

Minnesota State Colleges and Universities
Infrastructure Steering Committee
MEETING NOTES
September 12, 2007
1:00 – 3:30
Conference Room 3304, Wells Fargo Place, St. Paul

NEXT MEETING: **Date:** December 12, 2007
Time: 1:00 – 3:30 PM
Location: Conf. 3304

ATTENDEES: Jim Dierich, Ken Ries, Ken Brumbaugh, Mike Janke, Dan Harber, Deb Frost, Ross Berndt, Penny Dickhudt
ITV: Phil Thorson, Mohammed Elhindi, Scott Streed

Approval of Meeting Notes from July 11, 2007 Meeting. To be reviewed

1. Wide Area Network - Mike Janke

Router Rollout: We have 3 rollouts left. So far it has been successful. We've only had one failure in Grand Rapids where we had more wires coming out of the router than we had places to put them. It went fairly well otherwise. OET's changeover, the back bone for using RSVP for quality of service, is completed throughout Southwest Minnesota. The changeover is being rolled out region by region. There are currently no issues with it

Firewalls: We got 30 new firewalls installed this summer with about 40 left to do. We have put the project on hold for Fall start-up, when we get back to it. We will have about 10 more to deploy. We will have to do an analysis of the big schools and the smaller schools and decide which model we need, buy them and deploy them. This will stretch out until around Christmas.

MPLS Clean-up: There is minor clean-up left but it does not affect MnSCU. It is for other state agencies.

Bandwidth Updates: We are doing approximately 700 MEGS to the internet vs. 500 last year. We are behind on some things like negotiating a rate for the new hire bandwidth and getting a service agreement. OET is having problems with the rate setting process because the new MPLS back bone breaks the old rate model completely. Paying for the bandwidth is on hold. In order to make 700 MEGS happen we built up the St. Paul core at COB so it is fully capable. And we are routing about a half dozen campuses through that core instead of Minneapolis.

The new University of Minnesota core is in place and ready to go. We are waiting a week to cut over to it so we are not too disruptive.

Hub redundancy project: We have RFPs back. We are meeting with vendors and learning what they have to offer for circuits and paths to improve the redundancy of existing hubs. We have a design and a model at the OET lab of what the new hub will look like. The model has been built and tested and stripped down slightly. We are using it at the second data center. We will eventually deploy it out to hubs. The idea is that for any college that is hosting a hub, we will be able to hand them redundant network connection to the back bone.

Internet: The internet 2 people have changed their terms and conditions of what it means to be able to use internet 2. It can now be used under limited circumstances for commodity and commercial purposes. They are going to peer directly with content providers and bypass tier one back bones completely. They are going to plug Gig E right into Google, Yahoo, etc... So nobody will pay anyone for that bandwidth which could be about of all of our bandwidth. It will be there as a part of the fixed cost that we pay for internet 2. That started about 6 months ago. The University of Minnesota staff thinks that this should be loaded up in about 30 days. We will then have peering sessions with content providers in Chicago and Kansas City.

Microsoft Server: The status is roughly the same other than we have since gathered a lot more data. We know that if we run a job that clears out the cache, queries, stored procedures and authentication tokens, the system will operate reasonably well at record lows. We don't know what happens if we stop this job, but continuing it is bad for the server. We have a Microsoft Tier 3 engineer on site who is suggesting that we set up for measurements, stop the job and see what happens. We are going to do this and let it degrade, but we have to catch the problem and clear the cache before it degrades too much.

2. WBOB – Ross

WBOB is pretty stable now. On August 23rd there was an incident where the West Bank area businesses lost all phases of power. It caused our data center to go to the generator. The chillers at both data centers blew a fuse at the same time. The University of Minnesota staff did not catch this soon enough and the temperature started to rise. We had to shut down some non-essential services as well as some essential services. The chillers came back on-line at 11 AM. Shortly after 12:00, we started bringing all the servers back on-line. The U has assured us that the chillers and air conditioners are all on generators and this should not happen again. They continue to work with the power distribution units to bring in redundant power.

3. COB – Jim

Centennial Office Building is an active project that we are still working on. The network part is up and running. We are now looking for some Hardware SFPs to light up the dark fibers that will extend our SAN fabric across the two buildings. These should have arrived last week, but we do not have them yet. The D2L SQL Server failover has been moved from COB over to WBOB where the 32 to 64 bit upgrade was completed. It was then moved back to COB where it is powered up and waiting for things to start coming together.

4. IAM – Ken and Deb

The Enterprise Investment Committee is viewing Identity and Access Management as one program consisting of many projects. We have been approved to move forward but budgets have not been finalized. We have been informed that our requests will be reduced, but overall this is good news. We also just finished our first IAM Core Team meeting. The purpose of the Core Team is to keep everything in synch and define what the scope, sequence and deliverables are for each project.

