In Attendance: Andy Bland, Aaron Brender, Lauri Brender, Becky Carr, John Chivvis, Bill Chollett, Fred Fisher, Juan Garza, Mark Harris, David Jennings, Stephanie Leary, Tom Lyster, Ron Szabo, Jim Rosser, Henrik Schmiediche, David Sweeney, Rick Young, Walt Magnussen, Willis Marti, Jeff McCabe, Jana McDonald, Michelle Osterholm

Ron Szabo opened the meeting with the solemn announcement that Nolan Flowers, the ITAC representative from the College of Architecture, recently died. Ron will request a nomination for a replacement member after a reasonable amount of time has passed.

**Item 1 Telecom Roadmap Presentation**

A. Walt Magnussen presented on the strategic direction of Telecommunications
   - General information about Telecommunications
     - Budget: $14 million
     - Full time staff: 27
     - Work orders per month: 400
     - Host billing system for Texas A&M University and TAMU International and Tarleton State University
   - Recent reorganization
     - Internal Services and External Services.
       - Chris Norton heads up internal services
       - Jana McDonald heads up external services

B. Lines of Business
   - Telephones
   - Fiber optic cable plant
   - Two-way radios
   - Carrier wireless services
   - Cable TV
   - Security (Keyless entry, surveillance cameras and security systems)
   - Circuits for wide area network

C. Distributive Antenna System (DAS)
   - Needed to support expanded use of cellular services
   - Project began in 2008
   - Currently 30 AT&T and 25 Verizon nodes
   - Constructed new building for carrier colocation at Hensel Park

D. P25 radio system
   - Receive FCC grant for $2.8 million for interoperable radio system
   - Four towers in Brazos County and two in Washington

E. Upgrade of Voice Mail
   - Almost 9,000 voice mail users
   - Recently upgraded to a new system
     - VoIP based system but supports both VoIP and Centrex
     - Supports unified communications
     - Supports voicemail through email or traditional system or both
       - Requests can be made through voicemail.tamu.edu
F. ADSL in Apartments
   - As new apartments (e.g., The Gardens) are added they will have fiber and Cat6 network infrastructure.
   - Existing apartments were migrated to ADSL in August of 2010
     - Placed two communications cabinets in apartment area
     - Speeds are about 3 Mb down and 1 Mb up

G. Installation of VoIP infrastructure
   - Selected AastraClearspan system after bid in 2009
   - Supports up to 100,000 lines
   - Open SIP standards
   - Currently 1,100 subscribers
     - Focusing on new buildings and areas where need cannot be met by current service
   - VoIP runs on a separate data network from the network for computing use.
     - 100% redundancy
     - Switch in Wehner and Teague, either one can fail without any affect to end user

H. Long Distance for Texas A&M runs over VoIP

I. Project in Progress
   - Broadband Technology Opportunities Program Grant
     - 9.7 million project ($6.3 million from grant)
     - $4.8 allocated to Rural broadband expansion
     - Dark fiber to all TAMUS campuses (includes riverside campus)
     - Motorola DPS gateway installed to run over TTVN backbone
     - Project has a hard deadline of July 2012
       - Status call with sponsor every Friday afternoon
   - WiMax
     - WiMax is designed to provide high speed wireless in a roughly 5 mile range
       - Requires a special WiMax card
       - Initial towers at Hensel and Riverside
       - Hard deadline for this phase of the project is May 2011.
       - Should use the same authentication as TAMULink.
     - Applications
       - Remote well sites
       - Special events
       - Police cars
       - TAMU busses
       - Note: Network not engineered for student use.
     - Project stakeholders will include TAMU, Cities of Bryan and College Station, Brazos County, Blinn College, Bryan and College Station ISD
   - DAS expansion
     - Looking to install 45 new DAS locations in Athletic venues (Kyle, Reed and Olsen) with AT&T
   - Long Term Evolution
     - 4G broadband technology
     - Modifying contracts with Verizon and AT&T to include this technology
   - Billing System Expansion
     - Upgrading Spring 2011
     - Web based work orders (entry and tracking) with shopping cart capability
     - Uses CAS
• VoIP expansion
  o Lower costs no frills VoIP for student lab applications (September 2011)
    ▪ Probably soft client (not a phone)
    ▪ Application on PC
  o Integrate Microsoft Office Communications Server (Lync)
    ▪ Integration will allow click to dial and integrates VoIP with Microsoft Exchange
    ▪ Office Communications Server also provides a soft client
      • VoIP Quality of Service monitoring
      • USB call recording
        i. Creates a wave file
      • System has High Definition voice, creating a higher quality sound more like radio sound than telephone sound

• Cable TV rebid
  o Spring 2011
  o Hosting IPTV trial with 20 other Internet2 members
    ▪ Using Mpeg 4, same as direct TV and dish network
    ▪ 200 channels on our existing data network
      • Regular television line-up and international, research and special athletic programming
    ▪ Supports both SD and HD
    ▪ Hesitance on part of content providers, but

• International sites
  o New campus in Mexico
  o Upgrade campus in Italy
  o International Sites will have
    ▪ Internet
    ▪ WiFi
    ▪ Video conferencing
    ▪ VoIP
  o Time frame: already have equipment, waiting for Dr. Gunn’s approval.
    ▪ Expect Mexico this spring and Italy this year.

