IT Agents
Meeting Notes
Wednesday, January 26, 2011

Members/Alternates in Attendance:  Rick Olcott, Mark Harty, Eugene Rooney, Andrea Harvey, George Kelbley, Cyndi Johnson, Doug Bell, Kathleen Garcia, Sung Hee Lee, Elisha Allen, Brian Christian, Bob Christner, Jenny Wong, John Reindorp, Tom Sanford, Brian Thompson, Mike Campbell, William Gilson, Hector Mejia, Lucas Gutierrez

Ex-Officio & Visitors:  Jane McGuire, Vanessa Baca, Duane Arruti, Dean Bernardone, Dennis Crowther, Naren Tarikere, Daryl Strong, Jeff Bowles

Facilitator: Moira Gerety

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
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<tbody>
<tr>
<td>Minutes</td>
<td>• Available at <a href="http://cio.unm.edu/agents/notes">http://cio.unm.edu/agents/notes</a>. Approved as submitted.</td>
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<tr>
<td>Announcement</td>
<td>• Tech Day. There may be an issue regarding budget for Tech Day. IT will proceed to plan Tech Day and seek budget from vendors. Duane offered Banner courses. Some people have already volunteered to serve on the Program Committee.</td>
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<tr>
<td>Follow Up Items</td>
<td>• None.</td>
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<tr>
<td>Major Projects Updates</td>
<td>Enterprise E-Mail &amp; Calendar – Mike Campbell</td>
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<td>Task Force was approved to move forward with finding a single new e-mail tool. A core team and steering committee are being established, with end users involved. Team will develop requirements for an RFP for product and “solution” for implementation. The RFP is planned to go out April 1 and approval for an award planned by July 1. Cost and benefit analysis to be included. Departmental servers will be assessed to understand local control requirements on both Main and North campuses.</td>
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<td>KRONOS Initiative – Duane Arruti</td>
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<td>KRONOS is a time reporting solution used departmentally. UNMH used KRONOS for many years. Bookstore, Student Life and PPD utilize it differently. The initiative would implement KRONOS campus-wide in all departments and standardize time reporting across the board, and negate the need to have different departments support the product and its uses. End of January is deadline for direction on initiative and communication will be issued.</td>
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<td>iTunes Contract Progress – Moira Gerety</td>
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<td>Bill Szaroletta will put together project sketch and help determine direction. ECE will be part of the process as they are ready to have programs in iTunes. Discussion about incorporating iTunes into campus load sets as part of project progress. Elisha Allen and Bob Christner are part of that discussion.</td>
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<td>Learning Environments – Moira Gerety</td>
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<td>LE Committee is provost-sponsored and was developed from classroom modernization committee for Mitchell Hall. New classroom technology has had positive feedback from faculty and students in a survey OSET conducted. The LE committee will determine the next step for new classrooms and also how to fund online classes. Three subcommittees were established to conduct external scans and examine service gaps on various aspects. A report to provost and development of landing area for faculty to find available teaching technology are two main charges for the committee. HSC, Branches and Departmental IT are not part of the current study. There is optimism that the report will be acted on.</td>
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<td>IT Agents Planning – Moira Gerety</td>
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<td>Moira reviewed activity on previous IT priorities established by the IT Agents.</td>
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<td>• Identity Management IDM – Mike Campbell. Mike provided an update on IDM. He is chartering a steering committee through the IT Managers to develop the policies/guidelines the support the technical directions being defined and agreed upon by IT Managers.</td>
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<td>• Administrative Needs in Departments – Moira Gerety. Reporting redesign taken over by Duane. Student datamart needs to be established. Access controls to be enterprise and consolidated into one unit. Business intelligence needs must be established.</td>
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<td>• PC Standards – Moira Gerety. Budget issues are an issue with this initiative, but some departments have been helped. Cost-containment will help determine which groups/departments need imaging services.</td>
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- **Coordination with IT – Moira Gerety.** Ann Swancer has taken on this initiative. Lack of resources continues to affect this area. Centralized incident management system is in the works and will help.
- **Affinity Groups – Moira.** Some are thriving and in some cases the needs have evolved.
- **Student Labs – Moira Gerety.** Committee continues to analyze survey results and establish needs for labs. $80,000 in funds is available and work is being done to establish what students want and need in the labs. A single landing point for students to see what type of technology is available is in the works. Joint marketing to inform student community is in the works.

She showed the current IT Dashboard found at [http://it.unm.edu/dashboard/index.html](http://it.unm.edu/dashboard/index.html), and she showed the internal IT project portfolio on Sharepoint.

**Action Item:** Libraries, NMEL, ISS will present their project portfolios at the March meeting. Other Agents are also invited to present their major projects list to the group.

**IT Cost Containment Workshop – Moira**
Cost containment was discussed, including the $2 million cost-savings required by the President and Regents. HR in IT, software spending, and general cost-savings. The sub-groups are meeting and the whole group will reconvene in March.

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<thead>
<tr>
<th>New Business</th>
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<tr>
<td>Governance Reports</td>
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<tr>
<td><strong>Future Agenda Items</strong></td>
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- Agents Project Lists – All Agents
- Mike Carr – Video Surveillance Initiative
- Student Survey Results – Mark Harty
- AV RFP Committee – Tim Johnson, Cyndi Johnson

**Next Meeting:** March 9, 2011, 10:30-12:00 p.m., SUB Santa Ana Room A&B
IT Agents
Meeting Notes
Wednesday, April 13, 2011

Members/Alternates in Attendance: Rick Olcott, Josh Saiz, Andrea Harvey, George Kelbley, Doug Bell, Kathleen Garcia, Sung Hee Lee, Zach Braun, John Brandt, Tim Johnson, Mark Garcia, Elisha Allen, Brian Christian, Bob Christner, Jenny Wong, John Reindorp, Tom Sanford, Bryan Thompson, Mike Campbell, Naren Tarikere,


