

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



Chairman's Notes

3:00 to 4:00

07/26/2011

CSE 507

Members Attending: Benjamin, Brasch, Cromer, Fitzpatrick (Chair), Frey, Kirmse, Lander, Matusz, Olson

Others Attending: D. Burdette, W. Curry, C. Easley, J. Madey, I. Moffat

1. Chairman's Notes – from June 28, 2011 – No changes

2. Fax Server – Project Status– Chris Easley

- Successfully tested inbound activity to specific address; still experiencing problems with outbound faxes; need to work with Jaime at Health Sciences Center on sharing same fax connector. C. Benjamin mentions Housing is also running an Xmedius Fax server.
- Prod server upgrade and pilot planned for mid-August; Matusz will work with Easley on pilot.
- Madey suggests it's unrealistic to expect that individuals will get their own individual 'fax #' – it will probably be at the departmental/office level. May need to make policy recommendation before people start getting unrealistic expectations. The committee agrees we should make such a recommendation. [Madey say Fax # would cost \$11/month + \$25 setup (same as VOIP)].
- Departments will **not** be able to keep their current numbers when they switch to the fax-server service, because we will need to use a continuous block of phone numbers for this service.
- C. Benjamin says different Fax servers (Health Center, main campus, housing) may be able to talk directly to each other; may be worth exploring.

3. Student Email Outsourcing – Project Status – Iain Moffat

- Had high-level discussions w/Microsoft fleshing out how service is structured, migration approach, user interface issues, etc.
- Goal is to decommission GatorLink mail; mostly this will displace students, but also some Faculty & Staff. Students would be moved to an off-campus MS Exchange service, fully integrated w/on-campus Exchange (free/busy time searches, etc.); 25Gig quota.
- Can migrate students off-premise as long as they don't have affiliations that suggest sensitive info; currently determined by "Does this person get a UF pay-check?"
- Faculty & staff would migrate to on-premise Exchange.
- Would probably disallow e-mail forwarding for students, to avoid losing integration-features.
- Perhaps faculty & staff forwarding should also be disallowed due to information security considerations. This will be decided separately.
- Brasch asks what are some concrete reasons for not allowing student e-mail forwarding? Moffat says: integration (Calendar, Lync, SharePoint, etc.) – if we allow forwarding, that feature-set goes away.

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- Kirmse says: spam/blacklisting is a problem; mail forwarded from/through UF goes to another provider, student flags it as 'SPAM', other provider blames UF for the spam. Also security issues (e.g. Grades). Tim: we need to compile a list of all these questions and do a reality-check.
- C. Benjamin asks about people who move from a 'regular' position to a 'sensitive' position. Moffat: "If you get a paycheck..." -- also working with W. Curry to identify other criteria.
- Lander; what about students having accounts in both systems? Units create 'service-accounts' in Exchange for student-employees to use when acting in their 'Employee' role. W. Curry raises the question of a SINGLE business e-mail address in the ID Management system.
- Time-frame? Still under discussion; targeting pilot during fall, but that's not definite. IF that pans out, then production cutover could happen next spring.
- Brasch: Integration with Google Calendar would be a big deal for students; will that work? Moffat thinks MS will allow iCal feeds.
- Brasch: also, what about the mobile accessibility issue? Google works well. Moffat: MS solution would use ActiveSync.
- Restoration/Retention policies? Discussions yet to be had; Moffat suspects those may be 'knobs we don't get to turn.'
- Perpetual GatorLink address? W. Curry says we are already never reusing GatorLink IDs. Tim says he thinks we should pursue the issue of GatorLink e-mail for life. Hope to get Microsoft to agree to maintain these mailboxes forever (as long as they remain active).
- Frey: Prying people away from Gmail will be a hard sell. Communication will be key; meet with students, develop message, find arguments that resonate with them. Brasch says: work with Student Government (cabinet). They can help with communications/arguments/sales pitch. Suggests things like calendaring between student-professor and student-student; collaboration (MS Office integration) as possible 'selling points'.
- Use other universities/case-studies to support the decision.

4. InCommon Silver Certification Initiative – Warren Curry

- Curry has been working with Moffat, Baumstein, Rob Adams, and others developing Policies and Standards for our InCommon Silver certification initiative.
 1. ID Management Policy
 2. ID Assurance Profiles Standard
 3. ID Management Service Provider Standard
- Working to make sure all passwords are encrypted. Expanding UF password character set to full keyboard; helps make passwords strong enough to meet the Silver requirements.
- J. Oulman (CNS/OSG) & UF Active Directory (AD) Tier 2 group are looking at passwords in AD to make sure AD is compliant. Developed 'cookbook' for AD compliance; need to work on same kind of thing for Shibboleth.

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- Will train UF directory folks to be 'notaries' to certify people as 'This person is associated with this ID.' Will need a new piece of software. Curry hopes to complete process by early next year.
- Kirmse is working on 'QuickReg' as a means of providing access for 'limited access groups.'

6. IT Governance News – Tim Fitzpatrick

- Governance SharePoint sites; there are two; 1 private (committee members only), 1 public. The world should be able to see what we're doing. We are trying to make sure agendas and notes are published in a timely fashion.
- Last meeting C. Benjamin suggested what we do here is a link in a supply-chain that supports lots of stuff; surprising we haven't heard more from other committees about their activities that will have infrastructure impact. Suggested 'meet & greet' with other UF IT Governance committees. Tim took this suggestion to the IT Policy Council, who approved it. Tiffany Caruthers will schedule a get together meeting.
- This group suggested central hosting for a drop-box-like service; Elias Eldayrie's IT Leadership group discussed how this should be handled. Erik Deumens volunteered to be the user-liasion; and Shawn Lander will continue to user-support. CNS should provide hosting services.
- Lander: asks about the effect of chargeback changes? Tim: we've had a few inquiries from people interested in hosting and backup services.
- Cromer: [per discussions with Tim & Elwood] Operations Analysis & IFAS will be moving their servers to Central Services (CNS data centers). Tim: begin now to plan a multi-year migration.
- Kirmse: Is there a list of who is using what services? That could be useful. TF: CNS hasn't been good at outreach/promotion, but hopefully central IT will do that.

7. Distributed Antenna System: – John Madey

- Currently in 2nd review of contract; having the stadium installation done by football season isn't a realistic goal. AT&T to 'PhotoShop' how the antennas will look for UAA approval.
- Overall it's probably going to be a 2-year implementation project. Madey will probably ask this committee to help with prioritization, because everyone wants to go first.

8. Next Meeting – the 4th Tuesday from 3:00pm to 4:00pm – August 23 at CSE 507

Additional Information:

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