

## Chairman's Notes

3:00 to 4:00

09/27/2011

CSE 507

**Members present:** Cromer, Fitzpatrick (chair), Frey, Kirmse, Olson

**Others present:** D. Burdette, W. Curry, J. Madey, D. Miller, I. Moffat

### 1. Chairman's Notes – from August 23, 2011 – No Changes.

Note: Identity and Access Management recommendations from the 8/23/11 meeting will be presented at IT Policy Council 10/7/11. The Council will be advised that this group has endorsed the proposed IAM policy and standards, as presented to us by. W. Curry.

### 2. Work In Progress – Quick Updates

- Virtual Desktop Infrastructure (VDI)
  - Operations Analysis (Elwood Aust) has been charged with shepherding this initiative. He has piloted some groups in central UF IT.
  - One question has been network-speed to desktop required by this application. CNS will be doing some controlled experiments to determine if Gigabit is needed, or if the current 100Mb connections are adequate. Olson said his experience is that Gig isn't necessary. However, there may be bandwidth issues on the server side. OA servers and their machine room reside in the Stadium. Olson also said that latency (# of hops) could be an issue. CNS will be working with OA to check out all of those issues.
  - Tim will ask Elwood to speak to this group about the rollout plan.
- Drop Box
  - Shawn Lander volunteered to continue to maintain the software. CNS will host. And Erik Deumens (HPCC) will provide promotion and support, as this service is of strong interest to his research users. Those folks have been working with I. Moffat. Nearly ready to open for business (waiting for domain name approval) [file-express.ufl.edu].
- Fax Server
  - CNS will contact Scott Matusz next week to begin a 4-week pilot/proof-of-concept.
  - Hope to have a campus-wide service available shortly thereafter.
  - J. Madey and Net Services are helping with Telecom infrastructure needs.

**3. CNS Open Systems Group Issues**

Iain Moffat

- System Center Configuration Manager (SCCM): Central Service for UF
  - I. Moffat presented proposal for CNS to operate a central SCCM service for UF.
  - This would include a 'SCCM task force' including interested parties from across UF, who would serve as a functional steering group.
  - Unit workstation managers would have access to manage their own group substantially as if they were running their own SCCM system, but without the overhead/cost of actually owning/operating the system.
  - All present agreed this would be a good thing for CNS to pursue.
  - Olson suggests including long-term plan to possibly add additional capabilities/modules, including Service Manager, Operations Manager, and other components of the integrated System Center suite. Moffat agreed to explore these options.
  - Tim asked Moffat to work up detailed project plan.
  
- UF Exchange/Microsoft Support group – Staff Turnover
  - Luis Molina (Exchange admin) has accepted a job with MSFT (still waiting on official Letter of Offer)
  - Need to convert OCS to Lync and get Exchange up to v. 2010 (mostly done) before he leaves. We think we're on track. Job will be posted soon.
  - This the 3<sup>rd</sup> staffer CNS has lost to MSFT recently (Jesseman, Kanofsky). We're looking at ways to help decrease the probability of this happening in the future.
  - Erik Schmidt also just left. His position will become 50% SharePoint, and 50% 'Other' MSFT-support.
  
- E-mail Outsourcing Project
  - Staff turnover is pushing this out, but that's probably good.
  - Planning Proof of Concept/Pilot during spring and larger migration during summer.
  - Google advocates want to come to this group to show-n-tell Google's offering. The Microsoft Office365 product offers integration with other MSFT Office products and SharePoint leveraging the UF-MSFT Campus Agreement.
  - Tim suggests we might ask both vendors to present a side-by-side comparison.
  - General discussion by members regarding the importance of engaging the student community in the discussion, to get their perspective, prior to finalizing any action.
  - Frey suggests talk to Anne Allen about how student feedback is being gathered for the new UF website design.
  - Tim will consult with Ben Brasch about how to get this issue in front of SG.

## 4. New Initiatives – Priorities

Tim

- VoIP Rates
  - This is Year 5 of the initial roll-out.
  - Approaching target of 40,000 active ports and 10,000 active VoIP phones.
  - CNS subsidized the cost of VoIP handsets (including software license) (\$200 for a regular phone, and \$300+ for a Gig-version).
  - Telecom broke even this year (1<sup>st</sup> time in 3 years). At current charge-rates, we would expect a profit in upcoming years. Time to start considering reducing rates. Currently \$11/month. May be reduced below \$10.
  - Committee strongly favors lowering rates and passing the savings back to customers.
  - Kirmse mentions some units experienced significant cost increases due to switch to VoIP, mostly due to elimination of “extension” lines, and consequent requirement that every handset require its own charged VoIP line.
  - Tim points out overall VoIP savings UF-wide are more than \$1,000,000 per year.
- Gig-to-the-Desktop
  - Prior to beginning the Wall Plate refresh cycle, we are considering the possibility of upgrading our network connectivity to deliver Gigabit service to every desktop port.
  - Replacing the 100Mb ports with Gig ports would cost about \$200K/year more than the current 100Mb lifecycle replacement cost.
  - Replacing VoIP handsets is an additional cost issue, because the Ethernet ‘feed-through’ feature on most VoIP phones currently supports only 100Mb.
  - Kirmse says her unit (Div. of Continuing Education) has and needs Gig to the desktop.

## 5. Next Meeting – the 4<sup>th</sup> Tuesday from 3:00pm to 4:00pm – October 25 at CSE 507

Note: Committee members Brasch & Mishra have conflicts with this time-block this semester, and are unable to attend. Tim attempted to reschedule to accommodate them, but was unable to find a time-slot that works for all the members. Consequently, the committee will continue to meet as indicated above, and looks forward to Brasch and Mishra returning to the table next semester.

### Additional Information:

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