

## CCITP - Meeting Notes

Date: Thursday 10/5/2017

Time: 2:00-3:30

Location: TLC215

Zoom: <https://cuboulder.zoom.us/j/676935335>

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### Next meeting is Thursday, November 2

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Attendees (14): Chris Bell, Orrie Gartner, Joey LaConte, Jim McKown, Pramila Patel, Dan Jones, Gena Welk, Milap Sharma, Scott Griffith, Grant Matheny, Jon Sibray, Debbie Hamrick, Robert Dixon, Melanie Pappas

Remote Attendees (10): Chuck Fischer, Dave Kohnke, Greg Hoppes, Greg Stauffer, Jeff Taylor, Mike Zoppa, Todd Schaefer, Eric Heltne, Julian Andrews, Debra Weiss

#### Agenda:

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review / Announcements	5 min	Chris Bell
2	Operations Update	20 min	Orrie Gartner
3	ICT Compliance Process Update	30 min	Pramila Patel
4	Discussion of today's topics	28 min	Chris Bell
5	Decision & Action Item Review	2 min	Gena Welk

#### **Agenda 1: Introductions and Announcements**

(led by Chris)






#### ***Agenda 1.1: Item raised in previous meeting(s):***

In response to outstanding questions and concerns about ICTReview and Security, Dan Jones and Pramila are here to present and be available for questions.

**Agenda 1.2: Item raised in previous meeting(s):**

At the last CCITP meeting (Sept 2017), there was a question about Safari browser support on UIS apps. Milap Sharma looked into this and has provided a link for further info:

<http://www.cu.edu/uis/uis-service-desk/policies-guidelines/supported-browsers>

Application	Supported browsers				
	 Chrome	 IE	 Edge	 Firefox	 Safari
CU-Data	21+	11		12.X+	5.X+
CU-SIS Campus Solutions	47-49	11	20	43-45	6.X+
CU-SIS Student Self Service	57+	11	14.38+	52+	9.1+
Enterprise Portal/CU Resources tab	57-59	11	14.38+	52+	9.1+
eRA	38-45	11		33-41	7.X-8.X
OnBase	57+	11	v14+	52+	9.1.x, 10.0.x, 10.1.x
PeopleSoft CRM	47-49	11	20	43-45	6.X+
PeopleSoft HCM & Finance	43	11	25.X	43+	8.X+
Singularity		11		ESR 45+ (32-bit only)	5.X

**Agenda 1.3: Recently raised ITP concern - URL Rewriting**

Eric Galyon and Dan Jones address new email security measures

Recently campus email users were surprised by the lengthy URL Cisco has been placing in some email messages as part of filtering measures. This URL replacement in at-risk (or unknown risk) email messages is a security measure implemented by ITSO to reduce phishing scams. The last phishing assessment conducted by ITSO had a response rate of 3.5%, meaning those email accounts would have been compromised had the threat been real. Relative to CU’s peers, this is good - BUT - this means approximately 4,000 accounts would have been compromised.

Dan says Cisco’s replacement feature “buys” time for Cisco to figure out whether the link is safe.

OIT realizes we did not acknowledge how big the link would be prior to implementation. We missed the mark on the impact this would have on users.

Question: Can the Cisco link get smaller?

Galyon says his team is working on speaking to Cisco about making links shorter. One ITP attendee stated a preference for a longer faster link (as opposed to shorter, longer-to-load link) if he had to choose.

Whitelisting is available - please let OIT know if you have specific URLs to include in our whitelist. (email to [help@colorado.edu](mailto:help@colorado.edu))

Another ITP shared he is now getting questions from his users wanting to know how the URL read before being filtered. The users want to determine to where the link referred (to decide whether to follow it). ITP's would like to know what to tell users when this occurs? **Action item** Eric Galyon and Dan Jones will determine appropriate response for ITP's to tell their staff/faculty when URL filtering occurs.

