SUMMARY FOR ARCHITECTURE AND NEW TECHNOLOGY COMMITTEE
DATE: August 27, 2018
TIME: 10:00 a.m. – 12:00 p.m.
LOCATION: Faculty Center Room 1705F, Marriott Library

IN ATTENDANCE:

Mark Beekhuizen	Peter Bowman	Joe Breen	Steve Dean
Tim Ebner	Jeff Folsom	Demian Hanks	Steve Hess
Matt Irsik	Sylvia Jessen	Josna Kotturappa	Jim Livingston
Steven Seal	Jon Thomas	Rob White	Thomas Wolfe

COMMITTEE SUPPORT: Jesse Drake, Emily Rushton

UNABLE TO ATTEND:

Derick Bingman	David Blackburn	Matt Harting	Jim Logue
Chris Roberts	Wes Tolman	Daniel Trentman	

AGENDA ITEMS DISCUSSED:
- Campus-wide printing initiative update
- Network Access Control (NAC) Community of Practice
- ULink rollout update
- Senate Bill 189 update
- UMail authentication plan
- Open floor

Campus-wide printing initiative update

Dan Archer, director for the University of Utah Campus Store, and Eric Goodrich, executive manager of Copier Fleet Services, updated on an initiative to provide a centralized Managed Print Service (MPS) solution for the university community. The initiative – which emphasizes cost-savings, improved user experience, and sustainability – impacts 260 machines operating under a copier fleet model, most of which have service-only agreements.

The Request for Proposal (RFP) process began in June 2018 by a cross-functional team that included UIT, Student Affairs, the Office of Budget and Analysis, U Health Hospitals and Clinics, and Auxiliary Services. Xerox was selected as the U's exclusive MPS partner; however, contractual disagreements prompted the RFP committee to reopen the bid process. A new vendor contract is expected to be finalized by spring 2019. Archer said material changes to the new RFP process will include more closely evaluating categories and a change to scoring vendor presentations.

Jon Thomas, director for Teaching & Learning Technologies, cautioned against placing too much emphasis on price point over services over time. Chief Technology Officer Jim Livingston agreed, adding that if a vendor can demonstrate long-term supply cost reductions, Total Cost of Ownership (TCO) should strongly influence the final bid determination.

After some discussion, on Archer's request, SITC members voted to form an MPS sub-committee to offer input on how the initiative should be implemented and measured. Members will serve two-year terms.

Network Access Control (NAC) Community of Practice

Chief Information Security Officer Randy Arvay discussed the creation of a Community of Practice (CoP) around controlled access to university networks. Arvay said that a growing number of organizations are turning to controlled access solutions in response to the proliferation of Internet of Things (IoT) devices. Arvay asked whether committee members believed a CoP was appropriate, and whether UIT might leverage existing systems in the organization such as Cisco Identity Services Engine (ISE).

Joe Breen, IT architect in UIT's Center for High Performance Computing, asked whether the new CoP would focus strictly on segmentation or if the scope also included network automation. Arvay said both options are on the table. Demian Hanks, IT director in the College of Social & Behavioral Science, said that in his experience, automation and security is a huge benefit if accomplished with standardized configurations. It was then suggested that the university's Network Architecture Community of Practice (NACoP) could begin to focus on network access control, rather than creating a brand new CoP to review this topic. The committee discussed this and agreed it would make more sense. Trevor Long, associate director for UIT Network & Core and co-chair of the NACoP, agreed and said the group should be able to shift its focus to network access control. He also agreed to send committee members a list of current NACoP members and projects, and provide ANTC with regular reports.

ULink rollout update

Trevor Long updated the committee on the rollout of ULink, the U's newest wireless network for IoT devices. UIT exited the pilot phase of ULink, which focused primarily on campus housing, during a soft go-live on August 16. ULink was born out of a Housing & Residential Education request for a network dedicated for gaming consoles (e.g., Xbox, PlayStation, and Wii), and other entertainment devices (e.g., Apple TV, Roku, and TiVo). In the pilot, ULink users connected to ULink via a pre-shared key (PSK), as opposed to uNID-based authentication methods. A new workflow for IoT devices now exists via onboard.utah.edu, in which a unique password is issued. Staff onboarding a device see an additional workflow for managed devices, such as wireless door locks. This requires a ticket to be opened with UIT for additional network segmentation.

As of August 21, Long said that 598 devices were onboarded to ULink, with only seven help tickets received. The Network team is in the process of moving some devices that are still connecting to the network with the PSK obtained in the pilot, and will continue to refine the onboarding process as users test it and data is collected. Steven Seal, IT director at the College of Health, asked if there had been any degradation of network service with the addition of ULink. Long said that in 5GHz-only environments, degradation wasn't an issue, but minor degradation was reported in areas with 2.4GHz co-channel interference. He said UIT continues to monitor and mitigate interference in these areas.

Senate Bill 189 update

Mike Ekstrom, director for UIT Network & Communications Infrastructure, presented an update on SB189, the Small Wireless Facilities Deployment Act, which passed this last legislative session. The bill gives wireless cell carriers the right to petition cities for access to install small-scale antennas on existing

infrastructure, under certain conditions. Ekstrom is working with campus stakeholders to draft a permitting process to address the new legislation, and provide recourse to remove equipment, should a vendor install antennas and subsequently go out of business. Ekstrom noted an overall positive working relationship between the university and its cell carriers, but CTO Livingston said that in anticipation of more rapid wireless cellular expansion, the university is looking into additional equipment and management staff.

UMail authentication plan

Dave Packham, manager for UMail and Collaboration with UIT Network and Communications Infrastructure, presented on a proposed change to update the existing UMail Outlook Web Access (OWA) login page to a Central Authentication Service (CAS)-based model and provide single sign-on capabilities across CAS-authenticated services. Packham said that communications to end users would go out in advance of the change, which he anticipates to occur within the next few months. The committee voted to approve the change.

Open floor

Deputy CIO Ken Pink reminded committee members to respond to a university-wide survey designed to better inventory customer/constituent relationship management (CRM) instances on campus.

Action summary			
Action	**Topic**	**Person/Group**	**Next steps**
Approved	Campus-wide printing initiative update	SITC	Form a Managed Print Service sub-committee, with members to serve two-year terms.
Approved	UMail authentication plan	Dave Packham/ UMail team	After appropriate testing, move the OWA UMail login page behind CAS.