ITAC Minutes: Feb 9, 2012

8:30-10:30

Location: GSC, Mr.: 103  Recorder: Lori O’Bannon

Attendees: Ron Szabo, Juan Garza, Henrick Schmiedeche, Jim Bouse, Becky Carr, Fred Fisher, Jeff McCabe, John Norton, Adam Mikeal, David Sweeney, Bill Chollet, Michelle Osterholm, Chuck Braden, Allison Oslund, Willis Marti, Steve Conway, Dr. Marchbanks, Andy Bland

Guest Attendee: David Payne: Utilities & Energy Management: Manager, for the Utility Electrical & Control Systems)

Ron welcomes guest, and has ITAC committee introduce themselves, and the departments and units representing.

Item 1: Approval of Minutes: Minutes Unanimously Approved

Item 2: Announcements:

• Ron Szabo informs committee:
  o Scheduled ITAC meeting changes through August, noted on the back of Agenda.
  o TTVN conference, reminds committee there will be no 2nd meeting in Feb.
  o April there will be officer elections: please present nominations to executive steering committee.
  o July 12, 2012 retreat  Location wills be announced, please pass along issues or suggestions for retreat to the executive steering committee.

• Willis Marti: CIS Internal Audit
  o CIS undergoing System Internal Audit; auditors seem to be looking at internal practices, not concentrating on campus support.
  o Presently, at the beginning phase: Interviewing CIS Directors and Associate Directors, and deciding where the risk effort needs to be placed.
  o Will take several weeks; Willis Marti did not have anything else to relay.

• Ron announced Membership List will be passed around. Ron asked the committee to please refresh by confirming/correcting the provided information.

Item 3: New IT Trends

• Allison Oslund announced Dr. Cantrell’s interest in Texas A&M using UCLA developed mobile application and launching it system wide, named: “Bubble web framework.”

• Allison relayed there have been a group that has met on three occasions over the past 2 months with a charge to develop a mobile strategy. The 3 groups represented: Central IT, The library and Marketing & Communications.

• Thus far that includes creating a website. Allison explains the differences between mobile friendly website, mobile site, mobile app
Allison Oslund outlines: When one might need to utilize the different technologies

She provides recommendations of the technology that will be supported, and contact names listed for individuals to inquire about more information.

Allison indicated tentatively using MWF mobile website, creating templates that are A & M branded, and individuals can use the template for their own mobile website.

Allison did quantify that the group does not believe most individuals do not need separate mobile site, in all probability, more folks would require/utilize a mobile friendly website.

The application has a responsive web design, as browser window gets smaller; the web site has a more efficient space in which to be shown. (Presently providing recommendations on how to accomplish that design element)

Allison will provide more info to ITAC, at this point, asking for feedback.

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Juan Garza offered to work with Allison’s group in a collaborative exchange of processes. His dept., Admission and Records, has been developing a secure mobile website since last summer.

It is a mbc.j query. net application. Juan’s group is working on j query process. His department is not php development; his dept. is .net developed.

Juan went on to say, most people or groups will have a small database and do not need it; especially with secured info that might be on their site.

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Allison relayed that Dr. Cantrell does not desire to deem that you have to use this framework. Rather, Dr. Cantrell wanted to create something for the campus that had a consistent look and feel so mobile website does not become a “confusing/zoo” that the campus websites used to be years ago.

David Sweeny stated his department uses only PHP application unless simultaneously develop CSS mobile development at the same time.

From an Accessibility / Usability standpoint it degrades gracefully. Not easy to create a separate site (focusing CSS design) to have the same design characteristics for a mobile device.

David suggests inviting someone like Tracey Forman to join her committee. Bring Tracey into the process to make sure the web accessibility positions are addressed/obtain feedback regarding users with disabilities.

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Adam Mikeal added, his dept., College of Architecture, has been using another mobile application framework that twitter publishes, “Bootstrap Framework “

It is a collection of HTML, well written CSS, with a little JavaScript and makes it easy to design site. There is an automatic transformation of edging size, to frame the browser window down to resizes things to efficiently use the screen.

For example: iPad and iPhone get different presentation for free. Nothing additional is required.

No PHP built into this. (70 percent of browsers or less are on IE 7, pretty safe that users can process JavaScript).

Need something to degrade screen readers, this applications does that very well.

Based on same application on of the UCLA framework.
IT Trends cont.

