



Summer 2009 Meeting Minutes

Meeting Held Online Using Wimba – July 23, 2009

July 23 9:00am Wimba Archive Link: http://67.202.210.69/launcher.cgi?room=ACIT_2009_0723_0905_01 (select Archives tab)

Welcome – Barb White

- Welcome and Wimba General Instructions
- Message from the System Office by Dr. Susan Herbst, Executive Vice Chancellor and Chief Academic Officer
 - The Six System Goals
 - USG CIO Search
 - Chief Data Officer Search
 - Additional Comments by Mindy Spencer, Chief of Staff
- The spring minutes were approved via Wimba Polling with 100% approval with 32 responding.
- Recognition of new ACIT members
 - Lena Helmbrecht, Director of Technology at South Georgia College

Executive Committee Report – Barbara White

- **Executive Committee has focused on being updated on USG current issues and agenda building.**
 - Standing Committee Structures – Call to Members to Review, Recommend Changes
 - ACIT Membership – add members beyond primary and secondary members?
 - Strategies? Pressing Issues? How can we collectively come together with some solutions?
 - Advisory Function: CIO Search, Interface with USG, Student Technology Fee parameters, Marketing and Shared Information – Experts Database

July 23, 2009 10:00am

- **GAIT2010 Initiative – Tom Maier**
 - Will get more information from GTA
 - Summary of GAIT 2010 Implementation with IBM, AT&T, New Line Charges, Savings, FY 2009 Transition Costs (\$15M Total, \$3M USG, applied to institutions proportionally according to their share of the total spend). June bill should have reflected initial savings. July bill should have reflected the FY2009 transformation charge as well as a smaller FY 2010 transformation charge.
 - Some of the challenges with AT&T transition: incidents with work orders delayed, lost, communication problems via IBM order system.
 - How charges were determined: projections based on existing numbers. True-Up underway with subcontractor, One Path, performing line inventory and services assessment and will provide opportunity to reconcile and make charges and billing more accurate going forward. Will seek clarification if reconciliation will be retroactive (no it will not).
 - If campus needs services not shown in services catalog, make special order request via portal.
 - Change in participation of agencies and entities in GAIT2010 would result in changes to rate structure.
- **Telephony Advisory Committee to the Vice Chancellor (TACVC) – Greg Ashley, Reid Christenberry**
 - Review of Committee Charge and Composition
 - Committee Charge
 - Develop and define several classes of telephony services
 - Assist with data gathering to support telephony services acquisition
 - Recommend standards for interoperability and best practices across institutions in each class of telephony service
 - Create engagement teams to work with institutions considering a new telephony service acquisition to ensure that an informed decision can most expeditiously be reached on the institutional acquisition
 - Expected Outcomes
 - Simplification of the acquisition process will occur
 - Institutions will be able to acquire new telephony services in a more expeditious manner
 - The Vice Chancellor will have reasonable assurance that the telephony community in the USG is operating effectively and efficiently, reducing variation of solutions acquired

- The review and approval process will involve minimal delays
 - DOAS Purchasing will see an improved simplification in acquisition processes, with predictability of process and fewer one - off solutions that require significant “start - up” definition and time consumption
- Initial Primary Responsibilities
 1. Recommend updates to the standards and best practices body of material
 2. Provide volunteers from the TACVC who would commit to becoming a member of a telephony acquisition engagement team.
- Challenges to Initial Approach
 - Time commitments for engagement teams to work with individual institutions would be prohibitively extensive
 - Less effective in leveraging economies of scale
- Taking a Different Approach

Discussion with DOAS, TACVC Committee Members, and the Vice Chancellor since last ACIT resulted in strategy to...