Facilitator: Moira Gerety

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<td><strong>Announcements</strong></td>
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<tr>
<td>• Cyberinfrastructure Day April 29. The topics focus on storage and research networking. There will also be a vendor track with Dell, HP and a storage vendor.</td>
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<td>• Tech Days July 28 and 29. This will be funded by vendors as well. There will be many UNM IT-related topics, including Banner and Project Management</td>
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<td>• IT Cost Containment. What is being cut is fairly public as this point. IT is being cut just under $2,000,000 in FY12. IT will see a slower refresh rate and a slow down on projects. The exercise was only cost containment and not a redesign of UNM IT services.</td>
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<td>• TJ Martinez is the new IT Director of Customer Service. She comes from CNM and the State. She is in charge of workstation management, the help/service desk, for voice and data.</td>
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<td>• ITSM Toolkit Implementation is progressing. The vendor has facilitated process development for incident management, change management and service request. The configuration database work is also progressing. The project is ahead of schedule and due for implementation in July.</td>
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<td>• Email Selection: The RFP is going on the street next week.</td>
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<td>• Student Computing Communication work is progressing. IT and ASM will co-develop an application that can collect and display the data in a sustainable way.</td>
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<td>• LoboMobile Ph II. Moira asked for people who wish to be engaged in developing requirements for the next phase of this service.</td>
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<td>• LoboAlerts Ph II. Moira asked for anyone interested in developing additional uses for communicating with the UNM communities.</td>
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| Follow Up Items | None. |

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<th>Major Projects Updates</th>
<th>IT Policy Revisions – Mike Carr</th>
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<td>Mike Carr discussed the policy changes for acceptable computer use.</td>
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<td>• A lot of responsibility is being put on all IT service providers, rather than appearing that central IT governs departmental IT services.</td>
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<td>• In the current version of the policy revisions, Departments will be required to notify the central IT Security Officer of compromises and viruses.</td>
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<td>• IT will be working with the Privacy Officer for UNM (located at HSC) about privacy violations.</td>
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<td>• There is a new focus on remote access.</td>
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Divisional IT 2011 Plans - Agents

ISS: John Reindorp presented the ISS organization which has very disparate needs. John is moving toward having central IT manage core IT services (email, AD and hosting), and is beginning that migration to IT services. He is also focusing on enterprising applications to interface with Banner (ticketing, Bookstore etc.). He displayed his list of projects costing more than $10K. The business divisions of ISS are self-sufficient and receive no state funding. Capital projects include the expenditure of many IT dollars annually. John meets with IT managers in each department to align projects and ensure consistent strategic directions. Departments are encouraged to budget for IT, but

Q: TMA? This is a large system and they are seeking to add 5 departments to leverage the costs. |
Q: Bookstore camera system? Integrating with University IP system was not cost-effective because of the investment in existing cameras. |
Q: Textbook rental module? This is a new module for bookstores and is in production. Students are very
interested in this service but the bookstore doesn’t benefit. The accounting for this service is different than University accounting.

Q: E-Textbooks? Students buy access and get the PIN on the store receipt. Returns are more difficult. Web purchasing is integrated with controls, but not yet figured out for e-textbooks. RayTex purchasing is very good application.

Q: E-book formats? Various – John wasn’t aware of details but people at the bookstore have them. EBooks are not taking over the market as predicted in the last 12 years. Publishers lag also.

NMEL: Elisha Allen handed out the dashboard and work plan of how NMEL supports online services. NMEL partners with IT for tier 1 and hosting support. Courses remain active in the system for 2 years after completion so materials can roll forward to future semester delivery. Web-conferencing has doubled in the last year. Vendor support is ending for WebCT in 2013, which means that migration and then course migration would have to be ready for April 2012 – that effort is in discovery. Other projects are ‘functional’ for supporting faculty and students. These include support of IDEA, online course planning, virtual learning environments, documentation and self-service help, and staff cross-training. They are also working with departments, such as ASM, to better assist faculty, especially on the virtual UNM campus. Elisha reported that other institutions, such as NMSU, are moving toward the model of having a single group.

Usability Study at University Libraries – Mark Emmons and Lori Townsend (presentation attached)
The library headed up a task-based library web usability study. This was conducted in anticipation of redesigning the Library website. Undergrads, graduate students and faculty were interviewed, most of whom were very familiar with the Library site. Recommendations were limited to the findings in the study. Results: Quick links and tabs were used a lot and worked well. Recommendations included: standardization of links, consistent link location on page, consider location and purpose of what is featured, more and better integrated help, less cluttered look of the page. Work will continue with analysis of data, card sorts and testing a redesign.

Q: Please present this at the Info Architects group! Great presentation!
Q: Has this been migrated to Hannon Hill? Not yet. CMS is being tested on the UL intranet before determining if they will use CMS on their public site.
Q: Some people searched vs using links? People who searched were more successful.
Q: How were tasks selected? There was some bias, but a lot of literature exists about library searching, which were used in the study. Finding journal articles is a huge problem for libraries nationally – that was easy to use as a task as a classic problem. The intention is to fix what is broken, not create a new site.

Additional Announcements – Moira
- LoboAlerts presentation deferred until Emergency Management people have been included in the discussion.
- AD Migration: Dilek will come in May.
- Security Intrusion Testing. Please let Jeff Gassaway know if any departments are interested in penetration testing in their divisions.

Governance Reports
Mike and Moira reported highlights of IT Managers and IT Cabinet meetings.

Future Agenda Items
- Departmental IT: UL and Mark Garcia
- C-Cure Card Access – Mark Garcia
- Hyperion Replacement – Duane Arruti
- Data Center Move & white floor space – Mike Carr
- Lou Sullo – Video Surveillance Initiative
- Student Survey Results – Mark Harty
- SMRT students to present to IT Agents.

