

**University Computing Standards Committee Minutes**  
**9 a.m. Wednesday, July 21, 1999**  
**D.H. Hill Library**  
**Administrative Conference Room**

**Members in Attendance:**

Sam Averitt  
Mardecia Bell  
Bill Coleman (substitute for John Ulmschneider)  
Hugh Devine  
Pete Evans  
Mike Freeman  
Kevin Gamble  
Gwen Hazlehurst  
Carl Malstrom  
Ronald Melbourne  
Betsy Mebane  
Harriet Mermes  
Tom Miller  
Robin Pasquarello  
Diane Schuster  
Dan Steen  
Jennifer Van Horn

**Guests:**

Bill Padgett  
Ed Rogers  
Tom Warner

**1. Opening**

Sam Averitt called the meeting to order at 9 a.m.

**2. Approve May 17, 1999 minutes**

The May 17, 1999 minutes were approved unanimously with the following clarification made by Bill Padgett. Padgett wants the minutes to reflect that while no common computing standards exist for faculty and staff members, there have always been computing standards for students.

**3. Special Topics:**

**a. University Wiring Standard Update: Ed Rogers**

Ed Rogers gave a status update on the University Wiring Standard Version 2 Development. The purpose of UWS 2.0 is to develop a new standard to replace the existing Cat5 basing wiring standard. A new standard is needed for the following reasons: demise of 10Base 2, lack of widespread use of coax video cable; the old standard is not UNC GA compliant, most manufacturers have stopped or will soon cease manufacturing Cat5, Gigabit Ethernet is coming, and the hard infrastructure upgrades will take longer than electronics upgrades. Telecommunications choices for the horizontal include fiber to the desk, Cat7, Cat5E (Enhanced) and Cat6. Telecommunications has received RFIs from cross-connect manufacturers and has spoken to representatives from three manufacturers. Telecom is proposing the Symphony System which is manufactured by Krone, Belden and Siecor. This System was chosen because its electronic performance numbers dominated the other two finalist--Lucent and AMP. It was also chosen for the following reasons: history of quality of components, the only system wherein voice and data terminations use the same hardware, and it is the least expensive of the other two systems. Rogers presented some negative aspects of the Symphony System which included the fact that all Cat6 cables use a "gimmick" to achieve increased performance. Belden's cable construction is unorthodox, potentially requiring additional precision in installation and termination. Krone has fewer distributors and potentially longer lead times than some other manufacturers. Rogers said Telecommunications will review findings to develop final recommendation of principles and product line through a volunteer subcommittee. They will also complete a guinea pig project in the West Dunn Building, start wiring current projects in progress (Williams, Price, Grinnells, TV Center, McKimmon Center, etc.) and develop a full wiring standard document. The presentation is accessible via

the Web at the University Computing Standards home page at [http://www1.acs.ncsu.edu/standards\\_minutes/presentations.htm](http://www1.acs.ncsu.edu/standards_minutes/presentations.htm).

Several University Computing Standards Committee members volunteered to serve on Roger's subcommittee: Those members include Dan Steen, Carl Malstrom, Gwen Halzehrurst, Mardecia Bell and Rick Brown. Rogers will present findings of subcommittee's work at the next University Computing Standards Committee meeting in September.

**b. Network Security Subcommittee: Pete Evans**

No report was given.

**4. Data and Data Access Standards Subcommittee: Mardecia Bell**

Reported that efforts are being made to make the reporting database available within the PeopleSoft environment. The Financials reporting system is available but Human Resources is currently being worked on. Distributions of paychecks is the priority. Target is to have HR reporting system available by Monday, July 26. The subcommittee is aware that there are several colleges dependent on the database for interfaces into departmental system.

**5. User Authentication Subcommittee: Mardecia Bell**

Reported that subcommittee is working on synchronizing userids with Unity/EOS userids in the Financials System. Human Resources has synchronized users ids with Unity/EOS userids. The Financials Team is hoping to have a security administrator handle most of the work. The subcommittee is also working on userids for new employees and synchronizing passwords within the PeopleSoft system. The subcommittee is looking at a tool called SQL Secure to eliminate the confusion with passwords.