J. Questions?
• Can individuals put in Microcells?
  o AT&T and Verizon are releasing Super Femtos that support up to 40 users
  o Femto to Carrier looks like a cell site
  o Even though it travels over Broadband
• When will T-mobile and Sprint be on campus?
  o Offered to both, but they don’t have the money
  o Originally said they didn’t have problems on campus
    ▪ 30% of residents said they are satisfied with cell service in residence halls.
  o We opted not to participate in resell discount agreements with Sprint and T-mobile because their services do not work well on our campus.
• Will WiMax be able to provide Internet service in outlying areas?
  o This is still being discussed
  o The size of the area will be determined by the number of towers
    ▪ We’d like to build 4 towers, but currently only have funding for two: Hensel and Riverside
• How complicated is the Office Communications Server soft client?
  o Pretty straight forward
  o Simple download
  o No bandwidth problems; not too tough to operate

• What is the status of VoIP for departments?
  o If you are interested in VoIP, Telecom will:
    ▪ Assess the building and determine if any new infrastructure is needed.
    ▪ Discuss what you want to do and give you a price.
  o May discover that VoIP is a savings over existing system.

• Will there be a forced pushout if adoption is slow?
  o As we pull old systems out, the older items can be used to support the existing system
  o Eventually we will no longer be able to support the existing system and upgrades will be necessary.

• There were some recent problems with cell signal.
  o Moved DAS equipment from Wehner to Hensel, so on December 19th, turned the system off, and moved to hensel
  o Macros stayed on so there was some limited coverage during the Christmas break
  o This type of change is unlikely to happen again

K. Walt will send the PowerPoint presentation and contact information to Ron.
L. If you have questions on international calls, contact Jana McDonald.

Item 2 Membership Announcement
A. In the Fall, contacted Karen Watson and Tom Taylor about representation from their units on ITAC
  • Karen responded that current representation is good
    o Existing representation Stephanie Leary and Juan Garza was sufficient
  • Tom Taylor said that membership was appropriate, but showed a lack of understanding about the purpose and function of ITAC.
    o Dr. Cantrell suggested waiting for new VP of operation before contacting further
  • Even though bylaws indicate 1 rep from each area, these large organizations need additional members to ensure adequate representation.

Item 3: IT Audit Report
A. Willis Marti indicated that this report will need to be modified based on a recent discovery, and he will present at a future meeting.

Item 4: Policy Clarification
A. SSN Storage
  • You need permission to put SSNs on any electronic device. No matter why you have it or the type of system it is on, you must submit a request to store SSNs.
  • When should we expect approval for SSNs?
    o Answer should be provided within one week of submission.
    o Email requests to CISO@tamu.edu.
  • Who do you want submitting the requests?
    o Whoever “owns” the data on the system with the SSNs
      ▪ This is a topic is often thrown in the lap of IT
        a. As IT, the custodian of information, you don't submit the request, but need to make sure that the owner knows to submit the request.
    o HR representatives believe it is a requirement to keep a pdf for each new hire that includes the employee’s SSN.
Student application data
  - On most transcripts the SSN is redacted, but some transcripts are coming through with Social Security Numbers. What should you do if you receive a transcript with an SSN on it?
    - If it is from another institution, we are still working on it.
    - Should all transcripts be coming through the registrar?
      - Can’t guarantee that
  - If someone sends me an email with their SSN, what should I do?
    - If you can’t edit it out, print it and delete it.
  - Problems with scanning from LaserFishe
    - A separate special issue

Item 5: NIS Organizational Changes
  A. Willis Marti announced reorganized within Networking and Information Security
    - Jeff McCabe will serve as the policy coordinator focused on the System
  B. In the interim, Alison Winslow of the Project Management Office is going to supervise ITIM
  C. We are working to restructure ITIM to focus on Policy Creation, ISAAC and project management
  D. The group will continue to work on Security Awareness Training and some aspects of DMCA for now. There are some changes in the works.

Item 6: Subcommittee Topic
  A. With the IT career ladder subcommittee completing its charge, it is time to review possible topics for ITAC subcommittees
    - The next item from our top 5 list was business continuity and disaster recovery
      - Dr. Cantrell in a recent meeting suggested that business continuity is one of the weakest areas on campus right now.
        - While some departments have plans the university doesn’t have a centralized plan
        - A centralized plan is needed that all departmental plans can supplement or work from.
          - Business Continuity falls outside of the purview of IT, but coupled with IT because of disaster recovery.
      - Becky has suggested that a subcommittee address ISAAC.
        - Is it possible to address both together?

Item 7: Open Discussion
  A. In a recent meeting with Dr. Cantrell, he noted that ITAC isn’t well understood
    - Ron suggested a brochure that explains the committee’s purpose
    - May take a face-to-face meeting to explain the purpose of ITAC
      - Communications subcommittee should also put together a PowerPoint presentation for such meetings.
  B. The IT Career ladder subcommittee will be reporting at the next ITAC meeting.
  C. Subcommittee reports are schedule for the first meeting in February.
    - Follow reporting guidelines in creating written reports.