MEETING MINUTES
CORE SERVICES AND SHARED INFRASTRUCTURE COMMITTEE

DATE: JULY 10, 2014
TIME: 10:00 AM TO 11:30 AM
LOCATION: UNIVERSITY HALL, ROOM 244
CHAIR: ANTON HARFMAN, CO-CHAIR: DIANA NOELCKE
CALL TO ORDER

Anton Harfmann welcomed the members to the meeting.

Present: Anton Harfmann, Diana Noelcke, Kerry Overstake, Dominic Ferreri, Pallavi Patel, Steve Young, Rick Grant, Eric Anderson,

Apologies: Priya Chawla, Brian Butz, Thomas Krieger; Ken Hirsh, Rachel Frankel; Gary Grafe

APPROVAL OF MINUTES

The group took a few minutes to read over the minutes from the last meeting. Afterwards, Anton Harfmann moved to approve the minutes, Diana Noelcke seconded the motion. The minutes from the 06-12-2014 meeting were approved unanimously.

BUSINESS

ePortfolio Task Force
The committee recommended Rachel Frankel and Eric Anderson to serve on the ePortfolio Task Force. Both accepted.

Classroom Technology Spec Subcommittee
Anton, Diana, and Dan Drury will serve on the CTSS committee and serve as liaisons back to the CSSI Committee.

Anton suggested that departments should aim to collectively purchase resources that will serve all of them at a higher level, rather than separately purchase resources that will only serve individual departments.

Dr. Hutton expressed concern that faculty are not aware of all of the technology available to them. He cited the transition from traditional slides to modern projection systems as an example. The body responded by noting that classrooms are being upgraded, and obsolete equipment will be phased out and replaced with current technology.

Survey for Server Infrastructure
The body agreed that a subcommittee is needed that cuts across university units, targeting IT Managers Committee. See action items for more detail.

There was discussion of the relevance of the Blue Ribbon Committee data given its age. As such, it was determined that there should be a new survey done. The survey will evaluate the server hardware inventory electronically to determine the distributed server landscape. The committee will need to be mindful of server back-up. There should be a tiered and managed process to define various services used by individual servers. This will determine the back-end storage process. Some data on servers will need to be backed up to secure and compliant storage.
Adobe Contract Update
Amin re-negotiated the contract and CDWG is the reseller of the Enterprise Term License Agreement (ETLA) with adobe portal. Gary Casson, Amin’s replacement, will have access and will be able to grant licenses to IT Managers and others as needed. The full terms of the new contract will be communicated soon, but we do know the following:

- UCIT Business Affairs will invoice the $100 per seat license price
- Seat capacity is 1900, but if UC exceeds it, costs won’t increase until the next contract in one year
- Only applies to UC owned devices, BYOD and student options may be considered for next contract
- As of now, no institution has chosen the student option
- Price was negotiated in part through IUC contract, and purchase options will be available soon

Storage & Box Update from Diana
Isilon secure on-site storage for department/college/enterprise is on site and being configured. This is the storage to use for HIPAA, FERPA, etc. compliant data. User data migration is being staged.

Box cloud storage for personal use and ad hoc personal file sharing will be available by 8/4. Marketing, documentation, and training will follow. Box will be replacing UCFileSpace file partition for UC files. Dr. Hutton inquired about the current UC policies for data storage. More specifically, how long are student’s files maintained after they graduate. He suggested that the CSSI Committee review the retention polices with Bo. If committee members would like to request a test account prior to the official rollout, contact Don Rainwater.

UCFileSpace will continue to provide services for personal and group web sites, blogs and wikis, and various Unix services including shell access, databases, and programming languages for academic use purposes. UCFileSpace will need a new platform since Apple does not support the current one.

Data Center Task Force Update
A mini task force was formed to review the option with the State of Ohio Columbus site (SOCC) or CyrusOne. Using Gartner recommendations, the mini task force recommended SOCC. They did so because the rack space cost for SOCC is less than half the national average. In addition, SOC aligns with the state-wide push for shared services. They shared this recommendation with the initial task force, and are in agreement that SOCC is the better option.

Dom and Diana made the recommendation to the Capital advisory committee that disaster recovery and business continuity be at SOCC on the grounds that:

- Cost of 100Gbps connection to UC is bundled into the cost of SOCC.
- One-time capital costs are eliminated and moved all to operational costs
OarNet has a presence there, and they are prepared to give a direct fiber port to HPB Point of Presence
SOC is a tier 3 facility, which means physical access to the actual facility will require a background check
Only UC has access to its data

If we choose the option, SOCC will provide hardware swapping maintenance services for UC. There will be a partnership agreement for 12 months with fixed costs, which offers flexibility to choose other options down the road if a better option presents itself. For now, SOCC will make UC a leader in shared services. Finally, if UC decides to build its own facility, it will be able to do so without severely violating the “partnership agreement.”

Review Priorities and Goals from Brainstorming Session
- Architecture principles – almost complete
- Electronic classroom space/AV equipment standards - in process
- Storage/UC Box - in hand
- Server hosting analysis study – beginning soon
- Desktop virtualization & applications – next priority
- Unified help desk/trouble ticket system – Dom is working on this now, this committee will have significant input to this
- Single sign-on and portal for frequently used services

The single-sign on concept is to develop a landing page as entry portal to all UC services. The goal is to have all systems use CLS credentials. Anton will form and chair a subcommittee to address this issue in parallel with the SIS Development. He will ask Ken Petren (A&S) Rick Grant (BCS), Jon Adams (UCIT), an eLearning representative, and a Faculty Senate IT representative who has administrative responsibilities to serve on the subcommittee.

Succession Plan for IT Topical Committees
Another topic of discussion was term limits. One possibility is that of non-concurring two year terms for chair and co-chair. Another is that every year, the chair would step down but stay on the committee for a set amount of time, and the co-chair would move up to chair. Either way, the new chair must come from within the committee. Diana asked Jane Haniefy to research the succession plan established in the IT@UC Governance charter and send it to the committee for review.

**ACTION ITEMS**

Old Action Items.

- Pallavi Patel: Pallavi will follow up with Pat Krekeler to help coordinate the Tech Expo events on Sept 11, in TUC.

- Diana: Find out who on CSSI committee is the rep on the ITIE Classroom Funding committee. Capture the details for the ITIE committee, membership, meeting dates, time, and find out who from the committee. *Completed*
New Action Items

- Jane H: Post SharePoint site link to be included in every agenda as well as meeting minutes
- Jane to research the succession plan established in the IT@UC Governance charter and send it to the committee.
- Anton: Reach out to Ken Petren about joining IT subcommittee for single sign-on and portal page and other possible subcommittee members
- Dom: Charge the IT Managers Committee with completing the survey for distributed servers and determine how to share and consolidate the service
- Diana: Address the data retention policies with Bo

**ADJOURNMENT**

Eric thanked the co-chairs and said this was the most satisfying IT committee he has served on. The very productive year, Diana said is result of all the input from committee members and successfully using the IT Governance structure and integrated decision making process.

The meeting adjourned at 11:15 AM.

[Link to CSSI SharePoint Site]