

April 2, 2008
IT Managers Meeting
HSEB Rm 1730

12:15 - 12:50 pm: Vendor pre-meeting presentation (about 40 attended)

Guaranteed Recycling Xperts - see [slides](#)

Eric Anderson talked about the unique challenges to recycling e-waste over other types of waste and how GRX is tackling them. GRX has the state contract for e-waste recycling. The U recycles it's e-waste through Surplus, funded by EHS. GRX shreds all hard drives. GRX provided lunch.

1:00 - 2:30 pm: Regular Meeting (about 60 attended)

I. IT Updates

A. New Board Members - Mindy

New members are mainly old members: Jon Ross, Dan Hutten and Craig Bennion were all re-elected. Richard Glaser (MMC) is the 4th of four open seats. Thank you to everyone who was willing to be nominated and on the ballot. Thanks to Julia Harrison of CHPC for her past service on the Board. The member with the short term (1 year) will be decided before the next Board meeting.

B. OIT-NetOpS Online Service Request and Wireless Progress page - Bryan Morris

See <http://www.noc.utah.edu> as an easy url to remember - it redirects to the newly revised main Department Networking page on the OIT website. See the Campus Weather map - gets updated every minute or so. What would you like to see on a campus weather map? Let Bryan know. Also, see the link to the Campus Wireless Progress page to stay up-to-date on new and in-queue buildings for wireless. Finally, under "Request an OIT-Managed Network Service," you'll be directed to the new online service request system. Just enter your uNID and password and you will be able to enter a request which will get a ticket number and be tracked.

C. ITC April 10th agenda - Kevin

- Special guest: President Young - goals, issues for IT
- Wimba demonstration (wimba.com)
- SCAC funds 2008 distribution review
- E-PAF project in HR- status update
- Unified Portal experience for new students
- Faculty Activity Report - 2nd year
- Campus Laptop Program
- Product Management for IT

We will be recording/streaming the meeting. The url will be sent out just as the meeting begins.

D. Wireless changes for Fall Semester, hotspot - Jon Ross - [slides](#)

- Encryption settings: going from WPA2/TKIP and WPA/TKIP to WPA/TKIP only for greater device compatability, vendor recommendation and hospital roaming ease. Won't cause loss of functionality or security. Change will occur during the break before summer semester, but you can start changing client configuration immediately. Documentation will be updated soon.

- Blocking wireless clients by MAC address - please contact OIT if you are running your own wireless so that we can all use the same method which places the user in a quarantined domain with specific options/instructions.
- Ubiquitous hotspot - ITC approved (w/ qualifications) that hotspot should be everywhere uconnect is. This will be an opt-out deal; please submit a TT with the Campus Help Desk as soon as possible if you want to opt-out. The goal is to complete by Fall semester.

II. ISO Block – Corey Roach

- Updates:
 - Phishing/spear phishing seeing a big increase in .edus across the nation. Send those samples to ISO so they can add signatures to Ironport. Spear phishing: senders tailor a message to users of a specific domain. Dave P's eBay experience: he sold a camera and got an email from an apparent screen scrape that was completely tailored to the transaction.
 - Custom or polymorphic viruses can go undetected by anti-virus software as attachments - the mis-rate is still pretty significant.
- Cool tool: <http://www.virustotal.com> - basically, just send them a file that you are suspicious of. The website will let you know if it has been analyzed already (based on the hash); will show you which anti-virus programs identified the problem. The site doesn't rate programs (on purpose). Polymorphic viruses may grab something sensitive from your hard drive, so don't send those if you're concerned; email attachments are better types of files. Time? Once you're at the top of the queue, very fast results. The Use documents don't really specify what they do with the data.

III. OIT Certificate Authority services - Robert Roll

Not a registered cert, available as a root cert, somewhat rudimentary in its functionality - see <http://www.it.utah.edu/services/networking/certauth.html> for more information and to get to the Certificate Signing Request (CSR) page after authenticating. If your audience is not campus people, you'll want a more recognized cert. If your audience is a campus subset, this is a good option. We want to encourage campus users to use this as a trusted cert. Not a heavily used service at this time. If you are a network admin, we would like to have you load this on your users' browsers. Recommended for test sites or if your software will generate a CSR. OIT only signs host certificates. Each request is handled manually; they want to try to understand who is requesting what; turnaround is quite rapid. Requests can be for 1 or 2 years. The root cert is on the webpage for download.

IV. Unified Communications Status - Seth Wanlass - [slides](#)

- Evaluating Office Communications Server
- Planned offerings:
 - Exchange 2007 - potential voicemail integration
 - Instant Messaging (secure, for campus only) - OCS, OpenFire(free, basic), Wimba (hosted) - can ask Seth or Jan Lovett if you want to participate in the test
 - Web Conferencing - Breeze, Marratech, Wimba options, looking at OCS

V. Campus Software Licensing changes/pricing - Craig - see [slides](#)

Off topic: contact Craig if you want a page up this weekend if you're website is going to be down due to the power outage

- Renewing Novell ALA this year (includes Zenworks, SUSE); probably won't next year. Can work with Novell, however, even without ALA agreement. Please email Margaret by

April 18th at osl@utah.edu with your Novell use data: Products used; number of servers; number of users; your plans for Novell products.

- Microsoft Campus Agreement: \$57/FTE (see calculation for FTE). Will be able to distribute Vista Ultimate but is based on FTE not computer count.
- NOD32 - new anti-virus software for Windows (works for Win 95 & 98, too). Very cheap.
- Margaret will send out more information.

VI. Campus Content Management - Paula Millington - slides (sort of)

Paula is coming at this from a strategic viewpoint; not so much the technical details. It's been a little discouraging in the past year because our (the U's) content sucks. What makes good content? They have some ideas. Think we can do a better job for both the campus members and outside audience if we separate that content (like through a staff portal).

Content Management continuum: (see PDF)

Know that campus has needs for some points on the left side of the continuum (Templates for look/feel/navigation, basic web publishing).

Architecture:

content components (UMail FAQs, wireless config/info, scholarships - examples) in a repository, for use by anyone, but are from authoritative sources and are kept up to date.

Content gets delivered in context: my.utah.edu (authenticated); www.utah.edu. People in the U Webmaster Office will be available for all these steps. If we get to the point where we share individual components, we will either need to be on the same platform, or re-write the interfaces (expensive). Will have ways to move up the feature stack.

Using Vignette.

Vignette Tools Suite that we've purchased include:

- Portal
- Content Management
- Collaboration
- Application Builder
- Various tools, connectors
- Annual Extended Maintenance

Let Paula know if you want something on Vignette - the enterprise licence agreement is that anything on Vignette by June 30th is ours. Collaboration is licensed by individual users.

Status:

- Infrastructure (pretty stable, being upgraded now)
- Faculty Activity Report (updated once yearly)
- Brain Institute and Marriott Lib will be up in mid-May
- U Home Page is up (Marketing runs it)
- Other colleges, service organizations are signed up

Who can use it?

Everyone, after it's productized. Timeline: they are meeting milestones regularly. July 2008: will do some Content Blueprint Seminars - the process for converting, resources needed, content analysis.