NSHE
Campus Technology Officer Meeting
June 09, 2009
3:30– 5:00 p.m.

Minutes

Attendance – Bob Moulton, Lori Temple, Karen Brown, Steve Zideck, Jim McKinney, Ken Sullivan, Jeff Cox, Mugunth Vaithylingam.

Advisory Board Update – Lori Temple stated she attempted to send everyone Ed Anderson's technology presentation which he presented at the Advisory Board meeting earlier in the week. There was also a two page document that described serious network implications given the budget situation.   She stated Ed Anderson had done a great job summarizing the role of Network Services at SCS.

It was decided at the AB meeting to bring the topic of the lack of funds and the consequences it would bring for a discussion at the CTO meeting. Jim McKinney stated UNR has done several things to reduce bandwidth. At one time they had a single core with a back up core that routed everything into one point into SCS. To reduce network traffic they went to a 16 core router solution with two large focal points, North and South. It's currently running it at an active passive mode. They're also looking to get a block of private address space for all the dorms and routing those directly through a pipe that goes through the commodity internet. Jeff Cox (GBC) stated they had a package shaper but it deals more with a way to manage the splitting of their network into three pipes (wirless, dorms and all other traffic) instead of cutting back on bandwidth; however, the dorm and wireless pipes are limited.

Brian Chongtai asked if SCS monitored the traffic and if so he would like to address the issues. Ed Anderson stated SCS didn't formally monitor traffic but did do it as an 'as needed' basis. It is assumed the campuses monitored their own traffic. Lori asked if there was anything the campuses could do to help plan, shape or alleviate the situation. Lori Temple stated she had no idea how to assist with the situation but was willing to brainstorm with the group. Bob Moulton stated Ed Anderson had an idea of using grants (EPSCOR) instead of requesting broadband funds. Steve Zideck suggested having a bandwidth education campaign. Bob Moulton stated the brainstorming shall continue.

Jim McKinney asked if the HA load (high liability load between instances for disaster recovery.) had been calculated into the situation. Ed Anderson and Bob Moulton replied it had not.

PMO Introduction – Karen Brown introduced herself to the group. She stated she's been at SCS since late November and has gotten to know the staff and is ready to branch out to the rest of NSHE.

She had a short presentation in which she stated her mission was to align the SCS projects with the objectives of NSHE and to follow what the Project Management Institute calls the triple constraints that drives all projects to bring them on time, on budget and in a quality manner. All this leading to customer satisfaction. She hopes to develop business relationships with the CTO's, Presidents and all other NSHE customers. She started developing a methodology within SCS beginning with project initiation. Bob and Karen have talked about forming a project steering board within the initiation process to get input about the projects SCS is doing. The second thing she'd like to do is to become the center for project management. She would like to develop project management as a culture and as a profession within NSHE and among all the other institutions that may need coaching. She would like to eventually offer training to SCS and anyone that would like to participate.

She stated her success depends on senior level sponsorship, highly skilled PM's in PMO, coaching others, using the project PPM tool, standardization of processes and tools, sharing lessons learned and working together from beginning to end.

She will be scheduling individual meetings with the CTO's within the next three weeks for a meeting in July. In the mean time Karen will be sending her contact information to all the CTO's.

Bob asked Karen to share with Lori a sample of the New/Approved Project status reports she presents at the

SMT meetings. Steve Zideck will e-mail Lori and Karen his Microsoft Project material.

Network Services Presentation Discussion – See Advisory Board update above.

Next Meeting June 24, 2009