

Technology Partners Meeting – Minutes
September 20, 2005, UC 326, 10:30A

In attendance: Ryan Alter, Nick Baker, Ken Burrington, Vanetta Burton, Eric Edlund, Mary Ann Flockerzi, David Fuller, Kathy Garramone, John Greer, Stan Harris, Shelly Hayler, Steve Henry, Adrienne Herren, Michael Hodges, Judy Holbrook, Karen Hurd, Adrian Irish, Loey Knapp, Jace Laakso, Barbara McCann, Becky Maier, Jess Neidigh, Gordy Pace, Jan Pruyn, Jon Robinson, Janet Sedgley, John Seekins, Travis Tolzien, Tom Travis, Karen Tremper

Introduction of ACIO for Technology Support Services

Lorrie DeYott

- Lorrie introduced Dr. Loey Knapp, the new IT Assistant Chief Information Officer (ACIO) for Technology Support Services (TSS). TSS includes Client Support Services (CSS), Lorrie DeYott, Manager; Web Development Group (WDG), Adrian Irish, Manager; and Presentation & Technology Services (P&TS), Bob Wachtel, Director.
- Dr. Knapp began her duties on August 1, 2005. Dr. Knapp has extensive experience as an IT Project and Support Manager with IBM Federal Systems, including projects related to GIS and high resolution imagery, and with clients such as the US Forest Service. She has a PhD in Geography from the University of Colorado, with teaching experience in areas such as GIS, natural resource management, and spatial technology as an adjunct faculty member at the University of Colorado and Colorado State University. Loey's office is located in Social Science 126 and her phone number is 243-6309.

Internet Native Banner and Banner 7

Jan Pruyn

- Internet Native Banner is being implemented with Banner 6x (the current version). Internet Native Banner allows user access to Banner forms via a web server using a web browser. We are currently in the test mode with a select group of users testing the release. We anticipate releasing the product in early October.
- There may be departments working on remote settings where Internet Native Banner could be an option for them. Please contact Diane Norem for further information (243-2624; diane.norem@umontana.edu).
- Banner 7 will be totally deployed through the Internet. We anticipate a mid-March 2006 implementation.
- Please note that the first time a person accesses the URL for Internet Native Banner (and Banner 7 coming in the Spring), two items will be loaded onto their work station which will require administrative privileges:
 - Java initiator
 - Security certificate

Portal Update

Gordy Pace

- UM's enterprise portal project team will be releasing a beta version of the portal this semester. The beta phase will include live users, primarily students from the Davidson Honors College as well as applied and accepted students identified by Enrollment Services.
- The IT Central Systems group, directed by Tom Travis, and the IT Enterprise Information Systems group, directed by Jan Pruyn have provided extensive technical support in the development of the portal.
- Many portlets have been developed including: Admissions checklist, customization tools, Student Jobs, Ask an Alum, BlackBoard, iPlanet e-mail, News and Events, and a rental portlet for off-campus listings.
- Portlets in development include: other e-mail services such as Microsoft Exchange, a targeted announcement system, additional Banner portlets, a password reset portlet, library data, and an integrated calendar portlet.
- The target date for implementing a full production portal is Spring 2006.
- For further information about the portal project, contact Gordy at 243-2371 or via e-mail at: gordy.pace@umontana.edu.

Tom Travis

- Access to the portal will be through the SCAUID (Standard Computer Access User ID). The long-range goal of the portal is to provide single sign-on to major enterprise systems through the portal.

Comments: Nick Baker, Assistive Technology Coordinator, asked whether it would be possible for Disabilities Services for Students to have access to the portal during the beta phase to assess accessibility. Gordy will follow up with Nick about this request.

Directory Services

Tom Travis

- Use of the SCAUID (Standard Computer Access User ID) for authentication is now in place by the following services: BlackBoard, Student/Faculty/Staff e-mail accounts (iPlanet), VPN, Wireless, and the public access Mac lab (located in LA 240).

