



ITS
Spring 2008-09
Project Presentation



Agenda

- Welcome – Randy Standridge
- William Green – Networking
- Anh Selissen – Systems
- Sandra Germanis - Infrastructure
- Garry Sitz – UDC
- David Cook – Applications
- Terry Tatum, AVP
- Randy Standridge, Projects
- Q&A



Purpose

- Overview of status and progress on key projects
- Focus on two efforts that impact the community over the next few months
 - Symantec AV replacement
 - TN3270 client update
- Provide an opportunity for some dialogue



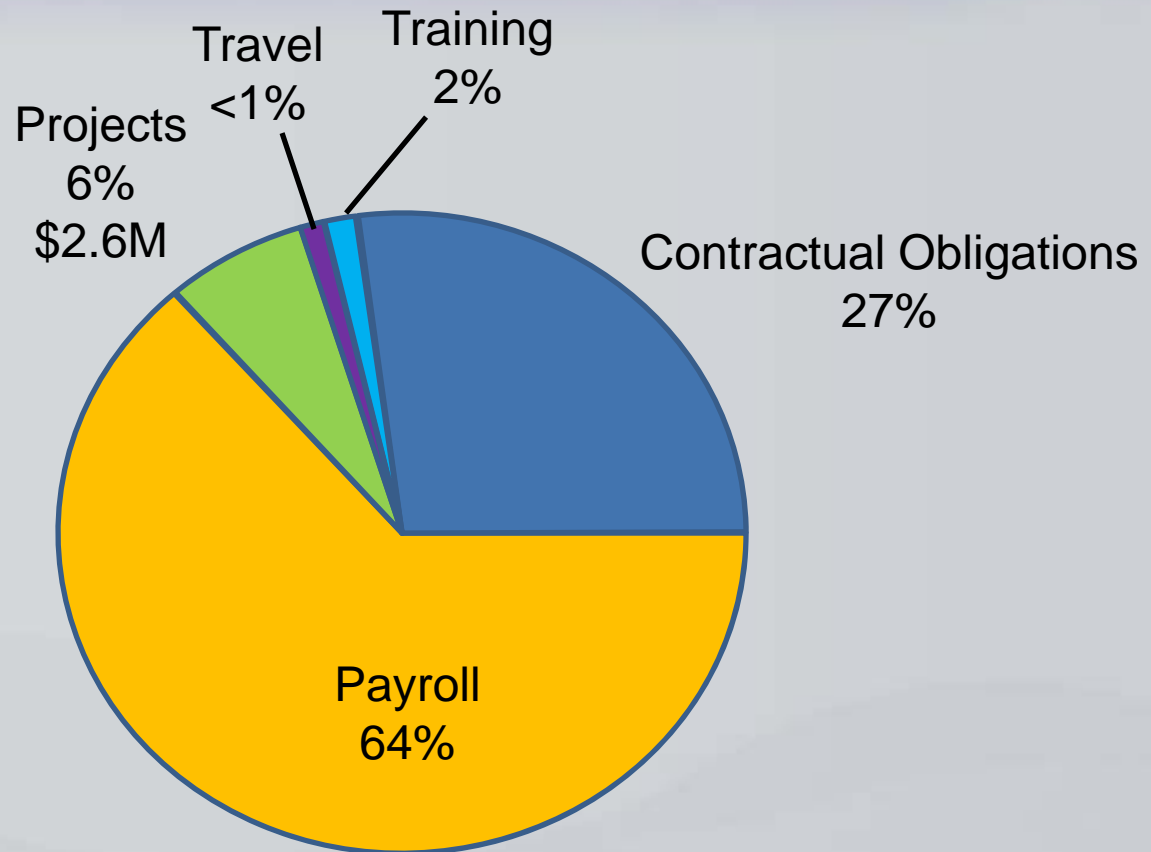
WebCast Viewer Feedback

- To send a question or comment for inclusion at the end of this briefing, please send E-mail to:

itsprojects@utlists.utexas.edu



ITS Projects Budget



Total ITS Budget = \$40.3M



Actual Projects Budget

- Final projected expenditures in FY 08-09 projects is \$3.2M
- Additional expenses primarily accounted in Splunk licensing and some additional hardware replacement costs



Networking

- Wireless Upgrades
- Third Party Wireless Network for Guests
- Improving Transparency



Wireless Upgrade

- Upgrading old wireless access points
(~ 1/2 installed base -- end of support summer 2010)
 - Negotiated extraordinary trade-in **discount** till July
 - New APs support **802.11n**
 - Nearly half-way there!