Next Meeting: May 11, 2011, 10:30-12:00 p.m., SUB Santa Ana Room A&B
**IT Agents**  
**Meeting Notes**  
**Wednesday, May 11, 2011**  

**Members/Alternates in Attendance:** Josj Saiz, Andrea Harvey, Alejandro Flores, Irmin Wehmeier, Sung Hee Lee, Zach Braun, Elisha Allen, Tom Sanford, Bryan Thompson, Mark Harty, Robert Nocella, John Brandt, Mike Campbell, Rick Olcott, Dale Hendrickson, Kathleen Garcia, John Reindorp, Sue Van Cleve, Nathan Sweet, Robert Christner, Jeff Gassaway

**Ex-Officio & Visitors:** Jane McGuire, Nancy Davis, Debby Knotts, Richard Valdez, Gabe Rivera, Leah Kier, Bill Szaroletta, TJ Martinez

**Facilitator:** Jane McGuire

**TOPIC** | **DISCUSSION / ACTION**
---|---
**Announcements** | - Cyberinfrastructure Day April 29. Attendance was up; speakers were very good; please complete the survey if you attended  
- **Tech Days July 28 and 29.** Planning is beginning for Tech Days. Contact Moira if you want to participate in the program.  
- **Summer Projects list for IT has been published:** [http://it.unm.edu/news/IT-Projects-Summer-2011r.pdf](http://it.unm.edu/news/IT-Projects-Summer-2011r.pdf).  
- TJ Martinez, **Director Customer Support Services in IT** was welcomed.  
- Sue Van Cleve, **Manager of Customer support in ISS** was welcomed.  
- Jeff Gassaway announced that June 20 there is an IPv6 training at SANS.org for $350. This is a cost-effective training for departments who need to know more to support IPv6 deployment.

**Follow Up Items** | - None.

**Policy & Major Projects Updates** | **IT Policy Revisions** – Jeff Gassaway  
Jeff talked about the two polices being revised and mentioned that the policy for IP cameras and surveillance might impact areas. 2520 on Security Controls especially for remote access and protecting sensitive data.

**Enterprise Email Phase II** – Mike Campbell  
The RFP is out and responses will be back at the end of May. They will be reviewed in June and vendors will be brought in for demos in July. A recommendation, approval and implementation will follow.

**Active Directory** – Dilek Inal  
Dilek reported that [http://it.unm.edu/ad](http://it.unm.edu/ad) contains current information on migrations. Every department who has asked to migrate has been either completed or is scheduled. A review of the environment is included in the service. Microsoft assessed the IT environment and changes have been made so that all testing results are very positive.

**New Business** | **Students in Medicine using Resources in Technology (SMRT)** – Chris Kiscaden & SOM students.  
Students demonstrated their used of mobile technology in the medical curriculum by pulling together many currently used technologies (email, lecture capture and podcasts, calendar sync with Google, Sharepoint for lecture Powerpoint pdfs, access to discipline-specific databases for reference) and combining them with cheap mobile apps (dropboxes for mobility, flashcard app that can be used with knowledge database, text or pictures - Nmesyne, iAnnotate, good reader) some that are specific to the iPad.  
- Students are eager for an iTunesU deployment at UNM – faculty agreement provides some resistance.  
- iPad adoption is high in medicine and is now recommended as the desktop of choice for incoming medical students.  
- Other Universities have documented similar
Enterprise Adobe Connect – Bill Szaroletta
Bill reported progress on rolling this service out for the University. It has been scoped at 500 concurrent users in the license, to complement the 40 departments where it is already installed. He demonstrated how it works.

Divisional IT 2011-2012 Plans – University Libraries
- Dale Hendrickson and Kathleen Garcia from the Libraries presented their portfolio of projects. These included:
  - Data One Research Grant for environmental data collection
  - ITIL training & certification of IT staff. They hope to implement these concepts in the Libraries as well as in IT
  - Stove-piping services – differentiating environments so technical component downtime can be scheduled with the least impact for each set of users.
  - Research Storage Consortium (RSC) – this consists of high-capacity multi-level storage for research databases that included DataOne, EDAC, CARC, LTER databases.
- Refreshing and refurbishing 75 checkout laptops and 200-300 desktops for staff and students (nearly 350 total face students). This includes Macs and printers.
- Application
  - Development infrastructure is being separated from production
  - GSA joint project
  - Statehood centennial celebration (digital content, finding aids, metadata)
  - WebCMS conversion to UL intranet
  - eLibrary beta test
- Platforms
  - Infrastructure upgrade to 200TB of storage for growth for digital collections. UL is looking for backup solutions.
- Systems Services
  - Increase monitoring of services
  - RedHat upgrade to 64 bit development environment
  - Windows server upgrade
- Web conferencing : Mixed results with Adobe Connect. Four environments with Crestron, cameras, but adoption is slow. The service is ‘clunky’ compared to Skype.

LoboAlerts – Linda Johansen
Linda gave an overview of what has been learned with the service with the major situations in January and February. Since TextMe (under 10,000 opt-in users), LoboAlerts has 70,000 opt-out people subscribed. 99% of texts are received within 5 minutes. 99% of emails are received within 20 minutes. This is considered normal and successful according to national benchmarking data.

Future Agenda Items
- Departmental IT: Mark Garcia, ASM (June),
- C-Cure Card Access – Mark Garcia
- Hyperion Replacement – Duane Arruti
- Data Center Move & white floor space – Mike Carr
- Lou Sullo – Video Surveillance Initiative
- Student Survey Results – Mark Harty

Next Meeting: June 8, 2011, 10:30-12:00 p.m., SUB Santa Ana Room A&B
**IT Agents**  
*Meeting Notes*  
*Wednesday, August 10, 2011*

**Members/Alternates in Attendance:** Eugene Rooney, Nancy Davis, Andrea Harvey, Irmin Wehmeier, Sung Hee Lee, Tim Johnson, Greg Gomez, Tom Sanford, Julian Chavez, Sue Van Cleve, Robert Nocella, George Kelbley, Joaquin Cantu, John Brandt, Mike Campbell, Rick Olcott, Kathleen Garcia, Brian Thompson (For Finance), Hector Mejia, Jennie Wong, John Reindorp, Bob Christner, Mark Garcia, Mike Burlison, Jeff Gassaway

