MINUTES
IT Advisory Committee Meeting
February 24, 2011
8:30-10:00 AM

In Attendance: Andy Bland, Lauri Brender, Becky Carr, Bill Chollett, Steve Conway, Jim Culver, Fred Fisher, Juan Garza, Mark Harris, Dave Jennings, Stephanie Leary, Henrik Schmiediche, David Sweeney, Ron Szabo, Rick Young, Cheryl Cato, Pete Marchbanks, Willis Marti, Jeff McCabe, Allison Oslund, Michelle Osterholm, John Rauser, Jim Whitehurst

**Item 1 Laserfiche Document Management**

A. Jim Whitehurst discussed Laserfiche, the preferred vendor for document management.
   - Laserfiche is a robust document management system.
   - High availability service
   - CIS Support 3 teams
     - ISS
     - ITSS
     - OCSS

B. Discussion
   - Comparing digital document storage to a filing cabinet.
     - Security:
       - If you are capable of hacking the system, you can access all files
       - Digital filing systems are less susceptible to fire and natural disasters
     - Convenience:
       - Filing cabinets are harder to search through
       - Filing cabinets take up a lot of space
     - Retention:
       - Document management systems can be set up to automatically purge files at the appropriate time.
   - On CIS’s Laserfiche service, who manages permissions and workflows?
     - CIS prefers that departments manage these, and for CIS to provide operating system support, troubleshooting, and second level.
   - Does the offering include all LaserFiche modules?
     - Many but not all.
   - Using Laserfiche effectively requires a lot of up front planning.
     - If you get serious about the system, we offer a one day class to get a group started

**Item 2 Data Center Plans**

A. John Rauser presented on the Evolving Data Center
   - Operations and Customer Support group in CIS includes the Print Center, Help Desk (support and repair), and Operations Center (Monitor all systems and Second level support).
   - History of the Data center
     - Discussed the history of the data processing center including the addition in 1990 of the data center and improvements made to the data center over the past 20 years.
   - Data Center Today
     - Today the Data Center is a Tier II facility with backup power, and cooling.
   - The new HVAC Upgrade
     - The upgrade will use chilled water as primary backup, and also have refrigerant.
     - The system will recognize problems in cooled water and begin refrigerant, so transition will not require a warming transition period.
This $2.2 million project has 25 interested contractors. The winning contractor will have 1 year to complete the project.

B. Discussion
- What do we have for extended fuel supply?
  o Tank should run 24 hours if topped off; its longest runtime has been 10 hours.
- When the cooling system is upgraded will we have a tier 3 data center?
  o To be tier 3 we would need an additional back-up power source.
- Many improvements to the data center have cost more than the original structure
  o As we’ve grown, we have hotter machines that take more work to cool
- Do you have a load shed plan?
  o Example: Galveston has many systems that aren’t needed if they are not operating up here.
  o We do have a plan focused on shutting down the systems that require the most cooling and power.

Item 3: SSL Certificates Price Structure
A. Contract with InCommon/Educause
- Contract has been finalized in CIS and transferred to procurement.
- Pricing:
  o Dr. Cantrell is paying for the first year
  o Some recovery after the first year.
  o Certificates will not cost more than $25
  o All certificates are covered by InCommon contract
- How it works
  o A designated person in each department should be allowed to create certificates, but must choose wisely because black-eyes look bad on our organization.

B. Discussion
- Will certificates work the same as software?
  o Pay once per year?
    ▪ Wouldn’t mind paying a little more if you could centralize.
    ▪ CIS would like to do it once per year
- Developing a system of nominated representatives.
  i. Security orientation will be required.
  ii. Then representatives will be issued a “log-in” and create certificates.

Item 4: Announcements
A. TTVN conference
  a. People are starting to recognize the importance of ITAC and our name getting out there.
  b. Ron was invited to attend the CIO and ISO meetings to be introduced as the ITAC chair.
  c. ITAC is starting to be known across the system
B. Stephen Balfour will be the ITAC representative on the Midterm Vision 2020 review.
C. Steve Conway is on the Learning Management System committee
  a. The driver for this is that Blackboard has announced that they will cease support of our LMS in 2015.
  b. Committee hopes to make a recommendation to Dr. Cantrell by May. Utility of moving to Blackboard 9 from vista works well.
D. IT Career ladder final report has been forwarded to Dr. Cantrell
Item 5: Open Discussion

A. Annual Report
   • Allison provided a brief walk-through of the 2011 Texas A&M IT annual report.
   • Pete says, it humbles you to see what we’ve done.

B. Stephanie Leary had an article published on Wordpress.tv
   • Tricky migrations.