

September 6, 2006  
IT Managers Meeting  
**FAMB Room 202**

## Minutes

Open Forum – any questions? What about Internet Explorer 7.0 with a blocker – will allow patches to be pushed. Hope it's better than the beta.

Dan Hutten: wants to talk about a central campus key server – add it to the IT Mgrs topic list.

Hang: has had problems researching all the campus license terms and agreements . . . on OSL's site, maybe? Add to the IT Mgrs topic list

### I. IT Updates

- A. HSC ITS IT Managers meeting – a new forum now in place. The first meeting will be Sept 19<sup>th</sup>. Lunch is at 12:00 pm; meeting begins at 12:30 for one hour in the HSEB Alumni Hall (2120). An announcement to the IT Mgrs list will be sent.
- B. Wireless: Dave Packham. uconnect is up – turn it on now. Will shut the secure network off around end of the year. Users are seeing several pages with information on configuring for uconnect when they first connect. Hotspot is almost ready to go (Sept 18<sup>th</sup>). Campus Help Desk has seen some wireless calls – mostly setting changes.
- C. UMail: Seth Wanlass. 16,500 users have logged in so far. Building Hospital clusters for dedicated servers. SMTP being blocked – Seth works with network admins when he hears of these. The system is running Sybari anti-virus solution; requires authentication and SSL. Daily reports on throughput from ISO; monitor UMail logs using Mon. Will do more for the Hospital as they request; will use the ISO central syslog solution as well.
- D. Microsoft (Vista) – will be on the October IT Mgrs agenda. Just 50 minutes to discuss a huge topic. Send topics you want to be covered to the IT Managers list or to Steve Adams directly.
- E. Recognition: 2006 Presidential Staff Awards have been awarded to Jason Moeller (ACS) and Joseph Buchanan (TACC). Congratulations!

### II. ISO block

- A. Updates: not much – everyone is doing a good job staying on top of threats. Thank you.
- B. Tool of the Month: Appscan by Watchfire ([www.watchfire.com](http://www.watchfire.com))  
ISO is in the process of purchasing a license (Steve is the only one who can use it, but he will be happy to use it on your behalf.) Does a ton of tests. Send him an email if you want to have him test any of your web applications.
- C. Anything ISO can do better for you? Steve Adams: help getting TripWire set up.  
Hang: how many are running own TripWire servers? Several. Steve Scott: we've been investigating a central TripWire server. Interest? Yes. Steve will make sure it gets done. ISO is working on a central log server and analysis, too. Maybe we can do these together – Daily Traffic Report.

### III. IT Mgrs Board Retreat Report - Dan Hutten ([see PPT](#))

- A. 2006 IT Managers Forum annual survey results:  
[http://www.it.utah.edu/leadership/committees/IT\\_Managers/papers/ITM\\_ForumReport.html](http://www.it.utah.edu/leadership/committees/IT_Managers/papers/ITM_ForumReport.html)
- B. Retreat/survey conclusions, changes for the upcoming year
  - Last year we surveyed a few people, turned it into a mission/vision statement. Did another survey this year (July). Results on the website (see above). 50% Somewhat Relevant and 36.4% Very Relevant – seems like we're doing okay. Will continue with the Vision: Building a community of IT Professionals; and Mission: provide an environment that fosters communication . . .
  - \*Will work on making the Web Forum anonymous (asap).
  - Spent a lot of time talking about campus IT governance at the retreat. Who is driving campus IT? Where does OIT fit? It is important to use this channel on the

- campus democracy and how you can make your voice heard. Stick around for the next presentation on the campus governance process.
- Want more demos, hands-on. Hard to do in our 90 minute block. What about doing them as a break-out sessions. Vendors sometimes – as long as they are very technical. Would ask for help facilitating non-vendor sessions. One a quarter? No PC Managers, no Unix Managers groups anymore - are Wednesdays okay? The IT Mgrs Board will post a date.
  - The U has a new Training Consortium in place – hopefully will fill some training needs. They will have a website up and running soon.
  - Please pass your suggestions for anything that we can include or do better onto us.

#### IV. Governance overview (ITAC, ITC committees) - Daniel Trentman

Dan is a representative on both committees.

IT Managers are busy implementing projects on campus. ITC is not hierarchically above this group, but is working on different issues. IT Managers is, in part, to improve efficiency in implementing campus-wide projects.

ITAC is an advisory committee for ITC on how campus projects should be technically implemented. (Wireless Committee – headed by Andrew Goble – is a sub-committee of ITAC.) See <http://www.it.utah.edu/leadership/committees/ITAC/index.html> .

