

## CCITP October Meeting

10.6.16

### Regent 302

	Topic	Time	Speaker(s)
1	Introductions / Agenda Review	3 min	Chris and Ron
2	Tech Talks	10 min	Vasa Dasan
3	OIT Operations Update	30 min	David Hamrick & Orrie Gartner
4	OIT Enterprise Services Update	30 min	Jon Giltner
5	Decision & Action Item Review	2 min	Emilia Noullet
6	Discussion / Networking Time	10+ min	N/A

Attendees: Chris Bell, Brent Phillips, Jon Giltner, Patrice Thoresen, Vasa Dasan, Jeff Hoskin, Scott Griffith, Jerry Spivey, Steven Hart, Orrie Gartner, David Hamrick, Ron Ried, Vasa, Grant Matheny, Aaron Mansfield, Joey LaConte, Dave Button, Electrical Engineering

Remote Attendees: Chuck Fischer, Debbie Hamrick, Debra Weiss, Fred Schumacher, Jamey Chapin, Josiah Workman, Scott Maize, Sean Martin

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#### Action Items:

- Vasa will hold bi-weekly lunchtime "Tech Talks." Next one is October 19 from 12-1 in CC-126
  - Jon will investigate how to manage POIs in relation to O365.
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Next meeting is November 3 from 2-3:30 in TLC-215

Please hold December 8 from 12-2 for a CCITP Holiday Gathering.

# OIT

## Operations Update

David Hamrick

[David.Hamrick@colorado.edu](mailto:David.Hamrick@colorado.edu)



Office of Information Technology

UNIVERSITY OF COLORADO BOULDER

# Agenda

- VoIP
- Data center
- Networking
- Systems
- Other



# VoIP

- 8400+ phones already converted (800 left)
  - Completed mid-November
  - To be rolled out
    - Jabber (don't need phone...)
    - Single in-box (opt-in)



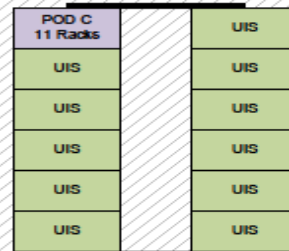
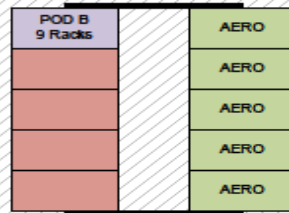
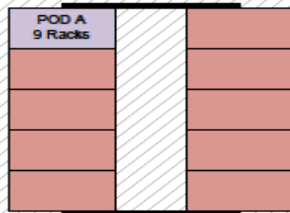
# Data Center

- SPSC – Phase 2
  - Space – 80% Reserved
  - Project 97% complete
    - No further power outages
    - Power, racks, containment complete by EOY (adding 45 racks...total 79)
- Computing Center
  - Transformer replacement (Oct 29?)
- HPCF
  - New HPC (i.e. – Summit) installed
  - Planning underway for UPS
- TLC
  - Decommission as data center over the next year
  - Will remain a network hub indefinitely



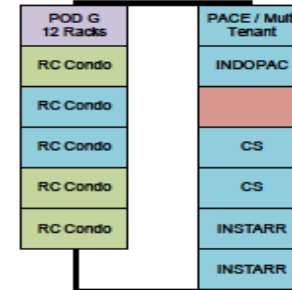
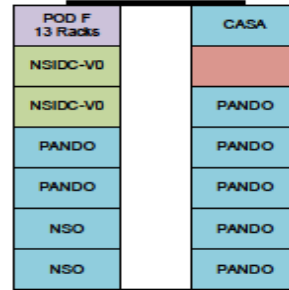
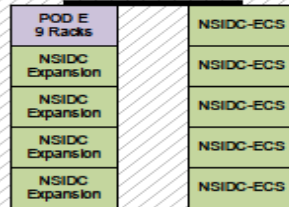
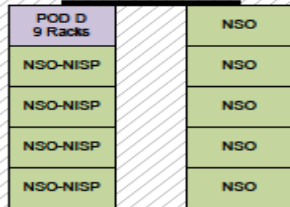
# SPSC Phase 2

## Space Science N180 (Phase 2) Tenant Layout February 2016



	Populated	23%
	Reserved	49%
	Available	19%
	Network	9%
	Construction	66%

**PODS A-E ARE UNDER CONSTRUCTION**



# Learning Spaces

- VDI
  - 13 labs – 267 zero clients (35% of Windows footprint)
  - 300 virtual desktops – BYOD
    - 1962 unique users, 10,700 logins
- BBA
  - CAETE studios – OIT
    - 3 traditional studios in Eng basement (tech refresh this summer)
    - Standardization of legacy CAETE rooms (Echo-> Mediasite)
  - 5 rooms added Fall/Winter 2015 (HUMN, DUANE, EDUC, SEEC, CIVIL)
    - 3 more to be built this summer (ECCR)
  - MOOCS
    - New production studio under development in Stadium 350
- CU South
- Legacy services
  - Lecture capture
  - Zoom



