

ITIX Meeting
Wednesday, June 17, 2015
Start Time: 10:30 a.m.

Attendance:

Matt Getze – School of Public Affairs
Jackie Crouch - Faculty Resource Center
Dave Anderson – Faculty Resource Center
Xiang Tan – Engineering
Tabitha Farney – Library

Jeff Foster – University Advancement
Jane Kemper - Admissions and Records
Greg Williams – IT
Kirk Moore - IT
Rachel Schlueter – IT

Agenda:

- Primary and Back up Internet link
 - Current Situation
 - Primary Internet Link was damaged but not completely broken a little over a week ago. Yesterday, the connection was damaged to the point where repairs needed to be completed. CDoT and Doug from CSU Pueblo are working to repair the lines. We are hoping for the line to be repaired by 1:00pm today
 - Future Plan
 - We are currently working to implement an additional line in order to increase redundancy for our primary Internet link. CSU and CC should be included in this plan but we are moving forward without them at the moment.
 - The projected time for implementation is August.
 - This backup line will be a 10gig line and will follow a different path than our current lines.

- Computing Services Strategic Plan for 2020 to be included with the IT Strategy Plan
 - Enterprise Applications and Customer Support

 - Identity Management
 - Oracle IDM
 - Event Driven Data Feeds
 - Benefits
 - Get an Account - Get provisioned immediately
 - Leave the University - Lose Permissions immediately
 - Customer Support
 - Accessibility
 - Our Goal - Meet ADA Compliance
 - ITIL and COBIT
 - Continue to implement ideas/practices from these standards
 - Mobile
 - Create a Mobile Policy
 - Move towards becoming a BYOD Campus
 - Printing
 - Introduce and develop Electronic Workflows and Technology that reduce the need for printing
 - Address the concerns around Data Disaster

- Lion One Card
 - Central Office for the Campus
 - Smart Phone usability
 - University of Colorado On Demand
 - Communication & Marketing
 - Inquire about the status of shortened/smaller links
 - Help Desk
 - Smart Classrooms
 - Begin developing plans based around the idea of "next generation classrooms".
 - Web Service
 - Using fees to hire more students to maintain webpages for departments
 - Focusing on web Accessibility
 - What are considered "Common devices". Will we be defining these common devices in the future?
 - Professional Development
 - Business Intelligent and Data Driven University
 - Gathering the correct information
 - Consider using "Assessment Language" as this is a trend with the Regents right now
 - Additional Personnel Support for Enterprise Applications/User Service
- Infrastructure and Networking Strategic Plan for 2020

We are becoming more of a Cisco Centric Campus. This move is influencing many of the changes in Infrastructure and Networking. We are excited with where Cisco is going and in turn, how technology for our campus will grow

 - Collaboration
 - Collaboration will be a driving force in several of the new services that will be released to the campus.
 - Jabber
 - Much like Lync in its abilities. This may be considered as a replacement for Lync as it does not seem to be tied to a particular manufacturer.
 - Supports the idea of "One Click" Collaboration which facilitates instant meetings
 - Will use Campus Credentials and Single Sign On
 - Tied into Voip and Mobile devices allowing meetings to take place quickly and easily.
 - WebEx
 - Purchasing information has been submitted to Cisco
 - Testing accounts and information should be made available within one week.
 - We recommend that you start looking at Meeting Center & Webex Event Center to get a feel of the Webex offering. We have full access to everything Webex so please take a look.
 - Cornell has already implemented Webex. Some of their information is at the following link
 - <https://cornell.webex.com/mw0401isp13/mywebex/default.do?siteurl=cornell&service=0>
 - VOIP Upgrade

- In a worst case scenario, we foresee a completion date of August 1st. The project is currently ahead of schedule and is being assisted by a very talented VoIP technician from CenturyLink
 - ITIX Attendees are looking for VOIP upgrade documentation (High Level)
 - a. Greg will put together a couple paragraph summary about the upgrade.
 - Lync
 - Telepresence
 - Presence (Free/busy)
 - Simple More Security for Off Campus Access
 - VPN Clients
 - Redundant Data Center
 - This is a collaborative project with other parts of the CU System.
 - Goal is to replicate data. In the event that there is data loss, or some reason data cannot be accessed on campus. Data will also be available at a "remote" location.
 - Shared Infrastructure for Storage
 - More Cloud Storage
 - The campus cannot compete with the amount of storage available by vendors such as Microsoft. We will be looking into other vendors, options and creating plans based on availability.
 - File Access Everywhere
 - Looking for additional options that allow users to access their files from anywhere. We are currently using OneDrive as an option but this does not provide a good, auto backup solution.
 - Virtualization (Virtual Desktop)
 - Virtualization of desktop computers will begin as a Lab focused project
 - Should allow students to have access to lab like systems from off campus.
 - Disaster Recovery Plans
 - We currently do not have Disaster Recovery Plans. We look forward to both developing plans and testing them.
 - Data Driven Intelligence and Decision Making
 - Get enough people in IT to get 3 people supporting each mission critical systems
- MOU with PawPrints
 - Kirk is writing up MOU's to outline how Paw Prints is working in each department
 - Reduce the time spent figuring out what money is moving where
- IT/Library Open House
 - To be held in the first week of September to introduce more people to IT and understand a little more of what we do here.

Action Items/Take A ways

1. Asset Management - Bill Lord is looking to get some information about the computers that are in Beth El.
2. Shortened Links - Jeff Foster would like to know if any progress has been made on a UCCS Shortened Link service.

3. Wireless - Dave Anderson and Jackie Crouch both experienced a problem with their wireless connection while attending ITIX in room 304 of KFL
4. Web Service Strategic Plan Section - Jeff Foster and Tabatha Farney would like to know what are considered "Common devices". Will we be defining these common devices in the future?
5. Business Intelligence and Data Driven - Jeff Foster provided feedback regarding the use of Assessment Language as this is a common trend for the Regents.
6. Office 2015 - Jackie Crouch and Dave Anderson inquired about the road map for our Microsoft Environment.
 - a. VoIP upgrade is one step in the process of upgrading our Exchange environment. We could not proceed to a newer version without first upgrading VoIP.
 - b. Our roadmap does not currently include the move to Office 365 for faculty and staff mail however, it is something we have been investigating.