

University Computing Standards Committee Meeting  
9:30 a.m. January 10, 2001  
D.H. Hill Library, Administrative Conference Room

Steve Keto, Sam Averitt, co-chairs

Voting members present:

Frank Bruckless, Baran Erkel, Perry L. Grady, John Isenhour, Harriet Mermes, Don Patty, Scott Payne, Joe Flowers (also Ryan Jones as a substitute), Gloria Hyatt (substitute for Betsy Mebane), Ray Kimsey, Barbara Kirby, Rick Liston, Tom Miller, Bill Scott, John Tector, Gail Wilkerson

Technical advisors present:

Mardecia Bell, Pete Evans, Mike Freeman, Alan Galloway, Gwen Halzehurst, John Klein, Tim Lowman, Bill Padgett, Joe Perez, Greg Sparks, Jennifer Van Horn

- Welcome  
Sam Averitt called the meeting to order.
- Approval of Minute  
The Committee unanimously approved the meeting from the November 8<sup>th</sup> meeting.

#### **AGENDA**

- **Campus IT presentations:**  
Sam announced that Terry Thompson, Coordinator for Assistive and Information Technology, would not deliver his presentation due to an illness. Sam will ask Terry to attend the next scheduled University Computing Standards Committee meeting on Wednesday, February 14th.

Sam also noted that nametags had been created for voting members to distinguish voting members from technical advisors. Some nametags, however, were not printed.

- **Committee/topic reports**
  - Data and Data Access Standards:  
Mardecia Bell reported that Ron Melbourne, Administrative Computing Services assistant director of Database/Security/and Distributive Systems and Support, has completed a security review and forwarded recommendations to George Worsley, Associate Vice Chancellor of Finance and Business. The Committee also has reviewed the Automated Security Access Process (ASAP) application and has recommended that the Financials System be added to the ASAP System and that security administration for both the Human Resources and the Financials systems should be handled by the same security administrator. The Committee is also in the process of reviewing the University's Data Management Procedures, which is the governing document that outlines the procedures by which data is approved.

The revised document will be forwarded to Mr. Worsley as a recommendation and approved by Chancellor Marye Anne Fox. The Committee hopes to have the recommendations submitted by the end January.

Steve Keto commented that the Committee will meet next week to review the University's Data Management Procedures.

- User Authentication:

Mardecia reported that Administrative Computing Service has completed the reconciliation of Human Resources and Financials userids with Unity users. On December 18<sup>th</sup>, Braintree's IntraSecure software, which facilitates the synchronization of passwords across the four PeopleSoft environments, was implemented. The ACS Help Desk received 250 calls that day. Mardecia asked members to encourage their users to sign onto either the Human Resources or Financials System Production /Reporting to reset their passwords. Users will then be instructed to complete three questions/answers for verification purposes. Beginning February 1, anyone who needs a password reset will have to provide the ACS Help Desk with an answer to one of their supplied questions or present photo identification to Help Desk staff in the Room 307 of the Hillsborough Building. Mardecia said ACS has identified users who have not sign onto the system and will send departments a listing of these users so they can encourage them to sign on and complete the questions and answers.

Mardecia also commented that the list would be sent to those individuals who are responsible for approving data access requests within the department/college. ACS is also looking into sending individual emails to those who are in noncompliance.

Steve commented that the Committee's reaction to change the initial default password, which was the social security number reversed, resulted in a change to the default password.

- Communications and Networking/MLK network and service scheduled outage:

Jennifer Van Horn reported that there would be a network data outage to install a new UPS in the computer room of the Hillsborough Building during Martin Luther King, Jr. Holiday weekend (January 13-14). The outage is scheduled to begin at 6 p.m. on Saturday, January 13<sup>th</sup>. Data network services are scheduled to be fully restored by 4 p.m. on Sunday, January 14. This is the second time that the University has experienced an outage of this length. Jennifer said a bypass switch would be used for power support. ACS also will be sharing the UPS with ComTech.

Jennifer commented that an email regarding the outage was sent to Unity users last Thursday and NCS has sent notices to administrative users. There will be a rebroadcast sent to Unity and NCS users again today. There were notices published in the *Bulletin* last Friday and on the front page of today's *Technician*. Frequently Asked Questions (FAQ's) concerning the outage can be found at the following web address: <http://comtech.ncsu.edu/news/upsoutage.html> .

John Tector asked what UPS stood for. Jennifer replied Uninterruptable Power Supply.

Alan Galloway noted that Unity and web servers would be down during the outage. All services would be down beginning 6 p.m. on Saturday and expected back up by 4 p.m. on Sunday.

Mardecia added that it might take ACS a little longer to bring the administrative services online because these services are dependent on Information Technology's services.

