

February 1<sup>st</sup> 2006  
IT Managers Meeting  
Minutes

I. IT Updates

A. Cell Phone Policy – Syndi Haywood

How many carry more than one device? – quite a few. You can now go to only one device for work and personal use. You will receive an allowance. Go to [www.it.utah.edu](http://www.it.utah.edu) – choose Phones, then Cell Phone Plans. You'll see the policy, forms and FAQs links. Login and see all the vendor plans and phones – compare.

The new Cell Phone Policy is now in effect. Get your paperwork in to Payroll by Feb 7<sup>th</sup> to get your first allowance by the 22<sup>nd</sup>. Cingular users will need to send in a TEO to get out of the U/NetCom billing system to a personally-liable plan. NetCom will help make this switch. You can keep your number; may want to change phones/plans. NetCom can help you if you need to turn in equipment. If you are required to carry a cell phone for business, please be aware of this new policy. Talk to family and friends to learn their carriers/plans . . . you may want to be on the same carrier for mobile-to-mobile minutes. Complete the form with your supervisor . . . determine the plan you'll need and the allowance. The allowance is in \$25 increments. Over \$150/mo requires VP approval. Payroll is working to make better increments (not such large gaps). By early next week, more information will be available. Get VP approval for a different increment amount – see John Levandowski from Financial Information Services for more information. There is a way to get a one-time allowance for a new device. Any phone currently owned by University must be retired with a form from the U to the individual. Please see our FAQs page for questions. Step by step procedures are on the forms to help with the process. Employees will be compensated for taxes on allowance if supervisor approves and includes that grossed-up amount in the increment. Budgets: these allowances must come out of a non-personal account (6x). More information on cell phones, plans, technology, campus systems will be coming in the March IT Managers meeting.

B. Media on Demand forum – Dave Adams (TACC)

Educational, instructional, communication venue for people on campus involved in creation, storage or delivery (or all) of media on demand. This may apply to you, or others in your departments who don't attend this IT Mgrs meeting. Media on demand can be extended to included regular audio or video clips, net meetings/presentations, streaming video, media delivered to cell phones, etc. We hope to bring people together and inform them of services, train on best practices, and more. Several people in attendance are already involved in Media on Demand; some have been asked about this. Look for a mailing in the next week – information on the Forum, invitation to subscribe to new mailing list, and information on the first meeting (end of March/early April). Please think of others who may be interested and pass the email along.

C. WebCT Update – Joseph Buchanan (TACC)

Recent WebCT upgrade has caused a lot of issues. If IT admins can do some upfront work it will help: Runtime Java version needs to be latest; turn off pop-up blockers and firewalls. New WebCT is quirky – mail is the thing that dies the most often if the configs aren't correct. It has a browser checker that is pretty helpful, but doesn't cover everything. Known bugs we're trying to get WebCT to fix; kind of at their mercy to get things fixed. I.E. for Mac won't work. Seems like every browser has a few problems but "mostly" works. Safari on the Mac seems to work best, but Mac OS 10.4.4 introduced some problem. Try using WebCT on multiple browsers. Try putting WebCT as a trusted site. Considering how many students/courses are currently on it, it's actually doing quite well. Please tell us what you see – send an email to TACC. [webct-admin@lists.utah.edu](mailto:webct-admin@lists.utah.edu)

D. Cooperative Big Buy – Craig Bennion

How many would be interested. Maybe 1/4 - 1/3. Who would lead the effort? No hands. The Big Buy was a fairly intensive process that we used to go through. Multiple vendors were chosen but unhappy because they weren't the sole vendor. The U did okay this way. Purchasing/the State have contracts with key vendors, but are intended for a onesie-twosie purchase. Substantial discounts to be had with big purchases. Could we limit a big buy to 2 or 3 vendors? Yes, but depends on the prices. Value-add, turnaround time, important. Please send Craig an email to inform him of your interest: [craig.bennion@utah.edu](mailto:craig.bennion@utah.edu). The IT Mgrs Board will think about putting this together. May think about CPUs. The emails last week were for Dell, specific configurations to be purchased over the year. The Big Buy was able to get a year contract.

II. ISO Updates – Steve Scott

A. Recognized Demian Hanks, Steve Jeffs of CSBS with movie passes for “right-sizing” admin rights for their users. Out of 800 users, most desktop users no longer have admin rights.

Minimal problems out of CSBS as a result. Could be a future IT Managers topic.

B. OnGuardOnline information – booklets and pamphlets available. Steve has ordered a lot – 15,000 – to distribute them at the Bookstore, Student Housing, etc. Grab some today.

C. BlackWorm (has 8 different names) – please tell everyone that they need up-to-date anti-virus. We've caught a couple of suspect machines on campus; it's the folks at home on broadband that ISO is concerned about.

Web interface for swolf (<http://swolf.iso.utah.edu>) – about 75 people now have access to their flow reports online. Send ISO an email to get access. It is only accessible from on campus and to those admins in the PoC that have requested access, and they can only see addresses registered to them. Auto-blocking on SSH scans, Mac remote desktop scans, etc. PoC registrants can have access to the blocked list upon authentication. Malicious host is blocked for 30 days and it rolls over if more activity is seen. If legit traffic is blocked, we can take care of it. You can also view the manual blacklist – phishing websites, bot controllers, etc. Finally, also see daily reports of top talkers – real time data flows. If you need a range of dates, send ISO an email requesting it. Sign up! Use the interface!

