CSU Subnet Managers Meeting

Wednesday, Nov. 18, 2015

At this time of year, I like to quote Arthur Carlson from “WKRP in Cincinnati”:

“As God as my witness,
I thought turkeys could fly!”
Agenda

- ACNS cloud server update - Scott Baily
- Office 365 Update - Dave Hoffman
- Campus Project Managers Users Group - Dave Hoffman
- Information Systems Update - Josh Clark
- VOIP Update - Kyle Haefner
- Licensing Updates - Diane Noren
Agenda (cont.)

- Canvas Update - Kevin Nolan
- Security Update - Steve Lovaas
- Networking Update - Greg Redder
Central Cloud Server/Storage Infrastructure Update

Scott Baily, ACNS
Office 365, MX Records & SPAM Filtering

Dave Hoffman, ACNS
- All Users moved to Office 365 with exceptions
  - EWS Users (in process)
  - VMOMBs (will begin soon)

- MX Records have been redirected to Office 365

- Proofpoint has been decommissioned and we are now using Microsoft SPAM Filtering
  - Junk e-Mail Folder in Outlook
  - Setup Rules
    - Manage Safe, Trusted & Blocked email settings
    - Update Junk Mail Levels of protection
    - [http://help.mail.colostate.edu/tt_O365_junk_email_settings.aspx](http://help.mail.colostate.edu/tt_O365_junk_email_settings.aspx)

11/18/2015
Requesting Projects from ACNS
Online form available on acns.colostate.edu
Form received and scoped by ACNS
Request given to ACAA Committee
   Advisory Committee for Academic Applications

Committee will review and Prioritize in with other ACNS Projects

You will receive notification
   Project Rejected
   Project Needs More information
   Project is approved and scheduled

11/18/2015
CSU Project Managers
Users Group

Dave Hoffman, ACNS
First Meeting with 25 People on November 6

Next Meeting is Monday, December 7 at 3:00pm in the Morgan Library Event Hall

Meetings will be monthly

Email Dave.Hoffman@colostate.edu if interested
Information Systems Update

Josh Clark, IS

- Banner
- KFS
- HR
VoIP Stats

Kyle Haefner, ACNS/Telecom

- Phones
  - Previous 5,634
  - Current 5,872
- 1,978,311 calls in 2015
- 100% uptime since 06/12/2014

**Telephobia**: an actual psychological term describing the fear of making or receiving calls.
## Upcoming Buildings

<table>
<thead>
<tr>
<th>Building Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>VTH/DMC</td>
<td>Q4 2015</td>
</tr>
<tr>
<td>CEMML</td>
<td>February 2016</td>
</tr>
<tr>
<td>Weber</td>
<td>March 2016</td>
</tr>
<tr>
<td>GSB</td>
<td>April 2016</td>
</tr>
<tr>
<td>Yates</td>
<td>May 2016</td>
</tr>
<tr>
<td>Engineering Buildings</td>
<td>Q3 2016- Q4 2016</td>
</tr>
<tr>
<td>Glover - Engineering Side</td>
<td></td>
</tr>
</tbody>
</table>

11/18/2015
Reminders

- Moving Phones - Don’t!
  - Telecom will move them for FREE
  - We now send a friendly email 😊

- No Building Power = No network = No Phone
Additional Projects

- User editable Phone Tree audio
- Call Center
- Group call out
- SIP Trunking
- Push alerts to phones
- Multicast Paging/Push to Talk
Licensing

Diane Noren, RAMtech

Adobe

- Acrobat Pro Campus wide
- FTE based
- Renews February
- Cost same as last year $11.25 per FTE

Creative Cloud

- Cost the same as last year
- $250.00 per Named User
- $175.00 per Device-must have computer name
- Must notify RAMtech if computer name changes

11/18/2015
Licensing

► Mathematica
  ► December renewal
  ► $275.00 per license via RAMtech
  ► $450 per license directly from Wolfram

► Microsoft
  ► Invoices Sent out this week
  ► Counts the same as last year

11/18/2015
RAMtech

- SPSS-Amos
  - January 1 renewal
  - Cost $65.00 per license
  - $1500.00 per license directly from IBM

- Apple
  - iPad Pro have arrived
  - Now Educational discounts on Ipads

- Questions?
Canvas Update

Kevin Nolan, ACNS

- New process to move final grades from Canvas grade book to new ARIESweb/Banner XE.
  - Download grade book as .csv
  - Upload into ARIESweb.
  - How To and Demos

- Spring courses created but Unpublished
  - Make sure assigned as instructor in ARIES.