Don Patty asked if IT or NCS would be performing any maintenance during this time.

Jennifer said on the network, her unit would be upgrading some of its cards on the routers. Alan said IT would be doing some minor upgrades. Greg Sparks said NCS would be performing regular maintenance. Bill Padgett stated that Room 208 of Information Technology would be open and staff would be available to assist customers with questions during the outage. Campus can call 515-HELP for assistance.

Don asked if the labs would be closed. Bill Padgett said the labs would be closed because they rely on the network.

- **Data Billing:**  
Jennifer reported that data billing would be sent out as service unit billing at the end of March. Jennifer said ComTech customers would be charged per port. For the next fiscal year, ComTech is looking at the possibility of charging by IP address. She said ComTech would eventually like to include the charge on the monthly telephone bills and charge at the college level. She will provide the Committee with further information as it becomes available.
- **Wireless**  
Jennifer reported that the Network Department has experienced a lot of employee turnover and a lot of initiatives have not gone as quickly as she had hoped. Some of those have been the Nomadic and wireless initiatives. Nomadic is in beta in Nelson and D.H. Hill Library. Jennifer said ComTech has spoken with Lucent Technologies about reverse firewall software, which allows ComTech to authenticate. As far as wireless, the University is supporting Lucent and Cisco products. There are no campus beta sites yet for wireless.
- **Electronic Mail and Directory Service**  
Was postponed to the New Business category
- **PeopleSoft Implementation**

Gwen Halzehurst, director of Enterprise Information Systems, reported that at the last meeting, EIS was gearing up to produce the bills for the spring semester. Those were done with the exception of late registrants and life long education bills. Those were all generated in the months of November and December without any downtime in the normal Monday through Friday production window. It was the first billing cycle out of the PeopleSoft Financials System where the production window was not impacted. Those bills did include Financial Aid for the first time. Financial Aid was also included in the cancellation process. Gwen said Financial Aid checks were printed on campus for the first time in January and 1099 and 1098 production is continuing. The Financials Team also kicked off a major initiative to eliminate the FAS System out of month-end and year-end closing processes. To do so, the Team needs to deliver reporting out of the PeopleSoft Financials environment. The Team has been working with UBO's and others from central offices to develop those types of reports.

Gwen also reported that training for the Financials System would begin soon. A new class, an introduction to the PeopleSoft Systems, will be given so users will be educated on the special interest groups available, listserves, subscribing to updates, obtaining security access and training classes. The Accounting Office is updating training on Version 7.0 of its module. This is the first time training has been offered in more than a year. She also reported that the Financials Performance Team has been created and has realized some quick successes in background processes. The Financials Performance Team is also continuing to fine-tune the system. The Financials Team has also worked with the University Business Officers to determine and address the UBO's major concerns and needs in the Financials and Human Resources systems.

Gwen reported that the Human Resources Team has loaded and implemented all tax upgrades needed for the Year 2000. The Team also is working to complete W2 forms.

Rick Liston inquired about the implementation date of the extract database. Gwen said mid-march is the target date. Gwen said the denormalized tables, which are the equivalent of the extract databases, are ready but the Team has to implement the replication server first. The replication server is scheduled for implementation at the end of January. Gwen said the team also has issues to resolve in the Human Resources Reporting Databases from a performance standpoint before campus is encouraged to run more reports or queries.

Rick asked if the tables being used in the current reporting database would remain in production or would they be retired. Gwen said that they would all stay in production, because the denormalized tables would be additions.

Gwen reported that both prioritization teams for Human Resources and Financials will meet in January. The teams look at all requests to determine what recommendations they want to make and which issues need to be resolved first. That information is sent to the Steering Committee where resources are allocated. Gwen said Committee members should contact her if they want a representative from their

areas on the team.

- **Discussion and New Business**

- State Auditor Recommendation and Brief summary of discussion of implications Steve reported that there was a state audit of the Accounts Payable system. There were a total of 10 findings. The first priority is IntraSecure. Steve said he was generally satisfied with findings from the routine audit. He has to produce a response to the auditors' report within 10 days. Two items that directly impacted campus were the University's Data Management Procedures and the Business Continuity findings, which the Division is undertaking. The Division will also be looking at a Disaster Recovery plan for its client server and E10K environments. The auditors also recommended that all networks on campus should not permit more than three concurrent logins at one time. NCS has changed its processes. This recommendation will be drafted and presented to the full Committee as a formal standard.

Steve said the auditors did not investigate the single signon environment during their visit. They could, however, come back and review the Human Resources System.

Gwen remarked that all findings were what the auditors expected to find.

