



IT USERS' ADVISORY COMMITTEE

MINUTES

May 13, 2008

Present:

Franklin Bacheller, Lola Jean Bolton, Sharyn Bradfield, Mark Damen, Stacie Gomm, Wes James, John Johnson, Thorana Nelson, Benjamin Renard-Wiart, Cyndi Rowland, Joan Scheffke, Paul Schreuders, Nathan Smith, Elisa Taylor, Eric Worthen

Guests:

Bob Bayn, Mike Fotes, Steve Funk, Kevin Grover, Kevin Reeve

Excused/Absent:

Peter Adler, Aaron Andersen, Kirk Bostick, Clint Bryant, Evertt Byington, Dean Byrne, Charles Delaney, Michael Dietz, Jim Dorward, Scott Ensign, Nicholas Flann, Keith Gibson, Rob Gillies, Alan Hashimoto, Eric Hawley, Dennis Hinkamp, David Hole, George Hruby, Kay Jeppesen, Justin Julander, Michelle Larson, Gordon May, Peter McChesney, Mac McKee, Conna Meeker, Craig Miller, Jodi Morgan, Doug Nakken, John Nicholson, Brian Nummer, Wallace Odd, Sydney Peterson, Scott Randall, Adrie Roberts, Josh Schultz, Randy Simmons, John Weeks

WELCOME

Committee Chair Eric Worthen welcomed everyone and encouraged all to feel free to ask questions.

UPDATING THE DNS INFRASTRUCTURE

Kevin Reeve

Kevin noted that he had given this presentation to the network managers earlier in the day and that these IT professionals on campus are helping to deploy and manage this procedure. Kevin explained that the DNS system keeps track of computers on a server. It is like a roadmap. Following are the main points of discussion:

- Each computer has a unique network address or serial number called a MAC address (00:16:4b:c0:e3:4c).
- When connected to a network and registered each computer is assigned an IP address (129.123.41.213) and a hostname (kevins_computer.lib.usu.edu).
- The DNS system stores information and routers use it to route incoming internet traffic to the correct computer.
- When someone requests www.usu.edu, the DNS translates this to 129.123.41.185 and is able to route the traffic to the USU web server.
- IT is storing contact information for all computers on the USU network. They need to know who is responsible for each computer. They need to know who to contact if the computer becomes compromised or has not been updated with security patches. This information is now critical and must be kept current.
- Blue Zone has a new web interface for users who are connecting for the first time.
- openIPAM is a system for Departmental IT Professionals on campus that will enable them to register and manage large numbers of computers they are responsible for. It will also assist them in knowing what computers have been disabled on the network, and help them find a computer that has been compromised.

- IT Marketing will target the IT Works for You mailing list, the Network-Managers mailing list, as well as flyers to faculty and staff throughout the campus community.

Implementation Timeline:

June 16th-July 26th – Registration of servers and printers by departmental IT staff.

August 9th-10th – No new computer registrations. Systems are made operational.

August 11th – New system goes live. Any computers not registered will get the BlueZone screen when they launch their browser.

Comments/Discussion

- Laptops will need to be registered independently.
- IT will work with those departments who don't have IT professionals.
- IT has identified 960 printers on campus which will need to be registered.
- IT Works for you currently has 315 subscribers.
- There are two types of IP addresses, i.e., dynamic and static. If you register on the BlueZone you will get a dynamic IP address which will work anywhere on campus. You can keep a host name. The IP address changes depending on the building you are located in. For those who run their own server they can obtain a static address through the IT Service Desk. Cyndi Rowland thanked IT for giving the IP information back to the network managers.
- Very, very important to make certain your email address in Banner is correct. A#s will be used for this service. You will be allowed to use your A# to obtain guest login for guests attending seminars, workshops, etc. You can set a time frame on how long they access the system. Currently you are required to get a code for each day the guest or participant is on campus. The new system will provide a way for you to enable the guest or participant for the total time frame.
- As IT starts the marketing for these changes, take special notice with the marketing to not confuse the users with dynamic vs. static. Be certain to do technical marketing as well as general.
- Need to make certain that printers, copiers, etc., have been registered.
- Important to keep lines of communication open.
- Note: In the accreditation report, it was advised that USU should implement one email system. This is a correction that will most likely be mandated by the Provost.
- There are approximately 50 email servers on campus that IT does not have access to.
- Reminder – faculty contracts begin August 11.