 - Recommend standards for interoperability and best practices across institutions
 - Focus on premise based PBX systems
 - Develop statewide RFP
 - USG institutions could procure standards-based telephony systems (core PBX, adjunct systems, components, and implementation services)
 - competitive prices
 - Leverage Economies of Scale
- Next Steps
 1. Currently drafting an initial RFP
 - a. “Generifying” UGA’s RFP as a starting point
 2. Engage Interested USG institutions in refining RFP and defining standard components
 3. Execute RFP
- ACIT Telephony RFP Process (generic RFP based on UGA’s may take 2-3 weeks)
 - DOAS agreeable to assist in develop generic RFP
 - If school wants to consider options other than GAIT 2010, must engage with DOAS in planning RFP
 - Need to work as a system
 - UGA’s RFP will be a bell weather
 - There will be resistance to allowing institutions to leave the GAIT 2010 contract – any school looking for additional services will need to go through the special build order request process in the IBM portal for AT&T services for those services not already available in their GAIT 2010 service catalog.
- **Software Resources and Services (SRS) Advisory Group– Jack Delinsky, Denise Samples, Bryson Payne**
 - **SRS Advisory Committee Update by Bryson Payne, ACIT Chair-Elect**
 - **Members:**
Chair: Jack Delinsky
ACIT: John Isenhour, Bryson Payne, Lisa Spence, Antonio Travis, CBO: Jim Sutherland
Procurement: Mark Meeks
Academic: Zvi Szafran, Sherry Ann Clouser
USG Resource Mgmt: Denise Samples
USG Legal Affairs: Daryl Griswold
USG Purchasing: Mike McClearn
Assoc Vice Chancellor for Services: Kris Biesinger (ex-officio)
 - **First Meeting June 17th**
Charter Review
Sharing Information through BaseCamp
Communication Plan
 - **Recommendations**
Customer Service Survey
Feedback from Campus Visits
Vendor Contract Renewal Dates
 - **Next Meeting July 30th**
Campus Visits & SRS Requirements
Web Design Teams
Identify Top Institutional Needs
Meetings Scheduled for the last
Thursday of each Month
 - **SRS Adding Value Jack Delinsky, Director of Software Resource & Services**
 - **Goals – Adding Value**
 - Capture buying power of USG as volume purchaser to provide best pricing
 - To be the first “Point of Contact” to provide additional value to the USG
 - **Primary Benefit “4Ps”:** Pricing, Procurement, Portfolio, Point-of-Contact

- **Primary Benefit - 4P: Pricing (Lowest Cost):** Vendor Reviews, Continuous Checks, Campus Feedback
- **Primary Benefit - 4P: Procurement (Reduce Costs & Processing Time):** Insure State Compliance, Reduce Hidden Costs, Implement Automated Quotes
- **Primary Benefit - 4P: Portfolio (Comprehensive Information for Better Decision Making):** Increased offerings, Categorizing, Key Word Searching, Campus Use, Reviews
- **Primary Benefit - 4P: Portfolio (Expanding Offerings):** Identify current use, Capture opportunities, Identify business requirements
- **Primary Benefit - 4P: Point of Contact (Time Efficiencies):** Find Products, Find Services, Find Solutions, Find Information
- **Primary Benefit - 4P: Point of Contact (Process and Feedback):** 1. Document; 2. Review; 3. Action
- **Primary Benefit "4P" Summary:** Pricing -> Lowest Cost, Procurement -> Order Compliance, Portfolio -> Better Decision Making, Point-of-Contact -> Time Efficiencies

- **Preparation for afternoon group discussions:**

- **Poll for solutions needs**

Do you have a current solution need (other than budget) that you would like the committee to share ideas/expertise about during our group discussion? Detailed Results:

Name	Response
ABAC_Region	attendance verification through barcode/mag stripe scanning
GPC_Reid	GPC is implementing the Governor's Office of Customer Service call center serve into production this fall/winter. It involves using the Nortel call center service and the Oracle Siebel CRM "lite" application. If anyone is interested, I can share about this.
VSU_Joe_Newton	Alternatives to Luminis?
SSU_Jeff_Delaney	Where are we with the legal review of external email hosting?

