TBR I.T. Sub-Council Agenda
6:00 pm (Central), January 23, 2013
Montgomery Bell State Park
Call-In 866-287-9553 Code: 1480

Call to Order   **Bruce Petryshak**

   6:02 PM

Approval of Minutes   **Bruce Petryshak**

   Motion – Ellen

   Second Carl

Hosted Environment Connectivity Issues   **Margaret Mason**

   ATT present – Dave Tyler, Robert Wood

   8 days – Experienced 3 periods of connectivity issues for all schools at OIR

   Dave

- Incident 1
  - Thursday afternoon could not connect.
  - Oak Ridge School BUS had a virus. Spike in the number of connections
- Incident 2
  - Next Monday – Same school district – lowered connection level to troubleshoot. Limited number of connections as if they had a virus
- Incident 3
  - Root cause still under investigation.
- Robert – Recap of what was said by Dave. Found issue in Nashville system that spiked the connections. Oak Ridge still having issues, but not causing the issues at OIR. We are getting elevated threats on the network across NetTN. Asked schools to look at reports that are sent and do due diligence. High volume from TBR schools. Doing firewall performance review and see if any other recommendations are necessary to resolve this. No new changes in HW, so HW not suspected to be an issue.
- Oak Ridge had another issue again this morning (January 23rd), but did not cause OIR issues
- Chris from Cleveland State happy to see limiting connections helped to fix the issue.
- Robert – AT&T saw scans and denial of services sowing up across the networks. Asked to know if schools are doing penetration or vulnerability scans on their network.
- Tim – Who do we notify if we do a scan? Answer - Jim Winters office (Program Office)
- Tom – RFP for NetTN – Can our services be configured to alert of us of potential issues like the ones we had at OIR? Dave – Yes we can do this, but will not promise that we can see the alert before a customer calls. We already have alerts on these.
- Margaret – IS the alert internal? Dave - Yes
- Joe – How do we get notified? Can we create a text distribution for communication?
- Jerry – Would there have been anything alerted at the server level? Tim – No
- Chris – New connections could not be made
- Robert - We have a website to update people.
- Joe – Can you resent website? Dave – Yes. Send to Margaret
- Dave will check on texting.

- Tom – Was someone trying to break into Banner? Don't know. Robert – need ip addresses of Banner servers to see if this was happening.
- Tom – Is K12 and Higher Ed on the same firewall? Robert – No. Issue happened because of inter VPN connectivity.
- Greg – Was August incident in Knoxville? ATT- does not remember.
- Expected full debrief. Dave will have report sent
- Joe – Can we redesign traffic to not go through Knoxville? Robert – Will have to see.
- Robert - Is there a need to have an ATT Firewall? No decision is made
- Jerry – Thought there was a VPN between schools and OIR? No
- Ellen – Can campus Hosted School CIOs talk to ATT to work together on infrastructure. ATT - Yes
- Diane – There were 7 high talkers, some in TBR. Did you contact the schools? ATT - Yes

D2L Update   **JC Aull**

Lou – JC cannot dial in.

Upgrade to version 10 on Memorial Day weekend.

Everyone Ok with the report from Lou

Banner Advisory Committee Update   **Tim Carroll**

Team has to replace 2 members. Need to nominate 2 University technical people and 1 CC functional?

Ellen – made correction about Joe being technical

Bruce – D0 we have any nominees?

Ellen – Would like to have an interim to serve short term, but not long term.

Ellen - Would like to nominate – Raj Manickavasagam

Jerry – Can Charles nominate someone from Austin Peay?

Charles – Would like to nominate Mayra Lopez.

Reid - Tenn Tech nominee – Rick Cumbee

Bruce – Can we go with U of M and Austin Peay – Yes

Reporting survey – 390 entries on the survey.

Sent email to Tim for access to reports

Legal Update   **Lou Svendsen**

No legal updates

Student Fee for B.I. Initiative Update   **Tom Danford**

This funded the Data Warehouse project. The Board approved 2% increase.

Tom – asked for participation from the schools on BI initiative. 180 identified. 11 more have been identified. Over half have been built out. KPIs will run against Common Repository database.

Need help building and testing.

DBA Collaborative Report   **Tom Danford**

Emailed the report.

Direct Campus reports trending up, collaborative reports down because of DBA turnover. 5 reports in 3 quarters. Learning curve trending down after new technology was introduced

Centralized ODS Update   **Tom Danford**

HW – has been delivered but not setup and SW not loaded on it. No date set for request of information to be loaded on each college system.

Margaret – Installation of dbeu very critical to this project. Dbeu setup has to be completed before work can be done.

Jerry – Can critical date be given? Margaret will look at emailing a date soon.

Jerry asked for critical dates in bullet form.

Tim – how does hosted differ from standalone campuses? Tom - No

Banner/Luminis/Hosting Update   **Margaret Mason/Tom Danford**

Few issues with hosting. Discussed by AT&T. Developers working on training on Banner XE.

Freeze on Q2 releases for testing.

Other New Business   **All**

Margaret - SciQuest– Wave 1 schools will go live in February

Wave 2 – some schools already installed and ready to work with SciQuest the 1st week of February.

Learned that both functional and technical need to work closely together on this project. Maybe people from Banner Finance will be heavily involved.

SciQuest – May have issues supporting 7 schools with common issues.

Diane – How many schools in 3rd wave – 5

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Bruce – Update on Electronic transcripts? Tom – project complete, but not widely installed.

Jerry – used BDMS to load transcripts directly in Banner. Works great

Email ROCC questions to Brian at Vol State)

Tim and Bryan will put something together to present at the next meeting. Send your policy to Tim and Bryan.

Tim – Need for a Data Security Committee to look at data system wide and report back to the IT sub council.

Next Meeting (April 21, 2013 Fall Creek Falls)   **Bruce Petryshak**
    Theme – Needs to be decided.
    Reid will check on putting this together.
    Need to get bandwidth at Fall Creek Falls
Finalize Date for July, 2013 Meeting at TBR   **All**
    July 16th
Adjourn   **Bruce Petryshak**
    7:37