**Ex-Officio & Visitors:** Jane McGuire, TJ Martinez, David McGuire, John Abrams, Chuck Phillips

**Facilitator:** Moira Gerety

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| **Announcements** | • Tech Days July 28 and 29. Over 100 people attended. Feedback on sessions (and the food!), especially security, was very good. A program committee will be brought together earlier for next year’s event. Contact Moira if you want to participate in planning the program for TechDays 2012.  
• IT-UNM session next week will feature Symantec’s new version presented by Mike Burlison.  
• MTS is offering Smart Training Aug 18 & 19. This will cover Smart Boards and Smart podiums. Faculty and IT people are invited to attend. Contact Tim Johnson for details.  
• HSC announced Glen Jornigan to replace Ron Margolis who retired as CIO. Glen’s Title is Administrator. The Health Sciences Center has announced a reorganization, the full implications of which are still playing out. There is also a new Chief Medical Information Officer for the Health System, who also reports directly to Steve McKernan.  
• ITIL Version 3 Certification class at Continuing Ed on September 13-15. Sign up now and send all IT Staff! |
| **Follow Up Items** | **IT Summer Projects**  
Moira reported that for IT, all commitments are on schedule including:  
• Wireless printing services and additional printers.  
• Windows 7 (not on AD).  
• MatLab License for all of campus (to be signed this week). Announcements are already going out to Faculty.  
• Electronic transcript transfer between CNM and UNM.  
Scheduling refinements include:  
• Increasing power outlets is taking longer than initially anticipated because of other PPD priorities.  
• Touchnet rollout is being delayed until October |
| **University Hospital Summer Projects** | Mike Campbell reported the following projects at the Hospital:  
• Hospital is rolling out a new asset tracking from Centani with RFID tags for mobile devices  
• Cerner is rolling out Surginet into surgical suite booms for on-site data capture.  
• Scheduling is also moving into a Cerner module in October.  
• Medical Transcriptions will be using voice recognition  
• Billing coding is also being upgraded in a major initiative entailing both software and retraining. |
| **Agenda Items** | **IT Policy Revisions** – Jeff Gassaway  
*Presentation attached.* Find the new policies and their implications for departmental IT service providers at [http://unm.edu/~ubppm](http://unm.edu/~ubppm)  
**Enterprise Email Phase II** – Moira Gerety  
The RFP proposals are being scored tomorrow and ‘best and finals’ will be asked for from a set of finalists to include costs and schedule. The tech and user evaluations will be done for cloud and on-premises products. The timeframe is now September for final presentations and a presentation to the Regents in October (12). Following the recent Foundation RFP, Moira noted the challenge of balancing the need for transparency and the confidentiality rules of the RFP process. |
Identity Management – Linda Johansen

Handout attached

Several topics:

- **September 5, 2011. Expanding the allowable number of characters of account name on NEW (only) NetIDs.** The impact is on receiving applications running on departmentally-run systems. Expansion is going from 8 to 64 characters. Exceptions include Banner, which is limited to 30 characters, although UNM is working with the vendor to change that. Linda asked that the **handout be communicated widely and urgently across campus** so that the imminent change does not have negative impact. She noted that the change was originally brought to campus groups in April.

- **Display Name variations.** Silent go-live the week of August 12 to ensure that it all works. DSS will allow visible name selection that may be different from the name used officially, to display in GroupWise, the Online Directory and other places. When existing name and desired name issues are resolved, a campus-wide announcement will be made.

Help.UNM – Mike Campbell

Mike demoed the look and feel of self-service. Implementation dates are August 26 at 5 p.m. for the HSC and UH and September 12 for IT customers. Included in the demo was knowledge search, viewing tickets for service requests (service delivery) or incidents (something is broken, please fix). The implementation uses the ITIL framework to bridge the 3 organizations (UNM, HSC, and UH-IT). The system provides data and reporting that implies workload. The customer service and ownership of services represents a great advance for IT customer support.

IT Agents Meeting Time – Moira

Moira asked to reschedule, either earlier or to afternoons. Earlier impacts branch attendees unless they could attend remotely. Afternoon meetings would need to conclude by 4, including the Branch IT meetings. Reps need to mail any additional constraints to Moira at mcgerety@unm.edu, and she will work it out.

Network Directions – Gary Bauerschmidt

*Presentation Attached.* Gary talked about technology changes and how they will roll out at UNM, including Wireless 802.11n, VoIP, 100GB, Security, Mobility, ABQG Gigapop, IPv6, and Research Networks. He presented the intentions behind the Network Design Principles RFP and requirements being collected this September.

Q: Costs for networking? Addressing cost and charge models for voice, video and data will be part of design principles.

IT Strategic Plan – Jane McGuire

The IT Strategic Plan will be updated this fall. Input from divisions will be sought in forums and surveys, as well as reporting of IT activities within divisions.

*Action Item:* Agents are asked to submit Divisional Strategic Plans, Divisional IT Strategic Plans or, in the absence of those, Divisional Project Lists to inform IT’s strategic planning. These are to be sent to the CIO Office c/o Jane McGuire, jmceguire@unm.edu by September 9.

### Future Agenda Items

- C-Cure Card Access – Mark Garcia
- Hyperion Replacement – Duane Arruti
- Data Center Move & white floor space – Chuck Phillips
- Lou Sullo – Video Surveillance Initiative
- RFID asset tagging – Mike Campbell (Oct/Nov)
- IT Service Management – TJ (October)
- ITIL Concepts – David McGuire/Mike Campbell

**Next Meeting:** September 14, 2011, 10:30-12:00 p.m., SUB Santa Ana Room A&B
Removing Legacy Restriction on Account Name Length

What is it?
In support of campus-wide Identity Management initiatives, central IT is continuing to upgrade its NetID infrastructure.

Effective September 5, the length limit on the NetID Primary Identity Account name will be changed from 8 characters to 64 characters. UNM NetIDs will remain 8 characters long, but as other directories are migrated into the central IT LDAP system, longer account names will enter the system in the NetID field. **Therefore it is imperative that all systems on campus be able to accommodate account names up to 64 characters in length.**

Note that this applies to ALL account names, not just UNM NetID – your system must be able to accommodate account names up to 64 characters long. Although some current systems are limited to 20 characters, and Banner is currently limited to 30 characters, the industry standard is 64 characters and accommodating that standard now enables future expansion.

