Technology Steering Committee Meeting
May 19, 2010

Members Present: Alan Bearman (Mabee Library), John Christensen (Law), Cynthia Hornberger (President’s Office), Donna LaLonde (attending for Nancy Tate, VPAA), Richard Liedtke (Enrollment Management), JuliAnn Mazachek (Foundation), John Moore (VPAT), Denise Ottinger (Student Life), Rusty Taylor (Applied Studies), and Elliott Haugen (ISS). Scheduling conflicts: Bob Boncella (Business).

Agenda:

1. Approval of Minutes. The Committee approved the minutes of the April 21, 2010 meeting, as previously distributed.

2. Banner 8 Upgrade. The Committee reviewed a status report (Attachment A) about the planned June 4-6 migration. The update was prepared by Sue Jarchow as a summary of the migration project team’s plans. This Banner 8 group consisted of almost 50 participants including 12 office reps. Donna LaLonde, a team member, explained the goal was to be live with Banner release 8.0 by 8:00 AM on Monday, June 7. If problems arose, Washburn would stay with release 7 until another date could be selected. A communications plan was developed and will be used to inform the campus of the changeover. A new MyWashburn Financial Services tab was created to consolidate financial aid and student billing web resources.

3. Internet Connectivity Improvement Project. A proposal (Attachment B) to switch Washburn’s Internet service links will be addressed by the Board of Regents on May 21. This change will replace the two 30 Mbps “pipes” provided by Cox and KanEd with a 2,000 Mbps (2 Gbps) capacity connection from KanREN. ISS and KanREN plans indicate an installation goal of having the connection in place before the start of Fall semester. The Committee moved, seconded, and approved a motion to move with deliberate speed to make this transition happen successfully and as soon as possible.

4. Washburn IT Assessment Findings. Mr. Haugen requested feedback regarding the Kaludis Consulting IT Assessment presentations made during the past four weeks. These presentations included the TSC, Faculty IT Advisory Council, Faculty Senate, WSGA, academic deans and directors, Staff Council, and ISS staff. The general consensus was that the findings and recommendations were on target and well received, but that they would await the follow-up report. Donna LaLonde thanked ISS for working with the faculty to resolve the HiPACE networking issues that had hampered use of this computing capability.

5. Strategic Technology Initiatives – As part of the agenda, Mr. Haugen shared a list of Strategic Technology Initiatives and proposed projects (Attachment C). Each of the five initiatives is linked to one or more of the goals in the University’s strategic plan. The group discussed the project list and suggested several priorities, including the Internet upgrade, mediated classroom improvements, wireless expansion, growth in laptop use,
the need to develop a strategic IT plan, improving shared governance, reporting (Banner data), and the University web site.

Several related projects were identified, including evaluating the future of the Angel LMS and new functionality (e.g., social networking, grade book function), telephones in the residence halls, system administrator rights for faculty, and emerging streaming video requirements. Alan Bearman and John Christensen stated that progress continues on developing the University repository. Mr. Haugen said the ISS management team was working on several of these projects and that ISS would communicate to the campus about plans for the summer.

Prepared by:  Elliott J. Haugen, Director, Information Services and Systems

Approved by Technology Steering Committee:  August 17, 2010
Attachment A

Washburn University Banner 8 Upgrade Status Report
May 18, 2010

A load test on April 6 provided data for reallocation of CPU and memory resources among servers in the testing and production environments. Additional memory will be installed in the production environment this Sunday, May 23.

On April 26, ISS completed the trial run for the Banner 8 upgrade. Conversion of data followed by upgrades, patches and then testing totaled 54 hours. Based upon this trial run, the approved maintenance window should provide us with the time necessary to move Banner 8 into production.

At a meeting of the Banner 8 Project Team on May 12, all areas signed off for go-live weekend, with two areas signing off conditionally pending the results of a few remaining testing tasks. Based upon the results of testing so far, we do not anticipate any issues that would prevent us from moving forward.

Members of the Banner 8 project team will do targeted communication regarding the upgrade via email to the individuals serviced by their offices. On May 24, a targeted announcement will be posted on the Welcome tab of MyWashburn.

An extended system maintenance window for an upgrade to Banner 8, approved by the Technology Steering Committee, will take place from Friday, June 4, 5 p.m. to Monday, June 7, 8 a.m.

