting, the regents used BoR pack with their iPads. They followed the BoR staff instructions for downloading the materials they need. (The official agenda for board meetings is still what you find on line at system.nevada.edu.)

What they have access to through third party software is a working copy that is better to run the meeting from. It reflects the official agenda, but it is not the official agenda. So what the community sees remains the official agenda.) Both meetings went very smoothly. So smoothly that there is now work on the board's staff part to start creating accounts possibly for the faculty senate chairs and student council representatives if they want to use it. You don't have to use it on an iPad. It's optimized for IOS. There is a web interface as well. It's just a nice friendly way to view the agenda pieces at a time rather than all in a pdf.

If any of you knew or worked with Fred Shelton, he has retired from NSHE Client Services. We wanted to keep you up to date on that.

We continue to work to move away from Windows XP. We have very few machines that remain on XP, but there are some exceptions to move before the April deadline. We also, like the rest of SCS, are preparing professional staff self-evaluations.

Enterprise Licensing and Contracting – Chris Gaub (SCS)

With the retirement of Glenda Krietlow, SCS' budget director, we took the opportunity to combine both the Budget/Finance Office and Licensing and Contracting into a common group. SCS has hired Linda Pierson as Senior Budget Coordinator to be responsible for daily budget and finance activities. (Linda Pierson was introduced to the committee.) In addition to her budget duties, Linda will also be working in the area of licensing and contracting.

NSHE completed its ITB for an Adobe reseller and BCN Purchasing awarded a contract to Computer Intelligence Association (CIA) as the exclusive reseller for our Adobe CLB contract. There has been some confusion at Adobe on how to handle the affiliate enrollments. We may just be able to execute a document centrally that will extend the affiliate enrollments to all NSHE institutions.

System Security – Paul Mudgett (SCS)

Paul was not able to attend today's meeting. He will give us an update next month.

New Technologies – All

Nothing offered.

Operational Issues/Events – All

Nothing offered.

Other

Bill King's Departure – Ed Anderson (SCS)

Last month, I neglected to mention that Bill King, who was the Network Operation's manager, retired. We are still trying to figure out how to fill the void, but as an interim measure, we have moved Dani Chandler into that position. We are looking at how to fill the position long term.

Introduction of Dawn Allshouse – Vikki Plants (BCN Purchasing)

This is Dawn Allshouse. She was hired November 1 as a buyer in Purchasing once Kathy Hoffman retired.