Note: This is an infrastructure change only - UNM NetIDs will remain 8 characters long and this change will not affect the public.

When does it go into effect? **September 5, 2011**

What do I need to do?
Identify all systems and applications that capture, store, or use NetID or other account names and make sure that the field is at least 64 characters long.

1. Identify all systems and applications that **capture** NetID or account name:
   - Account request forms
   - Direct LDAP authentication form
   - Departmental forms that collect NetID or other account name

2. Identify all systems and applications that **store** NetID or account name:
   - Department database or spreadsheets
   - Mail or directory systems
   - Other applications

3. Identify all systems and applications that **use** NetID or account name:
   - Reports
   - Applications

**Go-live is Labor Day, Monday, September 5th.** On that day a 9-character account name will be entered into LDAP and distributed throughout the system. Please make sure your system(s) are ready to handle the longer account name!

Questions? Concerns? Contact us at **IDM@unm.edu**.
Network Road Map

Gary Bauerschmidt
Associate Director
IT Networks
University of New Mexico
gbauers@unm.edu

Security?

Tech Talk?

Where is the Network Heading?
So Many Terms and Acronyms!!!
Why?
Faster and more secure wireless

Will my laptop work?
Yes via Wireless Network

What do I have to do?
Connect to Lobo WiFi or Lobo Sec

When?
Over the summer the #1 Student Priorities and leveraged funds

Why?
Lower Total Cost

Will my laptop work?
Yes or a desktop handset

What do I have to do?
Be willing to adopt change

When?
Buildings are being upgraded
Why?
To upgrade National Backbones

Will my laptop work?
Yes via Campus Network

What do I have to do?
Continuing using Campus Network or request Experimental Research Network

When?
By end of 2011 via either National Research Network (I2 or NLR)

Why?
To prevent loss of sensitive data

Will my laptop work?
Yes via SSL VPN, FireWalls, Encrypted Data, etc

What do I have to do?
Keep updates current

When?
Always
Why?
Today we prefer convenience

Will my laptop work?
Yes via wireless

What do I have to do?
Connect to Wireless

When?
Classrooms, common areas, offices

---

Why?
Provides lower cost higher bandwidth via aggregation model

Will my laptop work?
Yes via Campus Network

What do I have to do?
Use Internet or send traffic destined for one of Collaborators

When?
Using the Campus Network
A “GigaPoP” network access point that support data transfer rates of at least 1 Gbps.

GigaPoP

Gigabit Point of Presence.

Aggregate keep traffic among collaborators
Why?
World has run out of IP Numbers

Will my laptop work?
Yes with correct configuration

What do I have to do?
Currently request to connect to Experimental Research Network

When?
Campus Network conversion is a multi year Project

How does IP work?

• Every connection to the internet is given an IP address

• Forgettable sequences of four integers between zero and 255 separated by dots

Example 67.21.228.133.

But there are only 4.3 billion combinations of these, and no longer sufficient.
What is IPv6?

IPv6 uses 128-bit addresses. That is $2^{128}$

Or

340,282,366,920,938,463,463,374,607,431,768,211,456

IP addresses

*Enough for the Internet to continue to grow*

**IPv6 Address Example**

2001:0db8:85a3:0000:0000:8a2e:0370:7334

***Why so much growth?***
Lots of New Types of Network Nodes

Parking Structures
• Card access
• Credit card pay
• Cameras
• PPD monitoring

A Night at the PIT
• Wireless Ticket Scanner
• Concessions Credit Card
• Game Statistics
• TV Monitors
• Replays
• Wireless Connections
• Game Reporters
• VoIP Phones

For a total of over 1100 new network nodes!
How to Navigate?

If you don’t know where you are going…

You’ll probably end up somewhere else.
What to do in the Meantime?

Upgrade or Replace Bad Wiring Centers
Top Ten this Year
The purpose of this RFP is to solicit recommended Design Principles for a consolidated IT Network infrastructure.
Stakeholder Input

Network

- Ubiquity
- Flexibility
- Adaptability
- Mobility
- Compartmentalize-ability

“Network has to accommodate a wide variety of needs

Customers also have to be willing to make concessions to a general network architecture that trades off being all things to everyone, to the necessities of budget and staffing.”
“Mobility is not just about the hand held devices now used so prevalently. Where access is granted, both mobile and terrestrial devices, applications, services and any other future path that is invited into the network.”

“Many instances access must be tightly secured, so that data of all types is kept secure and private. And conversely the data must be shared with those having a need.”
Stakeholder Input

“Because everyone's requirements are different needs are different.”

- Security
- Availability
- Performance

Good enough network is never good enough
Network Nirvana

Gary Bauerschmidt
gbauers@unm.edu
Updated UNM Policies 2500 & 2520
Acceptable Computer Use
Computer Security & Data Access

What Changed?

Jeff Gassaway, CIPP, CISSP
UNM Information Security Officer

2500 Acceptable Computer Use
- Individual and manager responsibilities
- Misuse and reporting misuse
- Privacy

2520 Computer Security & Data Access
- IT Service Provider Security Responsibilities
- Provisioning Accounts
- Securing Data
- Secure Data Center Operation
- Security Incident Handling
2500 – INDIVIDUAL RESPONSIBILITIES

- Copyright compliance
- Securing your NetID and Password
- Securing sensitive information
2500 – Manager Responsibilities

- **Account management**
  - Access rights, Locking, Deleting

- **Physical Security**
  - Lock screens, doors, shred, keep sensitive info out of public view

- **Backups and appropriate security** for employee machines with UNM information

- **Antivirus software** on employee machines
  it.unm.edu/download

2500 – Unacceptable Use

- **Circumventing security**
  - Guessing passwords, sniffing, destroying equipment, network interference, malicious data destruction, etc.

