# NSHE
# Campus Technology Officer Meeting
**July 28, 2010**
**1:00– 2:30 p.m.**

# MINUTES

**Attendance**- Roberta Roth, Carlo Dacumos, Brian Chongtai, Susan Schoeffler, Dwaine Hiles, Karen Brown, Lori Temple, Ed Anderson, Chris Gaub, Paul Mudgett, Steve Zink

**Advisory Group Update**- Lori Temple provided the Advisory Group update for Steve Zideck. She stated the Advisory Group discussed planning activities, email, SCS Network Services, SCS' Communication Plan and its internal implementation in August. Ginger Holladay-Houston is in charge of the plan to sustain the legacies with a plan being released in September. Susan Bunyan will be sending some documents regarding record retention plans in late August.

Ed Anderson's update included an update on network capacity planning, new directions, collecting data from the campuses, new load balancers, issues coming forward to the Advisory Group in the future in his area, issues with data centers and systems and servers.

There was no paperwork for the iNtegrate update so it was not discussed. The Strategic Planning questionnaire was discussed which included some updates. Robyn Render formally transmitted the Strategic Plan to Chancellor Klaich who quickly turned it around to the council of presidents.

**Student E-mail and Unix Services Transition**- Chris Gaub stated the transition occurred on June 30, 2010 into the morning of July 01, 2010. The transition went well from a technical standpoint; however there were some issues with on campus SMTP mail relay and some UNIX accounts. These issues were corrected.

There have been requests for zipped e-mail and full file dumps and account reinstatements. SCS has addressed these requests based upon based upon the process Chris Gaub emailed to the CTO's in mid June. The Service Desk has received a high volume of user name changes and will continue to address these changes through the Service Desk.

There are upcoming planned events that include:
1) List processing will cease on Pioneer at the end of October 2010
2) SMTP mail relay will cease at the end of December of 2010
3) Email forwarding for Faculty accounts to NSHE domain accounts will end at the end of June 2011

Chris Gaub would like to have a discussion with the institutions about considering deleting unused ID's from the SWAMI system. This discussion needs to happen at the CTO meeting. Chris Gaub will bring back a set of questions/dialogue back to the CTO meeting at a later date.

Lori Temple thanked Chris Gaub for assisting with her request to obtain a zipped email copy for an employee that didn't submit his request as was instructed. Lori stated the process went very well and smoothly.

**Network update**- Ed Anderson stated he would be providing the highlights of the presentation he gave at the Advisory Group meeting since almost everyone in the room was present at the previous Advisory Group meeting.

He reminded everyone of the problems with the commodity and research internet connections running at 80% capacity. SCS was able to upgrade the southern commodity internet connection from 8 G to 10G in January allowing for a huge cost savings. The northern research and commodity connections are currently in the process of being upgraded from 8 G to 10 G. The equipment has been purchased and is awaiting shipment from Sacramento. They hope to have the equipment up and running at or before the start of the Fall semester 2010.

There was an issue with north/south connectivity relating to the impact of iNtegrate and its transactional load plus the ability to back up north and south in the event of an internet connection failure. They were able to secure the supply of a 1 G and a 300 MG connection as backup. They have also secured two new circuits (10 G a piece) one of which will be operational this Saturday and the second the following week. Both connections should be fully operational by mid August.

He stated there were two main issues relating to the Reno and Las Vegas metro links. SCS is currently working with the DOIT and NDOT to come up with a plan that will utilize funds used for intelligent traffic systems to help with the upgrades. Currently the capability exists for 10x1 allocations which will increase to 8x10. The northern is being funded by ITS and the

southern by an EPSCoR grant.  They are waiting for the formal award from the EPSCoR office before they continue with the southern metro link.  Costing information and equipment lists have been provided to NDOT.  The funds have been allocated but are waiting for the project to go forward with NDOT.   The ITS grant consists of four upgrades- I-80 portion, the US 50 corridor, establish a data connection between NDOT and CalTrans and to provide high capacity between Elko and Ely.

