

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



Chairman's Notes

3:00 to 4:00

05/22/2012

CSE 507

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

Others Attending: Burdette, Curry, Madey, Moffat

1. Chairman's Notes – from March 27, 2012

All

- No changes

2. Work In Progress – Quick Updates

• File Express (UF's internal "drop box")

Tim Fitzpatrick (for Lander)

- Lander reports all work requested by the Info Security group is now complete
- Still waiting on formal green-light from Bergsma. Hope this is coming tomorrow.
- Thanks much to Shawn for making all this happen
- Deumens has been promoting extensively to his HPC user-community
- Long-term maintenance: who will manage/maintain?
 - Lander will maintain for first few months
 - Deumens & HPC will probably take over maintenance thereafter

• Unified Wireless + NAC/PA

Tim Fitzpatrick (for Miller)

- Many steps came together during May
- Progress on authentication and accounting on Radius servers
- Persistent sign-on working and seems to be well received
- Warning mode for Posture Assessment/Safe Connect
- Focusing now on Common Security Block Model
- Sub-committees are meeting 2-3 times/week

3. CNS Budget Cuts – 5% = \$700K

Tim Fitzpatrick

- Eliminate 3 FTE positions ----- \$200K
- Extend Equipment Replacement Lifecycles – \$500K
 - This is on top of last year's .5M cut and year-before .7M cut. Total \$1.9M over 3 years.

4. SIAC Strategic Plan Update (FY 12-13)

Tim Fitzpatrick

See also related document: "*SIAC Strategic Plan 05-22-2012*"

• Recently Completed –

- File-Express (discussed earlier/above)
- Data Center Consolidation – CTS aka OA
- Internet Bandwidth Increase – from 610 Mbps to 1450 Mbps – i.e. double

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



- **Work-in-Progress –**
 - Distributed Antenna System: Stadium started – targeted completion Sep 2012
 - Verizon talking to AT&T about also using the DAS (because vendor neutral)
 - Health Center design also started
 - Other building's design starting soon
 - May be done in 1 year. More realistically, probably 2 years.
 - HR System Upgrade: Proceeding well – targeted completion Labor Day weekend
 - Unified wireless (discussed earlier/above)
 - NAC/PA in Warning Mode. Moving to Block Mode during Summer B.
 - ECDC construction well underway
 - Begin move-in Feb 1st, 2013.
 - Student E-mail Outsourcing
 - CNS prepared combination project charter/implementation plan
 - Presented to VP/CIO Eldayrie 5/14/2012
 - Tim's expects that Elias will approve.
 - Additional info from Moffat:
 - Phase 1 –
 - Planning
 - Pilot
 - Production
 - Phase 2 – additional features
 - Policy and procedures needed for faculty & staff – GatorLink mail will be retired
 - Faculty & Staff will be moved to UF Exchange
 - Completion targeted for May 2013
 - How much \$ will we save?
 - Current email cost is VERY low –
 - Compare to \$20-\$30/user/month typical corporate email cost
 - CNS cost is \$2-\$3/user/month for UF Exchange
 - CNS cost is \$.20-\$.30/user/month for GatorLink Mail
 - Outsourced email services will still need –
 - ~ \$250K/year for UF Exchange
 - ~ \$50k/year for GatorLink administration
 - account provisioning and spam filtering as now
 - Improved interaction between students and faculty, because both will be on Exchange platforms (on-campus and in-the-cloud)
 - Cromer asks about a policy to have all email go through smtp.ufl.edu
 - Decision is in Rob Adams' court (Info Security group)
 - Cromer supports this regardless of decision on outsourcing