- **Legal violations**
  - Workplace violence, harassment, fraud, privacy violations, illegal info disclosure, software piracy, political or private gain, anonymous activities to misrepresent or conceal identity, promotions

- **Annoyances:**
  - Chain letters, SPAM

- **More than ‘incidental personal use’**
2500 – Privacy

• Implied but not guaranteed
• Inspection of Public Records Act (IPRA)
• Business ‘need to know’
• System performance monitoring, troubleshooting, maintenance
• Authorized or legal investigations or audits

2520 – COMPUTER SECURITY & DATA ACCESS
2520 - All IT service providers must:

Maintain confidentiality, integrity, availability, disaster recovery, business continuity, back-up, environment controls, change management, incident management, capacity planning, software licensing, copyright protection, training, etc.

2520 - Department Heads (or designees) are responsible:

- for computer security awareness programs, protection of systems and information in their care, security breaches, and specific security controls such as:
  - Firewalls
  - IDS
  - IPS
  - Encryption
  - Patch Management
2520 - Authentication, Access & Authorization:

- Sensitive data access must be approved by the data custodian (e.g., for FERPA data, the registrar is the custodian).
- Computer use and confidentiality agreements must be signed prior to granting any 3rd party access
  - See cio.unm.edu/standards or the data stewardship document

2520 - Departments De-provisioning Accounts

Accounts must be locked and deleted in a timely fashion (audit trails must be maintained for existing users, as well as for locked and deleted users).
2520 - Departments Granting Remote Access

For any access to sensitive information on the UNM network, department heads and users of their services share responsibility for securing the devices providing access, even if the devices are not UNM-owned.

2520 - Departments must secure UNM Data

- After approval by data custodians
  - User is responsible for keeping sensitive information secure
  - Appropriate security measures are in place (firewall, antivirus, encryption)
- If you have these business needs in your area, IT can help provide appropriate security measures.
2520 – Encrypt Sensitive Data

• Sensitive Data must be protected.
  – Be especially cautious with financial information, SSNs, account name / passwords, PCard / Credit Card numbers, Personally identifying information, and encryption keys / passwords.
  – Please see the UNM Data Classification Standard for guidance on protecting sensitive information.

2520 - Privacy and Confidentiality Responsibilities

• Other Compliance Requirements:
  – UBPPM 2030: SSNs
  – UBPPM 2040: Identity Theft
  – UBPPM 2550: Information Security
  – UBPPM 7215: Credit Card Processing
  – UNM: Student Records Policy
  – Family Education Record Protection Act (FERPA)
  – Department of Health & Human Services
  – NM Inspection of Public Records Act (IPRA)
2520 - Departmental Data Centers

Department heads / designees providing IT services are responsible for:

- **System integrity**: knowing if when and how a system has been compromised
- **Data Loss Protection**: preventing sensitive information from unauthorized access
- **Record management**: backups, Business Continuity /Disaster Recovery and classification (confidential, sensitive, needs to be encrypted)

2520 – Departmental Security Incident Handling

- **Violations must be detected and reported**, especially:
  - A breach to any UNM program or system
  - A breach of security controls (hacked, compromised, or unauthorized access)
- **All security incidents must be reported to** security@unm.edu **within 24 hours.**
- HSC / UNMH systems will be reported to the Privacy and Security offices as appropriate.
- **Sanctions** up to and including discharge /losing account privilege.
• Questions?
## IT Agents
### Meeting Notes
#### Wednesday, November 09, 2011

**Members/Alternates in Attendance:** Eugene Rooney, Nancy Davis, Sung Hee Lee, Elisha Allen, Joaquin Cantu, Rick Olcott, Jennie Wong, John Reindorp, Mike Burlison, Gregory Gomez, George Kelbley, Naren Tarikere, and Sue Van Cleve

**Ex-Officio & Visitors:** Chuck Phillips, Tony Waldron, Sandra Rettinges, Bryan Thompson, Gary Bauerschmidt

**Facilitator:** Moira Gerety/Jane McGuire

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>DISCUSSION / ACTION</th>
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<tbody>
<tr>
<td><strong>Minutes</strong></td>
<td>Were Approved</td>
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<tr>
<td><strong>Announcements</strong></td>
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<tr>
<td>• NMTIE presentations – Notifications of the conference are not received by attendees.</td>
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<tr>
<td>• Moira provided a brief description, and will send next notification to IT Agents Committee distribution. She encouraged attendance at next meeting.</td>
<td></td>
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<tr>
<td>• Tech Days has been scheduled for June 28 &amp; 29, 2012. She encouraged attendance and will provide an official call for proposals. To be sent to: Kim Waseta.</td>
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<tr>
<td>• CyberInfrastructure Day – NM Tech and NM State will co-sponsor for IT and researchers.</td>
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<tr>
<td>• TechFinder App Jane provided a “how to” tutorial and announced a test scheduled in the spring, and also the December demo/training and video. We want to make sure resources are current.</td>
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<tr>
<td>• Meeting Time Change? Moira asked for a show of hands: Twelve voted to move it back to original time, and 3 voted to keep it at the new time – group agreed to move it back – Moira will look into that possibility.</td>
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<table>
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<tr>
<th>Follow Up Items</th>
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<tr>
<th>Agenda Items</th>
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<tbody>
<tr>
<td><strong>1.</strong> Microsoft Consortium – Libby Henry – Deferred to next Meeting</td>
</tr>
<tr>
<td><strong>2.</strong> UNM Schedule XML: Extract for Departments – Greg Gomez</td>
</tr>
<tr>
<td>• Greg reported that this project is almost finished – only a couple of loose ends still remain.</td>
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<tr>
<td>• Office of the Registrar, Anderson School and others participated. Some technical support will be available, and the final will contains a lot of data. Data was generated from the CMS. Updated daily between midnight and 6:00 am.</td>
</tr>
<tr>
<td>• Hoping to have it ready to use on departmental website by spring semester, and originally intended for advisors. Same data available in quick view is available in XML. Registrar’s office had strong representation on the project. Greg reported they were able to pull together a number of departments, and this was a grassroots effort. Greg is currently the contact.</td>
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</table>