3rd Party WiFi for Guests

- Two Pilots:
 - **AT&T** (June/July) and **Boingo** (October)
 - Their SSIDs will be present on most of campus
- Use our wireless infrastructure, but not a university network, not driven by university policies [vendor address space/support]
- Sponsored guest still supported (guest.utexas.edu)- coupons for 3rd party system can also be purchased



Improving Transparency

- Extending **change management** procedures/tools to Building level
- New Building Network Project System to internally and externally track the state of network projects
- “**Notomaton**” – integration of notes concerning hosts across our tool sets (quarantine, bandwidth, ISORA, etc)



Systems

- Storage Roadmap and 5-year Plan
 - Filer Refresh and Consolidation Project
- Enterprise Database Services
 - Oracle as a Service
 - Event Replicator
- Systems Monitor/Management Software
- Microsoft Office SharePoint Enterprise



Storage Roadmap & 5-Year Plan

Intro to Storage Roadmap Initiative

- Phase 1: Filer Refresh and Consolidation Project
 - Reduces complexity and management overhead
 - Clustered, highly-redundant, auto-failover storage environment
 - Leverages storage virtualization
 - Lowers power and cooling costs

Status

- Consolidation of Critical Services – WebSpace, WebCentral, Oracle, and Blackboard completed May 29
- Phase 2: Focus Group Discussions on Future Needs



Enterprise Database Services

- Oracle as a Service

- High availability, high performance Oracle environment that meets Cat I standards

Status

- On target for system completion late September 2009.
- Anticipate production go-live on OaaS in October 2009 - working to define business processes within the customer lifecycle such as procurement, setup, and support.

- Event Replicator

Status

- Phase I – Installation and Testing of z/OS components - Completed
- Performance and Load Testing Dates - Perform load testing for all components from Adabas to Oracle - August – September 2009
- Production Rollout – October 2009



Systems Monitor/Management Software

- Provide an optimized, consolidated view (dashboard) of the current status of facilities, systems, storage, and specific edge networking devices
- Develop historical trending and statistical reporting of items being monitored
- Provide more intuitive error messaging for quick troubleshooting and diagnostic
- Create custom views and distributed configuration management as a future service for co-location customers

Status

- ITS systems production rollout – July 31, 2009



Microsoft Office SharePoint Server Enterprise

- Improved search capabilities that allow users to search data residing in certain applications (i.e. Remedy).
- InfoPath Forms Services, which allows users to design and use web-capable, custom forms using Microsoft InfoPath 2007.
- Excel Services, which allows users to share and control Excel spreadsheets that use Microsoft's new Business Information (BI) functionality.
- Key Performance Indicators (KPIs), which allows users to report goals and status information (i.e. project status).
- Report Center, which allows improved, custom dashboards.