The following will be available the majority of the maintenance window time with some downtime on Sunday, June 6:

- MyWashburn
- Email
- Calendar
- MyWashburn course tools
- Access to Angel

The following will be unavailable beginning at 5:00 p.m. Friday until upgrades completed:

- Self-Service (admissions applications, transcripts, time sheets, registration etc.)
- LDI Events (sending information from Banner to MyWashburn such as drops, adds, new accounts)
- Banner channels in MyWashburn (Advisor Dashboard etc.)
- IBod (for payment on student accounts)
- Access to Banner Forms

When Banner 8 goes live on June 6:

- A new tab will be available in MyWashburn entitled “Financial Services” for students. The Financial Aid Office and the Business Office are working jointly to provide information to students on one tab related to paying for college, utilizing new channels available with the upgrade to Banner 8.
- A revised method for Admissions applications fee credit card processing that reduces our PCI liability will be operational.
- Detailed payroll self-service budget queries will be available to those approved by the Director of Finance.
Attachment B

Internet Access and Connectivity Enhancement

I. Introduction

The global use of the Internet and the Web continues to increase at an exponential rate. The introduction of and expectation for electronic communications and a wide variety of online services and depends on reliable, high-performing Internet connectivity. Washburn has similar requirements and is facing growing network demands as it expands its Internet presence, including the use online admissions and student services, online/distant learning, digital library resources, e-commerce, and electronic communications. This network use is not only increasing, but it is also becoming more multi-media intense as the University community exchanges large graphic-rich documents/attachments, streaming video (class materials, athletic events and campus activities), and enhanced on-line course content. Access from off-campus to internal networked resources and services continues to increase since 90% of the University’s students live off-campus. Washburn’s students, many of whom are part of the “millennium generation”, depend on the Internet for communications, education, research, entertainment, and e-commerce. Email, Twitter, RSS, and Facebook are integral parts of their daily lives. Admissions, Enrollment Management, Student Life, and other student service offices are expanding their use of Internet and web-based tools and software. The University’s Internet services also include a library partnership with the State, Internet connectivity for the Washburn Institute of Technology, services for KTWU, and an online learning system (Angel) hosted off-site in Indiana.

The Washburn information technology assessment, recently completed by Kaludis Consulting, found that the growing demand for Internet access will only continue to grow. This University-wide study included input from over 360 faculty, staff, and students. A recurring complaint focused on the limitations of the University’s connection to the Internet and networked services. Future Internet demand will include uses such as education/research projects (e.g., HiPACE), high-definition video (the University’s TV studio is currently being upgraded to HD), video conferencing, virtual teaching/experimentation labs, and other Internet-based or hosted services, often referred to as cloud computing.

II. Current Internet Connectivity

The internal Washburn backbone network features a 1 Gigabit per second (Gbps) throughput capacity; this network bandwidth equal 1,000 Megabits (Mbps) or one billion bits per second. This internal network handles data and communications traffic between University buildings and is connected to the global Internet via two gateway "pipes":

- Cox (@ 30 Mbps) for $45,000 per year; contract expires at the end of July, 2010; renewable on a month-to-month basis.
- Kan-Ed (@ 30 Mbps) for $40,212 per year; contract expires mid-October, 2010

Washburn is currently running one or both pipes at capacity on a regular basis, resulting in degraded Internet performance and an unsatisfactory user experience both on and off campus, particularly at peak times. The University is already limiting residential student network traffic. The majority of network work traffic goes through these gateways as students, faculty, and staff connect to computing resources web-based services from their offices and homes. Washburn must increase its Internet bandwidth significantly to meet current and growing demand.
### III. Proposed Internet Access Solution

On behalf of Washburn’s students, faculty, and staff, the ISS leadership team is proposing that the University change to KanREN as its Internet access provider.

The following information was extracted from the KanREN.net web site:

KanREN is a non-profit consortium of colleges, universities, school districts and other organizations in Kansas, organized for the purpose of facilitating communication among them, and providing themselves with connectivity to the Internet via a statewide TCP/IP network.

- KanREN is an independent, not-for-profit Kansas corporation,
- KanREN is not primarily a network--KanREN is an educational consortium. KanREN operates a state-wide TCP/IP network on behalf of its member institutions.
- Membership in KanREN is open to any college, university, library, or school district in the state of Kansas. Other non-profit organizations may join the consortium subject to the approval of the KanREN executive committee.
- KanREN is not a commercial Internet Service Provider (ISP), though we do provide dedicated Internet connectivity for most of our member sites.
- KanREN is not supported with any funding from the state or federal government. Though begun with funding from the National Science Foundation in 1993, today KanREN is completely supported by membership fees paid by member institutions.
- KanREN is not an agency of the government of the state of Kansas.
- KanREN is an Internet2 Sponsored Education Group Participant (SEGP)
- KanREN is a Kan-Ed peering partner
- KanREN is affiliated with the Great Plains Network
- KanREN is a member of Net@EDU The policy making division of EDUCAUSE.
- KanREN provides E-rate discounts (SPIN: 143005645)