- **Poll for solutions to share**

Do you have cool solution/approach that you have recently implemented that you think might be valuable to your colleagues at other institutions? Detailed Results:

Name	Response
Ed_Boyd	Virtual PC and Virtual remote desktop
ALSU_Virginia	ASU -E-visions Argos Reporting solution is in development for Fall implementation for Banner reporting. We have been working with Diedre and Eloise from the BOR.
NorthGA_BrysonP	Enterprise Systems management, remote desktop help, remote backup for desktops & laptops - KACE and Matrix42 head-to-head at North Georgia College.
KSU_JOHN_ISENHOUR	KSU John I., We've recently migrated from Groupwise to Zimbra, and are working on DR'ing it via virtualization. We're freshly done with the migration and still remember the details of the migration. Zimbra seems to be emerging as a good web and standards based email system.
GPC_Reid	Student email is in production on Microsoft Live - active directory synchronized Fully-authenticated network protection (including ethernet) to comply with IT Audit using Cisco Clean Access
SSU_Jeff_Delaney	Reciprocal agreement for data backup between institutions for business continuity/ disaster recovery.
ABAC_Region	From Columbus State: Implementing Oracle BI solution for recruiting metrics and Also implemented Google email services across campus

July 23 1:00pm

Wimba archive - http://67.202.210.69/launcher.cgi?room=ACIT_2009_0423_1424_31 (select Archives tab)

Group Discussions, moderated by Bryson Payne

- **Group Discussion/Member Value-Add**
 - Surviving in IT through tight budget times - tips and tricks
 - Refocus on core resources
 - Refresh cycles – extending them, re-track to core, mission equipment working with administration to establish permanent budget
 - Innovations, best practices for becoming more efficient
 - Finding efficiencies – Lean 6S
 - Using VMware for virtualization of servers (Clayton, GCSU, Brandon Haag)
 - Developing a USG "Experts" database of solutions experts at all 35 institutions
 - share expertise among campuses
 - contract internally
 - use SRS database or Benchmarking database to host experts
 - Desktop Virtualization (saving money on desktop refresh, extending remote service)
 - Ed Boyd, GCSU using Remote Desktop, expanding to Virtual PC (using any web browser) lowers requirement for pc refreshment cycles using VMware product suite, good for everything except video
 - Brandon Haag – developing VMware VDI for students (100 machines) with VMware Connection broker to manage connections, also allowing access for faculty/staff who do not have home computer, kiosks in library, computer labs, using Enterprise License Agreement but broker required additional cost, using 4 blade servers and san allows maintenance without interrupting users; gotchas: MS licensing (extra \$120,000!); works well for office and other products but not video or web pages with fast image changes
 - Email archiving and eDiscovery compliance
 - Off-site backup and recovery
 - Savannah State, Jeff Delaney: reciprocal agreement between institutions (SSU/FVSU) backup essential data to their site and vice-versa, bandwidth not a problem, upgrading router to gigabit for internal bandwidth, scheduled at night, purchasing storage and server, much cheaper than third party (cost additional for bandwidth to network outside PeachNet), Dell Server with FC array, still working on software solution. Q: how much data? A: still analyzing to limit to mission critical data for business continuity Q: how to backup SAN? A: data deduplication appliance at NGCSU, Veritas San-to-SAN then mission critical data to tape at Valdosta.
 - Open-source solutions that really lower TCO
 - Free software for Business Continuity Planning - SunGard LDRPS product
 - Security Awareness and Training materials developed on campus, employees grouped into roles and as part of performance review 90% employees trained
 - Updates on Legal Review for third party email? No. If you go with third party email, you are on your own.
 - ASU implemented Exchange Labs / Windows Labs for students, looking at ILM,
 - GPC using with another product to synchronize students from centralized Active Directory
 - Columbus state using Google for students, Postini for faculty/staff
 - GPC using Nortel call center, with Siebel CRM (Lite)
 - ASU piloting BOR Presidium agreement (cost \$67,041, est 4FTE)
 - NorthGA, Bryson Payne says, "KACE, Inc's KBox system - images and patches PCs and Macs. We're also testing Matrix42 for PC/laptop imaging, support."

