Network Projects Review—Ed Anderson (SCS)

Core Router Project—Kirk Fitzgerald (SCS)
When SCS attempted to perform the cutover on May 17, we ran into several problems. We had teams of people in four locations, and we needed to move jumpers from the old box to the new box. Two of the fiber jumpers we moved broke. One of them was in the Las Vegas PoP, and we didn’t have access to replace the jumper. It took several hours to get a technician on site to help us replace that jumper. The other link we lost was between Reno and Las Vegas. There was a failed jumper there that took us a while to find. We encountered the next problem when we were upgrading our 7600s to a new IOS and they all failed. It turns out later that we had a corrupt IOS. The worst problem we had was when we finally had our link going between the MLXs, and they would not install routes learned in OSPF in the routing unit. At that point, we rolled back and got the routing back up. It took Stanton Gurr several hours to get the Las Vegas internet back up with the help of the techs on site. We finally found our other bad jumper in the datacenter.

In the meantime, we have already completed the IOS upgrades on the 7600 routers. Since we have fewer things to do now, we hope to reduce the amount of time needed for the outage in our next attempt, which we are hoping to schedule for June 14, 2:00am to 8:00am. Please let us know if the date and times are problematic for any of you.

Eureka Fiber Access Point
The fiber splicing took place on May 28, and the scheduled cutover is still June 11. However, we may have to use different interfaces into the equipment than we originally purchased because we have had some performance problems associated with them. The project should be completed well before the beginning of Eureka’s school year.

Reno-Carson Fiber Project
We reported previously that we have connectivity to WNC on a portion of the ring while the final portion of the ring is being completed. The ring should be closed by the end of this week. However, it will be opened again for a small period of time to relocate some pole attachments before being closed permanently.

SSL VPN/ACS Status—Kirk Fitzgerald (SCS)
We have the SSL VPN installed and configured and are currently rolling it out to SCS employees for further testing and verification. Before we roll it out to the campuses, especially for iNtegrate access, a couple of additional details need to be completed. We have some new ACS servers on order for authentication, and we are building a Microsoft active directory for users. By the end of June or July, we should be able to start testing on campuses.
**Economic Stimulus Opportunity Status**

The application notices of funds available should be coming out by the third or fourth week of June. At that point, we will have about two to three weeks to actually prepare and submit our first-wave request covering estimates for fiber distribution points. For second and third wave proposals, we are working with DOIT, AHEC, NRHP, and UNSOM to provide bandwidth enhancements to several other locations that are not on the fiber paths (Yerington, Hawthorne, Tonopah, Caliente, and Mesquite.) DOIT is working on cost estimates to include in the proposal for enhancements to their macro/microwave to many of these non-fiber locations.

**Systems Support Services / iNtegrate Hardware Update** – Chris Gaub (SCS)

For iNtegrate, we are continuing to do our system image rollouts as needed. We are currently working with UNLV and UNR in the shared instance on finalizing the windows server patching strategy.

The current plan (which has been discussed and agreed to by the infrastructure groups at UNR and UNLV and the shared instance at SCS, but has not been approved by the project leads in the iNtegrate team yet) will take place on the Wednesday morning beginning at midnight and will apply patches to the test and DEV environments in iNtegrate for iNtegrate. That will give the institutions Wednesday, Thursday, and Friday to test and validate the patches.

On Saturday evening starting at 8:00pm, we will apply the patches to production, allocating four hours as we typically do. This is only for the monthly patches and for high security patches. We would not use this process for service packs which have a history of being much more destructive to the environments they are applied to.

This month we will be implementing at the high availability clustering for iNtegrate. That work will start on Wednesday beginning in Reno and shifting to Las Vegas on the second and third weeks of the month. We will come back to Reno on the fourth week of the month if the time is still needed. We will begin with the shared and UNLV production instances, and then will switch over to the test instances.