| **3.** Print Management Solution – Presentation attached. |
| Michelle Albro, Busines Manager, University Services |
| Deb Fondino, Assoc. Director, University Services |
| Tony Waldron, Tech Support Manager, IT |
| Ed Ybarra, Contracts Specialist, Purchasing |
| • Presenters talked about hardware, cost avoidance, cost containment, and cost recovery. Moira says our intention is to stay with Pharos Enterprise Print Program; however, she’ always open to a “better” proposal. |
| • Self Management will be available, and a free-no cost print environment assessment of the current state. |
| • Goals: Cost avoidance, savings, containment and recovery. |
| • Proposal will contain all items, and there will be five vendor choices, so that whoever gives the best proposal is who we’l go with; RFP will need to manage or work with current vendors, as part of their proposal. |
| • Copier management pieces will provide better, improved, fairly good pricing that different vendors will be offering. |
| • Better manage billing and service. Goal is to change to a smoother process. |
| • Pharos – print management systems (group of printers – wireless) convenient and flexible |
Print Mgmt Sol. Negotiated pricing, volume supplies pricing, low cost w/full coverage maintenance and options for related services.

- Sustainability - Increased security, centralized billing, higher service levels, and continuing competitive outcomes.
- Working towards non-paper flow.
- Scanning and storage will be looked at next year.
- RFP due to close end of next month in December. They’ll spend Dec/Jan looking at vendors and checking their presentations.
- Vendors will not get paid, if they don’t perform. They’ll receive their payment if everything goes alright. And if a vendor wants our business, we know they’ll provided better prices, service, and respond quicker. All current copier agreements will be folded into current RFP, including purchases leased equipment. Everything will be included.


<table>
<thead>
<tr>
<th>Future &amp; Standing Agenda Topics</th>
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<tbody>
<tr>
<td>• RFP</td>
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<tr>
<td>• C-Cure Card Access – Mark Garcia</td>
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<tr>
<td>• Hyperion Replacement – Duane Arruti</td>
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<tr>
<td>• Data Center Move &amp; White Floor Space – Chuck Phillips</td>
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<tr>
<td>• Lou Sullo – Video Surveillance Initiative</td>
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<tr>
<td>• RFID Asset Tagging – Mike Campbell (Oct/Nov)</td>
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<tr>
<td>• ITIL Concepts – David McGuire/Mike Campbell</td>
</tr>
</tbody>
</table>

Next Meeting: December 14, 2011, 2:30-4:00 PM, SUB Santa Ana Room A&B
Network RFP Update

If you don’t know where you are going…

You’ll probably end up somewhere else.

Lou Sullo/ Director IT Networks
Gary Bauerschmidt/ AD Networks
University of New Mexico
lsullo@unm.edu / gbauers@unm.edu

Background

• History of Networking @ UNM
• 1970s (Ma & Pa enterprise)
• Staffing
• Upgrades
• Where we are today
Why so much growth?

Lots of New Types of Network Nodes
For a total of over 1100 new network nodes!

So Many Terms and Acronyms!!!

ABQG
Security?
Tech Talk?
Where is the Network Heading?

Do you feel?

CONFUSED
UNCLEAR
PERPLEXED
DISORIENTED

LOST
UNSURE
BEWILDERED
How to Navigate?

- Protocols
- Designs
- Technical Specs
- Vendors
- Equipment

REQUEST FOR PROPOSAL
The purpose of the RFP is to solicit recommended Design Principles for a consolidated IT Network Infrastructure.

Evaluation Criteria

- Evaluation of Conceptual Design Strategies
- Facilitation Experience with Engineering Brainstorming Sessions
- Evaluation of Recommendations
- Design Experts / Architects and Designers
Interviews and Communities of Interest

- Extensive Interviews (North, Main & South Campuses)
- Communities of Interest
  - Health Sciences/UNMH
  - Students
  - Education
  - Research
  - Administration
  - External
- Facilitation meeting structure

Type of ?s

- What interaction do you currently have with campus IT?
- What new or different interactions do you expect to have with campus IT going forward?
- In what way does the current network not meet your needs, expectations, or desires?
High level results

- Helped to both understand the current state and future requirements of the community.
- Helped to frame the unique character of the many University communities and the operations they depend upon.
- Helped to obtain requirements, desires and view of the future.

Stakeholder Input

“Network has to accommodate a wide variety of needs

Customers also have to be willing to make concessions to a general network architecture that trades off being all things to everyone, to the necessities of budget and staffing.”
“Mobility is not just about the hand held devices now used so prevalently.

Where access is granted, both mobile and terrestrial devices, applications, services and any other future path that is invited into the network.”

Stakeholder Input

Network

- Ubiquity
- Flexibility
- Adaptability
- Mobility
- Compartmentalize-ability
Security

“Many instances must be tightly secured, so that data of all types is kept secure and private. Conversely the data must be shared with those having a need.”

Stakeholder Input

“Because everyone’s requirements are different

- Security
- Availability
- Performance

and their needs are different.”
Operational Principles

- Many Roles
- Customer Service
- Communication
- Building Relationships
- Budget

Design Principles

- Robustness
  - Linked to uptime
  - Cost-effective redundancy
- Flexibility
  - Broaden reach
- Centralization
  - Identity & Authentication
- Decentralization
  - Authorization
- Ubiquity
  - Any device at any location at anytime
Design Principles (Cont.)