Bill Padgett asked about replicate resources for backup of the network server. Sam said the plans were not dead, but there were just not enough resources.

- Presentation-Overview of campus mail, calendaring and directory services

John Klein and Tim Lowman of Information Technology gave a presentation on the direction of directory services. Directory Services are software systems that respond to requests for information about entities. There are various types of directory services. Many services emulate or include other directory services. One of these directories is eDirectory. John said Novell's marketing services changed the Novell Directory Services (NDS) to Novell eDirectory this year. Novell eDirectory is a highly scalable, high performing secure directory service that can manage millions of objects such as users, applications, network devices and data. A second type of Directory Services is LDAP. Tim said LDAP or Lightweight Directory Access Protocol (OpenLDAP project) provides a simple protocol for directories ran over TCP/IP. Tim said other Directory Services include:

1. Whois (RFC954): TCP port 43 directory service for looking up names of people
2. White Pages: a directory service for locating individuals by name
3. X.500: The set of ITU-T standards covering electronic directory services.

Tim said IT has not been doing much work on directory services but has been working on the infrastructure to place directory services there.

Liston asked about the practical implication of the integrating all of these directory services. Tim said they would allow compilation of all information.

John Tector remarked that he has a problem with the inability to put an approximate name into the system. Tim said a fuzzy logic featured in the LPAD would allow approximation.

John Isenhour asked about the generation of certificates. John Klein said the generation of certificates is quite easy but getting them out is difficult.

- Email Services

Alan also gave a presentation on Email Services. He discussed services currently available on campus, what types of servers are operating on campus, what types of mail clients are used and whether there were any issues with current services. Alan said the current email services on campus are Eos/Unix, NCS Groupwise services and other departmental/individual services. There are approximately 619 email servers on campus as of last December. The predominate server type is the Sendmail server. Other servers include Eudora, Mercury, GroupWise, Novonyx, IMS, UNIVNC, Microsoft Exchange/SMTP, Netscape and Qmail. There are also a number of mail clients as well. Alan said there are many issues facing email services such as securing email servers, security issues with certain mail servers, ongoing maintenance, backups and restoration of client mail files, lack of postmaster contact information for some servers, support for newer mailing systems, support for newer operating systems, support for directory services and support for additional MIME times/mail formats. Alan said there are a variety of mail services because of the different service needs.

Scott Payne asked if students were given IMAP accounts and staff and faculty POP accounts. Alan said all new students are setup with an IMAP account. He was unaware of faculty and staff.

Bill said to solve the diversity in the present system the Committee should propose one system for faculty.

Scott said there should be a standard default for all systems as opposed to individuals selecting a standard.

Gwen said the Desktop Standards Committee formerly headed by Mike O'Kane looked at a similar issue two years ago. The Committee suggested the use of two standards for exchanging documents outside of a user's department or office.

- Campus-wide calendaring

Tim's presentation focused on the criteria for calendaring, the evaluation of two products and the move forward toward campus-wide calendaring. Tim said the calendaring must have the following criteria:

- Calendar system must use existing account login names and passwords
- Clients must support a secure login for both native clients and web access
- Support for multiple platforms: Win9x/NT/2000, MAC and UNIX
- Cost per: user/client and any extras need to be low
- Inter-server communications (multi-campus)
- The number of servers required for 60,000 users (faculty/staff/student)
- Synchronization with PDAs
- Third party extensibility (a common API for accessing calendaring)
- Support for existing campus calendars (events, academic, etc.)

Tim said last March, IT began the evaluation of two products: Groupwise and Corporate Time. More than 400 users participated in a campus wide study via the NT-Discuss and CCCADM representatives. Those who participated were D.H. Hill Library, College of Physical and Mathematical Sciences, College of Engineering, Systems, Office of the Provost, Administrative Computing Services, College of Agriculture Life Sciences and the College of Textiles. The results of the survey are located at <http://www.ncsu.edu/it/cst/> .

Don Patty asked what were the bottom-line results. Tim said more users liked Corporate Time. Users did not have to install a lot of applications, Corporate Time supported native clients for PC, MAC and Unix and it easily integrated into the Cobra System.

Greg said he believed this was an issue to look at again. He inquired about a steering committee to examine the client. Sam asked if there should be three separate committees or two committees. Greg said he hopes that the Committee looks at email and calendaring together and directory services as a separate item.

John said that directory services and email were more connected than email and calendaring.

Rick said he thought there should be one larger group that is divided into subgroups that would work with others on campus. John said he would support that.

- **Next Meeting**

Sam suggested that the Committee continue to meet monthly. The next meeting will be held at 9:30 a.m. February 14, 2001 in the Administrative Conference Room of D.H. Hill Library.