KanREN members include the following anchor institutions: University of Kansas, Kansas State University, Wichita State University, Emporia State University, Fort Hays State University, Pittsburg State University, University of Kansas Medical Center, Johnson County Community College, and Kansas Board of Regents/Kan-Ed. Other college members include Baker University, Central Christian College, and Hesston College plus five community colleges, fifteen unified school districts, several libraries, and a few research and/or education organizations.

Washburn’s total current “to/from” Internet capacity is 60 Mbps (.06 Gbps). In comparison, the KanREN anchor members (State universities) all have 2,000 Mbps capacity connections, except Emporia State which has a 1,000 Mbps capacity. Washburn is proposing to switch its Internet access gateway to the KanREN network (@ 1,000 Mbps). The actual KanREN “pipe” can support 2.00 Gbps of traffic, if needed. Additionally, KanREN is in the process of planning an upgrade of their deliverable Internet capacity to 10 Gbps with implementation expected in the next few years. When that is available, we will have the opportunity to upgrade our connection even further if needed.
IV. Costs

KanREN has provided a formal cost quotation that includes a one-time network setup fee of $40,000 that covers new equipment and assistance to design and configure the new connections. In June/July Washburn would also have the new circuitry installed at a cost of $26,186. The new Internet connection would be activated in mid-August in time for start of classes.

Our annual recurring service costs will consist of four types of charges:

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Class A2 fee</td>
<td>@ $45,000 per year</td>
</tr>
<tr>
<td>Service plan</td>
<td>@ 4,000 per year</td>
</tr>
<tr>
<td>Internet fee</td>
<td>@ 12,000 per year</td>
</tr>
<tr>
<td>Backbone fee</td>
<td>@ 48,000 per year</td>
</tr>
</tbody>
</table>

**Total cost $109,000 per year** (Current cost = $85,212)

In order to provide this service upgrade in time for Fall semester, Washburn should sign a KanREN agreement in May 2010 and start paying the usage fees on a monthly basis when the new connection is established, in mid-August. Washburn will keep the Kan-Ed connection as backup until mid-October when that contract expires. All proposed expenditures are available in the ISS FY10 and FY11 operating budgets; no new or additional funding is required.

The contract with KanREN Data Communications Network should be handled as a sole source procurement due to the unique and specialized services they provide for higher education and can be processed through State of Kansas contract number. The KanREN migration schedule provides the least impact on University activities while allowing us to improve Internet services in time for the start of the Fall term. The University seeks permission to proceed with this project and to issue the necessary purchase requisitions as the upgrade project moves ahead.

In summary, it is proposed that Washburn’s Internet gateway connection be increased from .06 Gbps to 1.00 Gbps (a 1667% increase) at an annual increase cost of $23,787 (a 28% increase). The University is not merely following other Kansas colleges and universities in joining KanREN – we are growing in the magnitude, breadth, and sophistication of our Internet, web-based, and online services. Therefore, ISS leadership is proposing a proven, cost-effective, and high-capacity networking solution that meets current requirements and positions the University for future growth in this Internet age.

V. Summary:

<table>
<thead>
<tr>
<th></th>
<th>Current (Cox/Kan-Ed)</th>
<th>Proposed KanREN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Capacity</td>
<td>60 Mbps</td>
<td>1,000 Mbps</td>
</tr>
<tr>
<td>Recurring/annual Cost</td>
<td>$ 85,212</td>
<td>$ 109,000</td>
</tr>
<tr>
<td>One-time expenditures</td>
<td>FY10: $ 40,000</td>
<td>FY11: $ 26,186</td>
</tr>
</tbody>
</table>

Planned expenditures for this network upgrade are covered by the existing ISS operating budget; no new funding is requested.

