NSHE
Campus Technology Officer Meeting
August 26, 2009
9:00– 10:30 a.m.

Minutes

Attendance: Bob Moulton, Roberta Roth, Karen Brown, Chris Gaub, Brian Chongtai, Steve Zink, Jim McKinney, Jeff Cox, Mugunth Vaithylingam, John Bearce, Kenneth Sullivan and Susan Shoeffler.

Introduction of Mugunth Vaithylingam- Mugunth is the CIO at Sunguard Higher Education for CSN. Francisco Porras is no longer at CSN so Mugunth will be representing CSN at the CTO meetings. He has been with CSN since March 2009. Prior to coming to CSN he was the Director of Administrative Systems at Valencia Community College.

Roundtable dates– Chris Gaub stated one of the discussions about the migration to new email environments was to ask TMCC if they would be willing to work with SCS to set up a round table discussion about their migration experience.   Steve Zideck has agreed to do this on September 11, 2009, 9:00 a.m.-1:00 p.m. or 10:00 a.m.-2:00 p.m. at SCS Reno. The definite time will be decided later. Everyone present agreed they would attend in person. Lori Temple stated Don Diener would represent UNLV at the meeting.

Roberta Roth's CTO and institution visits have yielded a list of topics/questions about the round table discussion. Some of the questions being asked are:

- Review of TMCC's G-mail implementation from start to where it is now
    - Review of overall project plan and each step in overall migration
    - Review in comparison in Truckee's plans in comparison to Google's standard implementation plan
    - Develop an understanding of tasks timed resources
    - Discussion where TMCC is in overall migration
    - Review of special licensing required of users at TMCC and record keeping
    - Review of daily G-mail daily administration duties
    - Request TMCC demonstrate what they do on an ongoing basis in the G-mail environment
    - Discussion of creation of User ID's
    - Discussion of impact of G-mail on the TMCC user service's team
    - Review of Google Support
    - Discussion of HR requirements needed to migrate and administer G-mail
    - Review of lessons learned to date
- Comparison of TMCC's experiences administering G-mail in comparison with what they do today with the existing Web Mail and SWAMI environment
- Review their general considerations in moving faculty and staff to G-mail
- Discussion of changing/re-establishing accounts once they have been deleted
- Discussion of integration of G-mail into the legacy SIS and becoming PeopleSoft Student Services module (iNtegrate)
- Discussion of potential options for migrating existing e-mail addresses to G-mail and creating new ones
- Discussion of features Google apps beyond the e-mail environment
- Jointly identify contacts of institutions that have successfully performed migrations to G-mail

Chris Gaub stated he would be requesting a G-mail representative be present at the round table discussion

There is a list of questions not related to the G-mail environment that have been asked by the institutions.
- Continue generation of unique ID's by SCS
- Migration of existing e-mail files in the e-mail systems
- Migration of existing e-mail user names to new e-mail systems
- Plans for central development of programs to create e-mail accounts
- Assistance in accessing mail usage statistics and account information including separating student and

- employee accounts
- Forwarding of e-mail from Fallon and Pioneer to other mail systems
- Duration of forwarding
- Continue use of existing e-mail domains- i.e. unlv.edu

Some of the FAQ's that will be a part of the round table discussion are:

- How long will SCS continue to generate SWAMI ID's?
  - SCS will continue to generate SWAMI ID's as long as they are requested

Lori Temple requested and agenda item be added to the agenda. Chris will add 'How are User ID's generated given the current SIS/SWAMI system?' to the agenda.

- Will e-mail from SCS e-mail systems be forwarded and for how long?
  - SCS plans to discontinue use of the student e-mail system around June 30, 2010. SCS will continue to forward Faculty/Staff e-mail for one year. Student e-mail will be bounced back to its senders throughout the month of July 2010.

Lori Temple stated they may not be ready by June 30, 2010. Bob stated this date was negotiable and that SCS would work with UNLV in any way they could.

- How will user mail boxes in the SCS e-mail system be migrated?
  - Each user is responsible for migrating their mail from the SCS e-mail account to the new e-mail system. Mail boxes will be available at the point of student mail termination.

- Will personal storage allocations in personal web pages be discontinued?
  - At the request of each institution and on a person by person basis SCS will reallocate 250 megabytes of user storage in any active employee using an SCS account, file storage or website. SCS asks that each user is identified. Student storage will be discontinued.
- Will SCS support mailing lists and listserve processing in place today?
  - Mailing lists and listerve processing will no longer be a part of the transition. This will be transferred to the institutions.

Susan Shoeffler asked if WNC's Wonder Desk, work request system and website would be affected. Chris replied the migration only applies to student mail, student web accounts and faculty storage. Other resources will not be impacted by the migration. Wonder Desk will need some looking into since it is run under a user account and may be affected.

Chris will e-mail the document with the list of topics and questions regarding the round table discussion as well as the SCS FAQ's. The round table discussion will be discussed at the CTO meeting in September.