Status

- Production Rollout – May 23 Completed

Phase II – Governance Model



Infrastructure

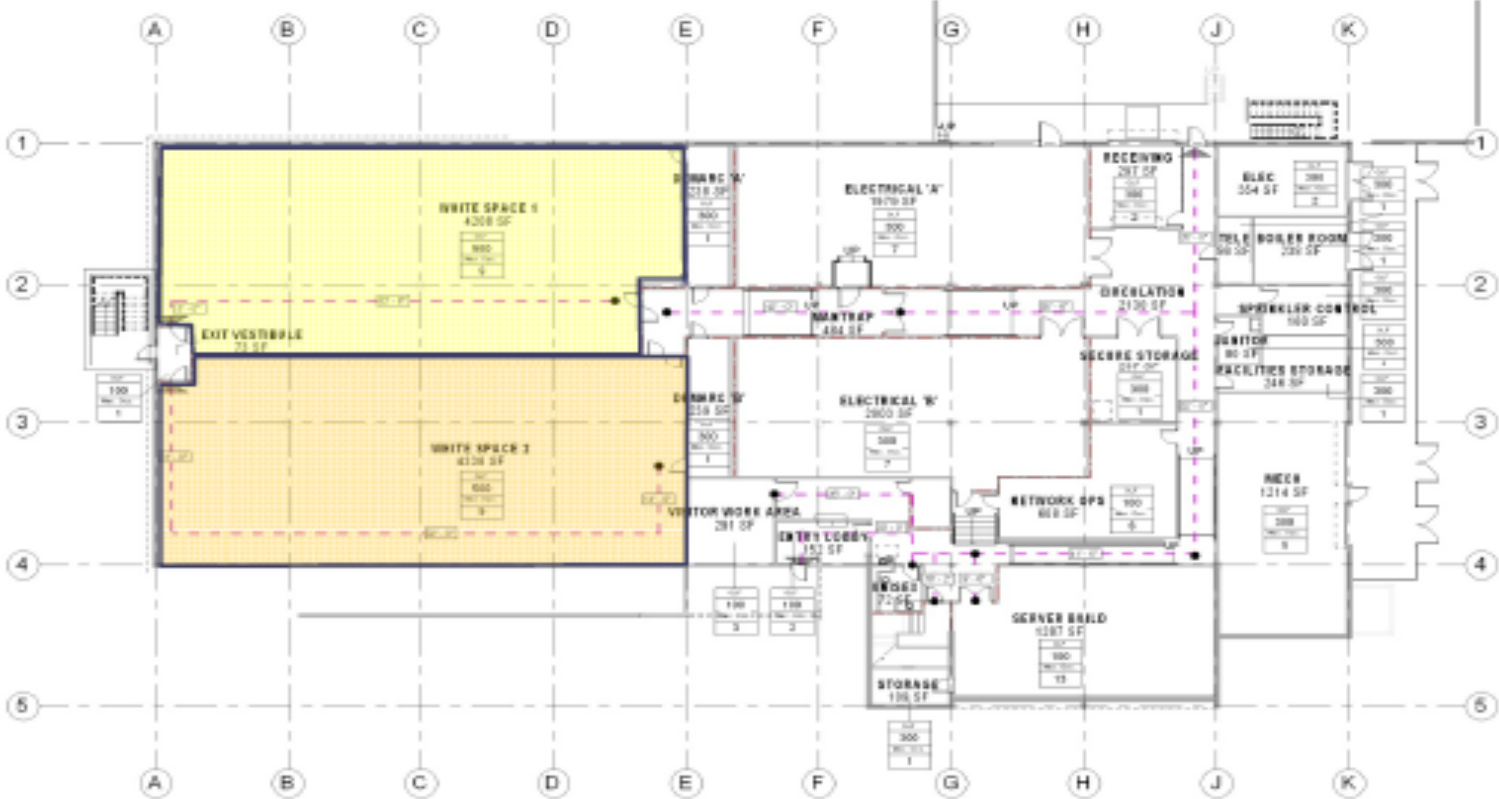
- DAS - Distributed Antenna System
 - ATT – online
 - Verizon – online (fewer antennas)
 - Sprint – due to be online by 6/30/09
- BACS II – Building Security Upgrade
 - Alarm policy approved
 - Building security standards developed



University Data Center

- New Data Center under construction
 - Expected completion May 2010
 - Migration from existing data centers – Summer 2010
 - Currently developing Co-Location specifications
 - Designed for
 - Redundancy
 - Security
 - Energy Efficiency
 - Concurrent maintenance
 - 9,400 sq ft raised floor (currently less than 6,000)

Lower Level Floor Plan





Applications

- Python Production Environment
- Document Management
- Apollo
- TAM
- Enterprise Blog/Wikis
- And a few more...



Python/Django Production Environment (PyPE)

- BETA/QUAL environment available today
- Production environment for up to 25 apps scheduled for mid-July; more when new hardware is installed
- Training
 - First round of training in March
 - Second round of training in June
- Best practices being drafted



Document Management

- Partner with ECM Vendor to address one or more campus ECM problems
 - Committee reviewed four vendors
 - In conversations with finalist
- Document repository (available today)
 - Uses WebSpace for storage and virus scans all uploaded documents
 - Web services API to enable application developers to store uploaded documents as part of their application, Natural/webAgent interfaces being developed
 - HRMS first user with applicants materials; over 30,000 documents have been uploaded and stored with attached metadata in the past month



Apollo

- Web-based group management / authorization system
 - Improved user interface in QUAL, in production this month
 - Prioritizing remaining feature requests from the community for work this summer



TAM

- uTexas Access Manager, authentication services for campus
- Project began again in September 2008 after being on hold in 2007-08
- Test environment developed
- Code refactored, including over 130 automated unit tests
- Quality assurance environment should be ready in June
- External beta testers in early Fall



Enterprise Blogs / Wikis

- blogs.utexas.edu now in production
 - WordPressMU, EID authenticated
 - <http://www.utexas.edu/its/blog/>
- wikis.utexas.edu
 - In use but still addressing storage issues and security configuration
 - Target for production release is Aug 1.



And a few more...

