IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)

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Notes

3:00 to 4:00	11/22/2011	CSE 507

Members Attending: C. Benjamin, Cromer, Fitzpatrick (Chair), Frey, Kirmse, Lander, Olson
Others Attending: Burdette, Curry, Madey, Moffat

1. **Chairman's Notes** – from September 27, 2011   -- No changes

2. **Work In Progress – Quick Updates**

   - **File Express (drop box)**   **Shawn Lander**
     - Shawn Lander gave a live demo of the product originally developed by/for the UF College of Engineering, currently being adapted for general UF use. The service is available for unofficial 'secret' beta at https://file-express.ufl.edu/folder.php . Please do not publish this info yet.
     - Issues/Questions:
       - Expiration of folder defaults to 1 day – OK
       - Maximum lifetime of 2 weeks – change to 7 days
         - For both of the above, the committee recommended being explicit regarding the TIME-of-day the expiration job runs (currently ~ 01:00AM)
       - Available quota:
         - System has 100GB TOTAL
         - Allows maximum of 1GB upload-batch-size (somewhat artificial, imposed by the JQuery tool they're using to interact with users).
           - Committee suggested that 5GB would be good for this value
           - Cromer suggests a table showing typical/likely upload time for files, to help users gauge how long it will take
         - Tiered quotas: shorter expirations for folders exceeding size-limits? – NO
         - Exceptions: Should they be allowed? – NO, not now
         - Review: Does this need to be reviewed by Privacy, InfoSec, General Counsel? – Tim will advise InfoSec (Adams), so they can decide what reviews should be done.
     - C. Benjamin suggests asking UF Computing Help Desk to feed back user comments
     - Committee would like assistance from E. Deumens (HPCC) to promote this service to his user community, as they are likely to be particularly interested
   - **Fax Server (pilot)**   **John Madey**
     - Had pilot w/IFAS & CLAS ("mini-pilot"/Proof-of-Concept)
     - Next step – Dan Cromer & Scott Matusz to get the service expanded in their colleges
     - Outbound Faxing only available so far. Inbound still has issues that need work-thru
     - People definitely want to keep their current inbound fax #s

- o Madey looking to come back to this committee in January with a roll-out document
- o Working with help desk on documentation
- o Dan Cromer says outbound is "99%" done/ready
- o Question from C. Benjamin about legal requirement to have fax # in header. Right now the fax server doesn't do that. Additional research needed. (Cromer would like it to say "From University of Florida Fax Server.")
- o C. Benjamin says his unit has been trying a similar service, but users seem to be resistant to actually switching to it. They're habituated to their old physical fax-machines, and that seems to be hard to re-train.
- o Need to move the current PRI over from Bridges to the production VoIP PRI
- o Hopes to be open for business by end of Jan

- **Voice-mail forwarding to E-Mail** **John Madey**
  - o Probably 20% of eligible users complete
  - o Added College of Education, and Operations Analysis. Going "door-by-door" asking if units want to 'sign up'
  - o So far, so good
  - o If you are on VoIP AND Exchange, and you want in, let John know.

- **ECDC Groundbreaking – Nov 29 at 3:30** **Tim/David**
- **Service Catalog – need Focus Group feedback** **Tim/Barb**
  - o We've collected data from all central providers
  - o Being put in draft format on web
  - o Soon we'll have a menu/portfolio of services for preview by focus group. Volunteers needed. Tell Tim if you're interested.
  - o Expect the focus group to get it during the 1st couple weeks in January
  - o There is much interest in COSTING of catalog: how does the IT budget spread across the catalog. That's "Phase 2." Sedesse & Tim will work with B. Cauthon who will do the cost slice-n-dice.

3. Year In Review – Quick Status **Tim**

Project Status – This Year – 3 categories:

- Done
- In Progress
- On Hold
- plus Ongoing Operations – all the day-in and day-out stuff

New Initiatives – for Next Year

- Cloud Storage: Elias is promoting this heavily. Moffat will be evaluating vendors and prices.
  - o FLR is talking about doing this – aka the Community Cloud
  - o FLR might sell it – then have one of the FLR members host it

- Infrastructure Hardware Replacement Lifecycle:
  - May need to stretch replacement cycles due to budget cuts
  - Similar issues for Wall-Plate refresh cycle
- Network Bandwidth Upgrades:
  - 30% more Internet – plus FLR peering
  - 10 Gig between all Core POPs – about half done
  - 1 Gig between Core and Building POPs – about half done
- Data Center Deferred Maintenance – CRACs, UPSs, PDUs – nearly caught up

4. Membership Rotation – Guidelines/Discussion   **Tim**

- Members
  - First Year – all 6 Advisory Committees started Jan 2011
  - SIAC met 11 times this year – thanks to all for contributing
  - Next Year: Policy Council is suggesting:
    - In general – 2 year membership terms – staggered
    - For startup years – needs some adjustments
      - ~ May 2012 – ½ the members turn over
      - ~ May 2012 – ½ the members stay on
    - Note that Student Rep (Ben Brasch) and Faculty Rep (Prabhat Mishra) could not be here this Fall due to schedule conflicts. Hope to find a time in January that can accommodate them.
    - C. Benjamin asks about the impact of the UF Academy (students attending Spring/Summer only) with the committee cycle. No one had any information.
    - Policy Council clarified roles of "Regular Members" vs. "ex officio" vs. "Subject Matter" experts. Tim wants to acknowledge contribution of the SMEs to this committee; (W. Curry, J. Madey, D. Miller, I. Moffat, D. Pokorney, et al)

- Chair
  - Policy Council wants a **chair-person-elect** to be named soon; and become chair in May 2013. Tim will ask SIAC members to volunteers, and pass their names on to Elias.

5. Next Meeting – TBD (sometime in January 2012)

Additional Information:
- UF IT Governance Home: http://www.it.ufl.edu/governance/
- Shared Infrastructure Advisory Committee (SIAC) website: https://connect.ufl.edu/at/SIAC/