

ITIX Meeting
Wednesday, November 19, 2014
Start Time: 10:30 a.m.

Attendance:

Vicki Brownrigg - Beth El College of Nursing
& Health Sciences
Jane Kemper - Admissions
Jeff Foster – University Advancement
Cathy Clayborne - College of Business
Ben Cornella - College of Business
Regina Winters - School of Public Affairs
Jackie Crouch - Faculty Resource Center

Xiang Tan – Engineering
Francisco Torres-Reyes - Engineering
Tabitha Farney - Library
Greg Williams – IT
Donovan Thorpe - IT
Jayne Lloyd – IT
Kirk Moore - IT
Sarah Mensch - IT

- Introductions
 - Recognition of Jane Weaver Lloyd, newest member of the IT team.
- IT Reorganizations
 - Reorganization and organization chart are still being worked on.
 - Director of Networks and Infrastructure
 - Phone interviews weeks of 11/17 and 11/24
 - On Campus interviews following then a select 3-4 applicants for Jerry to interview.
 - Anticipated start date is beginning of January 2015
- RAVE
 - Update:
 - E2Campus contract has been cancelled and UCCS is now officially on RAVE.
 - RAVE test was Wednesday, October 29th. The texts went out to everyone smoothly and in a timely fashion, however, emails took upwards of 12 hours to be pushed out.
 - Currently working on testing on mock accounts and test emails are now taking 12-15 seconds to be sent out.
 - 13,000 actual accounts are being moved to retest and if test goes smoothly, then it will be assumed that all emails will be sent in a timely fashion as well.
 - Should the test emails not be sent out fast enough, then it would be sent in order to :Faculty→ staff→ students
- VPN
 - Tabitha and IT will be meeting next Tuesday to talk about authenticated proxy server vs the VPN and which will be easier.
 - The VPN will bring Library electronic resources off campus

- VPN ideally will have a role out date of summer 2015.
 - Jackie raised concerns that this will create two different systems. Kirk recognized concerns and will be discussing in meeting next week.
 - Question was presented in regards to the Comcast VPN update
 - Newest Comcast modem does not support VPN Pass Through
 - Jackie requested model numbers of those modems that do not connect
 - **Kirk will check with Rachel Schlueter, Help Desk, and will send out a message to before the next meeting with the information that he receives.**
- UCCS2GO
 - Utilization Numbers were requested from last meeting from Regina Winters.
 - Kirk has requested the information from Oracle and they have not yet sent over the numbers of those students using the app.

So far:

Downloads (11/21/2014):

Android – 961 total

Apple – 2,760 total

Peak hours are 10:00 AM to 1:00 PM and again 7:00 PM to 8:30 PM

- Numbers will increase for registration and checking grades.
 - UIS has concerns that the infrastructure is strong enough to support the app, during peak times.
- Wireless
 - Introduction of Donovan Thorpe as the IT Wireless Manager
 - Tabitha brought up the issue that Wi-Fi keeps dropping on mobile device
 - Tabitha will create ticket to address issue
 - Donovan explained the process for creating a ticket for someone else.
 - Discussion of moving link for creating a ticket, to a more visible location.
 - Jeff would like to have wireless as its own page. General census agreed.
 - Donovan suggested when there is a problem, to submit a ticket, as tickets have the highest priority, then calling someone directly or emails.
 - Tabitha suggested a way to text in a ticket.
 - Guest vs real network concerns (Jeff)
 - UCCS Guest – new network. Simplified
 - UCCS-Wireless
 - Full access (SafeConnect) vs limited access (allows you for the day without SafeConnect)

