

Connectivity Meeting

MINUTES

September 1, 2015

1. Network Services Update – Ed Anderson
 - A. US 50 NDOT/AT&T Splice – Greg Ebner
 - i. The NDOT Hot Springs Road facility was tied into the US 50 fiber. The Hot Springs facility also connects into the metro ring in Carson City. The equipment will be installed at a later date.
 - B. Internet2 PR Piece
 - i. The last piece of the 100 Gbps backbone upgrade will be the Internet 2 press release promoting this project.
 - C. Network Change Moratorium
 - i. The moratorium imposed for the start of classes is lifted as of today, September 1, 2015.
 - D. Code Fixes in Amargosa/Beatty/Lincoln County
 - i. A solution for localized performance issues has been implemented that works and everything appears to be working satisfactorily.
 - E. NDOT ITS Project – Greg Ebner
 - i. The new system has been deployed and stable but is not yet carrying production traffic. Over the next few weeks/months additional circuits will be created at the new sites for the EITS department and for NDOT as we begin to migrate the traffic off the old network to the new network.
 - F. Carson City Metro Fiber Ring Upgrades – Greg Ebner
 - i. Planning meetings will begin at the end of the month and test labs will start in October. The planning phase is just beginning for the deployment during the break between the Fall and Spring semesters.
 - G. ITB for Annual Maintenance Contracts
 - i. P.O.'s have been cut for the Cisco and Brocade annual network equipment maintenance contracts .
 - H. Project Queue – Tom Nieva
August 2015:
NEW – 15, COMPLETED – 10, CANCELED/DELETED – 1
Calendar Year to Date:
NEW – 62, COMPLETED – 71, CANCELED/DELETED – 5, IN QUEUE – 45, ON HOLD - 12
2. iNtegrate 2 – Jim McKinney

- i. iNtegrate 1 had a moratorium on changes to any systems for one month before the start of classes.
 - a. Shared Instance had zero issues.
 - b. UNR had one small glitch on Monday, August 24, 2015, which was caught by Kirk Fitzgerald. John Brandvold was able to get the two affected web servers up and the students experienced only a minor slow period of about a half hour.
 - c. UNLV was down for roughly one hour on Monday, August 24, 2015. An LPAR had to be reconfigured for more memory and CPU. Network Services was able to accomplish this through the fire wall. Overall, things were very smooth.
 - ii. iNtegrate 2 working sessions are underway at SCS LV and SCS Reno, approximately 25-30 additional people are on site.
 - iii. The HCM (human resources and payroll) side of data mapping (mapping the old data to the new system) was completed and the writing of those conversion programs has begun.
 - iv. The next milestone is P1 conversion and is slated to be released in November. This will be a significant amount of HCM data and very little finance data. In November, “play backs” will begin. Currently, the designees, SME’s and the consultants are working on default values, the mapping of those values, and the detailed business processes (recruiting, hiring, termination). Those should be ready at P1 which will be November also.
3. Systems Support Services – Pam Burns on Leave
4. Client Services – Brian Anzalone
 - i. Windows 10 was released in July, however there are no immediate plans to implement.
 - ii. SCS is reconsidering how multi-use computers are set up in classrooms. Extra security measures may be needed imposed on these units.
 - iii. In review of the ticket load from last week and reviewing this week for the first week of classes activity there is about 20% more but nothing dramatic; they are largely service requests and not trouble tickets.
 - iv. Entering the third year of supporting Ring Central, our Voice Over IP phone system; contact Brian Anzalone with feedback about this.
 - v. New student, Louisa, is being trained on the Service Desk.

- vi. Malwarebytes has been installed as malware remediation, though not on all equipment. SCS will be moving forward with a centralized, managed install of Malwarebytes to every desktop.
5. Enterprise Licensing and Contracts - Chris Gaub
- i. We have invoiced and/or processed renewal orders for ESRI, CollegeNet, and SAS. We have not invoiced the institutions for SPSS because we are waiting for SPSS to provide us with a renewal quotation. SPSS locks as of October 1, 2015 and requires an annual key application to keep running.
 - ii. GBC was added to the Adobe ETLA agreement last month.
6. System Security – Paul Mudgett
- i. Due to findings in an internal audit we are at work on the end points in our work station security as Brian mentioned.
 - ii. Starting implementation of BeyondTrust Power Broker, a privilege management product that provides a token that will let us remove the user from an administrator group but will still permit applications to run with privileged permissions. This will allow our end users the ability to install things for virtual meetings without impacting them.
 - iii. With students back in session we always anticipate an increase in copyright infringements. As we get these notices we will continue to send them out to the campuses to deal with according to their own policies.
 - iv. As more people are using mobile devices in order to connect to data there has been an upward trend in malware attacking specific devices. Android and jail broken iPhones are among the most vulnerable.
7. Video Conferencing Service/Network – Dani Chandler
- i. Recently finished a project to get all video endpoints on an access list on the internet router blocking the rogue calling that was happening to all video endpoints over the summer.
 - ii. Moving forward to upgrade RMX (PolyCom MCU) software. It was determined there were some endpoints that wouldn't work with the new software. Those folks are being contacted to let them know they need to upgrade their equipment prior to January 1, 2016.
 - iii. On August 17, 2015 there was a software update to Bluejeans. It can now be incorporated with Canvas and WebCT. At the end of the month there will be demos for all the campuses to see how Bluejeans works with Canvas.
 - iv. The SA North Board Room is being redone. Dani will be going over the final specs for the AV equipment. She is waiting for quotes from

Machabee Office Environments for furniture. The quotes will be given to Dan Klaich for approval. If all goes well this project will be completed by the end of December.

8. Operational Issues/Events – Ed Anderson

- i. At about 8:00 PM last night the Southern Commodity Internet connection went down for about an hour. No outage to clients due to redundant systems.

Kirk Fitzgerald –

There was either card failure or fiber failure in the optical ring in the South. Greg Ebner will be checking further to see exactly which one it was.

- ii. UNLV had a planned power outage that caused their web server in the SEB building to run on a limited capacity. UNLV's website was transitioned to an emergency server which ultimately restored service.

9. Other

There were no other items discussed.