

Information Technology Council
Humboldt State University

Meeting Notes for: October 14, 2008 from 2:00 to 4:00 P.M., NHE 106

Members Present: Mark Hendricks (Chair), Kim Vincent-Layton (CELT), Megan McKenzie (CAHSS), Greg Osburn (OEM – proxy for Dale Sanford), Dave Rowe (BIS), Cassandra Tex (SDRC), Rick Garcia (TNS), Tom Mendenhall (Library – proxy for Jeremy Shellhase), Jeanne Wielgus (DITSS), Pat Bain (CNRS proxy for Dave Marshall), Matt Hodgson (Web Office – proxy for Charles Klein)

Others Present: Anna Kircher (CIO), Shawn Kohrman (DITSS), Josh Callahan (CITSS), Lorrie Marsh (TNS), Mike Bradley (CITSS), Steve Darnall (CAHSS), Chris Hansen (CAHSS), Scott Ventuleth (TNS), Bethany Rizzardi (DITSS), Tim Moxon (Plant Ops), Ed Gordon (SA-UPD), Dave Budde (TNS), Molly Simpson (Recorder)

1. Approval of the Minutes:

September 9, 2008 minutes were approved as amended (Osburn/Hodgson).

2. Report Items:

DSWAG: Darnall reviewed the minutes of the last DSWAG meeting noting that ITS now has an Update Server running. Their expectation is that it will be available for interested ITCs to run pre-production trials by November 1st.

3. Discussion Items/ Action Items:

Microsoft Server Licenses: Simpson reported that the current contract between the CSU and Microsoft would be ending this December. New contract negotiations do not include an allocation for server licenses under the Campus Agreement. All server licenses currently under the campus agreement will need to be purchased under the Select Agreement by January 1, 2009. Simpson will send a list of all server licenses currently under the Campus Agreement to the ITCs. The new Campus agreement will now include most versions of negotiated products such as Office and Vista.

Energy Management Software: Moxon told the Council about a current energy rebate project the campus is interested in pursuing. PG&E (through a PUC grant) will provide the campus with rebate dollars for purchasing, installing, and utilizing desktop energy management software. The issue is that in order for the campus to qualify for the rebate, this must be implemented by December 31st of this year. Discussion ensued regarding the logistics and feasibility of meeting the

deadline and possible concerns about compatibility issues. Moxon told the Council that he would report back to the IT Council with more details in the near future. He will also be attending the DSWAG meeting for more feedback. Questions that still need to be answered include: responsibility for on-going costs for the software, what products qualify, and will this grant cover any rebates for the replacement of CRTs. Currently there is a contract in place between the campus and PG&E that we must implement the software by the cut-off date or lose out on the money.

Walker has implemented some energy conservation strategies in Student Affairs and will be discussing them with the Council in the near future.

ATI: Kircher reported on the proposed three tier support model for ATI:

- Tier 1 Help Desk (Basic information and assistance)
- Tier 2 College Level (More in-depth assistance)
- Tier 3 CELT Staff (Advanced issues and development)

Kircher asked the ITCs if this model would be acceptable to them. She stated that College Level support did not necessarily have to be provided by ITCs only, and noted that Judy Wyland had volunteered to assist with ATI support in her college. In order to formalize this model, the campus will need to:

- a) diagram the proposed support model process
- b) compose a list of people who will provide support in each of the colleges
- c) provide training for those who will be providing support.

LDAP/Directory Information – Update Access for Key Advisors – Name Change: Tabled until the next Council Meeting.

Port Security Violations: Garcia reminded the Council that as of Oct 20th all port violations will be enforced resulting in the port being shut down. TNS is currently contacting ITCs about port violations in their area.

Zimbra: Rizzardi reminded the Council that the official migration date for Zimbra will take place this weekend. In an effort to protect user data, email will be shut down from Friday through Sunday. During this outage the campus will continue to receive incoming mail. Mail will be available after this outage. A Systat will be sent out and signs posted on building entryways throughout campus. Additionally, between now and the service, outage pop-up screens will alert users about the upcoming outage. ITS apologizes for the short notice and inconvenience, but it is necessary in order to insure that the migration goes smoothly. Other mail clients will continue to work if domain migration was done within the last year. Rizzardi informed the Council that a new version of Zimbra Outlook is now available for users who have not yet moved over to Zimbra. Discussion ensued regarding alternatives to Axe which will not be available after the migration is complete.

Rizzardi announced that Zimbra classes specifically for Outlook users will begin on Wednesday. Classes are still available and sign-ups are on the FTSC site. There is now a special listserv for ZMOUTLOOK for Outlook users. Information will be sent out to the ITC list today.

4. New Business:

Zimbra Calendar Group: Tabled

5. Announcements:

Monthly Service Window: Hendricks reported that the service window will be used for normal OS updates as well as VMware infrastructure changes and upgrades.

ITRP2 Equipment Refresh Project: Budde reported on the status of the ITRP2 Refresh Project noting that work on the Wildlife Building would begin either the week of November 11th or Thanksgiving week. There will be building outages in this building because it is necessary to wire and re-patch everything. Consolidation process will include documents that will be posted as created. This will help identify needs. There will be a big kick off meeting with AT&T to be held on November 18th. This meeting will determine what information needs to be provided, and who will pay for what. There will be building outages of up to two hours per telecom room. The Chancellor's Office will pay for work done between 8:00 A.M. to 5:00 P.M. Any other hours would have to be paid by the campus. A Plan will be posted once it is developed. We will receive a quote for the additional hours not covered by the Chancellor's Office. Garcia noted that the refresh will only be supporting 10/100 ports. Only justified GB ports will be included with a few exceptions. The Chancellor's Office defines what is baseline. Discussion ensued. Garcia noted that the CO did voice a need for more switches in the near future. If the campus needs 2 GB ports, this is a good time for discussion.

On-Line Firewall Request Form & DHCP Management Interface for ITCs: Garcia told the Council that NAG would meet on October 28th to discuss moving towards a closed border model. The group will look at tools and preparation for this model. Additionally, the group will be testing a web interface that will provide host registration and will be discussing wireless. Notification of this meeting will be sent out. NAG will keep the Council informed.

6. Adjournment: (Hodgson/Garcia) 3:35 P.M.