- Amigopod (aka ClearPass) allows a person to create an account to gain access.
 - Connect to uccs-info → secure access → account → follow instructions to log in.
 - RADIUS certificate went out in August
 - 5 year certifications
 - SafeConnect requires (with a 3 day grace period):
 - Windows updates
 - Malware
 - Antivirus
 - UCCS –Info does not always launch the browser page
 - A browser, whether it opens automatically or not, needs to be opened, before use of Wi-Fi.
- Jeff would like to see UCCS, AT&T and Comcast partnership for Wi-Fi
- Wireless team is working on removing rogue AP across campus, starting in housing.
- Jeff and Ben would like to see a Guest Network account which would allow guest to use for a day, without using UCCS. “I agree...”
 - Tabitha brings up an issue of resources, during off peak business hours, for help logging guests onto Wi-Fi, as help desk is limited to M-F business hours.
 - Donovan reported that the Help Desk is currently being tested for the Guest Wireless.
 - IT would like to have this integrated during a semester change (when traffic is low)
- Eduroam
 - SSID: allows you to go to another University who also has Eduroam in place, and get on their wireless network, using UCCS credentials.
 - Eduroam will refer back to UCCS authentication.
 - International
 - Eduroam.us will provide map and list of other participating university’s
 - Looking at Jan-May up and running
 - Jackie Crouch and Ben Cornella brought up issue that **Dwire wired is slow and needs to be looked at.**
- New Engineering building does not have wireless. Wi-Fi hold for approximately 5 minutes then disconnects for 2 hours. Donovan will research issue and stressed the importance of submitting a ticket, so issues are known.
- Jackie wanted to know the progress for the One Drive for Faculty
 - Kirk and Greg discussed that it is operational at this point, however it is not supported, therefore it is not recommended to be used. There is an Exchange and Office 365 meeting on November 20th and this is a big topic.
 - Jackie volunteered to have multiple devices tested once supported

- **Suggestion that there needs to be more information out to campus about the ability to upgrade from 2010 to 2013**
- CU Boulder's Academic Advising using Salesforce.
 - CU Boulder was recognized as the Center of Excellence for Salesforce (CRM platform)
 - Currently doing all academic advising through Salesforce
 - CU Boulder will be using Salesforce for CU system CRM project.
 - Denver, and UCCS will be brought in as well, at a later date.
 - Boulder wants UCCS to go into Salesforce by fall 2015, but the reality of that is not feasible due to the time constraint.
 - Homer Wesley, Vice Chancellor Student Success and Enrollment Management for UCCS, would like to see an Early Alert system with Salesforce, however, there is no plan for that at this time.
 - UCCS is currently looking at StarFish as their Early Alert System.
- ITIL Change Management Process
 - Implemented in October 2013
 - 2 people from Cherwell have come in and helped
 - The team meets Mondays and Thursdays to dis/approve any changes.
 - Completely in ITIL.
 - Will publish a service catalog and service level agreements for the campus
- CU IT Directors Meetings
 - Several IT directors from the four campus have been meeting to discuss how they can better work together. Topics have included:
 - Active Directory-log into each campus
 - Disaster recovery
 - Software that each campus is using and if CU is able to receive better deals from vendors
 - Cisco agreements have been reached
 - Microsoft will be revisited next year after Boulder and Denver are ready for audit, as requested by Microsoft.
- CU Networking team
 - Team consists of CU Denver, CU Boulder and UCCS
 - Topics include: disaster recovery, network, active directories etc.
- Campus Data Storage
 - UCCS is looking at new data storage system, something like the other CU campuses are using.
 - Will automatically back up PC's
 - Will bring more data storage
 - Will need \$1.2M funding
- Internet

- Currently UCCS shares a 1G pipe with CSU Pueblo (up I-25)
- Bison Network (infrastructure is being placed) Beg. of the year timeframe. This will a 10g pipe and provide more bandwidth for campus. We will have our own pipe and not share with CSU Pueblo.
- CU Project Management Meetings
 - Boulder has a project management office and is a doing excellent job (Brent)
 - UIS also has a project management office
 - Denver and UCCS are being pushed to get Project Management implemented for their campus IT shops.
- IT Strategic Plan
 - Jerry is working on it but would like ideas of what IT does/not do well
 - Suggestions included:
 - Extended hours for help desk
 - Ability for help desk to work remotely on weekends
 - Communications and IT self- promotion
 - Student employees need to have core competencies
 - More staff/services from Web Services
 - Colleges are hiring their own web team but they also have a need for web support/help
 - Look at decentralized vs centralized model (or resources) for IT support and Web Services
 - Discussion between Tabitha and Kirk on assessment tools for IT. These are still being worked on, but the service catalog and Project Management will also be used in this capacity.
 - Availability for custom programming (online courses, research)
 - Greg mentioned this is being worked on and once available and the technology, once put in place, will be used for the entire campus
 - Engineering IT Proposal - Research Service Center will be assist the campus, for a fee to the department requiring the service, for some of the small jobs that IT cannot currently support including: data bases, website, 3D printing etc.
 - Question from Jeff of the time frame for Strategic Plan
 - 3-5 years for this next Strategic Plan
- **Jackie would like information on what changes will be taking place over break.**
 - This will be discussed at the next meeting.
- Tabitha had a question to what the purpose of the group is.
 - Based off the general consensus from last meeting this group is to be used, in its present state, as a conduit of information.

Meeting ended 11:52p.m.