New Listserv Plan

Tom Travis

- Currently one of our older servers (Server 2) runs the Majordomo listserv. As we transition to a new server, we will no longer use open source Majordomo software and will install L-Soft Listserv software. This change will occur within the next few months. Announcements to campus about the new listserv and the steps involved in the transition process will be posted on the IT Central web page: <http://www.umt.edu/itcentral>.

iPlanet Upgrade

Tom Travis

- Since our original iPlanet LDAP server was installed, enhancements have been released that facilitate communications with Microsoft AD (Active Directory). These enhancements require an upgrade of both the directory software and the data dictionary, known as the schema. Changing the schema also forces an upgrade of the mail and calendaring components of the iPlanet (now known as Java Enterprise System) suite. Right now we see two service outages:
 - Short LDAP outage as we upgrade to the current version of the software, but stay at the old schema, Schema 1.
 - Weekend outage as we migrate to the new schema, Schema 2, on the directory server and mail/calendar service.
- We are working with Sun technicians on these outages and will notify campus of the dates and times as soon as they are confirmed.

Remodel – Social Science

Tom Travis

- A new facility for central computer equipment has been built in the basement of the Social Science Building. Equipment will be moved to this new location. This will mean that a disruption in Banner 7.0 service (the testing environment) will occur.
- This outage is scheduled for Sunday, October 16, 2005.

Stan Harris

- All core equipment and the fiber plant will also be relocated in the Social Science Building basement. This major move will effect all core data services, both on the UM campus as well as the COT, UM-Western, Helena COT, and Montana Tech.
- This outage is tentatively scheduled for January 14, 15, and 16, 2006.

Remodel – Liberal Arts Building

Tom Travis

- The air conditioner in LA 002, the room that houses many of the IT servers, has been in operation since approximately 1972. Tom is working with campus personnel to coordinate the purchase, delivery, and setup of a new air conditioner.
- Tom doesn't anticipate outages due to this activity. According to Facilities Services, this process will begin October 5th and should last from three to four weeks.

Campus Building Upgrade Progress

Stan Harris

- Building upgrades continue at a slow pace. Due to the effects of Hurricane Katrina, there is a shortage of building materials and they are currently difficult for contractors to obtain.
- The Science Complex core room upgrade is in progress.
- Math, Education, and McGill Hall (basement and part of first floor) are next up for network upgrades.
- The Networking Services group has noticed that occasionally Departments need temporary switches, so they are establishing a temporary switch loan program. A purchase order has been placed for the switches. These switches

have 24 ports at 10/100 Mbps. and there will be three on hand once they arrive. Availability for these temporary switches will be on a first come, first served basis. For further information about this loan program, contact Stan at 243-2090, or via e-mail at: stan.harris@mso.umt.edu.

Wireless Update

Stan Harris

- Wireless access on campus continues to grow. Currently 11 buildings have wireless access and include 40 access points.
- The wireless website is currently being updated to accurately reflect the most recent changes. (UPDATE—10/4/05: Revisions to the wireless website are now complete and can be viewed at: <http://www.umt.edu/wireless>.)
- Some groups have installed access points without consulting us. It is critical that we are aware of all on-campus access points so we can work with folks to assist with their particular needs and requirements for installations and set-up. If you know of any access points not listed above, please contact Stan at 243-2090, or via e-mail at: stan.harris@mso.umt.edu.

Web Update—New Home Page Rollout

Adrian Irish

- The work on the new Home Page was a cooperative effort between Web Development Services, University Relations, and the Web Committee.
- Cudos to Adrienne Herren for her design of the new look on the header. Adrian has received many complimentary calls and e-mail messages about this change (www.umt.edu).
- Work was completed on the secondary pages, which also have a new cleaner design and consistent set of navigation links. Content groups on the secondary pages were also updated.
- The new Phone/E-mail Directory went live at the start of summer. It is accessible via the [Home Page](#) from the upper right corner next to the “Search” box.
- A new feature added to the Home Page is a “Featured Link” area. This area will be used to highlight special events and activities as well as serve as a place for emergency requests. The area was proven effective almost immediately when emergency information about Hurricane Katrina needed posting on the UM Home Page. If you have comments about the new Home Page, please contact Adrian at 243-6375, or via e-mail at: adrian.irish@umontana.edu.
- Select Survey is a new web-based survey tool available to UM departments. If you have a need for collecting data, this survey tool works very well for most web surveys. Data can be extracted into Excel for organization and manipulation. Contact Adrian if you are interested in learning more about the Select Survey tool.
- NetTracker, a web statistics package used to analyze website visitors click stream paths, is also available for use by campus departments. Our package includes use by a maximum of ten sites. A new version of this product will be rolled out later this semester. Contact Adrian for more information about NetTracker.

