

ITIX Meeting
Wednesday, December 17, 2014
Start Time: 10:30 a.m.

Attendance:

Adam Greenbire –IT Beth El	Rachel Schlueter – IT
Ben Cornella - College of Business	Jeff Foster – University Advancement
Regina Winters - School of Public Affairs	Jane Kemper - Admissions and Records
Matt Getze – School of Public Affairs	Greg Williams – IT
Jackie Crouch - Faculty Resource Center	Donovan Thorpe - IT
Xiang Tan – Engineering	Kirk Moore - IT
Tabitha Farney – Library	Sarah Mensch - IT

- Recent Outages
 - The outage on Tuesday, December 2nd, occurred from CDOT moving fiber under I 25. CSU Pueblo takes care of that particular link, and were changing vendors. A “home modem” was used for authentication, Main Hall and Cragmoor Hall, to help with essential critical services
 - CSU Pueblo sent staff to work with CDOT, to fix the essential cut lines
 - Back up link was not working
 - SCONE to BISON network move. BISON is in conjunction with University Of Wyoming. This will give us a 10G link to run up and down I 25
 - Target date was November 2014. Equipment is finished being purchased
 - Keeping fibers
 - Friday, December 5th outage – SAN was not responding. Switch went bad and will be replaced over the break.
 - File system locked itself
 - HP was able to turn the system back on again.
- IT Major Incident Response Plan
 - After the two outages, it was decided that IT needs a formal plan in place which includes:
 - Who will stay and work
 - Who is required/necessary
 - Plan specifics
 - 30 min trigger points
 - Time of year
 - Food
 - Working on obtaining a speed type for emergencies and not making staff pay for their meals.
 - Communication aspects
 - Mock outage once a year to practice
 - Discussion with using CU Boulder & CU Denver IT to assist, as personnel need time to sleep and recharge, but services still need to be worked on.

- Mission Critical Services
 - Mission Critical
 - Portal
 - Blackboard
 - Main and Cragmoor Hall
 - Shut down Housing Villages
 - Credit Card Processing and Food Services
 - Suggestion of a phone tree for these type of incidents or using personal email accounts
 - Kirk requested that each department send him information on mission critical services in their areas to kmoore@uccs.edu
 - Jeff suggested a “dark site” for keeping up website, when our services are down.
 - DNS server is AMAZON cloud for email aspect
 - Working with CU Boulder and CU Denver
 - Regina asked how students were notified, and if personal emails went out to them as well.
 - Kirk will speak to Tim in regards to sending out text alerts to keep campus notified of situation.
- IT Services Audit
 - Due January 9, 2015
 - IT will be doing 50-75 different services
- Director of Networks and Infrastructure update
 - Final interviews this week
 - Offer by next week, with Director in place by mid-January/early February.
- EZProxy for Library
 - IT has been meeting with Tabby
 - Spring time up, Summer testing and fully functional for Fall 2015
- Upgrades during Semester Break
 - Blackboard December 26-28
 - Will be completely down.
 - Upgrading to newest version.
 - Lion One Card 23-24
 - Will be completely down
 - Food service has been notified as the POS’s will be unusable
 - Upgrading and moving databases, replacing databases
 - Wireless – Controller upgrades next week
 - Guest network will be up by the end of the break
 - Cherwell – upgrade OS and move to new database cluster
 - *MediaSite is being upgraded Monday and Tuesday per Jackie Crouch*
 - *Boulder is upgrading to cloud base system which will provide UCCS 1 terabyte*
 - Event Management System – move to new database cluster
 - VoIP – upgrade (pending – waiting on CenturyLink)
 - Will be over a weekend
 - No date has been established
 - Phones
 - Concerns expressed about faulty equipment
 - Telecomm needs to be contacted
 - Beth El does not receive voicemail on email

- Greg – anyone with access to HIPPA data will be denied voicemail/email
 - Exchange – move to Exchange 2013 after VoIP upgrade
 - Will be better able to communicate with Office 365
 - Lab Images for Macs and PCs
 - New software etc
 - Help Desk does not currently support Yosemite 10/10
 - Printing will be included in new imaging
 - Macs are struggling to print to PawPrints from PowerPoint.
 - Replace broken switches for our storage servers – Monday night before New Year’s (Dec 29) starting at 5:30p.m..
 - Upgrading some of our Microsoft infrastructure (May need to call in Microsoft for help) – down time expected
 - Working on making more of our infrastructure redundant – including network, firewalls, routing, and labs
 - On the VMWare platform retire old backup solution VDR replace with VEEM
 - Archiving old data
 - Several networking and infrastructure upgrades
- Marketing IT Services
 - Services
 - UCCS2Go Mobile App
 - Will be coming out in Commode Chronicles for the 12/22-1/18 issue.
 - Uccs.info & downloading and installing Office 365
 - Avenues to help disperse information: Blackboard Admin and Associate Deans
 - New Employee Information
 - Working with HR
 - Student Orientation Information
- UCCS2Go Mobile App
 - Downloads as of 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
 - CU Denver and CU Boulder both will have same app by next year.
 - UIS is trying to put extra resources into place, so Denver and Boulder will be supported.
- Comcast VPN update – Rachel
 - What does connect?
 - Only the highest model of Xfinity modem/router combo (black unit with Red lettering of Xfinity)
 - Hit or miss
 - Work around for other modems from Xfinity
 - Contact ISP
 - Comcast can send an older modem (must request PPTP)
 - Purchase your own.
 - Error 800 - Comcast is blocking
- Paw Prints updates

- Money number went down close to half, since the change started this year.
- Will be looking at actual printing to see if there is a problem on the backend, or if printing did go down.
- Outlook pictures
 - UIS has this feature, other campuses do not
 - Would not show up in other systems
 - Feedback
 - Can opt out?
 - Yes – just do not add a picture
 - Suggestions of Faculty/Staff “picture day”
 - Employee provided picture
 - Approval process?
 - Would need to create policies so cats, kids and other non-professional self-pictures are loaded.
- Communique certificate has expired
- Greg - January - big push for ridding sensitive data on your computer
 - Everyone will have the program.
 - Only exception are labs
 - Will not touch encrypted files
 - Socials and credit cards will be uploaded to IT servers
 - Passwords will remain on your computer
 - Scans will be ran automatically

Meeting ended 11:51p.m.