

IT Managers meeting  
September 2, 2009  
HSEB Room 1750

Vendor presentation: AT&T and NextG

Regular meeting

- I. IT Updates – [see the slides](#)
  - a. Campus Alert System – enrollment rate across campus is about 20%. Faculty & staff are around 25%; students are lower. Pop-up on CIS page, banner running on homepage, other ads. Would it be effective in campus computer labs to get students to actually get into CIS and do it. People who run labs – will you put up posters? Richard Glaser: lots of posters already in labs, may not be super effective. Some discussion about the opt-in vs opt-out of the system. Also, the H1N1 flu is on campus and public keyboards and mice – would like to put alcohol wipes and notices to go in labs too. Is that okay? A request was made for non-scented hypoallergenic wipes if possible.
  - b. ITC report – see Jon’s slide
    - i. Cloud computing/SaaS guidelines
    - ii. Student Group management system for ASUU
    - iii. P2P notification as part of the HE Act
    - iv. Distance Ed ad hoc committee – Helen Lacy
    - v. OIT latest re-org with ACS
  - c. Wireless update – See Jon’s slide
    - i. Wireless N gear is here, waiting on fiber, power
    - ii. Test phase planned for Oct
    - iii. UConnect will be moved to new IP space in 2-3 weeks! Note: 155.99.194.0-155.99.233.254
    - iv. SSID change – how has it gone? Pretty painless, College of Nursing has had some issues
  - d. Mac OS maintenance - 3 year license (they bought 1000) covers any major upgrades (must be at least Mac OS X 10.5) for \$68 at OSL. License time period is Aug 1 2009 - Aug 1 2012. Jim Lund may have some extra media for Mac OS X 10.6 or purchase media through OSL or Bookstore if under Mac OS X AMP.
  - e. ISPO Risk Committee – Security Standards – Chris Kidd wants 2 people to join for 4 meetings a year.
  - f. Internal Audit IT audit – Steve Hess wanted to pass along that:
    - IA has agreed to put the audit on hold temporarily until Steve responds to them (he is out of town right now)
    - IA is willing to work with OIT, ISPO, and the IT community to determine the most effective audit method so that it benefits everyone
    - If possible, please still work to complete the 17 control questions (the brief ones)

II. ISO Block – [see David's slides](#)

III. UCard – Ron Wells

Major upgrade to v 8.0. has just been completed. [www.ucard.utah.edu/content/PFP.html](http://www.ucard.utah.edu/content/PFP.html)  
Now you can move a job anywhere on campus – usually held in the queue for about 2 hours. Seems to be working well; the new software version is highly DNS-dependent. 8.0 packages – these are the clients for your PCs. Web-based so you can run the client on your laptop from wherever you are. There will be an announcement to students from Norm Chambers when they get maps up that include sub-levels in buildings – this will be soon. You click on the location in the map and then save the client file (package) to your laptop. Autodetect packages are “light” files – they try to determine what your OS is and needs. “View all packages” link shows the full packages by OS. Seems to work on Vista even though that OS isn’t showing up in the list. Question: seems like every time someone goes to print it tries to update the client and then fails. A: once the client is installed there should be some auto updates but shouldn’t be happening when they try to print. During the client install via the auto detector there is an option for auto updates. Q: does it all through scripts (silently) – fails every time. A: send Ron an email – he’ll try to solve it in his test environment or send it to Pharos/Blackboard. College of Ed was doing a fresh install and loaded the release station but when you swipe nothing happens. Anyone else had this? No. Globally, they are pretty much all over the place. A few areas still not covered but they are expanding fast. Steve Jeff: sporadic issues this semester – would like more communication. Could they learn what things are being addressed? Ron: listserv was created, and he’s trying to get more people to use it so that UCard and labs are all aware of problems, solutions. He’ll send another email and if you’d like to be added to the list, contact Ron: [ron.wells@ucard.utah.edu](mailto:ron.wells@ucard.utah.edu). Same first guy: unsupported type errors when students swipe happening all the time. Ron: reader heads need to be kept clean so that the reader can get all the data. Cleaning cards can be purchased at Mountainland Business Systems– “Waffle” card. C\*Cure is more proximity but could use some cleaning from time to time. Richard G: mobile printing – would like a web-based solution rather than the client-loading; he’d rather not install software. Ron: not familiar with that from Pharos. Ron could ask other universities what they are doing. Dan H: how big is your shop? Who gets the emails? Ron: 3 sys admins that handle Blackboard, Pharos, and C\*Cure. (Their offices just got flooded too.)

IV. USTAR IT Highlight – [see Larry's slides](#)

V. Campus Active Directory: ad.utah.edu – [see Mike's slides](#)

Seth came and talked to us a year ago (Aug 2008). Ad.utah.edu is represented on both sides of the firewall between HSC and campus as well as Richfield, USTAR and AOCE has multiple DCs throughout the valley. James Cannon at AOCE worked on lots of ad stuff for them.

What it takes to move to ad.utah.edu:

- They have set up quite a few OUs with delegated admins
- Figure out how to work with group policies

- Learn how to get machines off of Netwear to a Windows environment
- Meet with Identity and Access Management – a section of OITS ...???
- Plan storage ([john.fagg@hsc.utah.edu](mailto:john.fagg@hsc.utah.edu) or 801-587-6038)
- ACL adjustments
- Don't move over until you've thoroughly tested: PC configs, GPOs, File Move; make a machine in your environment available to OITS and they'll help test.

Please get on the ad listeners list ([activedirectory-listeners@lists.utah.edu](mailto:activedirectory-listeners@lists.utah.edu)) – see all the lists at <https://wiki.it.utah.edu/confluence/display/CampusAD/Active+Directory+Mail+Lists>. and see the wiki space at <https://wiki.it.utah.edu/confluence/display/CampusAD/Home>. Working with Nagios and Syslog for monitoring and how to get the data centralized and then out to admins. Upcoming Microsoft risk assessment for AD – look at every DC and how it talks to every other DC. Three or four domain controllers on 2003, but will be upgrading to 2008 by Christmas. Please check the wiki space for the schedule. Jon's question – about closed and open ports. Mike: depends on what you're trying to do on both sides. Certain ports need to be open to do certain things. Fine-tuning a page on the wiki space about what ports have to be open. Jon: it would be nice to limit open ports to a certain IP range. Any kind of master list so our DCs can talk to the DCs we want? Mike: this will be on the wiki, but will change regularly and will affect your ACLs – get on the root admin list to stay up to date. DCs are moving around. See the contact info on the last slide to get in touch with the OITS AD people. Richard: is the wiki the only place for online documentation? Mike: the wiki and the lists. Richard: wiki publicly searchable? Caprice: from on-campus after logging in. Richard: plans to discontinue other directory services like the Edge? Caprice: no. If you want to move over, that would be great, and if no one is using the edge server, we'll discontinue it. Campus Premiere Support agreement allows us to provide some support. The agreement puts us in a queue you couldn't normally get into with Microsoft. You do have to be on the call until it is resolved.