

IT Managers Meeting
June 7, 2006
CRCC Room 205
Minutes

I. IT Updates

A. Wireless Committee update: Andrew Goble

Meeting frequently right now – 4 times in the last month. Changes happening in the campus wireless standards: modifying the secure.utah.edu network. It will be updated to encompass the “not-so-new” 802.11i standard encryption/authentication schemes (WPA and WPA2), plus a name change. Trying to make it as painless a transition as possible. No major changes in functionality or purpose: uconnect.utah.edu. Hotspots initiative: being proposed as a replacement for insecure. This will try to accommodate those who visit our campus and need internet access. Working thru several issues: unauthenticated access for some basic services, to accommodate older devices as well. Some good work is coming out of the Committee and some recommendations will be made to ITAC this month.

B. Content Management System: Paula Millington

Finally refined a project for \$488K to start with; the CAD has blessed this and Media Solutions will start to fill 3 positions in July. Timeline: need to find out what the content management system can do and find out what departments are doing and what their needs are. Out of the gate: to address Presidential initiatives on interdisciplinary research, technology ventures, international aspect – faculty repository and Brain Institute set up. Couple of initiatives with the Library. Have a few partners that have resources needed for taxonomy, etc. Will be meeting with you to figure out what should be central, what should be local, etc. Faculty repository: can start with HR data in PS. 10,000 foot vision is to identify institutional authoritative data sources to be a part of the system. A project plan will be available in the August time frame. Will be voluntary to use. Should have some nice tools within a year. May be some cost benefits with the system. More accurate and more timely content when a non-technical person can get content onto the Web. HSC likes the concept of a common look and feel, common navigation (to a certain degree). UCLA, UCSD, Ball State use the same system. Will have something for faculty depository by the first of the year. For departments, options available by the end of next fiscal year. May have to pay for content mgt licenses (maybe \$400 each, one-time plus an on-going). OIT would provide tools, training. Running it on JAVA/Unix/Tomcat platform. It's Web accessible (no client needed) – everyone can use it.

Also – migrating the student portal (<http://my.utah.edu>) to Vignette this month. Will be done before we have to pay our Novell license fee for July.

C. OIT Website: Mindy Tueller

Be sure to check out the IT committee pages in the [Office of Information Technology website's Committee](#) area. The Wireless Committee, ITAC, IT Managers, U Web Advisory Committee and Information Technology Council committees/groups all

meet regularly and the meeting minutes are posted in a timely fashion on the website for all to read. Also, find campus resources like mailing lists, how tos, and contact information for new or current IT professionals in the [IT Professional Guide section](#) of the site.

II. ISO – Corey Roach

A. Updates: Upcoming security threats.

- 1.) Spear Phishing - More sophisticated “phishing” emails tailored to their target organization.
- 2.) Targeted Exploits - Malware written for a specific organization. It’s pushing forward the need for anomaly based detection rather than signature based detection.
- 3.) Cross Site Scripting (XSS) with HTTP response splitting - It can “poison” an organization’s web cache, thereby affecting many more people.
- 4.) More sophisticated Bots/Zombies - Bots are beginning to use encrypted, obfuscated or distributed “Command and Control” channels rather than the standard IRC, making them much harder to detect.
- 5.) Non-IE Browser Exploits - Malware for web browsers other than Internet Explorer are beginning to ramp up.

B. Tool of the Month: Microsoft Baseline Security Advisor - MBSA can help to detect common security misconfigurations and missing security updates.

<http://www.microsoft.com/technet/security/tools/mbsahome.mspx>

C. Movie tickets questions:

- What is the URL for the SANS Internet Storm Center?

<http://isc.sans.org/> Winner: Dave Adams

- Name another security-orientated website.

CERT <http://www.cert.org/> Winner: Derrick Albright

Q. What’s an effective product to combat spyware?

A. Spybot Search and Destroy (<http://www.safer-networking.org>) or Tripwire (<http://www.tripwire.com/>) Using integrity checking rather than signature detection.