Other:

Technology Partners Phone Announcement System

Kathy Garramone

- With special thanks to Deb Wiederspan, Telecommunications Services, the Technology Partners Phone Announcement System is in place. This system will be used to convey critical IT information via voice mail to Technology Partners when other means of communication such as e-mail and/or web access are unavailable. All Technology Partners were added to the distribution list. Please contact Kathy, 243-5362 or via e-mail at: kathy.garramone@umontana.edu, if you have questions or wish to be removed from the distribution list.

iPlanet

- Mary Ann Flockerzi mentioned that there seems to be a problem with the vacation message on iPlanet only replying when the email is directly addressed to the Mail1 account (SCAUID), but not when the mail is routed through the Umontana address or any other forward.
- John Seekins asked if the new iPlanet upgrade will improve the user interface. He has received some complaints about the current user interface.
- Jace Laakso mentioned that iPlanet is incompatible with the AOL browser. Users are unable to compose or reply to mail when they are using AOL as their e-mail interface.

- Roger Holtom, system administrator for the iPlanet e-mail program, was not present at the meeting to comment on these issues. Tom is hopeful that the upcoming upgrade will resolve these issues, but will direct these questions to Roger for a more definitive answer. (UPDATE—October 4, 2005: Roger Holtom is currently in contact with Sun Microsystems regarding the vacation message problem raised above. Once Sun responds, he will follow-up with Mary Ann Flockerzi.)

SCAUID Passwords

- Tom Travis mentioned that there has been some confusion on campus about SCAUID passwords—what the initial password is, as well as how passwords are reset.
 - Before Spring Semester 2005, the SCAUID password for faculty, staff, and students was their CyberBear PIN or their six digit date of birth.
 - SCAUID passwords for faculty, staff, and students beginning Spring Semester 2005 are now the last six digits of their University ID number which is formatted as 790-XX-XXXX. If you have questions about your password, please contact IT Central at 243-HELP (x4357).
- How are SCAUID passwords reset? If a person is unable to log-in to any of their accounts that authenticate using the SCAUID (BlackBoard, e-mail, wireless, VPN, public access Mac lab) because they forgot their password or have attempted an incorrect password more than three times, they must have their password reset at IT Central in Social Science 120. They should have their University ID with them as this identification will be checked. The process takes approximately one hour. For additional questions, contact IT Central at 243-HELP (x4357).
 - A note on the failed logins: Generally after a user has exceeded the allowable attempts to login, the system will block any further attempts. Systems will, generally as a rule, automatically re-enable login functionality after a 15 to 30 minute period of login inactivity to the affected account.
- Shelly Hayler asked if the SCAUID will be used to log-in to lab computers once expanded storage for students is in place. Tom addressed the question by saying that yes, this will continue. The LDAP will be upgraded to handle the data configuration. Once the data is configured, the merging and calendaring feature will be put on place. This will be a three or four step process of moving from Schema 1 to Schema 2 (see iPlanet Upgrade section on page 2).
- In the near future, server storage space for students will become a reality. Tom will discuss this item at a future Technology Partners meeting, when the program is further along on the development process.

IT Central

- Lorrie DeYott announced that IT Central, the division of IT that provides services and support to UM faculty, staff, and students, plans to expand support by setting up a main reception area and employing students to route visitors and calls. The goal of this new process is to improve response time. The phone number, 243-HELP (x4357), will be used as the main number for **all** IT services.

ADDITIONAL NOTE: ITO has been officially renamed IT (Information Technology). These minutes reflect this name change.

Meeting adjourned at 11:30 a.m.

Minutes submitted by Kathy Garramone, 10/6/05.

Next Technology Partners Meeting scheduled for December 20, 2005, 10:30am, UC 326.