- **Adam Mikeal** seeking opinion; recently found out his admin and support team people are using “Log Me In,” to troubleshoot remotely and/or to gain access to local servers.
  - Not a direct connection form client to host. All the traffic huddled through “Log me in” gateways. “Log me in” claims it has SSL connection. It initiates the handshake and passes it off to the host.
  - The end to end SSL encryptions happens between the client and the host. Theoretically one cannot encrypt it.
  - Question to Willis: Is this secure, or the same technology as drop box?
  - If they 3rd party have the key, theoretically 3rd party could encrypt the traffic and reveal the content?
  - **Willis responded he is going to be writing a SAP addressing this issue.** The experience very similar to any/ and all 3rd party entities. No, it is not secure. Yes, there are vulnerabilities of varying intent/ extent. “Convenience is the invert to security.”

- **Jim Bouse** states his dept. using “**Bomgar,**” which is an appliance
  - Jim has physical control of appliance, and the SSL on it.
  - His dept., staff can be any place, go “help web page,” log in
  - It initiates a tunnel application to their files; essentially it is a secure web VPN.

**Item 4: David Payne: Utilities & Energy Management: Manager, for the Utility / Electrical & Control Systems**

- **offers Power Point Presentation (See attached presentation) General Utilities Background Information (Some highlighted information annotated below)**
  - David Payne states the charge and mission of UEM, contained within UEM’s Mission Statement is the:
    - “Production of safe, reliable and efficient utilities.”
    - David makes the point, does no good to deliver power if people get injured, or provide safe power that is turned off every 30 minutes.
    - Desired intention is to balance all 3 goals.

- Texas A &M is equivalent to a small city. Point of interest, If Texas A&M were a public utility, it would be the 3rd largest in the state.
  - Last year Texas A&M paid 75 million dollars for Campus natural gas and electricity usage
  - David relayed that utilities is a market based system; have to isolate use in order to anticipate the demand for energy.
  - Depending upon market value, UEM has to quickly adapt energy plan to try and predict/save cost. UEM keeps a close watch on “The Market” and distribution of power.
    - For example ice storm last Feb, rates went from $75 per megawatt hour to $3,000 per megawatt hour.
    - Within minutes; had to start emergency generator running on diesel in order to save money.

- Texas A&M Energy Services:
  - Texas A&M owns water system(from main campus to riverside campus)
  - Chart within presentation outlines other energy transmissions owned or managed by TAMU.
Texas A&M Energy Services:
- UEM constantly evaluating to improve procurement, and define objectives in order to impact 2015 University Wide Action Plan to reduce energy.

Texas A&M Plant Locations/ Energy Generated:
- Campus Plant Locations: Main campus (all utilities originate from that location) Additionally, 3 other plant locations: Across from Reed Arena, Military Science Building, Riverside
- 3 Electrical Generators, 2 run on steam, 1 runs on Gas: built in 1950s to military specs, very reliable, due an upgrade need to purchase a more efficient output. (Over 50 years old still very operational, will be replacing it)
  - Boilers: used to make steam: create heat and hot water
  - Campus distributes 51,000 tons of chilled water production on site.
  - Currently UEM can generate enough power to meet campus needs, in the summer can only meet 65 percent of campus energy requirements; the remaining energy comes from the market (BTU qualified power production back up)

Utilities & Energy Capital Program
- 200 million dollars has been invested (FY 02-FY12) upgrade & expand utilities
- 1st time in 15 years the majority of campus energy needs are being met. Not relying on rental equipment, etc.
- Combined Heat & Power Process: Last major purchase is the gas turbine engine. This will allow UEM to recycle and redistribute energy more efficiently.
- Texas A&M University is unique because it allows heat generated to make more electricity, as well as heat our hot water system buildings and domestic water showers, etc.
- UEM does not reject heat and send to a lake. TAMU takes returned heat, sends to boiler, creates steam, sends to another steam generator uses to redistribute as much energy as possible.
- The energy efficiency on campus is up 75-80 percent- Huge savings for the University for the Energy cost.
- Clean energy, ammonia system, emissions more than exceeds the State’s standards. Efficiency that allows for the reduction carbon footprint- huge part of 2015 action plan.
  - Henrick Schmiedeche asked how steam relates to the steam tunnel.
  - David stated “Steam Tunnels” are actually incorrect term; “Underground utility corridor,” correct term and is mostly used for streamlines and electricity.
- Most new utilities are directly buried underground
- Campus demand for steam is on the decline: Sbisa, Duncan and Chemistry are the larger users of steam: used for autoclave sterilization equipment, cleaning systems and tray warmers.
- None of the new buildings really use steam.
- GTE is working to obtain and install monitoring system for the underground systems.