# Networking

- **Wi-Fi Services**
  - ResHalls upgrades in planning/ in process:
    - Planning/Process – Weber hall (Bear Creek A), Bear Creek B
    - Complete – Stearns, Arnett, Darley Towers
  - Campus
    - Planning – Wolf Law, GOLD, ARCE
- **Backbone**
  - RL1 distribution router – move & upgrade
- **IP/Subnet Management**
  - Self help portal for IPAM tool – Expected Jan 2017





# Systems (SIS)

- Private Cloud
  - Lower pricing (July 1)
  - Replaced backend storage (NetApp -> Hitachi)
  - VMWare – 4 campus agreement being developed
- Backups
  - Consolidating from 5 solutions down to 2
    - RFP – chose NetVault (Dell) for physical & virtual environments
  - New backup/DR solution in the future?
- RedHat Satellite Server upgrade
- Mail migration project
  - Migrate Unix/Linux mail systems to O365/Google mail
    - 1,000+ users – migrate by Jan 1, 2017



# Other

- Space optimization
  - Archibus
  - Classroom scheduling policy
- Educational Broadband Spectrum
  - Working w/FCC on renewal – due Nov '16
- Internal audit for VM
  - Obtained 2 racks in Denver for DR
- Land Mobile Radio
- Public Cloud
  - RIO – committee established for Research/Instructional needs
- Power outage on 5/25...critical infrastructure
- Gartner Group access



# OIT Enterprise Services

October 2016 Update for CCITP

# Enterprise Services is (are?):



Google image search  
of this phrase...

...yields these results

- Dedicated Desktop Support – *Kerry Havens (David Cavaleri)*
- Endpoint Management Services – *Kerry Havens (Jeff Green)*
  - Incl. Campus SCCM Services, VDI, Casper
- Messaging & Collaboration - *Eric Galyon*
  - Incl. Google Apps, Office 365, Mail Routing, Spam Filtering, Email Lists
- Identity & Data Management – *Kerry Havens (David Goldhammer)*
  - Incl. Account provisioning, Directories, Federated AuthN (Shibboleth), Data feeds
- Business Analysis & Solution Architecture – *Christina Tenerowicz*
  - Incl. Campus Business Analysis, DocuSign, MyCUInfo & MyCUBoulder Portals
- Enterprise CRM - *Nalini Kaplan*
  - Incl. Academic Advising / Student Success (myCUHub), eComm
- Project Management Office - *Brent Phillips*
  - Also Change Management, Service Catalog Management
- ServiceNow – *Brent Phillips (Jon Budoff)*
- Development & Architecture – *Vasa Dasan*



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**Con-way**<sup>®</sup>  
TRUCKLOAD

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# Notable happenings in...

## ...Dedicated Desktop Support



Google image search  
of this phrase...

...yields these results

- Expanding DDS as a common good campus service.
- In FY16:
  - 13 new departments supported, having 928 computers
  - Additional 424 new computers in existing supported departments
  - Increased Computer-to-Technician ratio from 120-1 to 148-1 with no loss of customer satisfaction
  - 3720 total supported systems as of July 1
- Improving technician training program to ensure consistent skills as we expand
- Continue to seek economies of scale w/o decreasing service levels



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# Notable happenings in...

## ...Endpoint Management Services



Google image search  
of this phrase...

...yields these results

- Labs, labs, labs, and labs.
  - Over 300 lab seats are now zero client (VDI)
  - Somewhat rough semester start in some Window 10 labs
  - 5 VDI “bring-your-own-device” environments for teaching using student’s own comuters
- Streamlining ways to image systems over the network
- Continue to invest in VDI infrastructure and test for capacity (performance); planning for growth.
- Evolving SCCM as a service, incl. ability to push patches to off-campus clients managed by OIT DDS.



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# Notable happenings in...

## ...Messaging & Collaboration



Google image search  
of this phrase...

...yields these results

- Unix mail server migrations to O365
- Business Continuity Planning for O365
- Still working on new Office 365 Services: Office 365 Video, Yammer
- Still working on requirements/limitations for employee use of Google Mail & Calendar.



