

## **DTAG Monthly Meeting**

**October 10, 2017**

**3:00-4:00pm**

**Biotech Room 1360**

### **1. Automatic Consent (Nicholas Tincher)**

- Meeting notes from 9/12/17 were approved.

### **2. COO Updates (John Krogman)**

- DoIT's major projects list was sent to Dawn earlier this week. There are 198 projects with excess of \$125,000 and a vast majority are being done here on campus. The list will be shared with DTAG in a week or two.

### **3. CIO Updates (Rafi Lazimy)**

- Policy Analyst Team (PAT) – A new group that will be involved in all aspects of policy initiation, progress, and approval. Please refer to the charter for this group in the October DTAG Box folder. PAT will work with other campus units on overlapping policies (e.g. personnel policy with IT implications, research policies with IT implications). The group will be a subcommittee of ITC and will start meeting next week. We are still looking for a DTAG representative. If you are interested, please contact Rafi.
- Project Intake and Prioritization - Went live on October 1. We are asking for people to submit proposals.
- IT Service Inventory - The data has been categorized and put into a database.
- Risk Management Policy - This has been approved by all TAGs and was taken to the UC. Rafi will also take this to the Faculty Senate in November.

### **4. Service Categorization Presentation (Russell Dimond & Dawn McCauley)**

- Dawn and Russell presented their PowerPoint to the committee. This presentation was a shortened version of the report that went out before the meeting.
- A database was created. Right now the search feature is not finished. The tool will be made available as soon as we enhance the user interface.
- Rafi provided discussion questions to the committee. Small group discussion and sharing was done. Notes from this exercise are available in the October DTAG Box folder.

### **5. Campus Wireless Discussion**

- Dennis Lange spoke about the issues that were happening with the wireless.
- Wireless Network Infrastructure background information January 2017:
  - ~5300 Wireless Network Access Points with redundant central controller and network access servers to accommodate 8,000 – 10,000 Access Points
  - March 2017 Controller software upgraded to address reporting issues
  - April 2017 Network Access Servers upgraded to address security vulnerability exposure
  - May 2017 900 new Hospitality access points added increasing total count to >6,000.
  - During the semester daily peak times there are between 55,000 – 70,000 devices simultaneously attached to the campus wireless network. Over 1.5 million connections occur every day.
- Timeline for fall semester wireless issues:
  - Sept. 5<sup>th</sup> Classes begin
  - Sept. 7-8<sup>th</sup> Problems being reported during peak transition times (class changes)

- Instrumentation and monitoring not reporting problems and issues subside later in the day.
  - Vendor Support engaged and plan to capture diagnostic data implemented. Randomness of problem with users eventually getting on present challenges.
  - Sept 11-13 diagnostic and analysis data with Vendor TAC support
  - Sept 13-14 – Modified Network Access to a subset of users and then all of campus
  - Issues reduced, but not eliminated. Problem characteristics changed (now appeared as a problem obtaining a network address). For end user the experience was the same in that they could not connect to the wireless network.
  - Sept 16-17 weekend problem subsided with reduced traffic. Used this time to validate networking infrastructure.
  - Sept 18 – analysis by Vendor product design engineering team still inconclusive but suggested a code upgrade to Wireless controllers.
  - Sept 19 – Code upgrade to controllers implemented. Problem appeared resolved.
  - Sept 25-26<sup>th</sup> – new problem appeared that was isolated to a particular controller failure. Resolved on Sept 26<sup>th</sup>.
  - User experience monitoring identified as an opportunity for Network Services to improve the proactive monitoring of the Wireless campus infrastructure.
  - The software problem was triggered by a combination of scale and load.
- The committee spoke about how to better communicate. There are things that could have been done differently. The outage page and tech partners mailing list were utilized. We want to find a way to bring the IT Community into helping in this type of situation.
  - The committee broke out into small groups for discussion.

**Attendance:**

Nicholas Tincher  
Rob Kohlhepp  
John Krogman  
Jeffrey Shokler  
Bruno Browning  
Anne Gunther  
Alan Ng  
Joshua Benish  
Ed Rodriguez  
Jason Pursian  
Melissa Amos-Landgraf  
Bobby Burrow  
J.J. Du Chateau  
Brandon Bernier  
Dundee McNair  
Michael Lehman  
Brenda Spychalla  
Phil Hull  
Umberto Tachinardi  
Dawn McCauley  
Meloney Linder  
David Towers  
Eric Giefer  
Lee Konrad  
Mike Pitterle  
Ken Mount  
John Hilgers  
Steven Cramer  
Angela Seitler