

August 5th IT Managers meeting –Agenda

HSEB Room 1730, ~ 60 in attendance

12:15 pm - Pre-mtg vendor presentation

Western Blue - Scott Drake, Brian Gai – [see their slides](#)

Western Blue is the largest HP Systems integrator in Northern California. They have an office in Utah and currently work with the a few U of U departments on campus on Server, Storage and PC related projects. Western Blue and HP will be presenting ideas on creating operational efficiency and cutting costs as well as an overview of the HP Personal Systems Group Roadmap.

Western Blue provided lunch.

1:00 pm - Regular meeting

1. IT Updates – [Meeting slides](#)
 - a. Fiber work announcement – see slide
 - b. UMail use – please encourage your faculty to use UMail to communicate with their students. We'll be pushing forwarding this fall, which we hope will help with better communication from the administration, instructors and the Campus Alert System.
 - c. Wireless update – see Dave's slides
uconnect.utah.edu is running on a potentially hacked encryption cipher (TKIP). We can't use the TKIP cipher on N gear according to the standards– it limits throughput. The new ssid is UConnect. An auto-configurator is available now. Go to wireless.utah.edu or setup.utah.edu/UConnect to get set up. UGuest is the renamed, repurposed hotspot -> guest network. [how_to_connect_to_uconnect](#) will also go away. New Cisco gear: Aruba gear in HSC will be replaced by techs; lower campus Trapeze gear is easy to swap out right in place during the day.
 - d. Guest Network IDs - Guest Network IDs can be obtained on demand from the Campus Help Desk: 801-581-4000. One or many may be requested, intended for short-term (less than 2 weeks) use. They will allow the guest on UConnect. The requestor vouches for the user. Self-service app will be created in the future. Go to <http://www.it.utah.edu/services/connected/guestaccounts.htm>
 - e. June ITC report/Aug ITC agenda (slide)
June meeting: instructional computing final budget was approved (faculty, student equipment). New SaaS sub-committee formed to look into cloud computing on campus. ITPPO Executive Dashboard upgrade – portfolios for areas of campus and their projects are shown in real time: www.acs.utah.edu/uofu/fin/UPlanITDashboard/; Secure IM service through OIT: secure chat, voice, video, requires MS client (Communicator), \$17/year; Wimba is available for staff & grad students in a CIS portlet; ACS announced that the DR facility in Richfield is functional – near real time data sync for core services.

f. IT Mgrs Board Retreat summary

The Board met in July and discussed the strategic direction of IT for campus, talked about the Portfolio effort (see Executive dashboard, above), planned this meeting and reviewed the [2009 survey results](#):

- 50% of respondents put at least 1/3 of their time into desktop support (list all top 5).
- #1 reason for people to come to this meeting is networking with peers, policy information second.
- Meetings getting better? 63% same or better. Relevancy: pretty good.
- Updates: 80% liked all updates given – will continue all of them. ISO got 100% positive response. Will look further into what ISO can/should provide.
- Workshops – the people who went liked them a lot.
- Please feel free to contact the IT Mgrs Board anytime to give us an earful. If you'd like to stay anonymous, please use the [anonymous webform](#) on the IT Mgrs webpage.

2. ISO - [see slides](#)

Tons of exploits/patches this summer; pretty scary. Update your images! Using POC for all kinds of things – be sure to get registered and send a request for Top Talker reports. Upper mgt is starting to see some of the reports ISO generates. If you want your people to see reports AND you want your people to be contacted if “something blows up,” get them registered – they don't have to be associated with anything specifically.

Vulnerability scanning severity – please focus on 5s, 4s, and 3s; the others are nice but not nearly as critical. Qualys is the scanning tool, tends to be pretty conservative. If you get some of the potential vulnerabilities, don't ignore these but know many are false positives. Keeping Qualys for campus ... we'll think about a Qualys workshop to understand the reports and figure out what it can do, what to request.

3. IT Highlight: CHPC – Guy Adams – [see slides](#)

tons of research going on around campus, the grants put money into research overhead which funds CHPC. 2000 processor cluster that runs 24/7/365 and is busy 95% of the time; 2 day waiting period for research. Come see Guy and the other CHPC guys if you have problems with power, cooling, explosion of data; they have some good ideas.

4. Bookstore Service Center – Travis Emery – [see slides](#)

Travis is the Lead Tech at the Bookstore Computer Service Center. A few changes recently that affect time expectations and cost, mainly for IT guys. The problems in the past with turnaround time have been taken care of; any future problems with computers. They are Lenovo, Sony and Apple-certified, software and hardware. Dell and other manufacturers you'll probably need to go to the manufacturer. 48 hour expected turnaround time excluding shipping time for parts. Looking to the future, they'll be able to service Apple servers, then desktops & laptops. They will be able to deliver parts and even install on your site. Timeframe: likely by spring semester.

5. Campus printing options discussion – moved to next month