D. Nessus 3.0 came out this month with enhanced features: schedule scans, compares old to new scans. NMap 4.0 came out yesterday or today.

III. UMail/Exchange Report

A. Update – Caprice Post (see the presentation at

[http://www.it.utah.edu/leadership/committees/IT\\_Managers/papers/UMail-system.ppt](http://www.it.utah.edu/leadership/committees/IT_Managers/papers/UMail-system.ppt))

i. Production system up. OIT Alpha users to be migrated Monday. New uNID Tools to be ready 2/15. Current faculty/staff/student accounts provisioned

ii. Early Adopters can start using system Feb 20th. System will be in full production in May. Early adopters will not get mail migrated for them, will start with a clean, empty mailbox. Any data migration will be the sole responsibility of the user or Local IT Admin. We need a resource request (anything shared such as conference rooms) and department e-mail domain information. Submit to [email\\_projectfaqs@lists.utah.edu](mailto:email_projectfaqs@lists.utah.edu). Delegated Admins get the same set of tools as the Help Desks. DAs can only administer accounts within their ORG ID(s). Can increase quota, email send or receive size, number of recipients. Can create new aliases, forward mail, etc. Default Mailstore size: 500 MB Staff & Faculty, 50 MB for students (up to 2 GB storage for staff/faculty, 500 MB for students \*Must demonstrate that the increase is for academic purposes). Default email size limits: 10 MB internal and external. Default maximum number of recipients: 25. Please use the campus DMail system to send unsolicited (but approved) emails to large/targeted campus audiences. The campus

list server is ideal for cases where the recipient should be given the option of "unsubscribing" to the mailing.

Roles are based on ORG ID. Strange situations will be handled on a case-by-case basis. ACS provides only one ORG ID and job title per person. Preferred email name will only be reflected in your UMail account - not in the Campus Directory. Any campus help desk (that has been granted the ability to reset ACS passwords) can serve as delegated admins for students. Send questions to [email\\_projectfaqs@lists.utah.edu](mailto:email_projectfaqs@lists.utah.edu).

- iii. Web-based self-serve IMAP email only migration tool available.
- iv. Phased Dept migrations will begin in May. They will be planned, and carried out in a managed way. February 13<sup>th</sup> meeting (10 am in the Dumke Conference Room, EBC) for planning early adoption or phased dept migration.

B. Department Migration – Roy Schulz and Amir Masood (see [http://www.it.utah.edu/leadership/committees/IT\\_Managers/papers/gwmigration2umail.ppt](http://www.it.utah.edu/leadership/committees/IT_Managers/papers/gwmigration2umail.ppt) ) Migration tool specific for departments: GroupWise to Exchange. Quest migration tool – best product and has Microsoft's blessing. Throughput is about 40 MB/hour – encourage your users to clean out their mailboxes!!!! Attachments tend to slow the process. Have users save attachments to a local or network drive. See <http://www.it.utah.edu/umail> and send questions/comments to [email\\_projectfaqs@lists.utah.edu](mailto:email_projectfaqs@lists.utah.edu) .

C. New uNID Account Tools (Emphasis on UMail Controls) – Seth Wanlass (see [http://www.it.utah.edu/leadership/committees/IT\\_Managers/papers/uNIDAccountTools.ppt](http://www.it.utah.edu/leadership/committees/IT_Managers/papers/uNIDAccountTools.ppt)) There will be an "Activate UMail" button that is the first step – will change routing to new UMail account. Then user can move iPlanet mail. Seth demonstrated the prf file download. In the Mail icon in the Control Panel – no profiles. Open the downloaded file. Outlook will import information into their Email Accounts (say Yes). It will create a profile called UMail – will override an existing profile named UMail. The mailbox will be created in Outlook with the user name from PeopleSoft. uNID Tools will allow the user to set up a different, preferred name if they choose. All secure configuration settings are now in place. This prf file is only for Outlook 2003 (none for Entourage or Evolution). One could be made available for IT Admins to use on multiple machines. \*\*

Delegated Admins get the same set of tools as the OIT and ITS Help Desks get. DAs can lock areas of the account. Can increase quota, email send or receive size, number of recipients. Can create new aliases, forward mail, etc.

Defaults: 500 MB storage for staff/faculty, 200 MB for students. 10 MB email size coming and going, 25 recipients. Please use the campus DMail system to send unsolicited (but approved) emails to large campus audiences.

Roles are based on ORG ID. Strange situations will be handled on a case-by-case basis. ACS provides only one ORG ID and job title per person. Preferred email name will only be reflected in your UMail account – not in the Campus Directory. Any campus help desk with the ability to reset ACS passwords are the delegated admins for students. Send questions to [email\\_projectfaqs@lists.utah.edu](mailto:email_projectfaqs@lists.utah.edu).