

**Technology Partners Meeting – Minutes
August 28, 2007, UC 326, 1:30P**

In attendance: Dave Beaudin, Dan Bowling, Ken Burrington, Shawn Clouse, Lorrie DeYott, Daphne Felker, Mike Gaab, Kathy Garramone, Stan Harris, Steve Henry, John Heinrich, Judy Holbrook, Carisa Landa, Jaylene Naylor, Jess Neidigh, Diane Oman, Gordy Pace, Marvin Paulson, Jon Robinson, Ryan Snyder, Robert Squires, Tom Travis, Karen Tremper, Gary Trethewey, Rick Waldorf

IT Update

Loey Knapp, ACIO, Technology Support Services for Ray Ford

IT Inventory

- To provide a basis for IT strategic and tactical planning, a campus IT inventory is in progress. Loey distributed a memo from Ray Ford that includes an initial collection of campus IT inventory materials: network facilities in buildings, computing hardware, software systems, online capabilities, classroom technology, desktop computers and unit-based servers, and fiscal resources. This inventory list is available for review on the IT website: <http://www.umt.edu/it/inventories>. Additional information will be posted as it becomes available.

New Email Requirements

- Loey distributed a memo that Ray Ford sent to University ACIOs that addresses the President's new email policy (effective July 1, 2007), the UM online directory, and email lists. She summarized as follows:
 - **Standardize assignment of email system and Umontana email address:**
 - Each new employee requiring email access will be automatically assigned by default an active UM email account plus a Umontana email address. Employees may not use such email systems as AOL and Hotmail for official business communications. Any new employee email account will default to the mso email system. If the employee prefers a departmental email account, they will need to work with their system administrator to change the account. All employees must link their Umontana email address to a UM preferred email system. With manager approval, staff members may link their Umontana email address to a UM email system other than the default system. More educational information will be available soon.
 - We have received complaints about the way email information displays in CyberBear. Currently, there are many steps involved in setting the preferred email account to activate the Umontana address. We are creating a redesign and once approved by the Banner folks, will implement this redesign. In the new design, employees will be unable to change their preferred account to non-University email systems (such as Yahoo or Gmail)
 - **Standardize, correct, and enhance online lookup of UM email addresses:**
 - IT has for some time had a standardized and reliable online email address lookup facility via the "Directory" link on the UM home page. Unfortunately, people confuse this lookup facility with other non-standard email address lookup facilities associated with specific email systems. The key issue is education. Currently, there are two methods for searching for an individual: by name lookup and by department lookup. The by name lookup feature is simple and reliable. However, if current employees have not yet activated their Umontana addresses, the search yields "unavailable" rather than an address. The by department lookup presents partially correct results, limited by the fact that Banner data for "department" is not consistent. Possible solutions include: delete functionality until Banner data is more consistent, make development of consistent departmental data with Banner a high priority, or continue with a "disclaimer" explaining search limitations.
 - **Standardize a process for creation, distribution, control, and use of email lists**
 - To be accomplished after first item is implemented. IT has been implementing functionality to create email lists that will provide a practical, manageable approach to list distribution, control, and use. This "Query DashBoard" will allow users to select a target set of recipients, get a current list, and send email and online messages without exposing the actual list. The DashBoard is due for release in January 2008.

Questions/Comments

- A question was raised about whether or not students can still forward their GrizMail. Forwarding is still available by setting up a rule in Outlook Web Access (OWA). However, we do not approve nor recommend forwarding of University email.
- Steve Henry mentioned that the employee email policy does apply to graduate students who are TAs. If they are sending email to their students, they need to use GrizMail.

Telecommunications Services

Judy Holbrook, Director

Telecommunication Services Reorganization

- Effective July 1, telephone switchboard coverage became a daytime operation (8-12 and 1-5). After 5pm, callers receive menu options. Menu options can be changed. If someone has after hour issues and would like them added to the menu, contact Judy Holbrook at Judy.Holbrook@umontana.edu.
- Police and emergency dispatching are now a function of Public Safety. Building 32 (Physical Plant) reception responsibilities, including issuing keys, checking cars in and out of the motor pool, and other similar functions, belong to Facilities Services. Hours are 6:30am – 6:00pm. After hours, upon entering the building, there is a phone. Dial x6131 for assistance. A camera is also in place in the Building 32 lobby so that visitor's can be seen.

Telephone Fixed Cost Increase

- Effective July 1, basic telephone services increased by \$3.00. There was no increase in data port charges.

Client Support Services Update

Lorrie DeYott, Manager

NetID (Formerly SCAUID)

- In early August, a decision was made to rename the SCAUID to NetID. We changed all IT website references as well as brochures and training documents. In addition, based on a UM Google Search, we sent SCAUID web page references to Departmental IT support staff notifying them of references needing to be changed. So far this change has been well received.

VPN

- We have noticed an increase of the new 64-bit processor computers on campus. Currently, Cisco does not have a VPN client available for the 64-bit, only 32. Unfortunately at this time, we have to send students away in this situation. We have contacted Cisco and are awaiting a reply as to when a 64-bit client will be available.

