IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)

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Chairman's Notes

3:00 to 4:00   **01/22/2013**   **CSE 507**

Members Attending: Bailey, Cromer, Fitzpatrick (Chair), Kirmse, Lander, Robinson, Yeffet, Bob Matckie (for Frey)
Others Attending: Burdette, Curry, Miller, Moffat, Sallot

1. **Chairman's Notes** – from December 12, 2012
   No changes

2. **Remedy Project Status**   **Tim Fitzpatrick**

   - Requests continue for adding new users, features, functions, but …
   - Decision now made to freeze Remedy at current state –
     - Separate project started to review options
     - CNS will continue to operate the current system for current users. We will keep doing minor maintenance, but no major new releases or functional enhancements
     - The committee recommends that NON-CORE-UFIT units be included in the evaluation/selection process (Kirmse)

3. **Infrastructure Applications Advisory Committee (IIAC) Report**   **Dan Cromer**

   - Project Updates
     Notes from meeting 1/9/2013, copied below from Cromer email:

     In attendance: Shawn Lander, Elwood Aust, Jameson Johnston, Kris Kirmse, Iain Moffat, Mark Robinson, Eric Olson

     Status updates

     - **SharePoint** governance process waiting for Dr. Zazueta to formalize membership and set meetings dates.
     - **Office365** implementation plans / timetable: weekly planning meetings are ongoing; provisioning process is under development. Microsoft is being brought in. Pilot testing will start later this Spring. Current Gatorlink Mail users will be able to opt-in starting Summer 2013. Thereafter, new students (not already on Gatorlink Mail) will be given Office365 mailboxes. Communications plan is under development with UF Help Desk, including documentation and training.
     - **SCCM** project is waiting on SP1 coming January 20th, and availability for tech testing will happen in the next couple of months. Hose wanting to be involved with earlier testing can contact Andrew Carey, though they will have to reinstall a newer client.
     - **UF Exchange** service enhancements requested by Kris Kirmse – increased retention, for example. Question should be referred to General Counsel. Chair will follow up with Tim Fitzpatrick.

4. Network Services   **Dan Miller**

- **Network Boundary Policy and Standards –**
    - Pilot kick-off meeting pushed out to middle of February
    - Need to have IT workers from various groups participate in pilot
    - Developing Network Boundary Policy
        - Hope to have draft for next month's meeting
        - Need to control access to campus networks from outside world, for security purposes, architecture of security tools, and maintenance
        - Policy applies to 'deep tunnels', fiber paths which bypass the DMZ, data circuits
        - MS Direct Access is one of the drivers
        - Cromer recommends long implementation dates. He foresees significant effort needed to do upgrades and other changes
    - CNS and IFAS will coordinate on a pilot installation and creation of the DMZ
    - Pilot targeted for completion by the end of April

5. Red Hat Linux   **Chris Easley**

- **New License – now in effect**
    - The promised new functionality is here
    - 'Resilient Storage' removed from the campus site-license – thought no one was using it, but a couple of departments were, so their needs have been accommodated individually
    - Added 'Scalable File System'
    - Added Red Hat Satellite Monitoring capabilities
- **Training Sessions – coming soon**
    - Several departments have responded, requesting seats for Sys-Admin I, II, III training
    - No more than 2 seats per department unless they are willing to pay (discounted rate)
    - Let Easley know if you have any questions

5. Hosting Services   **Iain Moffat**

- **SCCM**
    - SP1 being installed in TEST this week (already in DEV)
    - When that's done it will be open to SCCM-group members who want to participate
    - OSG wants to get the workgroup meetings started back up again, particularly to gather feedback. How is it meeting needs? How can it better meet needs?
    - March-May timeframe targeted for PRODUCTION roll out
    - Cromer: Will Forefront Security be considered? [Robinson: And Bitlocker?]
        - Moffat: Yes, but not at first. Need to focus on SCCM first

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- **Jabber Retirement**
  - CNS soon to retire Jabber service, and replace it by enabling MS Lync for students
  - Committee expressed strong support for this idea
  - Phase out of CNS Jabber service contemplated 'over the next several months' depending on coordination with UF Help Desk
- **Project/Progress Updates – follow ups from last time –**
  - **Office365**
    - Moving forward. Coordinating with ES/Curry/IAM
    - Kick-Off meeting with Microsoft tech consulting team in February
    - Still planning on phased migration, per previous discussions –
      - Several months of 'opt-in' for existing GatorLink users
      - Need also to get Faculty/Staff migrated to Exchange
      - New/incoming students, provisioned in Office365
  - **Email Retention Changes**
    - No updates since last discussion
  - **End-User Storage: Pilot with College of Business**
    - No updates since last discussion
  - **Endpoint Protection Committee (InfoSec)**
    - Kirmse suggests CNS needs participate
  - **Qualtrics Problem (Resolved)**
    - Problem reported by Lander at December meeting re: Qualtrics email being flagged as spam. Problem has now been resolved

6. In-Common Update   **Warren Curry**

Since the holidays, the audit staff has visited OSG regarding Shibboleth. Have met w/ES multiple times. Uncovered a few small issues, which were patched this past Friday evening. In-Common Auditor will be getting with Moffat regarding Active Directory soon. That looks like possibly the most problematic area. Hopefully by March we'll be ready to submit for certification. So far no show stoppers.

7. Next Meeting – the 4th Tuesday from 3:00pm to 4:00pm – February 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/