Bozeman IT Council Agenda
9:00 am Wednesday, March 11, 2015
President's Conference Room

Regular Members			Others in Attendance
Jerry Sheehan	Chris Deshazo	Rod Laakso	Lindsey Jackson (scribe)
Ernie Visser	Ken Kurtenbach	Rich Shattuck	
Matt Rognlie	Matt Bunko	Justin Shanks	
Eric Wold	Jay Van Voast	Paul Lindsay	
Jerry Carvalho	Paul Lambeth		

Call to Order, Announcements

- No approval of minutes as this is first meeting

Discussion Items

- New Bozeman IT Council

    o This group has been newly formed as a technical group, composed of IT leaders on campus with IT responsibilities. Jerry will chair as MSU CIO. There will be monthly meetings on 2nd Wednesday of each month. Will be used as a communication channel and best practices forum. Focus will be technical. May discuss policy issues and make recommendations to Executive IT Committee, which was created with members from MSU Executive team and will be chaired by Provost Potvin.

- Office 365

    o O365 will be implemented for all four campuses.

    o Began O365 pilot in October. Included 200 pilot users over all four campuses. Will create shared addresses and scheduling with MSU system.

    o Pilot was successful but there were some complications and issues with scheduling users and moving users to the Montana.edu domain. Midway through pilot Microsoft provided different options, including Azure ADSync, which decreases complexity of migration. Currently have stepped back from migrating further users to review new options and upgrade to ADSync. By upgrading no longer have to migrate everyone to Montana.edu domain and do not need plugged in user stations. Users will receive a pop-up notification when they have been migrated and can use desktop or O365 portal. Individuals who participated in pilot will be migrated back to the msu.montana.edu domain (this will change the credentials they use to login, information will be provided).

    o In the future will need to decide how to migrate KUSM and, COE and Physics, which are child domains. Still considering whether to move student accounts to montana.edu domain versus g-apps.

    o Scheduling department migrations in May (depending on information received from Microsoft). Theoretically exchange mailboxes could be moved in a fairly short time frame. There will be a schedule created for departments and when they will be migrating. Still determining schedule for other campuses.

- o Question on external users still on Gemini and quartz domains. These individuals were never migrated to montana.edu domain. Jay noted that extension employees will be hard to ensure that they are migrated appropriately. These users will be treated as unique unit. Rod requested Jay send an email with his thoughts on migrating these users.

- o Question on machine names related to Montana domain. Will clarify framework moving forward for machine names.

- WebEx

  - o Branded WebEx (web/video conferencing) site available for MSU Bozeman, information will be communicated soon.

  - o WebEx provides web/video conferencing capabilities, dedicated meeting space for content sharing, collaboration. Includes support for mobile devices.

  - o Web-based and on-site training will be available by end of semester.

  - o There are a limited seat license to WebEx right now. ITC are reaching out to various schools to see if they would like a license. Training and documentation is being development. Some licenses will be kept central and can be used by contacting webex@montana.edu.

  - o Cisco is moving their licensing model to an institutional model later this year. Determining now if this would be a useful purchase for institution (could be used by faculty, staff and students).

  - o Question on if this is a CMR deployment versus basic WebEx. For now this is basic WebEx and instructional support team is now reviewing pilot license of CMR to determine if this is a good option. Users of these pilot licenses report that it is a great option.

  - o WebEx may or may not replace Blue Jeans, based on need and use. There are currently 50 licenses for Blue Jeans. May determine that there is only one ITC supported (WebEx).

  - o Will communication with group when there is more information on licensing model.

- Box Pilot

  - o Box and Microsoft OneDrive reviewed as potions for accessible, secure storage and file sharing options that are usable on multiple platforms (Knox is usable by PC on campus, harder to use off campus and with Macs or Linux OS). At this time many faculty use Google Drive to share files, which is not secure. Box file size is ~1GB/user, may eventually be unlimited. Tool can be used by staff, faculty and students.

  - o OneDrive is available in O365, but this platform has been in existence for limited time and user experience is better for Box. Jerry notes that becoming a Microsoft campus may not be the best option as the company is frequently changing/growing.

  - o Box Pilot: 26 total users from different departments on campus. 54% completed testing. 67% preferred Box over OneDrive.

- Box is FERPA compliant and licensing is Internet 2. Scanning can be done on personal information and quarantine or scrubbing is automatic (options to configure system). Box now integrates with O365 and Office products.

- Will need to be clear to users what should stay in Knox versus what can be uploaded to Box. Policy need will be identified.

- **Password Expiration Notification**

  - Resolves lack of password expiration notification for users without Windows based machines that has resulted in reoccurring AD domain account lock outs and frustrated end users.

  - The password expiration notice is scheduled to email users 14, 10, 7, 4, and 1 days before password expiration.

  - Message indicates number of days until expiration and encourages the user to reset their password before it expires in order to maintain access to services such as email, MSU-Secure Wireless, VPN, and file shares. Also reminds them to change passwords for mobile devices. Gives information so they do not have to contact Service Desk.

  - Directs users to browse to password.montana.edu and login with their Last Name, MSU ID (GID), and My Info PIN.

  - Can be a challenge for windows machines on wireless network. Request to add instructions to auto message with instructions on how to do this. May also be an issue for Extension employees who need to contact Extension help not Service Desk (they do not have GID or NetID). Need to talk to Robert B. on Nursing faculty to see if they need an alternative message/more information.

  - Can also be a challenge that users have cached or saved passwords, which cause failed logins for some devices when passwords are changed. There is not a way to stop this option. Can include information on auto email or send to an FAQ.

  - MSU logo is not allowed in auto email at this time, only text. Team is looking into this.

- **Voicemail**

  - Email-Enabled Voicemail (Outlook 2010, 2011, 2013, and Mac Mail). Requires configuring in Outlook client.

  - See caller ID and listen to messages on your computer in the desktop versions of Outlook and Mac Mail

  - Microsoft Outlook 2013 Voice Message Toolbar

  - Play, forward messages, Call the sender and/or play a message from your phone. Can only forward to handset and forward to other users from there.

  - Web Messaging-listen to messages through a web browser

  - All fac/staff message 1 – 3/16- announcing features

- o All fac/staff message 2 - 3/18- link to instructions

- o Initial VM pilot response rate very low (only 9). Reponses were poor and users did not like having to follow instructions and add to their own outlook client.

- o Assistants can forward voicemails from email accounts if needed.

- o The web messaging is flash based which can cause some issues with mobile devices.

- Other

  - o Network outages 3/11

    - Update from Rod: network outage was reporting initially at Huffman building and has spread throughout campus. ITC is identifying root cause and network group is on campus at network switches to fix issues. Information will be sent to group on root cause.

- Agenda for future meeting

  - o Wireless

  - o Information Security Updates

- Action items

  - o Update group on root cause of network outages once known-?

  - o Clarify framework moving forward for machine names-?

  - o Jay will send thoughts on issues that may come up when migrating Extension users to O365 to Rod

  - o Rod will follow-up with Jay(Ext.) and Robert (Nursing) to see if there needs to be clarification on password notification message for these audiences