On the more conventional equipment, last weekend we performed an operating system upgrade on Mustang. That went well, but we did encounter a problem with VMCF not reporting back. The company that provides us with that software provided us with a patch yesterday and the problem has been corrected. On Saturday evening of this coming weekend, we will be performing the same operating system upgrade to Bighorn in Reno.

SSS also needs to perform a microcode upgrade to the legacy DS8100 in Las Vegas. That is the DS8100 that supports Pioneer and Mustang. This will also be a multi-hour event. The work is performed principally by IBM. We are looking to piggy-back on the Network Services outage to minimize the impact on the institutions.
**Information and Application Services**

No representative from Information and Application Services was available to give an update.

**System wide Software/Client Services**  – Susan Bunyan (SCS)

SCS/Client Services is busy sending bills out to campuses for a variety of things that come due on July 1 – ESRI, Blackboard, SASS, SPSS.

Novell will be the next to come due in August. UNLV is planning to move off of Novell in the future. When that happens, it will impact the discount that all of the Novell campuses currently receive.

AutoCAD has changed their pricing structure. Instead of a site license for every location, pricing will be based on seats.

TMCC is moving to CollegeNet’s R25 classroom scheduler, and the other campuses on the iNtegrate shared instance are going to move to that as well. That contract is at Legal at this time.

SCS service desk phones are not working at this time. Calls to the service desk are being routed to one single number in Las Vegas, so callers will get busy signals. However, email is still working and service tickets can be submitted that way as well.

**System Security Update**  – Jana Dunn (SCS)

In May of 2009 the Nevada Legislature passed SB 227, a landmark bill which affects the way sensitive electronic data is to be transmitted and stored. The new law becomes effective January 1, 2010, and will replace the current Nevada Encryption Law, NRS 597.970.

Ira Victor, a well-known Nevada information security expert, will join the NSHE Security Interest Group on Friday, June 26, to discuss the new law. Ira is President of the Northern Nevada InfraGard Chapter and Director of Compliance Practice with Data Clone Labs. Ira is also co-host of a national radio program on data security, privacy, and the law, The Data Security Podcast. He worked with the Nevada AG’s office and the bill's sponsor, Senator Weiner, to help craft SB227.

Ira says that with this new law, the state of Nevada has acknowledged a set of "best practices" for protecting personally identifiable information, placing a new emphasis on encryption, key controls, and data loss prevention. This new Nevada data encryption law also creates a payoff for good data security practices. The law grants a shield (safe harbor) from litigation if a businesses, government agency, or other entity employs good
data security standards.

Ira did a presentation for the SIG once before and is a very engaging speaker. You won’t want to miss this interesting and informative session.

The bill:
www.leg.state_nv.us/75th2009/Reports/History.cfm?ID=629

**Facilities/Data Center Planning** – Richard Ayala (SCS)

From 10:00pm on Saturday, June 27 to 2:00pm on Sunday, June 28, there will be an outage to allow us to complete the installation of our new generator set in Las Vegas. If everything goes as planned, the outage time will be shorter. We will continue to send out notifications.

**Operational Issues/Events** - All

**SCS Phone System Outage** – Rich Ayala (SCS)
The phone system for SCS is still down at this time. For the past week, ATT had been doing some troubleshooting to get group hunt to work properly. After they installed some patches yesterday morning and initialized the system, the system failed to function. The Reno phone system has been down since approximately 6:30 yesterday morning. We have received regular updates as ATT continues to troubleshoot the problem. In the meantime, service desk calls have been redirected to Las Vegas. We have sent notifications out to our customers to make them aware of the situation and to inform them that email support is the way we will have to work until the system is back on line.

**Other Issues**

**Google Apps for Education** – Chris Gaub (SCS)
NSHE now has a system-wide contract with Google for Google Apps for Education. The contract allows any institution that wants to implement Gmail for its students or Google Apps for its students to do so without any contract process. TMCC is the first institution to take advantage of this.