July 23 2:15pm

OIIT/Vice Chancellor Report – Tom Maier

- PSFin Consolidated update – Kurt Collins
 - Went live with limited functionality June 25th for 2010
 - Major data conversion occurred weekend of July 11-12 and real go live was July 13
 - except 2009 YE adjustments and assets, all activity now in consolidated system
 - Open Items:
 - Ad hoc query database (F89RPT) synchronization
 - Handful of processes that still require tuning
 - Banner AP approach (processes get behind and cannot catch-up, looking at alternate solution from Oracle)
 - Synchronization of employee data from ADP
 - Next Steps
 - Final conversion/synchronization of 2009 YE data, journals, assets. Etc in August after closings
 - Switch to ADP interfaces and employee synchronizations in August
 - Development of Budget Prep and 2010 YE processes and programs in July through September
 - Turn off individual databases by December 31 (est, when state auditors will be finished)
- Pandemic Planning (see slides) – work by Bruce Holmes and Dr. Tooley
- GaVIEW V8 Update – August 10 go-live (V3 instances no longer available)

- OIIT Workforce Analysis – external reviewers from Sungard to examine work levels, expertise to determine positioning and environment for future
- Budget issues
 - Campus Invoices – FY 2010 projections sent to campuses
 - Additional Oracle Licensure procured at end of FY2009
- Board IIT Committee
 - With new chair and addition of two new committees (one is leadership development), the Board IIT committee will be dissolved.
- Stimulus Proposals
 - Broadband initiatives (separate proposal from Peachnet will not be feasible, only as component of other proposals).
 - Please forward information to Tom on any proposals, especially that leverage PeachNet as a match.
 - Matching often required (e.g. BTOP requires 20%).
- QA: Legality on Third party Email
- Delegation of Purchasing Authority
- TouchNet/Higher One status – most campuses have selected TouchNet for PA-DSS compliant. Higher One does not have Banner integration nor PA-DSS compliance. Kennesaw plans to work with HigherOne to develop an interface in March 2010.
- BI Reporting: iStrategy awarded, OIIT asked to host it, first campus will be ABAC, then Kennesaw

Panel: ACIT Initiatives and Projects

- **USG Security Initiatives/Policies/Best Practices – Stan Gatewood**
 - Policy Management (PM)
 - Policy and Compliance web pages updated
 - Better policy, standard, procedures and guidelines definitions
 - Policy development process refined
Formulate -> Refine -> Formalize
 - Policy and Standards table updated
 - Updating Red Flag – ID Theft Policy
 - Developing Red Flag – ID Theft Standard
 - Information Security Program Report – ISPR 2009
 - GTA announces changes to the AISR
 - ACIT SAG gives tacit approval of ISPR 2010 format and layout
 - Executive summary format
 - Comprehensive ISPR remains at the institution
 - Must be available
 - Risk Management (RM)
 - Risk Management at the System Office
 - OIIT entering into the risk management process
 - Desired outcome
 - Risk assessment output will become input for the business continuity process
 - GTA risk management service
 - ISOs and ACIT will be able to follow the System Office risk management process via the USG InfoSec web site: *reference www.usg.edu/infosec*
 - Continuity of Operations Planning – COOP
 - Risk assessment output
 - Steps
 1. Backup and Recovery
 2. Incident Response and Reporting
 3. Disaster Recovery
 4. Business Continuity
 5. Business Resumption
- **ACIT Website update (example pages / new look) – Barbara White**
 - currency of membership
 - committee structure
 - standing sub-committees
 - special Project Committees (Telephony, SRS, Student Technology Fee)
 - Regional Groups
 - Resource Library
 - Newsletter Section
 - ACIT Resources/OIIT resources
 - ACIT Intranet

POLLS

All participants connecting from desktops except ABAC group with Valdosta, ASU, Columbus State, Southwest Georgia, Bainbridge, Middle Georgia.

- Poll Fall Meeting
11@32% no travel use Wimba
12@35% one day central location
11@32% one day coupled with training Athens
ABAC group: Split on "one day central location" and "one day coupled with training Athens"
- Poll Fall Meeting
Wed 10/21 8@25%
Thu 10/22 14@45%
Fri 10/23@12%
All above 5@16%
ABAC group: "Wednesday or Thursday"

Vice Chancellor for IT/CIO search – John Mullin

Committee formed with representatives from the institutions, including Bryson Payne, Margaret Bragg, John Isenhour, John Mullin. Also from OIIT: Beverly Norwood, Chris Spurlin; from Library Systems: Nancy Stevens; from Fiscal Affairs: Vicki Williamson. First meeting has been held. Engaged search firm Parker to identify candidates. Open to submit apps until 8/10/2009. Committee can look at all applications with Parker to provide its top list. Interviews targeted for late August with end of September target for hire.