**Action** Clarify how OIT will go about communicating changes such as this going forward... Currently OIT's primary communication to ITP's is via OITWeekly. Is there an opportunity for improvement?

## **Agenda 2: Operations Update**

(led by Orrie Gartner)

*(presentation slides included at the end of these notes)*

David Hamrick, the prior OIT Director of Operations has retired. This role is now being filled by Orrie Gartner.

He would be happy to hear from you with any questions, comments, or concerns. To contact Orrie, you may email ([orrie@colorado.edu](mailto:orrie@colorado.edu)) or call him at 303-492-0264

CCITP Question: What is the advantage of getting AWS through campus offering instead of employees buying it directly?

Answer: Security, small cost savings, logging, monitoring, firewalls, billing management

CCITP Question: How much of the OIT Private Cloud is utilized?

Answer: We have room for 800 vms, 500 are currently used.

CCITP Question: Does the OIT Private Cloud include resources for academics?

Answer: Yes. We have 3 main components of the Public Cloud: Research Computing, Administrative Computing, and Academic Computing (However we don't have a focus group on Academic Cloud Computing just yet.)

### **Agenda 3: ICT Compliance Process Update**

(led by Pramila Patel)

Dan introduces the topic with brief overview of forthcoming changes.

- In a couple weeks there will be changes to the ICT Online Review form that purchasers and ITP's are required to submit. One example is that more logic will go into the form.
- Also forthcoming, more education for PSC on when ICT Review is needed for purchases.
- More contract negotiation will be pushed back to the PSC. That allows Dan's team to refocus their priorities...

Forms have been revised (incorporating CCITP input)

- New form includes option such as "New vs. Renewal".
- Includes space to add previous ticket number for the evaluator's reference.
- Save draft is now an option. (So you have time to leave the form to retrieve additional info.) However, this requires the user to log in.

Question - what if the purchaser hasn't already selected a vendor?

Answer: Instead of waiting to fill out the form until after the vendor decision has been made, there IS an option for a pre-evaluation request. You do not need to have selected a vendor prior to making an ICT Review request.

Question - Exception request - why does the requestor have to re-enter the info if it was already submitted in the original purchase and/or ICT Review request?

Answer: The Exception request was designed in such a way that exception requests may be submitted regardless of whether the ICT Review and/or purchase request has been submitted.

Follow-up Question: For Exception requests submitted subsequent to the purchase request, can the Exception Request form be auto-filled based on previously entered purchase info?

**Action Item:** Dan acknowledges the Exception request form should accommodate for both submitted purchase requests as well as for purchases that have not gone through. His team will think about how they can revise the form.

Grant thanks Pramila, saying he sees a lot of his feedback incorporated into this newer form.

Process transparency is a "next enhancement" Dan is exploring the option of letting submitters view their ticket. Keeping the purchaser informed is currently accomplished via carbon copy emails.

CCITP Question: Emails generated from procurement or ICT Review is submitted to the CU purchaser while the vendor is in the cc line. Can this be changed? Sometimes the emails are routed incorrectly (i.e. clutterfilter) or ignored because the recipient is not clearly identified.

**Action:** Dan Jones will take note and look into that.

Dan wants to come back next month to update on policy changes.

#### **Agenda 4: Discussion of today's topics**

Jon Sibray: **Question:** Can OIT include CCITP members in beta testing and/or trying out new services? Such as SIB, and DocuSign regarding SIB. Our CCITP's are technically proficient and would love to try out new things, AND can offer OIT valuable feedback.

**Request:** In the openings of CCITP meetings, the ITP's would like to request notice of / announcements regarding upcoming changes hitting OIT and the university (to reduce the number of surprise changes).

#### **Agenda 5: Decision & Action Item Review**

Follow up: Can the Cisco URL filtering link decrease in size?

**Action item** Eric Galyon and Dan Jones will determine appropriate response for ITP's to tell their staff/faculty when URL filtering occurs.