Upcoming Capabilities and Benefits:
- Ability generate local electricity is an asset
- Grid layout is complex. Texas is separate from national grid.

- Texas- “ERCOT,” Handle TAMU’s energy demand.
- Fed government power controls national grid. (David states not really an expert in that arena. Definite advantages for being off the national grid).
- TAMU received 10 million grant awarded money from the department of energy, helped go towards capital investment of 73.25 million capital investment plan. Benefited TAMU- payback less than 19 years
  - Allow for a system fault indication -allowing for improved system restoration
  - Install remote operation of breakers in manhole switches
  - All will result in Real-time status indication, faster system and restoration time.
- (Grid shown of campus system, removed from report for secure reasons)
  - Red lines replaced 100 miles of cables over the past years- anticipated within the next year, installation of a Teague center-dedicated feeder.
  - Benefit to Teague exclusive/ dedicated feed just for Teague. Old system connected to Teague and 13 other buildings. So if there was problem with other building, Teague would be affected. With installation of new feeder, that cannot happen.
  - Devices designated to flip power automated system smart relay of power installed in steam corridors, etc.
  - Faster more reliable transmission and improvement to response time. Increase response time.
  - Water proof box that has a fiber connection, encryption, custom for TAMU, each box $40,000 each.
    - Upon completion of Wellborn road project, that has been delayed; end result- Improve duct bank, end result hopefully allow assist fiber installation/ connections. Additionally will strive to advance Life and Safety.

UEM Expands Communications Capabilities:

- Comp Admin notices of planned outages
- Expand “Aggiework” System” to receive incoming work order requests, allows customer the ability to track UEM’s response or status of request.
- Newly Renovated, state of the art Communication Room is up and running to allow for real time communication and monitoring of energy mechanisms.
- Notify personnel of electric planned or otherwise. Obviously cannot plan to lose power. Things do happen. Purpose is to communicate with the University what has occurred in a timely fashion.

Item 5: Sub Committee reports:

**Business Continuity Sub Committee:** Bill Chollet spoke on behalf of committee

- Charge: Identify and define IT components common for IT organizations on campus for Business Continuity and disaster recovery and provide recommendations for including appropriate IT components and tasks of the units in the overall business continuity plan.
Item 5: Sub Committee reports: cont.

**Business Continuity Sub Committee:** Bill Chollet spoke on behalf of committee

- Decided original charge way beyond what we can execute; pared it down to: deliverables, still evolving:
  3 Points:
  1. To gather info about IT system into ISSAC or similar system.
  2. To establish framework to define recovery time objectives and up time requirements for those systems.
  3. To establish framework to define inter departmental dependencies for each of those systems.
- Continued work: Gathering info, reviewing existing University level plans, examining tools some folks are using for business continuity disaster recovery plans. First report, no completion date determined
  - W Marti asked: How do you plan to link Business Continuity Disaster Recovery to the University missions; inclusion at the University level?
    - Bill Chollet responded by getting it out of central IT so that the departments on campus realize this service is critical. TAMU needs to provide the resources to meet the recovery time objectives.
    - Some units on campus have well established recovery plans, equipment in place, some do not; mostly that is attributed to funding. How to tie it back to the University level is by working with Peter Walsh, employee of CIS.

**Essential Elements Sub Committee: Juan Garza chair:**
- Prepared auditors update
- Passed along Henrick’s Password presentation
- Provided IT governance
- Working on user provisions and de-provisioning, and project management
- Present information framework to auditor, again awaiting feedback, will provide to ITAC

**Id Management Sub – Committee: Fred Fisher chair**
- Fred stated Jim was writing report, report was not prepared.

**Password Sub Committee: Henrick Schmiedeche chair**
- Henrick has written report
- Presented to ITAC, and IT Forum
- Discussed all deliverables with auditors

- Ron asked for written reports from sub committees by the first meeting March

Item 6: Open Discussion:
- Allison Oslund presents Annual Report: can be viewed in its entirety on itnet.tamu.edu/annual report