Bozeman IT Council Agenda

Thursday, September 17

President's Conference Room

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

   A. August minutes approved

II. Updates

   A. Box

- See slides for updates on number of box logins, data stored in box and box user collaboration

- What's Next for Box

    - Training continues

    - Promoting

    - De-provisioning

    - Migration of Paid Box account users

- Top Questions

    - What about groups?

    - How do I change primary e-mail address?

    - Difference between collaboration and shared links

- Two important notes on Box:

    - There is no cost for Box for MSU Bozeman students, faculty and staff

    - We are not requiring Box use. However, free versions of Dropbox and other cloud storages like GDrive are not FERPA compliant.

   B. O365

- Discussing options for featuring this in the MSU Exponent, ASMSU features, MSU News and other student forums.

- As a pilot participant, ITC would like you to download, install, and use at least one copy of Office 365 Pro Plus and provide feedback on your experience. This pilot can be on work and personal devices (up to 5/person). Products include Mail, Calendar, People, Newsfeed, OneDrive, Sites, Tasks, Delve, Video, Word online, excel online, PowerPoint, OneNote, and sway.

- Stand-alone access testing? Rod will follow up on this question.

C. Identity Finder

- Communication materials were distributed for comment/discussion. One change was discussed and team will be proceeding.

D. Virtualization

- Goal of VDI is so ITC can be comfortable in understanding network implications for virtualizations. Gathering the data allows us to ensure that we understand how to implement in labs appropriately. As we scale this to campus this infrastructure will be open to anyone who wants to collaborate. The use of this will be at no cost for department or school if they would like to use the infrastructure we have set up.

- Issues

    - This has brought up issues with licenses. If we do not have licenses of software to use then we will discuss cost-sharing for the program.

    - If someone was going to use this for virtualization for other campuses there may be issues with network, bandwidth or hardware requirements. ITC can discuss cost-sharing options to upgrade these for use in those other environments.

    - Going to conduct an off-site use case in the future (considering doing this with College of Nursing).

- **Gaines 346 – Chemistry Lab**

    - 24 non-persistent vDesktops

    - Windows 7

    - 10 applications presented

- **Roberts 109 – Student Labs**

    - 25 non-persistent vDesktops /

    - Windows 7

    - 70 applications presented

- **ITC admin/staff**

    - 10 persistent vDesktops / Windows 7

    - 6 applications presented

- **Next Steps:**

    - Student Labs acceptance testing 9/21-10/2 with Faculty approval

    - 10/1   VDI showcase with CompuNet – demonstrate 3 use cases

- Provisioning VDI request web site

- Prepare for VDI expansion in Student Labs (700 seats)

E. SonicWALL

- SonicWALL is a security tool to help assist with filtering spam, phishing and virus containing email messages for @montana.edu email addresses

- Features of the Appliance:

    - Real-time spam, phishing, zombie, and virus attack detection and blocking

    - A Junk Box of blocked spam that allows you to examine or retrieve incorrectly blocked email

    - Creation of "Allow" and "Block" lists maintained by you

    - Aggressiveness settings for spam detection that are maintained by you

    - Email monitoring and status reports you can see to compare your *"*good" versus *"*junk*"* email

- Why Now?

    - Spam and security are the leading two challenges we face right now

    - 0365 adoption will decrease by not eliminate threat, hoping for a layered defense

    - We were able to get Dell to donate the appliances to us for our use due to customer satisfaction issues. Allows us to evaluate with no commitment.

- Will share technical documentation soon with this group. Asking group to provide review of the SonicWALL documentation.

- Also took information on SonicWall to Bozeman Executive committee to discuss.

F. Wi-Fi Buildout

- Also took this as a topic to the Executive Bozeman IT Council. Discussed balance of capacity vs. coverage. Last year was more coverage rather than capacity (especially SUB and library). This year focusing on coverage of areas that have not previously had access. Capacity refers to going into areas that have had coverage before but further enhancing the access points. Focus is still on instructional serving and student dense areas. Had plans on Molecular Bio building but the campus is trying to move away from this building so the buildout may not occur. Will share list of coverage and capacity enhancement plans.

- **Additional Coverage: 64% Spend**

    - Wi-Fi Access Points installed to provide building coverage for office spaces, gathering areas, classrooms, conference rooms, and labs.

- **Capacity Enhancement: 36% Spend**

    - Increased wireless enhancement in areas of dense wireless usage or potential for increased wireless connections *(Classrooms)*.

III. Discussions

A. LANDESK

- 3000 computers reporting back

- See slide 11 for vulnerabilities, information on devices scanned for vulnerabilities and top 10 vulnerabilities

- Departmental Efforts

    - University Policy

    - Facilities

- Campus wide efforts

    - Departmental conversations

    - Decentralized administration

    - Shared management

    - LANDesk process standardization

    - Patching opt-out

- Task Effort

    - List of known assets

    - Non-domain joined assets

    - Identify opt-outs

- Issues

    - Departments with no IT Leads may cause implementation issues

    - May not have list of assets or contact information for devices, which is a challenge (especially for departments with no IT lead).

    - Does anyone disagree with standardizing some LANDesk processes? Would like to have a common conversation regarding this process.

- Suggest minimum requirements in policy for devices to connect to network. The minimum in current policy is fairly basic and may not be operationally clear. LANDesk and Identity Finder may help clarify these requirements.

- Would it make sense to develop a sub-group/technical working group to work on general consensus/processes for working on LANDesk? Are there individuals on this council who are interested in serving on a sub-group?

  - Council agrees a sub group should be created. Josh will be in touch with group for volunteers.

B. Desktop Procurement-will discuss in October meeting.

IV. Other

A. Update from school of business

- Currently involved in DHCP (Dynamic Host Configuration Protocol) Pilot and O365 pilot

- Both pilots were very smooth. DHCP is highly recommended. Migration to O365 went well. Did lose some old calendar meetings and some Mac users had some issues migrating.

- Currently working on a plan for implementing DHCP throughout campus.

B. Science DMZ for research data storage is being working on.

C. May see requirements in the future for IPV6.

- There are issues with older access points in various buildings on campus and updating these to newer switches have been an issue. Will do an overview of network refresh in meeting in October.

D. ITC will be hosting another ITC update for campus in mid-October (focus on what we have done).

E. Moving forward, Adam will chair Bozeman IT Council. Jerry will be attending these meetings when he is able.

F. Working on other advisory group implementation (data governance, online learning, instructional technology, etc.). Summaries from those groups will be provided to this group electronically.

V. Next meeting agenda

A. Network Refresh Overview

B. Discuss Desktop Procurement

Action Items

- Rod will follow up with Jerry C. on question on standalone O365 concerns

- Send out SonicWALL technical documentation to group. As for review by end of September.

- Share list of Wi-Fi coverage and capacity enhancement plans.

- Share Update Procurement findings electronically.

- Josh will follow-up with group on volunteers to join a sub/technical group on LANDesk implementation details.