There are three main suggested purposes for the Core Team:

1. Continuity across the multiple projects in the program: It is important for us to have full time staff directly engaged with the Core Team.
2. Project Definition: Before a project is allowed to start, it must go through project definition where we will agree on scope and risks and prioritize deliverables.
3. Provide assistance in monitoring and guiding ongoing projects.

See IAM Roadmap (attached): This is a draft version. As we begin projects, the Core Team will sign off on the initial road map for the project and we will update the road map posted on-line. Major tasks are listed below each project. The Core Team is still evolving. The team has two roles: they help in program planning and they also actually work on IAM. Ken's goal is to have all IAM governance in place and operating by the end of this month starting with this group.

Al Essa is working on identifying an Executive Sponsor. Ken is in charge of facilitating, reporting and communicating between groups. The technical infrastructure is shared between the IAM Core team and the Infrastructure Steering Committee.

We have experienced some road blocks and some changes in direction, but now we are close to having the budget locked in place. One of our orders is to have one Enterprise Application in place where a subset of the employees throughout MnSCU who are recognized as important will be accessible via single sign-on. This is to be completed by December 31st. When this is completed, we will have something to show for our work. Burton Group will assist with Identity Provisioning a little bit. Mark Peterson will be working for us half time and will be leading this effort. As these projects evolve, they will give us the information we need to create the RFP for a toolset. This is our general plan for this Fall.

Identity Provisioning: A business process that we will use when a new member, either employees or students, join the organization. It includes the assignment of the STAR ID and it's the determination of attributes that are relevant for that person based on their known relationship with the organization. It includes new members and maintenance of existing members as their roles change within the organization.

Initial Enterprise Identity Provisioning Process V. 0.3: It includes a draft project definition document. We plan to work on this with the Core Team over the next few weeks. It is in PMO format. They are very preliminary documents that we plan to work into a prioritized set of deliverables and scope. Burton will assist us in this project by defining the project's deliverables and scope and to review the information coming in from the campus needs analysis at the end. It will also be to our advantage to use their names on the final report.

The purpose if IAM is to serve the campuses. This is paramount. We need to get a little more detail as to how identity is used, see what is common and set some standards. Later in the year we have a considerable amount of money and time budgeted to update campuses on where they need to be in order to go live.

Out of the number of institutions around the country that are doing this, hardly anyone is exclusively dependent on one name or one solution. We are looking for a toolset that will let us work with what we have. The campuses are going to have to help us decide on who or what we adopt to take advantage of this new way of doing things. We have plenty of opportunities to make sure that the current state is addressed appropriately.

We would like to start requesting cross-functional commitments from the Core Team. We want to make sure they are structured appropriately for this program.

The Active Directory Specialist: Our intention is to use a campus resource at least half time maybe even full time. But more likely, we will be using a consultant. We received 80% of the time we requested from David Purcell and we think we will get all of the 25% of time requested from John Ladwig. We are still using a lot of consultants which is a risk. We are also bringing in campus staff to assist. Long term planning is important but using consultants is the quickest way to get things done.

It was suggested that we should not have a rotating CIO as a campus lead, but maybe we should have a second rotating membership on a yearly or six month cycle. The time commitment could be anywhere from 4 – 8 hours/week. It may be difficult to find a CIO who would be willing to commit this much time to the project, but it will be brought up at the state CIO meeting on September 20-21. Currently, the full time people on the Core Team are Ken Brumbaugh, the IAM Architect, the Business Analyst and the Technical Specialist. In our budget request, we went forward with an overlap of three months between contractors Raghu (Technical Specialist) and Deb (Business Analyst) and the permanent staff members who will take over their responsibilities. Ken is being encouraged to stay on through the Fiscal Year, but there is discussion of how IAM will be managed on a long term basis. We need to work harder on this planning effort.

We have been informed by the investment committee that our budget has been reduced. Since consultants cost \$150/hr and staff costs \$50/hour plus benefits, we should really speed up the hiring process if we want to keep costs down. Perhaps we could look into bringing on some graduate students as interns.

IAM Roadmap Refinement: What involvement will the Infrastructure Steering Committee have in the Roadmap Refinement? This committee will continue to meet every other month and have someone from the IAM Team come to meetings to give updates. The Roadmap is the IAM team's vehicle for communication. Whatever is on the Roadmap is what we are planning to do.

5. Action Item

Deb and Jim Dierich will look at the Infrastructure Steering Committee's charter and try to reduce the roadmap down to two or three points and merge it into the charter and then send it out to the Committee and Ken Niemi for approval.

6. Other Items

Other steering committees are meeting on a monthly basis. This may be something for this committee to consider.

7. Adjournment

Meeting adjourned at 3:00 PM. Meeting notes submitted by Smitha Pennepalli,
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