**6. Communication: Sam Averitt and Jennifer Van Horn**

Jennifer Van Horn reported that wiring will be completed in the last four dormitories –the tri-towers and Lee Hall– by next month. E.S. King Village will not be wired. Also reported that ResNet will be ready for student during the fall move-in.

Sam Averitt reported that as of June 30, NCState.Net will be using switched route technology from Cisco. The new technology has an access control list for security filtering. Diane Schuster reported that she is preparing a description of what the upgrade will consist of. She will send the description out this week.

**7. Electronic Mail/Directory Services: Gwen Halzehrurst**

LDAP Services: In the process of trying to develop database for feeds to colleges/units and other groups. Will work for the next few months on building an accurate distribution list.

**8. PeopleSoft Implementation: Ron Melbourne**

Reported that there is a weekly update on PeopleSoft Financials and Human Resources implementation being distributed to campus users. The most recent updates can be found via the Web on the PeopleProject homepage at <http://www.fis.ncsu.edu/peopleproject/>. Reported that as of June 28, the ACS Help Desk received more than 1,700 calls or approximately 125 calls per day. Melbourne said that because Human Resources training was done earlier in the year, people have forgotten some of the information covered within the classes.

Gwen Halzehrurst asked when the training facilities were available to customers for additional help. Mardecia Bell commented that the financials lab was closed due to scheduled refresher classes. Vernon Brikowski is the contact person for those users who need help, she said. For Human Resources, users should contact the Office of Academic Personnel and its staff will determine if users actually need to come to the lab or can receive help over the telephone.

Ron Melbourne also reported that a week before Human Resources went live, there were some problems with connectors on the E10000. The shelf lives on the connectors were one year, but had been used for more than 18 months. All of the 50 connectors have been replaced. The E10000 experienced a six-hour outage last Thursday, he said.

Pete Evans reported that he is currently running a PeopleSoft user group within the College of Physical and Mathematical Sciences (PAMS). Users reported having printing problems. Users also felt that the directions in the manuals were not in line with the actual task. Reported that help responses is getting better with both

PeopleSoft systems, but that there is a two- to-three-day delay for replies. Users have forgotten their questions by then, he said.

Ron Melbourne said two additional consultants will join the Help Desk staff and that a Human Resources functional user is on the Help Desk to help the first line support.

Mardecia Bell said ACS is in the process of reviewing calls and solutions and will be posting those soon. The Financials Team already has started a listing of frequently asked questions and will published those FAQs within the next few weeks.

Mardecia Bell commented that Human Resources recognizes that security wasn't working out in the beginning and that team is trying to fix it. She will address the situation with the implementation team.

Betsy Mebane made the comment that members should make people aware that with the implementation of a large system, there will be problems. Users should be more forgiving and tolerant with system problems, she said. Users need to identify people within their colleges who can help them with their problems.

Gwen Halzehurst asked if the Help Desk staff members were including solutions on Remedy for Web use. Mardecia Bell said that the Help Desk staff members were placing solutions into Remedy and that campus and LAN users will have access to the Web product.

Mardecia Bell also commented that Administrative and Computing Services (ACS) and Network and Client Services are looking into performance problems with the Novell Application Launcher (NAL). The two units are trying to determine if the problems are related to the implementation of the NAL.

#### **Other Items/Issues: Committee Members**

Bill Padgett said that when we as a university start to roll out distance learning, we need to look at standards, commonalities and functionalities. He said he will pull a group together of interested people within the colleges to look at this issue.

Carl Malstrom reminded members that there is a University Standards Committee listserve: [standards\\_1@listserve.ncsu.edu](mailto:standards_1@listserve.ncsu.edu).

Mardecia Bell reminded members that the Automated Security Access Process (ASAP) is a replacement for the ACS025 form. ASAP is accessible from the ACS homepage at <http://www.fis.ncsu.edu/acs>. Bell said if the right designees aren't assigned in ASAP to send her or Dennis Norris an e-mail message to add the correct information.