**Action** Clarify how OIT will go about communicating service changes and policy changes going forward... Currently OIT's primary communication to ITP's is via OITWeekly. Is there an opportunity for improvement?

**Action Item:** Dan acknowledges the Exception request form should accommodate for both submitted purchase requests as well as for purchases that have not gone through. His team will think about how they can revise the form.

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Dan wants to come back next month to update CCITP on policy changes.

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General info:

Reminder: Here is how OIT Communicates with IT Practitioners:

OIT Weekly email

To get on the list, click "Submit your Information" on this page:

<https://oit.colorado.edu/about-oit/oit-campus-outreach>

OIT News

To see the main headlines go to the OIT news page:

<https://oit.colorado.edu/news>

OIT Service Alerts

<https://oit.colorado.edu/service-alerts>

To subscribe to OIT Service Alerts and News, go to

<https://oit.colorado.edu/subscriptions>

OIT Home

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# OIT

## Operations Update

Orrie Gartner  
orrie@colorado.edu



Office of Information Technology

UNIVERSITY OF COLORADO BOULDER

# Agenda

- Where's the other guy?
- VoIP
- Network
- Data center
- Systems/Private and Public Cloud
- Other





# Where's the other guy?



# VoIP

- VoIP rollout
  - Over 9400 VoIP phones on campus
  - Over 1000 analog lines remain (fax machines, analog polycoms, elevator emergency phones, TempGuard ULT Controllers, etc)
  - Single in-box (opt-in) is rolling out this month
  - Jabber (delayed)
    - 911 issues
    - Support issues with IM compatibilities



# Network Happenings

- Networking
  - Building the 100GB for campus backbone network
    - 3 new Cisco core routers being prepared for deployment
    - Hut Core, 1 or 3 core router locations, moving to BIOT
    - New fiber link being built
  - Firewall Upgrades
    - Engineering and Engineering 2 firewalls replaced with Juniper SRX 5400 10GB bandwidth
    - Border firewall upgraded to 40GB
  - RL1 building
    - Goal: Retire RL1 as a distribution router point
    - One of 12 distribution routers
    - Serves 15 buildings
    - Moving equipment to new Computing Center distribution router
    - 5 buildings moved so far. Construction and fiber work between buildings is in the works to be able to move the rest



# Network Happenings

- Wireless
  - Over 40,000 devices connect each day to over 4200 APs
    - Over 36,000 UCB Wireless
    - Over 3,400 UCB Guest
    - Over 2,200 Eduroam
  - New wireless controllers deployed
  - New 802.11ac Wi-Fi Service deployed in residence halls
  - 6 additional residence halls scheduled 2018
  - Hellems, ARCE, GOLD and Wolf Law scheduled for next upgrade
  - ATLAS, Education, CINC, Econ are currently being designed



# Data Center

- SPSC
  - N190 90% occupied, 7% reserved, 3% available
  - N180 47% occupied, 38% reserved, 15% available
  - Secured network are built in N190 data center
  - Planning for new automation, controls and CRAC unit for N190
- Computing Center
  - Planning for new CRAC unit
- TLC
  - Analog phone equipment removed
  - Consolidating remaining systems so space can potentially be leveraged for upcoming networking or cellular equipment
- HPCF
  - New HPC installed
  - New UPS installed for short duration power outages



# Cloud

- Private Cloud
  - Second site (SPSC)
  - Over 500 VMs now served
  - Within OIT, 88% of Windows systems virtualized and over 50% of Linux virtualized
- Public Cloud
  - RC cloud focus groups
  - Admin cloud focus group
  - Cloud Architect and Engineer hire
  - ODA
  - AWS



# Other

- Educational Broadband Spectrum
  - Renewed w/FCC (10 year lease)
- IPv6
  - ARIN has granted IPv6 spaced for CU-Boulder
- DAS and wi-fi for stadiums
- IPTV (Housing/OIT partnership)
- Gartner Group access
  - Renewed for another year

