

**Information Technology Council**  
Humboldt State University

Meeting Notes for: June 9, 2009 from 2:00 to 4:00 P.M., NHE 106

Members Present: Mark Hendricks (Chair), Jeremy Shellhase (Library), Dale Sanford (SA), Dave Marshall (CNRS), Dave Pearson (CPS), Megan McKenzie (CAHSS), Dave Rowe, (AIS), Kim Vincent(CELT), Cassandra Tex (SDRC), Anna Kircher (CIO), Colby Smart (HR), Sandra Joubert Amiel (UA), Toby Walker (AIS-Student Affairs), Jeanne Wielgus (DITSS), John Filce (OAA), Scott Ventuleth for Rick Garcia (TNS)

Others Present: John Adorador (DITSS), Steve Darnall (CNRS), Bethany Rizzardi (DITSS), Chris Hansen (CAHSS), Greg Osburn, Ed Gordon (UPD), Cade Webb (AIS), Josh Callahan (CITSS), Lorrie Marsh (Recorder)

**I. Approval of the Minutes:**

April 14, 2009 minutes were approved as distributed (Ventuleth/Wielgus).

**II. Report Items:**

**DSWAG:** Darnall gave a summary of the June 4<sup>th</sup> DSWAG meeting noting that the accessibility software Magic 11.0.1117 is still current. The replacement for Jaws 9 (Jaws 10) is now available. Adorador will be putting the newest version of magic and jaws on its-elm.

A sub-group of DSWAG (Long, Hendricks, Osburn, Pearson, Peters, Webb, and Darnall) are creating a document with suggested GPO best practices.

**NAG:** Ventuleth reminded the Council that the border firewall is scheduled for closure October 1<sup>st</sup>, 2009. He also reminded the group that a part of the Internet facing server registration process involved having the primary and secondary system administrator sign the IFD form and faxing or delivering it to TNS.

**ITRP2:** Ventuleth discussed the upcoming ITRP2 Access Layer upgrade project.

- Stage 1 review buildings (see handout). Three hours per Telecomm switch, due to design, BDF- possibly 2 outages, same day.
- Ventuleth reminded the Council that on 7/11 and 7/12 SBS Bldg 100 would have network outages for ITRP2 preparation.
- Stage 2 Network core redesign, down time if longer than a day, safety net for email (campus wide outage to be determined –when)
- Stage 3 Starts October, shooting for Thanksgiving or Christmas – Wireless will be rolled out in “baby steps” due to lack of financing.

**Encryption Working Group (EWG)** Hansen reported that the group was developing instructions for the encryption of Level 1 and 2 data on laptops and other portable devices. Vista has enterprise class features to support encryption key recovery. The group determined that encryption key recovery was not a requirement for flash drives and external devices. Data contained on those devices should be backed up.

- Documentation: OS10, WDOS, UNIX “flavors”, versions, Users, what does it include? Costs?
- Hendricks stated goal document encryption for major operating system Vista, Mac OS. etc. we need to pass our documents to ITCs

Kircher stated that our policy should be to never take level 1 data off campus. We need a level 1 data inventory. Joubert Amiel suggested using Remote Access since it is safer than a hard drive.

### III. Discussion Items

**ITRP2:** Ventuleth gave an ITRP2 update explaining that there were insufficient IP address ranges available to support ITRP2 requirements. Consequently the address space allocated to the “old network” would need to be abandoned. Information related to the network changes is to be delivered to AT&T by July 15<sup>th</sup>. Abandoning the “old network” address space would involve changing the campus DNS server addressing on all non-DHCP configured computers.