Advisory Group Update- Lori stated there were eleven items the Advisory board was tracking. The meetings with the presidents will begin this Fall where Robyn render will speak about all things SCS and her new role. The status of student e-mail and student web space is being followed as is the discussion of eliminating modem bank services by the end of this calendar year (December 31, 2009). Roberta and Susan are meeting with all the CTO's and their representatives to understand their planning activities and how they can work with SCS' planning. A report is due back to the CTO's and the Advisory Group in October. SCS has completed an external communication plan with the internal plan in process. SCS' website will roll out on October 1, 2009. Karen Brown has been visiting the campuses to see how project management will work for them. The Network capacity planning has had some development. Grants for obtaining more bandwidth have been granted with an EPSCOR bandwidth opportunity coming up. The institutions should expect to be notified by SCS to discuss bandwidth requirements. All these things are being taken into consideration for budget requests. Institutions are going to be giving presentations to the Connectivity Group about what is going on with their network so institutions are aware of each other's networks. They are also tracking application services beyond iNtegrate. SCS is working on changing the structure of the System Wide Software planning group. They will work with issues associated with licenses in the fiscal year. Lori stated Bob Moulton had previously stated SCS would work with the campuses to cover the cost of paying for the licenses. They also track the iNtegrate monthly report, Data Center capacity planning, video conferencing and the future of the legacy applications. She also stated Robyn Render touched upon her dual roles and what it means to

the Advisory Board, SCS and iNtegrate.

Robyn Render stated she was officially the Vice Chancellor for IT and the iNtegrate Project Director. She said she had three bullet points to summarize: 1) Continuing iNtegrate project activities 2) begin the process of developing an effective IT Governance Process for NSHE and the institutions 3) Permanently complete the leadership structure for SCS

Lori will send her summary of the meeting to the CTO group.

Future of legacy applications- Robyn stated she was pleased to meet with the CTO group for the first time and would like for Bob and Roberta to continue to facilitate the CTO meetings. She encouraged the group to continue to submit topics for discussion.

There are two risks she would like to bring attention to. Robyn stated the current HR system has been heavily modified due to it being based on old technology. This has left it lacking in the functionality desired by the community. The HR vendor will be changing their name to People Strategies and will offer maintenance clients in HR online. Finance is lacking vendor support, is not current on the products NSHE leases and the community of users has shrunk and also lacks functionality. Robyn stated Finance was the weakest link between the two applications. Without IBM's support during an operating system failure the only option would be to reboot the server and cross their fingers. The second risk and more challenging than HR and Finance is Network capacity. Enhancements will need to be made to keep up with the current demand. The need to plan for attrition will come into play down the road.

Robyn would like to start talking to the few institutions out there with the same problems and start thinking of cooperative agreements and ways of sharing resources before anyone experiences a crisis. She would also like to investigate other system options.

She said she had chatted with CCI about what makes sense. CCI stated they could begin to design a chart of accounts in advance of not having any software. CCI put together a 'jump start' exercise that Robyn would like to look into some later on in the year. She would like to bring people together for an exercise with the deliverable being a chart of accounts design that could guide people in their thinking and planning about what a unified chart of accounts would look like going forward.

Robyn commented she would pass on to Cleve McDaniel the CTO's views on where they should go from here. She will pass on to him that the CTO's would like to take care of the legacy environment and evaluate the things needed to sustain it for five years. Robyn asked if the 'jump start' exercise was something the CTO's would like to pursue. Lori commented she didn't feel it was something the CTO's should be discussing since it related more to the Business Officers. All the CTO's agreed with Lori's reply. Robyn will passing this information on to Cleve McDaniel as the group's decision on the 'jump start'. Robyn will follow up on the five year plan.

John Bearce asked how the budget cuts would affect the co-pilots? Robyn replied the chancellor is a strong advocate of finding a way to get the project done.

Lori Temple asked about the price and dates for PeopleSoft. Robyn replied they were good until April 30, 2012 with a price of four or five million for the software.

Next Meeting September 23, 2009.

CITY		INSTITUTION	ROOM
Carson City	Ken Sullivan	Western Nevada College	WNC 307
Elko	Jeff Cox	Great Basin College	Berg Hall
Henderson	Brian Chongtai	Nevada State College	SCS 306
Las Vegas	Mugunth Vaithylingam	College of Southern Nevada	CSN H105
Las Vegas	Bob Moulton	System Computing Services	SCS 306

Las Vegas	Karen Brown	System Computing Services	SCS 306
Las Vegas	Lori Temple	UNLV	SCS 306
Las Vegas	Ed Novak	DRI	SCS 306
Reno	Roberta Roth	System Computing Services	SCS Reno 2
Reno	Steve Zideck	Truckee Meadows	SCS Reno 2
Reno	Steve Zink	UNR	SCS Reno 2