To be presented to the Washburn Board of Regents on May 21, 2010.
**Attachment C**

**Proposed Strategic Technology Initiatives and Projects**

<table>
<thead>
<tr>
<th>Strategic IT Initiatives and Related Projects</th>
<th>Target -&gt;</th>
<th>Sum</th>
<th>Yr</th>
<th>TBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targets are Summer, Academic/Fiscal Year, or To Be Determined.</td>
<td>P=Plan/Study; I=Implement</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Strategic Plan Ref# (see last page)

### I. Improve IT shared governance, support services, and communication.

1. Reassess the roles of the IT governance/advisory committees
2. Develop a University IT strategic plan
3. Continue to provide responsive, flexible, and knowledgeable ISS assistance
4. Improve ISS communications, information sharing, and training

### II. Improve Washburn's network (WUNET 2.0), infrastructure, and technologies.

1. Increase Internet connectivity/speed
2. Expand wireless services (coverage, speed, mobile devices)
3. Add shared storage devices and upgrade servers (virtualization, reliability)
4. Improve middleware functions (LDAP authentication, WUAD, SSO)
5. Stabilize network infrastructure (fiber paths/redundancy, traffic mgmt)
6. Provide assistance for remodeling/rewiring and security camera projects
7. Evaluate and define cable TV service expansion plans
8. Address future residential wireless/data/telephone service requirements
9. Upgrade the telephone system (call processing software) by Oct 2012
10. Refresh desktop/laptop computers for faculty and staff

### III. Enhance technology support for teaching, learning, and research.

1. Upgrade mediated classrooms, teaching stations, and computer labs
2. Resolve HiPACE-WUNet gateway problems
3. Provide a flexible faculty desktop/laptop software environment
4. Expand statistical software licenses and test scoring analysis software
5. Support University plans for a web-based course evaluation process
6. Develop strategy for streaming video (live & on-demand) services
7. Upgrade TV Studio (Henderson)
8. Provide enhanced technology assistance for faculty
9. Evaluate learning management system (Angel) use for online/hybrid courses
## IV. Help to streamline student services and enhance Washburn operations.

<table>
<thead>
<tr>
<th></th>
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<th>1,2,3,4,5</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Upgrade Banner software (release 8.x), partnered systems, and interfaces</td>
<td>P</td>
</tr>
<tr>
<td>2</td>
<td>Develop more online services, paper-less processes, automated procedures</td>
<td>PI</td>
</tr>
<tr>
<td>3</td>
<td>Support process improvements, i.e., strategic enrollment management use</td>
<td>P</td>
</tr>
<tr>
<td>4</td>
<td>Expand integrated e-commerce solutions</td>
<td>PI</td>
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<tr>
<td>5</td>
<td>Help to improve the University web site</td>
<td>P</td>
</tr>
<tr>
<td>6</td>
<td>Continue to improve iAlert emergency notification awareness and operations</td>
<td>P</td>
</tr>
<tr>
<td>7</td>
<td>Make improvements to portal and self-service interface.</td>
<td>P</td>
</tr>
</tbody>
</table>

## V. Promote collaboration, information sharing, reporting, and stewardship.

<table>
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<th>1,5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enhance email/calendaring functionality, mobility, and reliability</td>
<td>P</td>
</tr>
<tr>
<td>2</td>
<td>Expand distributed data access and reporting, i.e., academic units</td>
<td>P</td>
</tr>
<tr>
<td>3</td>
<td>Help to develop a data warehouse strategy and reporting tool solution</td>
<td>P</td>
</tr>
<tr>
<td>4</td>
<td>Migrate to Windows 7 &amp; Office 2010</td>
<td>PI</td>
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<tr>
<td>5</td>
<td>Finalize an information security policy, e.g., data protections, confidentiality</td>
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<tr>
<td>6</td>
<td>Promote sustainability and &quot;green&quot; solutions</td>
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<tr>
<td>7</td>
<td>Update the ISS disaster recovery/business continuity plan</td>
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### Washburn University Strategic Plan:

The technology initiatives above have been linked to the following University strategic goals:

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<tbody>
<tr>
<td>#1</td>
<td>Provide superior and rigorous liberal arts and professional academic programs offered by distinguished teaching faculty built on a foundation of the liberal arts tradition.</td>
</tr>
<tr>
<td>#2</td>
<td>Recruit, retain and graduate a diverse student body composed of traditional age students, transfer students, adult students and returning learners.</td>
</tr>
<tr>
<td>#3</td>
<td>Provide an educational and co-curricular experience which supports student success and welfare by encouraging personal interactions among students, faculty and staff, focusing on academic achievement and student involvement.</td>
</tr>
<tr>
<td>#4</td>
<td>Engage and leverage the University’s intellectual and physical resources to benefit and strengthen services to the region.</td>
</tr>
<tr>
<td>#5</td>
<td>Expand, enhance and diversify the University’s financial resources, continue to engage in responsible stewardship of these resources, and commit to an environment of continuous operational and business process improvement.</td>
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</tbody>
</table>