The ITC Town Hall Meeting was held on December 5, 2013 at 10 am in the Procrastinator Theater. Adam Edelman, Interim CIO and Anne Milkovich, Interim Associate CIO, provided updates on IT projects and answered questions from constituents. Mike Wright, IT Director from the College of Letters and Science, and Matt Rognlie IT Director from the College of Agriculture, also provided updates and took questions regarding the projects within their distributed IT divisions.

Thank you to Mike Wright, Matt Rognlie and Matt Bunko, each of whom have set good examples of successful collaboration among distributed IT technicians and ITC.

Updates from Adam Edelman

WiFi upgrades are continuing across campus. Visit montana.edu/wifi for more updates.

A global WiFi roaming service called EduRoam is being implemented to allow constituents access to other participating campus’s WiFi networks using their home credentials.

The login simplification project is expected to begin implementation in late January. The project aims to simplify login information to a single NetID username and password for MSU constituents. Visit montana.edu/loginsimplification for updates.

The Office 365 email upgrade will begin in the spring in conjunction with the Active Directory redesign.

The network core upgrade will be in place later this month. This will be Montana’s first 100GB core and provide a significant increase in performance and redundancy.

The backup internet connection, funded by a Strategic Investment Proposal, is almost ready to be implemented.

To improve internet connectivity, ITC is working on significantly increasing bandwidth, particularly in commodity connection. Details are not finalized, but will be coming soon.

The voicemail upgrade will begin mid-December to set the stage for unified communication services, including voicemail integration with email.

We are looking into desktop and application virtualization options in effort to run a central infrastructure that can more easily manage what is made available on desktops at various times and locations. More details to come.

Identity Finder is being rolled out to administrative departments to aid in the identification and remediation of unsecured sensitive data on desktop and laptop computers and servers. Academic departments targeted for Spring 2014. Visit www.montana.edu/identityfinder for details.

The next generation of vulnerability management, called Qualys, is now in place and will significantly increase capabilities. Those who manage servers will be able to have much more autonomy in running scans.

The first round of mobile applications were deployed earlier this semester and have been a great success. ITC will work with Communications and Public Affairs staff to assess options for longer term issues and applications. Visit http://www.montana.edu/mobile for details.
Enterprise Decision Support. The first phase is well underway with the operational reporting tool called Argos and the reporting management tool called iData Cookbook. These tools are setting a foundation for the next generation of reporting and data governance structure. Testing and implementation will occur in coming months; they are expected to be live by late spring.

A Research Computing visioning committee is in place to determine the best direction for research computing at MSU and the RFP process is underway for centralized high-performance compute and storage infrastructure. Visit www.montana.edu/researchcomputing for details.

**Updates from Anne Milkovich**

The Service Desk has moved into the Library commons and will be part of the Open House on January 7 from 4 pm to 6 pm in the library. The Service Desk is now the point of contact for all IT services, including hardware pickup and software checkout, and is also integrating with student labs to incorporate more student support. Regular hours are Mon through Fri 8 am to 5 pm with student-staffed extended hours Mon through Thurs to 9 pm, as well as Sunday student-staffed hours 10 am to 9 pm.

The former IT Store is now IT Purchasing Support, moving away from a retail store model. More self-service purchasing will be offered to constituents, while the staff focus on configuration and purchasing consultations that require advanced knowledge and support. All requests will be automated through the ticketing system to streamline the support process and provide faster turnaround.

The IT Governance Council has officially convened. The meetings are public and the agenda and minutes will be put on the MSU committee’s website.

The PMO Portfolio site has been moved to SharePoint. The site provides much more functionality, including more autonomy for project managers to update project status.

**Updates from Auxiliary Services**

The three key projects underway in Auxiliary Services are Server Virtualization, the Identity Finder rollout, and the WiFi buildout.

**Updates from the College of Agriculture, Matt Rognlie**

Matt Rognlie, IT Director from the College of Agriculture, spoke about current projects from his division, which include: improving efficiency across distributed IT through shared services, i.e. support ticketing; enhancing video conferencing across campus; continuing to increase virtualization; improving data management; upgrading network connections; and providing comparable IT service to remotes sites to what is provided on campus.

**Updates from the College of Letters & Science, Mike Wright**

Mike Wright, IT Director from the College of Letters & Science, explained the three main goals of the department are to: 1) clean up the old system and move towards virtualization; 2) keep open communication between all IT distributors and constituents across campus; and 3) collaborate between
departments and ITC to achieve higher customer satisfaction and be more efficient and effective overall. Contact at clsithelp@montana.edu or 994-5551 for questions or comments.

Q&A

Question: A faculty member from the Chemistry department expressed concern about poor connectivity for Mac users in Gaines Hall and the CBC building.

Answer: Adam Edelman explained that there were a lot more users than expected at the beginning of the term, which caused temporary issues with WiFi. ITC is working on upgrading and bolstering WiFi; it is at a satisfactory level, but improvements are continuing to be made. Please notify ITC of connectivity problems so they are aware of the issue and can work towards resolving it. The more specifics of the issue that are provided, the better ITC can address it, i.e. location, time, specific problem.

Question: Will the network core upgrade improve connectivity on campus?

Answer: The upgrade will be applied specifically to the core; if specific locations on campus require stronger connection, contact Rod Laakso in ITC to be added to the queue for upgrade connection.

Question: Will the Email 360 upgrade affect other Microsoft programs? How much direct IT support will be needed to implement the upgrade?

Answer: The upgrade will not require change in other Office programs. As much of the process will be automated as possible, although direct IT support will be given to machines as needed.