Other items that may impact network development are:
1) A proposal submitted by the Nevada Hospital Association for support of electronic health programs.
2) Reduce 395 Project being submitted to the BTOP program providing fiber along US 395 (Barstow, CA) up to Minden, Gardnerville, Carson City through Reno to Susanville (phase 2).
3) Project with the Department of Transportation- I-5/I-80 fiber build between Reno and Carson City that will allow for a second fiber path to supply the Carson fiber loop.

Other areas on the capacity horizon include Pahrump capacity issues and the increase in video conference requests.  The load balancers were an issue; however, the boxes have been replaced/upgraded at no cost and are no longer an issue.  Ed Anderson stated they were robust boxes running at 1/64$^{th}$ of the capacity with no issues.

Ed stated several of the objectives they've met were met despite them not being funded on the previous biennial enhancement budget.  He stated that for the time being they had adequate capacity that will allow them to look into other projects like streaming video, desktop HD video tools, exploit the increased capabilities with video bridges (continuous presence and envelopment of transcoding) and the ability for TMCC and DRI to double their fiber service capacity via the I-80 project.

**Federal regulations regarding unauthorized distribution of copyrighted material**- Paul Mudgett led a discussion on the regulations that went into effect July 1, 2010 relating to the Higher Education Opportunity Act of 2008.  The regulations deal with the requirements relating to combating unauthorized distribution of copyright material.  He stated the Security Officers council had discussed it at their meeting earlier in the day.

The regulations stipulate that the institutions use one or more technology based deterrents to prevent copyright infringement.   He stated some of the technology listed in the regulations weren't very effective making it tough to comply.  He stated all they could do is making sure their processes are in place so that they can reply to DMCA notices when they arrive.  Another stipulation is to provide some sort of education to the student community about appropriate/inappropriate use of material.  He said it tied in with another section called consumer information which will require the campuses to have one-on-one notification to the students (i.e.- email) annually.  Campuses also need to review the effectiveness of their plans as well as provide legal alternatives for the legal downloading of copyright materials.

Roberta commented it seemed the institutions were being asked to comply with the intent; however, there is no auditing of the compliance at the moment.  Paul concurred with this sentiment.  He added that civil and criminal penalties were stressed but he does not know how well they will be enforced.  Steve Zink commented the concept of criminal prosecution for copyright infringement was new.

Paul Mudgett asked that everyone review their policies and plan an annual communication.

**Gartner Knowledgebase Research**- Roberta Roth spoke to Johan Jacobs from Gartner.  He focused on several items like web chat, knowledge base for self service, email response management, virtual assistance, collaborative browsing and communication for management of the relationship between the institution and their customers.

Johan stated knowledge was the first place to start when enabling this certain type of knowledge management; however, a lot of effort would be required to build the knowledge base.  A variety of things will need to be looked at other than FAQ's.  Gartner feels organizations make two mistakes - they look at knowledge in isolation and wrongly believe that knowledge management can become a part of someone's existing job.

According to Gartner the e-services market is comprised of two segments- niche players and integrated vendors.  Gartner also states the components of e-service vendors are comprised of knowledge base, ability to have e-mail response engine, web chat and collaborative browsing.  She stated the e-service market was big with $800 million dollars spent world wide in the last twelve months.  Only eighteen percent has been spent on niche solutions with more focus on integrated solutions.  She said they didn't officially measure in the public sphere but if they did the players would be Inquira, Attencity, Consona, Neocase Software and Parature.  Even though Parature is a top player it ranks low because they don't incorporate e-mail and they don't have web chat. The top players in the integrated segment are RightNow, eGain, Kana and NGenera.

Gartner stated the institutions goal is to reduce traffic on the help desk and to provide core efficient resolution responses to the users and must first look into what their current and future requirements will be. They refer to metrics as relevance of

response and they recommend it be at 85%. They also recommend institutions know their users and have knowledge based staff. Companies fail when they don't dedicate someone to understand knowledge.

