Technology Steering Committee  
September 14, 2009

Members Present: Alan Bearman, Bob Boncella, Robin Bowen, John Christensen, Tom Ellis, Michael Gunter, Wanda Hill, Juli Mazachek, David Monical, Rusty Taylor

Welcome Two New Members: Rusty Taylor, School of Applied Studies and John Christensen, Law School Library

Around the Campus in 60 Seconds
- The HVAC moves back into Morgan Hall are complete for 2009. There will be another round next summer. The strategy of moving to temporary IP phones worked well and eliminated an immense amount of expense for new wiring.
- The large Dell and Mac order of all machines has arrived. Installment of machines started in August and is scheduled to be completed this month (September).
- Cascade, our web content management system, is being upgraded. We will be going from version 5 to 6. Testing is currently in progress.
- We have finished installing Business Office security cameras.
- We have upgraded our payment Widgets (ISS has ownership) to meet new PCI compliance rules. Finance Office is working on a project to bring other credit card processing in line with PCI requirements.
- Still working on some issues with Touchnet on the upgrade from version 3 to version 5.
- MIAA changed provider for sports broadcasts. We did testing on Friday, September 11 with new partner (B2) and game was broadcasted on Saturday, September 12.

SunGard and ISS Begin Work on New Email Server
- Dr. Farley sent a letter to SunGard and received a phone call from the Vice President of the SunGard Higher Education Group. The VP apologized his group’s performance and has taken full responsibility. SunGard is providing Washburn University a full year of free maintenance and refunding of half the installation fee for Luminis.
- SunGard said the check was cut Friday, September 11. Money will go back into the allocation that we had specifically set up for this upgrade and consulting work. We may have to buy another email server with these funds.
- SunGard has designated a top-level team to start today (Mon, Sept 14) on getting the email solution working properly.

ISS Infrastructure and Support Baseline-(Handout)
- Because of the problems with the system installation, questions have arisen about the support model Washburn uses for technology.
- We purchase excellent equipment from solid manufacturers like Dell and IBM with a five year warranty.
- We do not invest in duplicate equipment or duplicate software. Instead we purchase solid, quick response hardware warranties.
- We have only one email server because Washburn does not invest in idle equipment and software.
- We do use moderate and inexpensive fault tolerant measures such as RAID disk arrays.
We do have a complete testing environment, except for ANGEL.

Disaster recovery: we run backups every night and can always roll back to previous day.

Our normal staffing profile is 8x5 and off holidays. We do not restrict staff movements, so off hours support is on a best effort basis. The complete support baseline is attached at the end of these minutes.

**ANGEL Issues Update-(Handout)**
- The main issue being reported is “session timeout and re-authenticate box continually appearing when accessing ANGEL via MyWashburn”. This appears to be an ANGEL hosting issue and Mike suggests that when this happens please call x3000 (Technology Support) so we can resolve the issue.

**Luminis Issues Update-(Handout)**
- Conversion from Luminis 3 to Luminis 4 still has a few issues, which are in the process of being resolved. Two which were mentioned:
  - When using Portal server number 2, get inconsistent channel rendering, with some blank channel content.
  - Vacation message feature in email client not working properly.

**Calendar/Email Issues Update**
- Several issues still remain if you use MyWashburn webmail.
- The web calendar interface through My Washburn has many problems among these is the inability to edit repeating events.
- As of Thursday we have retrieved most old email messages and are now designing a permanent solution.

**ODS/EDW Project Underway-(Handout)**
- The ODS (Operational Data Store) takes daily snapshots of data from the Banner database and places these data into a non-production environment where it can be manipulated. These data are then summarized and moved into EDW (Enterprise data Warehouse). Here the summarized data can be manipulated into information.
- The Enrollment Management package provides a tool for this purpose – Cognos. We have training planned later this month. The Cognos training will include Institutional Research Department, Admissions, and ISS and will be held during the week of September 28.

**Current Projects-(Handout)**
- The upgrade to Banner 8 has been added this month and because of the de-support of version 7, needs to be completed by September 1, 2010.
- Mike will have more data on outages for this project.

**New System Allows Over-The-Air Calendar Sync-(Handout)**
- The new calendar server supports over-the-air synchronization of PIM calendars. Using NotifyLink, calendar changes will propagate both ways from the Washburn calendar to the handheld.
- This is a hosted solution, so we will not have any hardware on campus to support the service.
- The cost is $170 per year, per device. We have a trial license is anyone is interested in test-driving the application.

**Special Direction for H1N1 Readiness**
- No specific action is needed from ISS to prepare for H1N1.
Information Systems Infrastructure and Support Baseline

Approved Infrastructure Characteristics

- Excellent equipment (5 year warranties)
- One function : One machine
- Moderate fault tolerance (disks only)
- Utilize software test environments

Approved Disaster Recovery Scheme

- Tape based
- Total recovery is possible – back to a point in time
- Long recovery time
- No investment in idle hardware or software

Approved Enterprise Support Profile

- Normal duty, 8x5, off holidays
- Best effort off hours support
- Do not restrict off hour employee movement
- Only critical functions eligible for off hours support, registration (during peak season), LMS (ANGEL)