- The primary DNS server “polaris”, currently 137.150.17.5 will need to be migrated to 137.150.144.10.
- Move towards DHCP, old DNS Server good until 6/21/09 only! Rowe thanked TNS for the cut sheets and handouts, stating that they were very helpful. Marshall asked for confirmation that ITCs could return forms to TNS electronically. Rowe requested to shift the 6/21 DNS “drop dead” date to 7/14 to allow end of year tasks to be completed. Ventuleth and Hendricks confirmed that the delay was possible. The council agreed that 7/14/09 would be a better date.
- Houses and non-permanent facilities plus UC and Schatz lab would be migrated to the “new network”. Ventuleth stated that TNS would require ITC cooperation to complete the migration of the houses to the new network. He stated that “cut sheets” would be delivered to ITCs the following Thursday.
- Wielgus asked about equipment repairs with multiple machines in one building. She will have assigned maintenance switch.
- Ventuleth confirmed that there should be no need to touch or move equipment. Marshall summarized if you look to cut-sheet and it doesn’t exist, cross it out and return it to TNS; printers are assigned IP
- Clarify “fixed IP” means that the same address is assigned by the DHCP server every time, “Static IP” means that the IP configuration is manually entered.

**Change Management Procedure:** Hendricks reported that the Enterprise Change Management Procedure had been voted on by email and approved. Hendricks explained flow and vote of procedures. Rowe stated that (during the vote) he selected the option to “table the email vote and talk further at the next meeting”. McKenzie stated that notification of changes seems to be missing, and it was unclear who to contact if problems should arise. Discussion ensued and it was agreed to discuss this further after the meeting.

Hendricks made a motion to cancel the July ITC Meeting. The motion carried.

### **III. New Business:**

Rizzardi updated the council on upgrades and projects that were in progress noting that 7/11 thru 7/12 (noon to noon) Zimbra would be unavailable due to upgrade. No new major features, just fixing small things; unknown if “old connector” will work. On 6/21 there would be a Zimbra authentication change. Users with multiple or “UNIM” accounts will need to re-set their password. She stated that the Help Desk will be contacting those users.

- SMTPS migration is coming 10/15/09!
- Web Server Migration – 8/1/09 to be available!
- ITC Ticket Referral, 7/1 tickets will be created, how best to handle questions, will be passed to ITC.

**Anti Virus:** Adorador reported that procurement was working on the contract to purchase the new antivirus software Sophos. Once the letter of intent has been signed, the campus can proceed with “test server”, and after signing the invoice, test can move to “production server”. It has the ability to “push to server” so we don’t have to touch each piece of equipment. Information on the ability to installation to a private network, as well as the port location will follow soon.

**Protected Information Survey:** Hendricks told the Council that the campus was required to perform an inventory of campus systems to locate protected information. Hendricks stated that this would involve “looking” at the contents of every computer on campus. A New working group (PI) Protected Information Group was created. David Marshall volunteered to chair the group. Rowe expressed concern about another group, but we need different folks in different meetings. Hendricks made a motion to establish PI Group to gather and dismiss after, all agreed.

Marshall indicated that he had performed some initial testing with the Cornell Spider. Hendricks, Webb, Joubert Amiel and Walker agreed to participate in further testing.

### **IV. Announcements:**

**Monthly Maintenance Window: Hendricks:** 6/21/09 – normal patches and Zimbra authentication.

**Closed Border Firewall:** Hendricks reminded the Council of the 8/1/09 deadline to register Internet Facing Servers.

He also reported that 70% completed the Information Security Training. Feedback on this training is welcome and should be sent to Hendricks.

**Information Security Audit:** Hendricks reported that the audit date for our campus still had not been set and that the auditors had already notified campuses for scheduled audits through September. Kircher stated that we would be audited by Feb. 2010. Hendricks announced that the Enterprise Change Management Procedures were posted.

**Jaws 10.0:** is now available on Elm or on CD from Cassandra Tex

**ITC Meetings:** Hendricks told the Council that he would like to improve ITC meetings. He suggested making the meetings less ITS dominant. He also suggested that technical issues should come first. He noted a need for more interaction and more accomplishment.

**V. Adjournment:** 3:55