ITC (<http://www.it.utah.edu/leadership/committees/ITC/index.html>) has campus representation to make decisions on campus-wide projects (go/no-go to proposals). If IT Managers have an issue that should go to the ITC, how does it get there? Talk to your ITC representative to get it on an ITC agenda. One person in an ITC meeting can change the direction of a project. It has a legislative quality. Example of a project that started in an IT Mgrs mtg: survey of the IT Managers on using a central email service. It was the impetus for an ITC agenda item. Kevin: do you know who your ITC rep is? If your organization is not represented, sit down with your dean/dept head and talk about getting representation. ITC members put issues on the agenda. ITC meets every other month. We will work to get ITC meeting minutes posted a bit quicker. Will also work to bridge the ITC agenda time differential with this meeting. ITC agendas, minutes can be sent out to this group.\* Steve Hess: Deans wanted faculty to weigh in on decisions that affect all of campus – this is how ITC came to be. If ITC has majority approval on a project, the Deans and administration (Dave Pershing) will go along with it.

Need better communication – get results of ITC minutes to end users. Brad: seems like the IT Mgrs and ITC speak a different language. Cyber infrastructure survey is a good example of how communication goes astray between faculty and IT managers. Larry: need a central location on the Web of policies from ITC/ITAC. Some are better documented and easier to understand than others; need to include HR policies. Trentman: can pose that to ITC. Allen Fox: want a general direction. Steve Hess: most recent approved campus IT Strategic Plan is online: shows all major projects that have been approved. See the Policies area of the OIT website: <http://www.it.utah.edu/leadership/policies/index.html>. Q: Is there money to apply for? Dan Hutten: there is a mechanism (albeit wacky) – talk to your ITC representative. Steve Hess: **ITC approves the budget for student task force funds**. Q: Would like a list of functional resources available; best practices. Dan Trentman: maybe that's more to be done in IT Managers.

#### V. Apple Technical briefing: How to Deliver Content via iTunes U - Dan Sinema and Terry Stone

iTunes U – free service from Apple to deliver podcasting. Not anything you couldn't do on your own, but Apple has already created a free service that frees up your time in building and managing such a service. Came out of an initiative at Duke. They felt their faculty wasn't engaging and using new technology in the classroom. It's been very successful. Struggling with how to make and distribute podcast. GarageBand allows a user to create a podcast in minutes. iTunes has allowed download of 1.6 billion songs. Apple allows it to be customized by

universities. Over 26,000 podcasts (many are education-specific, many are free). More than 120 universities are using it. Paul Burrows (Media Solutions) is the U's rep; should have a contract in place with Apple in a week or so. Dan Sinema will show the behind the scenes/access.

Dan Sinema: Apple doesn't store any passwords for authentication – it happens locally. WebCT infrastructure can be leveraged to use the iTunes system. Administration of a course is all done in iTunes. Students and end-users are largely familiar with iTunes already. iTunes U can have a public face (general public) and a private face (specific course). Reports are available to administrators.

Can add tabs for access. Drop boxes for students to drop courses – they can see their dropped file. iTunes interface will open a browser for uploading files. MP3 or AAC file format suggested. RSS feeds – any RSS reader will work, but if a user has an iPod, iTunes is definitely the easiest to use. Pretty simple; shouldn't be too difficult for faculty to do. Cuts down on support calls because so many users are roughly familiar with the iTunes interface. No DRM on these files; Apple doesn't get involved with legal, copyright issues. Must be resolved at the school's level. Overall site preferences can be easily edited – images, templates, appearance. Most difficult part will be creating the audio, etc., files. Apple has some information on the transfer scripts for authenticating from the school to iTunes.

Hang: storage – leased backup? No – shouldn't be used as a backup solution. Just a distribution method. Don't put your only copy on Apple's servers.

Brad: can we see something in production? Stanford's public face. Hooks for the browser? No. Bulk upload ability? Yes, for files only. An administrator could script something for a nightly upload via SSH as an example. Customization of iTunes interface – not sure.

Allen: bandwidth issues for large users? No SLA for users in the contract. 500 gigabytes to share at the U for distribution, not archived storage. No guarantee of a certain rate of MB, but it's a big pipe and Apple won't let it go down.

Dan Hutten: is there only one license for the U? Yes – but can put as many colleges underneath it as you want. Must work through the U's rep: Paul Burrows. Apple will deal with individual universities for needs of more than 500 GB. MP3 format is small. Duke, U of Mich, others have not exceeded their 500 GB. See the Stanford site: <http://itunes.stanford.edu> .