III. Data Center Committee report – Mike Morgan, ITS ([see the Data Center spreadsheet](#))

In November or December 2005, a sub-committee was formed through ITC for where data centers are (status-wise) on campus. Mike chairs this. Issues that will affect the campus:

- 15 distributed data centers around campus
- 32,000 sq feet when combined
- All at least 71% full
- High Density term – how to keep the center running based on old technology (20 watts/sq ft)

Putting together options – will present to ITC tomorrow

1. do nothing

2. look at aggregate # of centers out there, identify key facilities that can be upgraded, bring up to minimum specs. High density clusters, blade arrays, large amounts of SAN space – taking up power and cooling resources. Much more costly. Identify key areas, upgrade to maximum capabilities. “If you build it, they will come.” Look down the road to a University data center once existing areas are full. The U should design and build a center that will handle technology (at least 60 watts/sq ft).
3. Keep existing data centers where they are, identify where a central data center should be located, then build it. Recognizing that some departments still need local control, access.

State facility in Richfield – mostly empty, gigabit capacity. ACS, UEN, others already taking advantage of it. It is running on old infrastructure, too. Other Utah institutions are in the same situation we are.

IV. Help Desk Software – See [the PPT slides](#)

A. Craig Bennion – first described a nightmare scenario for department admins. Things are going on all the time – how do we manage everything? How many of you are using some kind of problem-management tool? 10-15. Yellow sticky notes count. (-: Spend \$3, buy a notebook, start recording everything you do to help other people. Collect: problem, resolution, who has the problem, the workstation in question, when it happened, status, etc. Who what where why when. Start to compile a history. Collect basic bits of info to help you manage, maybe even anticipate. Several years ago a branch of IT started up called Help Desk or Service Desk (ITIL). 10 or 15 products were worth looking at a few years ago; now there are more than 130 (a huge industry).

What kinds of software are you using?

- HP Service Desk (UEN)
- Homegrown, web-based
- Track-it
- Remedy
- Home-grown,

- Homegrown can be paper-based, data-based, etc. Advantages – built the way you want. Disadvantage – developer leaving causes problems!

- Commercial packages – Pros - a lot of variety to choose from. Disadvantages – if the vendor goes out of business. Vendors are usually tuned into the industry and willing to make changes to product.

- Freeware/shareware solutions: GNU: OTRS, IssueTracker, FireFly, RequestTracker

OIT uses Remedy. We only use 5-10% of it’s capabilities. We purchased it some time ago; it’s very expensive and we likely wouldn’t do it again. Heat by FrontRunner, Magic by BMC (geared towards smaller businesses). Remedy is for large call centers, also by BMC. All these vendors are very tuned into the IT industry and ITIL.

In choosing a help desk solution:

- standard features
- ease of customization
- security and access control
- hardware, OS and IT architecture
- interfaces with asset or change management
- scalability
- Computer Telephony Integration (CTI)
- Escalation process- automation of this process can greatly enhance the effectiveness of your operation
- Knowledge Management features and integration (including searching capabilities, knowledge building, etc.)

B. Hang Wong: Eccles Library. Didn't have time to do a homegrown. Had to have something to do inventory for 400 computers. Found a package based on Filemaker Pro with pretty good price options. Eccles purchased access to the whole database (\$800). Being web-based, techs can make changes and enter info from the user's computer. The version they bought allows complete customization. It was a pre-canned solution up and running quickly. Can be exported out to open-source software and use a SQL backend. Has an area for financial data (P.O. number, warranty info). Has a Knowledge Base component. Lists open calls and their priority. Doesn't allow users to enter their own TT by default; but does allow them to see their ticket (to whom it was assigned, status, etc.) Very easy to publish to the Web – a very standardized interface. See www.computeradminpro.com

C. Demian Hanks: CSBS

Their Help Desk is very basic – helps in providing support to a few thousand users, 1000 workstations, networks over 9 buildings. They have 6 FTEs. Created in '99, Perl based. Users can submit their own TT and see its status via the Web. They have a dedicated phone number to call in – all calls can be logged, but really aren't. No track record of those 5 minutes solutions - downside. Must be a CSBS user to see the interface (username & password). Have a WIKI for staff plus a webpage with Tools. Close requests with non-responses after a week. TTs show dialogue toward problem resolution (generated by cutting and pasting). Generates reports. Web-based, one-stop for hardware/software questions, knowledge base. This software is by Somix.com, called OSTivity. CSBS paid \$1000 for it several years ago; another outfit on campus recently purchased it for around \$2000.

No meeting in July. See you again in August.