Gartner believes NSHE is moving in the right direction. There are business benefits in the form of reducing operating costs, providing better service and reducing training and new employee development time. Research has shown that quality improved when consistent response was available across all channels. They advise taking a broader look at a more integrated suite before making a decision with the vision being long term. It's been recommended to take a strategic view and examine all the components of knowledge management before procurement. If an integrated suite is chosen the institution can begin with knowledge base (must know where they want to go) and add additional functionality as they go. They feel the institutions will have a higher chance at success with an integrated suite. They believe the next steps should be to develop a multi-channel strategy.

Roberta opened the floor for discussion. Steve Zink stated there were two things that weren't mentioned - the culture of knowledge building and the assumption that Mugunth was referring to pre-populated packages which are generally for help desks at corporate environments that have the same equipment running the same configurations. That isn't the case at NSHE making it very difficult to implement. Carlo Dacumos said he believed Mugunth's vision was to turn the knowledge base into a help desk. He stated he would pass this information on to Mugunth. Lori Temple stated the leadership team at UNLV has discussed managing their simple knowledge and have concluded it was difficult to keep track of the information. All agreed to wait to hear from Mugunth.

Roberta will email two additional documents sent from Gartner on this topic later today. (Magic Quadrant for e-Service, Web Customer Service Magic Quadrant and Gartner Strategic Framework for Web Customer Service).

**New SUN/Oracle Software Pricing Models**- Ed Novak stated he expected changes to occur when Oracle took over Sun. He stated he expected prices to go up a bit but he didn't expect them to go from $10K-$12K a year for the software on the current e-mail solution to $130K upfront and $30K a year in ongoing costs. Ed has been in communication with Sun and stated they couldn't pay what they were asking. Ed Stated he has investigated the situation with Oracle and it seems Oracle is in a state of disarray. Oracle has been in communication with Ed with the last email he received stating that they would be able to bring the prices down to five to six times the old price; however, the price will be approximately three times what they could pay for a similar product like Outlook. Ed suggests everyone contact their local Sun/Oracle representative and ask them what it will cost to renew their services if services were due for renewal.

Chris Gaub, Robyn Render, Bart Patterson, Hank Stone and some other attorneys from the legal affairs office met with Dominic Young (Oracle account executive) and Jeremy Decker (Sun Western area sales manager) the previous week. He stated it was a good start in rebuilding the long standing relationship with Sun. Jeremy stated there were significant changes occurring at Sun, such as Sun being sold to Oracle, a drastic reduction in employees and decisions were now business related and not emotional ones. Chris stated something good that came out of the meeting is that there is now a higher education vertically focused sales team. Oracle is looking to provide an Oracle tuned solution. Sun plans on getting rid of the products that don't provide value and is adopting a more Oracle based licensing model (software). Chris stated the contract they had with Sun for hardware and software purchases lapsed on June 30, 2010; however, Sun has continued to work on it and will be getting an extension on the existing contract this afternoon. Sun stated they were reviewing DRI's contract and were looking at potential solutions. Chris called to their attention that UNLV would be renewing their contracts with Oracle in October and wanted to know how much it was going to cost. Chris stated it was requested Oracle provide a full scale review of all Oracle/Sun contracts and that everyone should do the same.

Roberta asked if Bart would be involved. Chris replied it would be Hank Stone since it was a pricing issue.

**CTO face-to-face meeting in Las Vegas**- Roberta would like to discuss having a face-to-face CTO meeting in Las Vegas sometime in the Spring. There was no time to discuss this topic so she will bring it back next month.

**Cloud Computing in Las Vegas**- Roberta reminded everyone to please RSVP to her for the cloud computing seminar in September. Susan Schoeffler asked if Kenneth Sullivan had RSVPed. Roberta replied he had confirmed both he and Susan would be attending.

Next Meeting   August 25, 2010.