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



- **New Initiatives –**
 - Mainframe Disaster Recovery
 - Previously presented to, and approved by, this committee
 - To be implemented ASAP after ECDC goes online in Feb 2013
 - Wall-Plate Refresh and Upgrade
 - 6-year refresh cycle (will replace 1/6 of current ports each year)
 - plus GigaBit-to-the-Desktop upgrade as part of refresh
 - C. Benjamin says GB to desktop not needed “for the average office user”
 - Kirmse & Matusz say, “Yay, we NEED GB to the desktop”
 - Cromer & Kirmse’s people now paying extra for it. People doing course-production and institutional research, really need the higher bandwidth.
 - Olson mentions that people move around, better have them all GB; plus easier to manage if all connections are the same
 - Benjamin observes (‘on second thought’) that UF Division of Housing is already 1GB, but throttled to 100 MB. So his objection withdrawn.
 - GB everywhere costs about 30% more than 100 MB
 - I2 Upgrade
 - Increase UF connection to I2 to 100 GB
 - Makes UF more attractive/competitive for research grants
 - Telecom Shift from Chargeback to RCM Baseline Funding
 - Avoids billing process and billing hassles
 - Includes both line-charges and long-distance
 - Proposal probably will be held until next year
 - End-User Storage
 - OSG analyzed alternatives (Amazon, Box.net, ...)
 - In-house is the low cost solution
 - Probably will start with limited roll-out
 - Big Blue Button
 - Elluminate replacement is seeking both a high-end and low-end solution
 - BBB is the low-cost approach – targeted for Aug 2102, but on hold for now
 - Web Content Management System
 - Still being reviewed
 - Hosting and Machine Room Consolidations
 - UF Foundation – insourcing some services to CNS (networks, servers, storage,)
 - IFAS – Cromer will be looking at similar path in the foreseeable future
 - Other Units –
 - CNS needs to analyze needs and provide SLAs & costs

- Eldayrie’s KACE initiative will be used to identify possible future customers. Also analyzing UF network traffic to identify servers.
- Kirmse suggests using current customers for promotional purposes. There are many ‘success stories’ out there.
- Tim asks everyone to provide comments/concerns/endorsements re these new initiatives.

5. Requests for New Services

Dan Cromer

- **Voice-Mail to E-Mail Documentation**

John Madey

- We have a user-guide under Telecom Announcements, but this doesn’t cover procedural “how do we sign up” issues.
- Current procedure is somewhat informal. Madey will formalize the procedure and add, “Here are the steps” to the document currently on the Telecom web-site, and send it out to Net-Managers & IT News.

- **Lync as a VoIP Soft-Phone**

John & Iain

- Cromer acknowledges that there are some down-sides/caveats, but even given that, asks this committee endorse further analysis/research on how to move this forward.
- Madey: GB to desktop + central funding are pieces to the puzzle. When we upgrade to GB, a 100 MB VoIP phone will need to be upgraded too. And trade-in allowances will need to be negotiated. So we need to get all these things coordinated. But yes, Lync is a good option for replacing VoIP handsets.
- Tim: OSG has some people already doing this (Lync as a softphone). Need some more to pilot. Also need to look into phone trade-in deals. We’ll be getting back to you (Dan).

- **GatorLink-for-Life –**

Iain Moffat

- Gator-Link ID
 - Already preserved. Not reissued
- GatorLink E-mail Address (with forwarding for life)
 - Already in the proposal. Specifically for Alumni. It’s questionable whether UF wants to provide this to just someone who worked here (as opposed to alums)
- GatorLink E-Mail Service
 - Probably too expensive to maintain mailboxes for all for life

6. Next Meeting – the 4th Tuesday from 3:00pm to 4:00pm – June 26 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/it/SIAC/>

SIAC – Strategic Plan – Update

05/22/12

Shared Infrastructure Projects –

- **Recently Completed (from FY11-12) –**
 - File-Express
 - Data Center Consolidation – CTS aka OA
 - Internet Bandwidth Increase – from 600 MB to 1400 MB

- **In-Progress (from FY11-12) –**
 - Distributed Antenna System (DAS)
 - HR System Upgrade – Sep 2012
 - Unified Wireless + NAC Posture Assessment – Aug 2012
 - East Campus Data Center (ECDC) – now targeted for Feb 2013
 - Student E-mail Outsourcing – Dec 2012 (phase I) and May 2013 (phase 2)

- **New Initiatives (for FY12-13) –**
 - Mainframe Disaster Recovery
 - Wall-Plate Upgrade – Gig-to-the-Desktop
 - Internet2 Bandwidth Upgrade – from 10 GB to 100 GB
 - Telecom Funding – shift from Aux Chargeback to RCM Base Budget
 - End-User Storage-on-Demand – for faculty and staff
 - Big Blue Button (Elluminate replacement)
 - Web Content Management System
 - UF Foundation IT Infra Hosting
 - IFAS Server & Storage Hosting
 - Other Units Hosting