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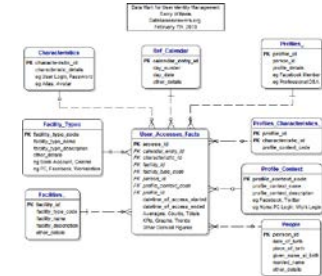
# Notable happenings in...

## ...Identity & Data Management



Google image search of this phrase...

...yields these results



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- Made process changes that reduced time to provision employees by 12hrs
- Federated Identity Services (Shibboleth) is now redundant between two data centers
- Continue to add services to Shibboleth, included non OIT applications
- “System of Record Groups” now available in Grouper
- 2-Way Active Directory Trust w/ Denver for CU South
- OIM Phase I Complete (mostly)





# Notable happenings in...

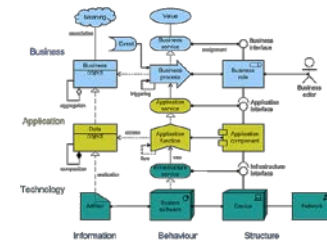
## ...Business Analysis & Solution Architecture



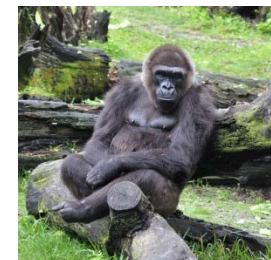
Google image search  
of this phrase...

- Focus on supporting campus needs relating to the ERP systems (PeopleSoft and InfoEd). New people a/o roles:
  - Laura Snyder – Program Manager for HR
  - Paul O’Brian – ... for Student Administration
  - Gwen Evans - ... for Research Administration

...yields these results



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### Major initiatives:

- Elevate Stabilization (Christina & Laura)
- CU Careers Redux (Laura)
- New Online Admissions Application (Slate) and Advanced Course Search (Leepfrog) (Paul)
- EH&S Compliance Reporting and Databases/Inventories (Christina)
- Paperless Campus (Mark)
- New Student Welcome (Kevin)



# Notable happenings in...

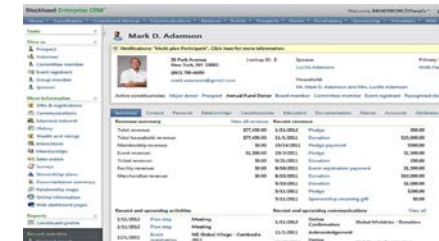
## ...Enterprise CRM



Google image search  
of this phrase...

...yields these results

- Bundle release in Sept. for Athletics
- Recent focus on high priority Advising bug fixes / changes, and "under the hood" deployment streamlining.
- Working on next round of enhancements for Advising/Student Success.
- Video and Keynote at Dreamforce conference this week featuring both eComm and Advising.
- AMC School of Pharmacy deployment



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# Notable happenings in...

## ...Project Management Office



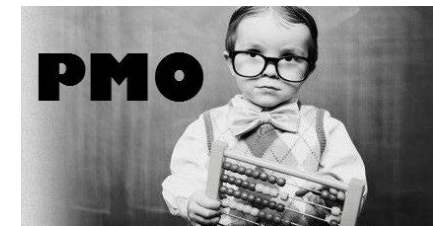
Google image search  
of this phrase...

...yields these results

- Coordinating processes with UIS and other campuses
  - Now have a consolidated project portfolio report for the CIOs.
- 72 in progress projects in OIT (!)
- New PM: Robin Swift
- Brent?



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# Notable happenings in...

## ...ServiceNow



Google image search  
of this phrase...

...yields these results

*Some* of the projects the SN team is working on:

1. OIT Time Logging
2. OIT Central Knowledge Mgmt System
3. OIT ServiceNow Major Incident Reporting
4. PCR360 integration
5. Self-service
6. Asset management
7. Library IT tenancy in SN
8. ServiceNow GDS Check-in system
9. RedHat and ServiceNow CAB Automated Integration
10. Tenancy for Office of Animal Research
11. Master Calendar in SN – pending

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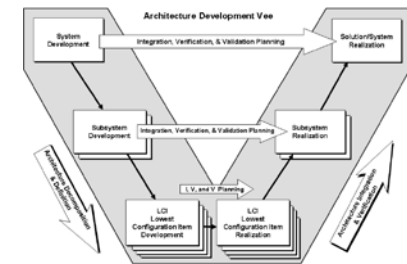
# Notable happenings in...

## ...Development & Architecture



Google image search  
of this phrase...

...yields these results



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- New D&A Team Members:
  - John Callaway, Bill Beachley, Hari Badha, and students Nolan Cretney, Hana Wang
- Hosting an on-going series of lunch hour tech talks (lunch provided).
- D&A team now supporting JIRA and Stash as campus wide services.