- Updated credit card processing scripts
- Define Electronic Office Management on the Web
- Mainframe efficiency work



Antivirus Migration Project

- Why this change?
 - Cost
- What is ITS focused on?
 - Enabling campus to be successful through tested processes and documentation
 - Converting contracted customers



What's Changing?

Old (Symantec)

Client level Anti-virus

AntiVirus, Client Security, Endpoint Security (Windows desktop and server)
Symantec AntiVirus (Mac)

Firewall

Symantec Client Security (Windows)

Management Console

Exchange

New

Client-level Anti-virus

Forefront Client Security (anti-virus and spyware)
ClamXav (anti-virus)

Firewall

Windows Firewall built in
Mac OS X firewall built in

Forefront Client Security Management Console

Forefront Server Security Management Console

Forefront Security for Exchange Server

Forefront Security for Office Communications Server

Forefront Security for SharePoint



Challenges

- Communications: Ensuring that users without technical support are aware of the need to change and have good information
- Symantec Antivirus and Endpoint protection may not uninstall cleanly
- Process for converting managed clients is not trivial



Key Project Milestones

- **June 1**
 - Software for unmanaged clients posted on BevoWare and accompanying documentation
- **July 10**
 - Documentation for creating managed environments and converting managed clients
- **Week of July 13**
 - Technical Q&A forum for campus
- **September 23**
 - License for Symantec updates expires



Communication Tools

- Project Web Site and Documentation:
<http://www.utexas.edu/its/products/antivirus>
- Discussion forum for technical staff:
<https://www.utexas.edu/its/products/antivirus/forum/avforum/>
- Project Manager: Steve Manion,
smanion@austin.utexas.edu



Access to Software



- Microsoft ForeFront suite of software licenses included in MS Campus Agreement
- Mac ClamXAV is freely available
- Unmanaged clients available on BevoWare (following this meeting)
- All other tools available from Microsoft media which can be purchased through the Dell site (<http://premier.dell.com>)



TN3270 Client Update Project Overview

- ITS is retiring the DynaComm TN3270 and OSW software currently required to access the mainframe
 - DynaComm client is end of life (*last updated in 1995!*) and does not support Microsoft Vista
 - Replacement software has been identified and a bulk license has been purchased by ITS (*QWS3270 Secure by Jolly Giant*)
 - OSW software, currently used by both PCs and Macs to secure the connection to the mainframe, will no longer be necessary
- The focus of this project is to transition the software packages used to connect to the mainframe for all users (both PC and Mac).

Mainframe Access Methods

Platform	Today	Post-Transition
	<ul style="list-style-type: none">•DynaComm TN3270 client•OSW	<ul style="list-style-type: none">•Jolly Giant QWS3270 Secure
	<ul style="list-style-type: none">•Brown Univ TN3270 client•OSW	<ul style="list-style-type: none">•Brown Univ 3270 client•Stunnel



Goals/Critical Success Factor

- Goals
 - Transition all mainframe users (both PC and Mac) to new software
 - Discontinue access to the mainframe via OSW
 - Licenses for TN3270 and OSW are allowed to lapse
- Critical Success Factor
 - Implementing a timely and effective Communication Plan
 - E-mails targeted to departmental desktop administrators
 - E-mails targeted to end users



Upcoming Schedule & Milestones

Milestone/Deliverable	Target
PC and Mac installers built and tested	In progress
Initial announcement sent to departmental desktop administrators	6/2/09
Bundled installers are staged for distribution on BevoWare	Mid-June 2009
Distribution and installation of software	June-July 2009
Transition to new software is complete	August 2009
Discontinue access to mainframe via OSW	August 2009
Project Closure	September 2009



