

IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



Notes

3:00 to 4:00

06/25/2013

CSE 507

Members Attending: Cromer, Fitzpatrick, Kirmse (Chair), Livoti, Olson, Robinson, Bob Matckie (proxy for Frey)

Others Attending: Burdette, Miller, Moffat, Sallot

1. Chairman's Notes – from May 28, 2013

All

No Changes

2. SIAC Membership

Tim F, Kris Kirmse

- Chair
 - Chairmanship officially handed over to Kirmse at the conclusion of this agenda-item
 - Committee chair is also member of IT Policy Council, which meets 6/28/13
 - Tim announced that he will retire from UF in mid-January 2014
- General Membership
 - Most members are part of the original roll, which started in Jan 2011
 - Thanks all who have served, and all who help
 - All current members being asked to continue for the next term
- Faculty and Student reps
 - Request is in to Tiffany Caruthers to get new Faculty representative, and possibly a new student representative if needed; however, “I would be pleased if Cory Yeffet can continue to serve on the committee.” (Tim F)

3. SIAC Annual Report

Tim F

- Recaps the purpose of UFIT governance committees: Make recommendations regarding policies, standards, priorities
 - Actions: If there are things that need doing, and CNS (as the “shared infrastructure arm of UFIT”) can just do them, then just do it; if it needs assistance of other groups, then take it up to the IT Policy Council for discussion/direction.
- See “SIAC Annual Report 2013” (PDF handout) for details of the SIAC Annual Report
 - This is a cumulative/summary report, going back to the 2011 “SIAC – Strategic Plan – Priority Setting Exercise,” and including also the 2012 “SIAC – Strategic Plan – Update.”
- Hosting
 - Tim told the committee of CIO Eldayrie’s wish to employ some of the UFDC’s current excess capacity to generate revenue. Target-market: Innovation hub clients, some FLR-brokered clients; some other .EDUs, & possibly State government entities.

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- Robinson asks about UFFoundation, UAthletic Assn., and similar UF auxiliaries. Tim: Yes, they would also be potential customers.
- Moffat mentions that CNS/OSG plans another “Fall Hosting Day” to help get the word out
- Sallot asks whether this would lead to a CNS staffing increase to accommodate additional load and SLA for external customers. Concern is that “cash customers” might take priority over internal UF (RCM-funded) units’ requests
 - Moffat; New service would require implementation of significant automation; self-service provisioning tools, etc. Also would provide highly standardized (“cookie-cutter”) products, requiring minimal hands-on staff involvement.
 - However, he would still want OSG to provide custom-assistance to the UF internal units, just as they do now.
- Tim suggests all of this may be topics for this committee, once the ideas are better-crystalized.
- Kirmse: Thanks to Tim for his service in getting this committee up and running, in framing the agenda, and in focusing the discussion over the past 2 ½ years; “a lot has been accomplished.”

4. IAAC Monthly Report

Dan Cromer, Eric Olson

- Infrastructure Applications Advisory Committee: a subcommittee of SIAC
 - Charge from CIO Eldayrie: Handle those things that are applications done with the infrastructure; e.g.
 - Exchange
 - Proofpoint
 - Sharepoint
- Hasn’t met recently, for various reasons, one of which is that things have been running smoothly.
- Today, Dan Cromer notifies SIAC that he is handing chairmanship of IAAC over to Eric Olson

5. Quick Updates -- Work In Progress

Tim F

- Office 365
 - Moffat: Project is temporarily stalled – “we got through @ 2/3 of the work, and ran into a bug in MS cloud environment” (NTLM version wrong in their cloud). MS has reproduced/confirmed the problem.
 - Now they (MS) have to apply that fix into their whole Office 365 environment
 - This delays our rollout “maybe 3 weeks”
 - We used the time to upgrade some of our infrastructure for improved performance
 - Cromer asks about upgrading Lync & Exchange 2010 to Lync 2013 & Exchange 2013, etc. and federation with Office 365

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- Moffat: wants to do that in conjunction with Office 365 roll-out to keep the feature/function of on-premises services in sync with off-premises services.
- CIO Eldayrie has approved some \$ for MS consulting to help in moving these forward in sync.
- Livoti: What's the position re: Lync, vs. other platforms; e.g. especially Cisco Unified Communication (but also other functions, such as Jabber)?
 - Are we abandoning the UC clients and moving everything into the Exchange environment?
 - Tim: We plan to continue to support Cisco/UC. Some people want to use Lync, some want to use Cisco.
 - We probably should consider comparing feature-function, and making a decision, but we haven't put the resources into doing that eval. So we're accommodating user preferences both ways.
 - Livoti: We NEED to make that decision, so we don't have to support multiple platforms for the same function
 - Moffat: Single-vendor/protocol environments can be problematic, because your users will come in with different technologies and different preferences.
 - Tim: We did refuse to connect PRIs up to Lync, so having Lync serve as a true, full-function PBX is currently off-the-table.
- End-User Storage
 - Moffat: This hasn't gone far since last meeting (see May 2013 minutes); Eric Deumens has been exploring MS SkyDrive Pro & is reasonably pleased with that possibility; needs to bring it forward to this group for more detailed requirements.
- eduroam Wi-Fi Access
 - Miller: Work has begun; on track to turn up on main campus mid-late July
 - Foundation presents additional challenges, as does UFHealth
 - Housing has, so far, declined to engage (like UFVISITOR 'no demonstrated need')
- Network Boundary Policy
 - Very slow progress
 - Hopefully have a draft for this group soon
- MS DirectAccess implementation project
 - Migration of key resource (from IFAS to CNS) has somewhat delayed this project
 - CNS has hired Alex York away from IFAS; Alex was IFAS point-person on DirectAccess pilot

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- Password Policy Changes
 - CISO Adams not present, those in attendance not certain about status of this initiative. General sense is that cut-over scheduled for last weekend was delayed until July 20-something
- Mobile Device Encryption
 - Policy has been out for over a year with an August 17 deadline; however, no enforcement planned. Backed off pushing ActiveSync, etc.
 - Look on IT News for The Official Word
- Software Audits - Adobe, IBM, HP
 - 6 months ago, Adobe said they want to inventory all of campus for Full Compliance
 - UFIT engaged Brande Smith, Esq. (Assistant University Counsel) to be the point-person for the audit
 - Now Adobe has somewhat “backed off”
 - When IBM contacted UFIT about an audit, we immediately engaged Ms. Smith, who gave them some homework (‘habeus contract’ – Show us properly executed copies of all the contracts you want to audit.)
 - HP: we don’t know much about this one yet, but it appears to be Yet Another of the above software audits
- Telecom Chargeback shift to RCM
 - Currently Telecom charges total approximately \$4M/year; about \$3.2M are UF internal, and ~\$800K are external who would still have to be charged if it moved to RCM.
 - Next FY, Telecom (and all of UFIT) will be subject to full review, so any change is being deferred until then.

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

Membership Update: Brief after-meeting discussion (Meeting adjourned; most members have already left)

- Kirmse says that committee member Dwight Bailey has advised her that he is resigning his membership.
- Kirmse asks Ken Sallot if he is willing to replace Bailey.
- Sallot agrees.

Additional Information:

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