

October 3, 2007
IT Managers Meeting
HSEB Room 1750
Minutes

12:15 pm Pre-mtg presentation: **Sony** (Candice Pineda)
Sony provided lunch from Gandolfo's.

1:00 pm Regular meeting:

I. IT Updates

a. ITC October meeting agenda – Kevin

The October 18th ITC meeting will include: IT Strategic Plan, technology in the classroom plan, email as official communication for employees (staff/faculty), Distance Learning Task Force report, Workflow Committee report (HR position management, Org IDs, access to data), P&PM Committee report (policy, procedure, rules, best practices separation), Media on Demand Committee report (trends, resource needs), UCard update/LogiPLEX replacement process report, ERICA (IRB) project, new Facilities Management Maximus system report.

b. Shared cellular antenna by the Moran – Kevin

Verizon cellular use in Health Sciences area: Cellular On Wheels in installed, Antennas for in-building coverage in process, in-building coverage needs assessment next.

c. Faculty computer needs survey – Steve Hess

- Faculty replacement funds dwindled last year to almost nothing
- A survey was sent to all faculty involved in research – discovered inadequacies in computing power in mid-level research work
- Want to improve that situation – raised the SCAC Faculty program funding to \$100,000 this year
- Cyberinfrastructure Committee sees a need for an IT Managers survey (a pre-req for getting the money in 2008 and may lead to increased funding)

Nelson - many faculty feel they need a good machine at work and one at home: is the campus going to provide these? Steve: if the Deans feel like they should. Demian: Is the survey required to get the funding? Steve: SCAC will make the determination in how monies are spent. Steve: faculty say they need discipline-specific software and training on that software. Deans want to resolve the training issue; looking to IT Managers to help. Software Licensing may be able to help to bring cost down in software purchases. Trying to do everything we can to improve cyberinfrastructure for research which will help academics, as well. TACC will get 2 new positions. Distance Learning is a big issue right now; Dixie State College may become part of the U and will need to have classes streamed to them. Board of Regents passed a resolution to make Dixie College the St. George campus of the U of U.

d. CIO visits with Deans – Steve Hess

Campus IT Plan, projects that impact them, classroom technology, administrative computing, laptop program for students. Some colleges (MBA programs, Law) require

them already; Fine Arts is looking into such a program, too. Craig Bennion chairs a committee looking into the logistics. Bookstore can get good discounts, get the machines provisioned and provide repair/warranty support; Library would be a physical help desk; OIT would provide support (CHD), too. Recommendation from the Committee in the ITC December meeting. Deans, ITC concerned about pricing (burden to student), asking too much of students? There is an IRS break for making it a requirement. Hang: please emphasize this kind of program to School of Medicine as well – many students would benefit. Steve: this will be a general recommendation; Bookstore won't make much money.

e. Networks that support Unified Communications – Steve Hess

CIO for USHE – bill has been drafted that will give us ongoing money for support of networks & servers. \$8.2 million; \$4 million would come to the U. Would use it to help with the edge of the campus backbone network. As the importance of the network grows (research, IP video); the administration wants our network to have the capacity it needs, including unified communications. Need to identify parts of the network that need upgrading. We will know in February if we get the funding. Joe Breen is heading a committee on campus network architecture needs.

President Young, Dave Pershing, Loris Betz now have IT on their agendas – they are interested and want to help.

II. ISO – Steve Scott – [see slides; please take 30 minutes to go through Steve's links](#)

a. Updates

- What response from users on the Storm Worm email? Most deleted email; thought it was spam.
- SCADA Controls – video was leaked about an electrical power plant that was hacked. Very important. Watch the video.
- Encryption – working on encryption recommendations.
- Use of Unicode characters to form deceptive file names in Vista; executables can be turned into things like jpgs.
- Identity 2.0 – very entertaining video and important.
- Board of Regents audits – have been assessing all HE institutions in the state. Will do the U in about 2 weeks. There will be some pretty intense scanning. May ask for some internal access. Will want your cooperation. Trevor: will ISO be working with departments/institutions to help with what is found? Yes – definitely. Getting a lot of useful information to do things better.
- X font server exploit – lock down port 7100 for Solaris.
- Working on ability for LAN Managers to look at logs – should have that ready next week.

b. Report on FBI Infragard meeting – not all that informational. Sheriff Winder was there – stressed the importance of sharing information between disparate groups. Please keep doing this.

c. Cool Tool: CISecurity CIS-CAT tool

The U is a member of the CISecurity group. New tool: CIS-CAT. Java based – an evaluation tool that can be run on local machines. Very helpful tool – contact Steve to become part of CISecurity and use the tool.

III. Softricity – SoftGrid & MDOP

- a. Daren Stegelmeier and Richard Ruiz (via phone), Microsoft – [see slides](#) (actually, most of the presentation was a demo)

Virtualization. We've been virtualizing in the mainframe environment for a long time (log onto a terminal). Terminal services in Citrix – just the rendering of what is going on. SoftGrid virtualizes the application. That means it provides a safe environment without making any changes (writing to the registry) – keeps it insulated from the operating system. Deploying applications rapidly, and those that don't play well together. Example: Access. An old Access 97 db and a new install of Office 2003. SoftGrid will allow Access 97 and Access 2003 to run at the same time. Applications are cached by the client; pre-caching for off-line use is possible. Can use this for keeping track of applications (metering function). Applications that are challenging to run together have no problems. No registry entries – all settings are being insulated from the operating system. Sequencing prioritizes application for faster running time. As an end user, going from work station to work station, settings will go with the user. SoftGrid enables that. Works across Vista, XP, terminal services. Regression and testing for compatibility isn't necessary in a terminal server farm. On the server, running the Management Console. Only drivers issues with sequencing is if an application is tied to a specific computer name. The company that invented application virtualization; 95% of applications virtualize fine; the others are usually the kind of things like anti-virus that you want local anyway. When a package is sequenced, the settings are kept for roll out to all users (through Active Directory groups or Systems Management Server or as MSI files). Application termination through expiration does require SoftGrid server at this time. Next rollout won't require the server. HSC is running several different Internet Explorer environments. Two or three years down the road virtualization of application servers. Vista Enterprise Centralized Desktop – runs on a virtual server farm. There is a white paper that focuses this. SoftGrid for the client is licensed through the MDOP. Campus has licensing for 7500 employees and their respective departments. Daren doesn't know which depts. are covered (likely covered if on Core CAL). MDOP is SoftGrid and other tools. SoftGrid for Terminal Servers CAL. See Software Licensing for correct campus pricing.

- b. Brett Tarbox - ITS Softricity experience ([see slides](#))

HSC has 106 applications. Benefits: package the file, run the SoftGrid client and deploy it through Citrix. Speed of deployment and ease of management. Have had some caching profile issues – if an application hasn't been refreshed the users has to be set to _____. Redundancy and failover are very important. Internet Explorer is tough. Wanted to create a Swiss Army knife of Internet Explorers and that's tough to sequence. Feel free to contact Shelley Kelly with other questions. Versioning: gone through several revs of I.E. If a patch comes out – just create a new version and the only thing that gets streamed out is the change. Nelson: how do you deal with licensing? Brett: Visio use (individual clients) is managed through the Citrix console with a limit on how many instances can be launched. Microsoft – most products aren't allowed to have concurrent licensing. Office licensing is the same – if department is covered under the campus agreement, concurrent usage is okay. SoftGrid can be pinned to any menu on a machine. Dan Hutten: can you push to a machine you don't own? Daren: TS CAL, external connector, appropriate licenses on that machine. Security for student use is a big deal.