Client Support Services

Kathy Garramone, Communications and Training Coordinator

LISTSERV

- We have purchased a new email list product called "LISTSERV" which will replace the current Majordomo email list software. We plan to transition to the new product within the next month.
- LISTSERV is accessible via email or via a web interface. The web interface has an Archive tool available for access by both owners and users. Owners manage subscriptions via this interface, too.
- We prepared a web page and training documents as well as customized the LISTSERV interface. Kathy showed the group the new interface.

Central Computing Systems Update

Tom Travis Director, Central Systems Support Services

Barracuda

- We experienced a problem today with incoming email from off campus. The majority of incoming mail was being rejected. The problem was due to a firmware upgrade that took place yesterday. Once the problem was resolved, we had a huge backlog of email messages in the queue. We cannot guarantee that all incoming mail will be delivered. It is dependent on how the sender's ISP responds when the message bounces back to the sender's server. We anticipate that delivery of these messages will take many hours.

SPAM

- Spam has been excessive in recent months. We are waiting for Barracuda technicians to catch up with spammers. We expect that they will, but it may take some time. Unfortunately we are dependent on the vendor to solve the problem.

Other

- We have put in place more storage behind the central Exchange server. We ran dangerously short of space prior to this addition. Look for more discussions about email quotas. We are at a point where we need to begin enforcing quotas.
- Central Computing Systems has two new staff members: Ken Burrington has been hired as an MS system administrator (replacing Jason Rocheleau); Ryan Snyder has been hired as a Unix system administrator (replacing Roger Holtom who is now working with the Directory Services group).

Network Services – Wireless Update

Rick Waldorf, Network Engineer

Wireless Update

- New access points have been installed at Flathead Lake Biological Station and the Fine Arts Building.
- Network engineers continue to research other wireless protocols. They will also visit with Cisco about when a 64-bit VPN client will be available.

Network Services – Other

Stan Harris, Director

Tunnel Project

- Network Services is working closely with Facilities Services to identify infrastructure that may be in areas where they are working, so that pipes and/or wiring are not inadvertently cut during the project.

Campus Building Upgrade

- We have been working on upgrades in the following locations: Music, Education, Law, Clapp 3rd Floor. We are working on an interim wireless solution in the Fine Arts Building to help them with coverage until the upgrade in that building can be complete. We will begin work in Panzer Hall and Knowles Hall during the winter break.

Core Upgrade

- Within the core sites we now have a 10 Gigabit upgrade in place. However, between buildings, there remain one Gigabit wires.

Construction Projects

- Current construction projects include: Interdisciplinary Science, the Law School (a remodel), Washington Grizzly Stadium addition, Education, Native American Center, and the McGill Hall addition.

Purchasing Procedures

- Stan Harris has a copy of the purchasing procedures for network equipment. The policy states that if you are going to purchase switching equipment to connect to the network you must contact network services to assure that the equipment is compatible and that it meets the requirements. For additional purchasing information, please contact Stan at Stan.Harris@umontana.edu.

IT Communications

Gordy Pace, Director

IT Inventory

- We are conducting a web services inventory. We are looking for web pages/sites that allow users to perform self-service functions such as making purchases, searching for data, etc. If you have interactive features on your departmental web pages, please send the web page addresses to Gordy at Gordy.Pace@umontana.edu.

Online Project Reports

- We have added a new “Projects” category to the IT website. The purpose of providing project reports on line is so the campus community is aware of what IT is working on. This new area will include IT project plans and summaries at various levels of progress. The web address is: <http://www.umt.edu/it/projects>. The next step is to add an IT governance committee category. This category will include meeting minutes and documentation. We also plan to begin adding other tools such as blogging and wikis to the IT website.

Questions

- What about projects outside of IT? Gordy said that we will collect IT information from all sectors to avoid duplication.

Other

- Student Affairs is about to set up a new SAN and is working with Dell for on-site training. If anyone knows of other SANs that are getting set up around campus, please let Jesse know. Dell will be more likely to provide on-site training if there are several staff members needing training. Jesse’s email address is: Jesse.Neidigh@umontana.edu.
- Shawn Clouse raised a question about a recent memo regarding cell phones that stated that the University will no longer provide departmental cell phones. Judy Holbrook replied that migrating University cell phones to personal phones with a stipend is in progress. The Human Resources website has a document available detailing the new “Electronic Communication Devices and Services” policy: www.umt.edu/policies/financial/communication_devices.htm. Departmental personnel can still obtain interdepartmental cell phones. Many departments have not determined whether or not to move forward with this new process. Steve Henry commented that it is unclear at this point whether departments will be required to switch to personal phones. At this point, approximately 35 individuals have opted for the new policy.
- Lorrie DeYott informed the group that IT Central can no longer work on personal computers, including both hardware troubleshooting and software installations. However, we will continue to work on University-owned computers. Reasons for this new policy are primarily lack of staff, time, and liability issues. We will walk users through processes with their home computers, but we cannot touch them.

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Meeting adjourned at 2:20 pm

Minutes submitted by Kathy Garramone, 9/13/07.

Next Technology Partners Meeting scheduled for November 27, 2007, 1:30pm, UC 326.