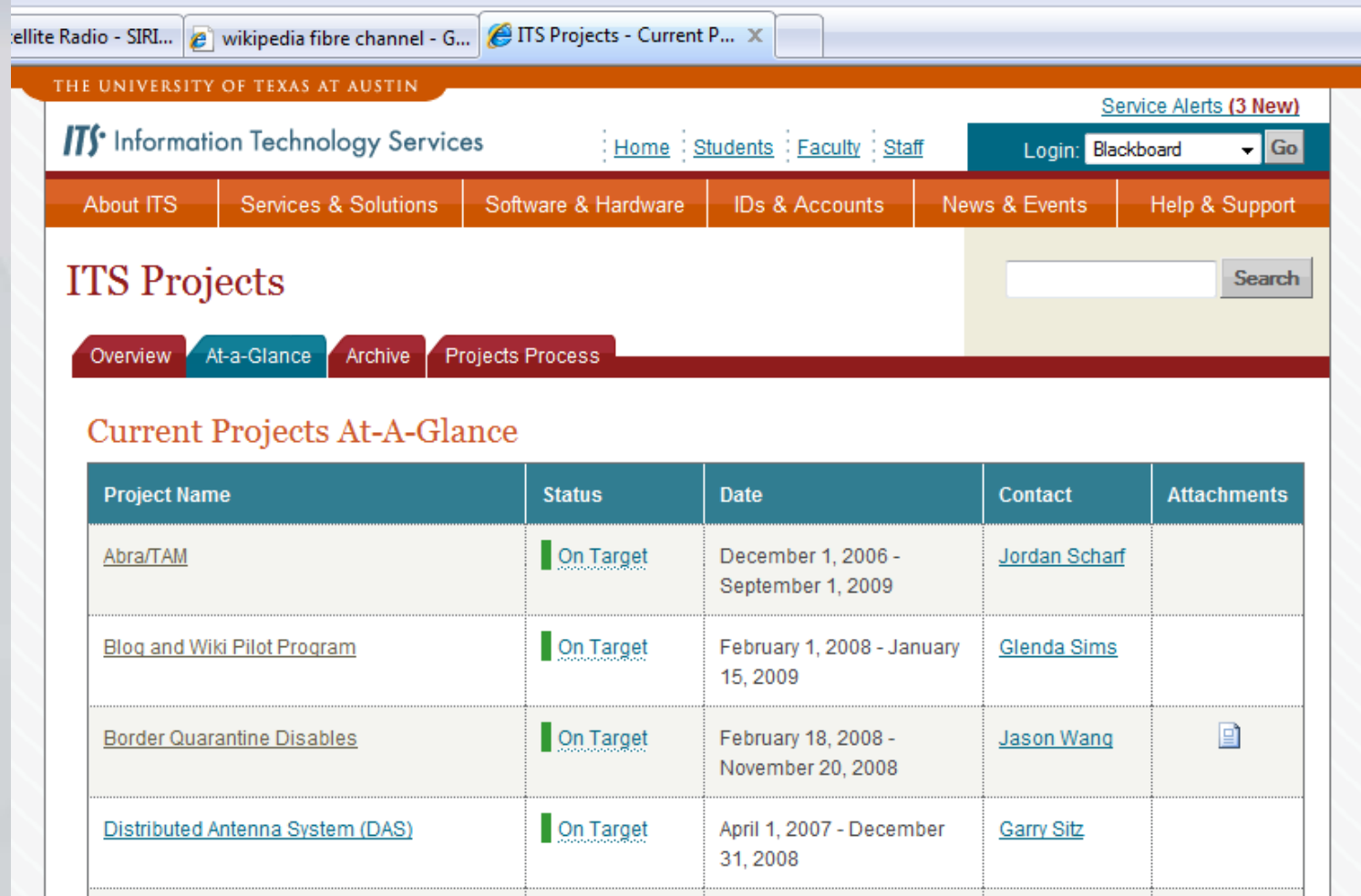
Student E-mail RFP

- Google
- Currently working through terms and conditions








Questions & Thank You!

<http://www.utexas.edu/its/projects>



The screenshot shows a web browser window displaying the ITS Projects page. The browser tabs include 'ellite Radio - SIRL...', 'wikipedia fibre channel - G...', and 'ITS Projects - Current P...'. The website header features 'THE UNIVERSITY OF TEXAS AT AUSTIN' and 'ITS Information Technology Services'. Navigation links include 'Home', 'Students', 'Faculty', and 'Staff'. A login section shows 'Login: Blackboard' with a 'Go' button. A main menu contains 'About ITS', 'Services & Solutions', 'Software & Hardware', 'IDs & Accounts', 'News & Events', and 'Help & Support'. The 'Service Alerts (3 New)' link is visible in the top right. The main content area is titled 'ITS Projects' and includes a search box. Below this, there are tabs for 'Overview', 'At-a-Glance', 'Archive', and 'Projects Process'. The 'At-a-Glance' tab is selected, leading to the 'Current Projects At-A-Glance' section. This section contains a table with the following data:

Project Name	Status	Date	Contact	Attachments
Abra/TAM	 On Target	December 1, 2006 - September 1, 2009	Jordan Scharf	
Blog and Wiki Pilot Program	 On Target	February 1, 2008 - January 15, 2009	Glenda Sims	
Border Quarantine Disables	 On Target	February 18, 2008 - November 20, 2008	Jason Wang	
Distributed Antenna System (DAS)	 On Target	April 1, 2007 - December 31, 2008	Garry Sitz	