

**Minutes
Network Infrastructure and Services
Advisory Subcommittee
May 6, 2010**

Present: Morgan Allen, Jeff Crowder, William Dougherty, Wendell Flinchum, Mark Gardner, Richard Hach, Carl Harris, Joe Hutson, Jim McCoy, John Nichols, John Pollard, Jeff Reed, Pat Rodgers, Glenda Scales, Joseph Taylor

Updates from the Last Meeting

Virginia Tech Police Department Project: Mobile data terminals have been purchased and are scheduled to be installed later in the month or shortly thereafter.

COOP DR Work: A committee has identified critical Information Technology services throughout the organization and purchased equipment with ETF funds. An agreement is in place with UVA and NI&S. Once installation has occurred on-site at Virginia Tech, the equipment will be shipped to UVA. Installation at UVA is scheduled for September 15 and 16. Once the equipment is in place, the database and application administrators will begin loading information and preparing the environment to serve in a failover capacity if a significant disruption of services occurs. No further work is currently going on with Radford, but Radford and Carilion are potential future partners in this arena as a second COOP/DR site.

Google E-mail for Alumni Project: Sixty-eight thousand alumni users are being moved to Google. Future moves onto Google will occur one year after departure from Virginia Tech.

Joseph Taylor asked what we should do for alumni who are in China (where Google is blocked). We have a workaround that allows these e-mail addresses to be forwarded back out of Google to some other third-party account (such as Yahoo). If the affected individuals can contact the Help Desk/VTOC, with that info, we can re-set their accounts. In this way the PID@vt.edu address will still work; the mail will simply go somewhere other than a Google-based system.

Carl mentioned difficulties accessing alumni e-mail addresses since they are no longer in the directory. The Middleware group will be correcting this situation in their next release of code, scheduled for June.

VT Alerts: Carl indicated phone alerts are being removed from those who are not eligible; many are alumni whose children are students at Virginia Tech. We are working on other options for parents than desktop alerts.

Camera Policy -- IP-Based Security and Safety Camera Systems in Support of University Policy 5617: The purpose of the policy is to regulate the future use of camera systems and bring existing security camera systems into compliance. Vendor meetings are being held at CNS to gather data in anticipation of a Request for Proposal.

As described in the policy, Virginia Tech is committed to enhance the quality of campus

life through the integration of safety and security best practices with the campus technology infrastructure. Presenters have been asked to address the use of security cameras as well as other video monitoring and recording systems to enhance personal safety and the protection of property. CNS requested that their recommendations be broad enough to address a number of university locations as described in the policy, and of particular interest their suggestions for security cameras in use in parking facilities. Virginia Tech's first parking structure, a 1200-space parking deck, will be operational in August of 2010.

We requested that the vendors present information regarding image quality under various installation conditions, video storage management, access to and the monitoring of images, and the hardware and software requirements that support the features and benefits of each of their systems. Where the information acquired is confidential or sensitive, we asked them to describe how it can be safeguarded. More information for potential users may be available later.

Wendell noted the emphasis is on personal safety and protection.

Cellular Infrastructure RFP: Oral presentations related to RFP #0010260 have concluded. Offerors were asked to clarify and elaborate on their space requirements regarding a section of the RFP that addressed "System Design, Coverage and Specifications," and to elaborate on their responses to research engagement and value added services.

100Base-T Upgrade and Cable Pilot Upgrades – Athletics Pilot and 10 Gb Capable Cable Plant: CNS is upgrading all Ethernet switches on campus to switches capable of providing 100 megabit per second Ethernet service (100Base-T). We plan to have all switches upgraded before the beginning of Fall Semester, 2010. There is no charge for this upgrade; however, some aged station cabling, the twisted pair cabling connecting the Ethernet jack in the wall to Ethernet switches in telecommunications rooms, may not be able to support the higher speed 100Base-T service. If anyone experiences problems after the upgrade, CNS will work with the department to assess each situation.

CNS is working with Athletics to upgrade their aged station cabling to cabling capable of supporting gigabit per second Ethernet (1000Base-T). CNS has been installing this type of cabling in all new construction and renovations on campus for many years, but some of the older buildings on campus have aged cable plants that cannot support 1000Base-T service. The cable plant in Cassell and Jamerson was one of the oldest on campus. CNS is using this project as a pilot to aid in planning to upgrade cabling in all campus buildings with aged cable plants. The start date to begin upgrading additional buildings has not yet been set. Upgrading all buildings with aged cable plants will be a multi-year process.

CNS is currently evaluating station cabling systems that are capable of supporting 10 gigabit per second Ethernet (10GBase-T). We are doing technical evaluations at this time and plan to deploy a pilot system on campus in the near future. After completing our testing, we will work with the university community to ensure that we understand the current and anticipated requirements for 10GBase-T service before considering whether to adopt this cabling system as the new standard on campus. The cost of these systems is higher than the current cable standard, but those costs are dropping over time. There are currently only limited, and expensive, Ethernet switches capable of providing 10

gigabit service over copper cabling, but the cost of the electronics will also drop over time and cable plants are a long term investment that usually last over 10 years.

Message Boards: Work began with University Relations last summer to install message boards in 250 classrooms. At this time, only 20-25 remain to be installed. Some non-classrooms such as labs will require specialized attention. The goal is to have installation complete by the fall of 2010.

Distance Learning Focus Group: The Distance Learning Focus Group is on hold because of restructuring occurring in IDDL. Glenda briefed the subcommittee on the progress in hiring a new director with a goal of having someone in place by August 1. A number of IDDL issues are being examined as technology changes. Wendell indicated that the administration is also concerned about alerts for distance students and zone notification is being investigated as a possibility as opposed to location notification. October 1 is the deadline for facilities in the U.S. and Swiss facilities, but a timeline has not been established for other locations outside the United States.

Virginia Tech Carilion Collaboration: The Virginia Tech Carilion Research Institute, Virginia Tech IT, and Carilion are forging a partnership to address the delicate balance of needs of clinical medical practices, the research institute, and the School of Medicine. Work is going well with a goal of having the facility occupied in August. Carilion will handle most of the installation work in the Roanoke facility. The subcommittee discussed some of the specific needs and who would provide which services.

Intrusion Detection System: NI&S is working with the IT Security Office (ITSO) to install a distributed Intrusion Detection System (IDS) with sensors installed in key locations in the core and the edge of the campus data network. The edge is the point where the campus network connects to external networks including research networks and the commodity Internet. The distributed IDS will allow the ITSO to better monitor and analyze probes and/or attacks on servers and other computers connected to the campus network.

NI&S Advisory Subcommittee Website: Pat reported that a web site for posting minutes from Network Infrastructure and Services Advisory Subcommittee meetings has been developed. Members of the subcommittee will receive a draft copy of meeting minutes for review before they are posted. The Commission on University Support requested that, among other items, the subcommittee's charge, membership list and minutes be posted.

Wireless Issues: Glenda addressed concerns her college and others have had with wireless issues since new hardware was installed. John will schedule a meeting with parties from NI&S and Glenda's area to discuss how to manage the blips and be credible for fall semester. This is critical to the college, and Cisco has had difficulty in pinpointing and duplicating the problems being experienced.