- Appropriate Security
  - Identity management
  - Multiple identities, multiple roles
  - Centralization vs. Decentralization

Design Philosophy

- Conceptual Simplicity
  “Everything should be made as simple as possible, but no simpler”
  Albert Einstein

- Big Pipes
  - Fans of big dumb pipes

- Wired is not obsolete
  - Wireless not a replacement for wired
  - High Bandwidth requirements and
    - security considerations

- Wireless expansion
  - Limitless expansion

- Continuous improvement
  - Identify and eliminate unnecessary complexity
"If you don’t where you’re going, every road will get you nowhere"

Next Steps

Gary Bauerschmidt
gbauers@unm.edu
University Services

Print Management Solution
November 9, 2011
2:30 PM
IT Agents

Print Management Solution RFP Team

Michelle Albro, Business Manager,
University Services

Deb Fondino, Associate Director,
University Services

Tony Waldron, Manager, IT Technical
Support, IT Desktop Support Group/
IT Customer Service

Eduardo Ybarra, Contracts Specialist,
Purchasing Department
History

- Copier Management Program (CMP)
  - 1999 assumed program from Bus Services
    - No controls
      - Billing
      - Security
      - No price constraints
  - 2004 created automated system
  - 2 RFP's, each refined
**C M P Statistics – Current**

**Copier Management Fleet**
*Total Devices = 712*

- **Total Devices = 712**
- **Total MFDs = 447**
  - B/W MFDs = 308
  - Color MFDs = 155
- **Total Printers = 265**
  - B/W Printers = 155
  - Color Printers = 68

**Most Popular Models**

<table>
<thead>
<tr>
<th>Model</th>
<th>B/W MFD</th>
<th>Color MFD</th>
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<tbody>
<tr>
<td>Ricoh MPC3500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ColorQube 3CQ9201</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ricoh MPC4501</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ricoh MPC6501</td>
<td></td>
<td></td>
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<tr>
<td>Ricoh MPC4501</td>
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<td></td>
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<tr>
<td>Ricoh MP363N</td>
<td></td>
<td></td>
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<tr>
<td>Ricoh MP6001</td>
<td></td>
<td></td>
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<tr>
<td>Ricoh MP3505F</td>
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</tbody>
</table>
History/Current

- Dell peripherals & supplies
- Directive to research
- Printers / Toner in one CY
  - Printers: approx $100,000
  - Toner: approx $500,000
New RFP: Print Management Solution

- Print Management Solutions
- Copier Management Program
- Pharos Enterprise System
- Maintenance & Management of all devices

Print Management Solution

- Print Management Solutions: HW/SW/Svcs
  - Free/no cost print environment assessment of current state. Goals:
    - Cost Avoidance, Savings, Containment & Recovery
  - Proposal – with NET COST REDUCTIONS
  - Transition and Implementation
  - Management & Reporting software
Print Management Solution

- Copier Management Program
  - Equipment rental – Standardized & reduced fees
  - Full coverage Maintenance – reduced rates
  - Centralized billing
  - Customer service

Print Management Solution

- Pharos Enterprise System
  - Pharos printing for Libraries/Student needs
  - Enterprise license for Pharos (or equivalent) system
  - User control & metrics versus cost recovery
Print Management Solution

- Maintenance & Management of all devices
  - Negotiated pricing on standardized models to purchase
  - Volume Supplies Pricing
  - Low cost, full-coverage maintenance structure
  - Options for related services and/or equipment

Print Management Solution

- Sustainability
- Increased Security; IT participation
- Centralized Billing
- Higher Service levels
- Continuing Competitive Process
- Future state: Increased Efficiencies
Discussion & Input

- Comments
- Feedback

Contact Information

Michelle Albro: malbro@salud.unm.edu
277-3519

Deb Fondino: dfondino@salud.unm.edu
272-1058

Tony Waldron: tonywal@unm.edu
277-8098

Eduardo Ybarra: eyabarra@unm.edu
277-6888
**IT Agents**  
**Meeting Notes**  
Wednesday, December 14, 2011

**Members/Alternates in Attendance:** Eugene Rooney, Nancy Davi, Tim Johnson, Mark Harty, Doug Bell, Rick Olcott, John Reindorp, Sue Van Cleve, Bob Christner

**Ex-Officio & Visitors:** Libby Henry, Joseph Quintero, Lucas Gutierrez, Bill Szaroletta, Linda Johansen

**Facilitator:** Moira Gerety

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<td>Announcements</td>
<td>• IT has 15 licenses for Adobe Connect. In 2012, IT will begin the training. Multiple camera and speakers.</td>
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<td></td>
<td>• UNM Bookstore sells e-books now.</td>
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<td>• Dane Smith 224 is a new high-tech classroom being rolled out Spring Semester.</td>
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<td>• The City of Albuquerque and UNM have agreed, via MOU, to collaborate on planning for broadband initiatives. This may result in network resource sharing and application co-development to strengthen technology in public spaces and improve the vitality of the city and stimulate economic development. A press conference will be scheduled in 2012.</td>
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<tr>
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<td>• iTunesU to roll out Spring Semester.</td>
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<tr>
<td>Follow Up Items</td>
<td></td>
</tr>
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<td>Agenda Items</td>
<td>Microsoft Consortium – Libby</td>
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<tr>
<td></td>
<td>Libby Henry discussed the Microsoft consortium agreement negotiated by UNM for the benefit of other public/non-profit higher ed institutions in the state of New Mexico. Small schools will benefit from UNM’s large numbers in their pricing levels. O365 is a web based product. Each school will still handle their process for purchasing, just benefit from our pricing. Libby will email list to those interested in receiving.</td>
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<tr>
<td></td>
<td>TechFinder: Linda Johansen, Mark Harty, Joseph Quintero</td>
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<tr>
<td></td>
<td>Student computing resources Phase II: <a href="http://computing.unm.edu/techfinderadmin.html">http://computing.unm.edu/techfinderadmin.html</a> was demoed. Departments are encouraged to update their content for Spring Semester.</td>
</tr>
<tr>
<td></td>
<td>Student &amp; Faculty IT Survey Results – Moira Gerety</td>
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<td></td>
<td>Student and Faculty surveys have been closed and Moira showed the results. Results will be made public and posted on the cio.unm.edu web page in 2012. These surveys provide input into IT planning and priorities and are also the basis for student fee requests.</td>
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</tbody>
</table>

**Future Agenda Items**

**Next Meeting:** January 11, 2012, 9:30 a.m., SUB Santa Ana Room A&B