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Campus IT Project Review

The Information Technology Council (ITC) and University leadership have approved a process through which campus impacting, enterprise-wide IT projects will be reviewed and approved.

The quantity, cost, and complexity of IT projects increases each year. In an effort to solve departmental problems, solutions may be found that significantly impact other campus operations and resources, or, perhaps, may solve similar problems found all over campus. For example, department X may see a need for a secure, digital imaging and document handling system to manage the massive flow of paper passing through their organization. The documents may contain critical institutional or sensitive information that requires special handling, or the solution may require linkage to central institutional IT systems. And, the likelihood that other campus organizations are struggling with the same problem is very high. While the solution to department X's problem may require a stand-alone system, it is very likely that X would be able to acquire the most functional system at the best price by involving the broader campus community.

The University leadership is requesting that all campus organizations consider the following criteria when investigating major IT purchases.

1. Does the project significantly impact the University's finances?
2. Does the project require time commitments from limited campus IT professional resources? (i.e., ISO, ACS)
3. Does the project require other significant IT resource commitments? (i.e., dependencies on other systems, space requirements, help desk support, etc.)

4. Does the project require interface or integration with institutional data resources?
5. Does the project involve information that contains biographical data?
6. Does the project require an Institutional Security Office review?
7. Will the project generate significant network traffic that should be included in backbone network planning?
8. Does the project have potential campus-wide scope in terms of the consuming audience? (Could others outside of your organization benefit from the project?)

When a project triggers a "yes" response to one or more of the listed criteria, it will be referred to the Office of Information Technology (OIT). OIT will *expeditiously* clear the project before it proceeds through purchasing. If a broader review is needed, OIT will convene a meeting of representatives from IT departments that are affected by the project. The criteria will be reviewed and staff support will be provided to analyze end-user needs, project scope, total cost of ownership (TCO), funding availability, and the overall project feasibility. This information will be summarized and presented to the ITC and to the relevant vice presidents. *These reviews will be accomplished in a timely manner.*

The Senior Vice Presidents, Administrative Vice President and other vice presidents closely associated with the projects will meet on a regular basis. These meetings will be similar to the annual Capital Facilities and Remodeling (CF&R) budget allocation meeting. Only high-level projects spanning multiple vice presidents will be summarized and presented. Examples of high level projects include next generation telephone systems (voice over IP), campus email, e-commerce solutions, campus IT security, campus wireless strategies, etc. Policy issues may be addressed when necessary.

This approach to IT planning is expected to benefit the entire campus, while facilitating the flexibility and agility required in our extraordinarily diverse IT environment.

Changes to the One Card Office

On April 1st, the One Card Office (also referred to as the U-Card Office and ID Card Office) will move from the University Controller's Office to Auxiliary Services, under the direction of Assistant VP Norm Chambers. The Auxiliary Service departments are in the business of providing support services to the Campus Community. In addition to the One Card Office, Auxiliary Services includes the University Bookstore, Commuter Services (Parking, shuttles and the UTA Ed Pass Program), University Student Apartments, Rice-Eccles Stadium, Jon M. Huntsman Center, Publications & Printing Services and two child care centers. As Chambers puts it, "We in Auxiliary Services are continuously looking for ways to improve the services we provide to the campus. We look forward to building on the strong foundation that Grant Moulton, Kori DeHaan and the U-Card staff have built."

With the move, a new manager for the One Card Program has been hired. She is Lisa Arbon-Tagge, formerly of Salt Lake Community College. She was the Director of Continuing Education at SLCC. According to Arbon-Tagge, "Our initial goal is to insure a smooth transition. Our long-term goal is to work with the campus community to look for new and innovative ways to improve services to students, faculty, staff and campus departments."

Look for more information and opportunities for input in the near future in this publication and on the U-Card website, at www.ucard.utah.edu. Questions? Contact Ms. Arbon-Tagge at lisa.arbon-tagge@aux.utah.edu.

Network Backbone Upgrade

Beginning this year, the University of Utah campus backbone network will undergo an extensive upgrade to meet the demands of technologies such as 10 Gigabit Ethernet (IEEE 802.3ae), IPv6, Jumbo Frames, Multiprotocol Label Switching (MPLS), and 802.1x authentication. The upgrade will include four phases over the course of the next four years.

Implementation of Phase 1 will begin this year and will include upgrading the WAN, Core, and Engineering node routers to support 10 Gigabit speeds. To get an idea of the throughput of this speed, a typical download of a 7.5 Megabyte file will take approximately 60 seconds over a 1 Mbps link. The same file over 10 Gbps will take only an amazing 0.006 seconds! Jumbo Frames, MPLS, and IPv6 will also be supported in this phase.

Phase 1 will also include upgrading 13 building demarcation switches to support 1 Gbps speeds back to the distribution layer, an improvement from 100 Mbps. These new switches will support the 802.1x authentication standard.

The following phases will upgrade approximately 35 switches each year. By year 2007, the entire campus backbone network will include 1 Gbps connections to each building demarcation switch, 10 Gbps connections between distribution and core layers and connections to the WAN routers. Jumbo Frames, MPLS, and IPv6 will meet the requirements of departments across campus.

The proposal to upgrade the backbone went before ITAC and ITC. Both committees approved it. NetCom's NetOps group will be implementing the upgrade. For more information, see the project proposal at <http://www.it.utah.edu/ITAC/CampNetUpgrade.pdf>.