John Huppi is the project lead with Mike Fotes and Eldon Koyle as project team members.

CHANGES TO CC.USU.EDU

Stacie Gomm stated that the target date to have email accounts migrated off of the cc account is November 11. Other services will continue running on cc. Faculty and staff should migrate to the Aggies Exchange server maintained by USU Information Technology. Alumni and former employees should migrate to the Aggiemail which is maintained by Google (gmail). Mail will be forwarded from the cc account. The forwarding of email from an old cc.usu.edu account to the new account will continue indefinitely. She encouraged all to have their colleagues ask for help. The IT Service Desk has a migration team well trained. Time can be scheduled to work with members from this team to assist with the migration. There are approximately 8,000-9,000 individuals still using their cc account. IT Marketing will send a message out targeting those individuals who are still using cc. Aggie Exchange will most likely become the official email account for USU faculty and staff.

CAMPUS CARD SYSTEM

Lee Harris stated that the card system is being run under the direction of the VP for Finance. A contract has been entered into with Blackboard for the transaction system. The current time line for this project is to begin installation and testing by June 2 and to go live in August prior to the beginning of fall semester.

Comments/Discussion:

- Ecommerce services

- Will allow for outside payments to come into USU units.
- Will allow setting up payment for a course or seminar.
- It is Microsoft based.
- Need to allow time to determine how it can be customized.
- Must remain PCI compliant and adhere to certain rules and regulations that make certain credit cards are protected.
- Some services will be curtailed, i.e., student cards in the labs.
- Will work with Banner, will be fed from Blackboard to Banner with each card linked to the card Banner system.
- Local management is required.
- Requires hardware infrastructure and all will need to be upgraded at a cost of approximately \$1,575/each.
- It was noted that research units operate in a completely different manner from most campus units and special allowances will need to be put in place.
- Attention must also be given to make certain that individuals with disabilities are able to access the system.

Stacie Gomm noted that a workshop on Blackboard's ecommerce was held with the Blackboard people and hard questions were presented to them. The demo was great and looked like it will handle all of USU's needs. An entire shopping cart was presented and all are hoping that it is not too good to be true!

NOTICES FROM IT CONCERNING IMPORTANT CHANGES TO DIFFERENTIATE THEM FROM PHISHING SCHEMES

Bob Bayn noted that the only consolation is the fact that phishing is happening at many other institutions as well. He stated that the biggest challenge is to develop a way to give our messages authenticity so that they can be readily recognized as authentic, official messages. He said that the EDUCAUSE list seems to be the best standard currently. As an educational community we need to find something that works across the board for faculty, staff and students. Bob asked for suggestions and ideas from the group.

Comments/Discussion:

- Challenge response could be used.
- May have to use a paper trail on some items.
- University has voice mail throughout campus.
- Give directions and not a link.
- Log in to self serve Banner.
- May be able to address problem on the portal when in place.
- Continue to emphasize.....**don't** click on links .

It was decided that a subcommittee from the committee should be formed to make some recommendations.

Assignment: Bob Bayn will send out email to committee members soliciting participation. Eric Worthen will take names after the meeting from those in attendance.

OCW – OPEN COURSEWARE UPDATE/FEEDBACK

Comments/Discussion

- Current situation: OCW has received Legislative funding but was not funded this year. It is looking for a home.
- OCW is a great opportunity for a grant but requires funding so that it has a home which can be presented for a grant.
- OCW require faculty contributing to open courseware; but, are there rewards for the faculty if they do so? Will it aid in obtaining tenure and promotion?
- The IT FACT team can convert from Blackboard to OCW.
- Most of the hits received are from foreign countries so it fits the outreach mission. Perhaps talk with Extension to see if there is funding that could be used.

- When you search OCW, USU is listed at the top with MIT, Stanford, etc.

DISCUSSION ITEMS/QUESTIONS & ANSWERS

- Compliments to IT on the password change marketing. It was a huge success.

NEXT MEETING - September 9