Bozeman IT Council Minutes

Thursday, October 14

President's Conference Room

I.   Call to Order, Announcements, Approval of Minutes from Prior Meeting

Minutes Approved

II.   Updates

A. SonicWall

Documentation distributed last meeting. Rod didn't receive any feedback. Based on that, Nov 5th is scheduled for implementation. There will be communication sent out about the implementation. Communication to faculty and staff will come out before the 5th. Have not planned for training sessions, but service desk has been trained. Rod thinks it will be intuitive for the user so training might not be needed. Josh pointed out that the CMS page answers a lot of basic questions that users may have. Rod mentioned we can start these discussions about training if needed.

B. PCI Activities

PCI effort is underway. Have an engagement next week with CampusGuard to provide insight into our architecture. Are we doing things right? How do we minimize our scope on campus? What are best practices? Will get clarification on situations with wireless use for PCI.

What do we mean by "scope?" We have regulations we have to comply with. Scope refers to the size of our credit card environment. Want to reduce scope of how and when we handle and collect credit cards.

PCI compliance requires us to fill out a questionnaire. If questionnaire is done correctly it takes a fair amount of time. We have been requested to provide answers for some of the items in the questionnaire before CampusGuard shows up next week.

We did analysis of the campus card prociessing environment and have a good handle on our current scope. We have roughly 200 endpoints and found that most of our network is in scope currently. We do have a need for network segmentation. Network segmentation is difficult and expensive. We are proposing a separate network buildout. It is cheaper for us to purchase a separate switch than to use ports off of another switch. Will be getting advice from CampusGuard around how to do this.

ITC is responsible for technical end on this campus. For the upcoming visit this next week, many departments don't need to be engaged, but the engagement process will start after CampusGuard is here.

C. Office 365

Schedule is moving along. About 50% through mailbox migration. Estimated completion date of Nov. 12th. There are some issues that we have concerns about. Issues have to do with repeated credential prompts in Outlook. Has been difficult to get feedback about

when this is occurring and how often. We are also investigating an account lock-out issue that may be tied to cached credentials.

Any issues with Office Pro Plus? Not planning on deploying OPP until the end of the migration but would be nice to have people test so we know if there are issues. Would like IT Council members to assist with testing.

COE Migration - Ernie provided an update to service providers. Ran into a few problems as some of the user reply-to email addresses have changed but old address still works. Might be an issue of people not reading through instructions so Rod's team re-wrote instructions to make clear for the users.

We are not supporting any other clients outside of providing info on how to set up. Open question is are we supporting Mac Mail? If so, what versions will we support? Need to make sure we are communicating in a way that people don't think they will not be allowed on the network if they are not using a supported version.

With O365 we have SharePoint online, but don't have the means to provide support for the SharePoint environment. Rod cautioned that we need time to understand the backend infrastructure before we start to use. Our job is to make the message clear that we don't currently have the means to support.

D. WebEx

100 accounts created so far – just personal accounts, CMR is coming but still working through. Want to attach CMR to a room, not to a person, so there is more work involved due to lack of a NetID. Will have student accounts in the future. Will be the light version.

III. Discussions

A. Service Marketing Ideas

Adam asked the group to think about service marketing ideas and bring ideas to the next meeting.

Action Items

1. Think about service marketing ideas (getting the word out) and bring ideas to the next meeting.