COB: Kaltura, BlueJeans, Zaption
Security Updates

Steve Lovaas, IT Security Manager, ACNS
18 November, 2015
Security updates

- Security team changes
- New Nessus scanning process
- Pulse Connect Secure gateway update
- Juniper SSG firewalls EOL
- Border firewall annual review
Security team changes

- Welcome: Brian Dunnohew

- Angie Asmus back from maternity leave in a few weeks

- soc@colostate.edu gets to all three of us
New Nessus scanning process

- Second month almost complete, this time emailing subnet managers
- Email summary gives
  - Top 5 vulnerabilities
  - Top 5 hosts (by critical/high/medium/low/info)
  - Top x suggested remediations
- If you need more detail, I’ll send a link to the full report (html/csv)
- Expectation: CRITICAL vulnerabilities addressed immediately, and respond with a plan for addressing the HIGH ones. Medium, low, and info should be reviewed, and we’ll be tracking numbers.
Pulse Connect Secure Gateway Update

- Pulse Connect Secure = new name for “SSL Gateway”
  - Still https://secure.colostate.edu

- Original plan: upgrade over winter break
  - Recent Mac OS versions having trouble with Pulse client
  - Planning to upgrade over Thanksgiving instead

- Pulse client will move to version 5.1

- Transition to Pulse will be basically complete
  - Only Linux will still use “Network Connect”
  - Final phase-out of “Secure Application Manager”
Juniper SSG firewalls EOL

- End of Life announced for all SSG platforms
  - And End of Sale on all versions by January

- We’re upgrading to the SRX line as quickly as we can
- If you still have an SSG and we haven’t spoken, please contact me
Border Firewall Annual Review

- Security committee recommendation, approved by IAC
- Every border firewall exception purged or re-OK’d once a year
- Use the Border Firewall Query Tool for each of your subnets
  - http://www.acns.colostate.edu/Security
  - Email or hard-copy OK
  - Clear Yes/No for every item
  - Identify what each is for
- You can start now!
  - Cleanup/confirmation emails starting after Spring Break
  - Orphaned rules purged after end of Spring semester

11/18/2015
Questions?
NOC  (Network Operations Center)
Greg Redder

How standards proliferate:
(see: A/C chargers, character encodings, instant messaging, etc)

SITUATION: There are 14 competing standards.

14?! RIDICULOUS! We need to develop one universal standard that covers everyone's use cases. YEAH!

SOON:

SITUATION: There are 15 competing standards.

http://xkcd.com/927/
Agenda

- Traffic
- Networks in buildings and how to get on the right one!
- Building upgrades
- Wireless…of course!
- HP Gear on Amazon
Traffic

Global Internet

Peering Service to:
Microsoft
Apple
Google

TeliaSonera
Level3

FRGP

Research LAN

CSU

10G

10G

10G

7Gig!
Networks in buildings...

- "Building Public LAN": 129.82.x.y
- "Building Private LAN": 10.1.x.y or 10.2.x.y
- "Utility" network: Facilities only
- "VOIP"
- "Wireless"

How to get on the right one? Specify in comments of data service order.
Building Upgrades
Completed

Q3:
- GSB
- Deer Facility and Foxhound

Q4:
- CVMBS @ South Campus
Building Upgrades
Pending

In progress

- Yates
- Weber
- CEMML/VocEd

- Infrastructure at West Campus - more 10G support, bigger, better, faster!
Closet of shame!
After
Wireless

Current top issue:
  ► Use csu-eid if you have one! Not csu-guest.

PR Campaign:
  @csuwireless
  www.facebook.com/csuirleless

Relay issues through:
  – help@colostate.edu
  – 491-7276
  – Central IT Help Desk at Morgan Library.
Thank you!
noc@colostate.edu

<table>
<thead>
<tr>
<th>Security</th>
<th>Switching &amp; Routing</th>
<th>Wireless</th>
<th>VOIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Lovaas</td>
<td>Richard Duffy</td>
<td>Jim Farnell</td>
<td>Kyle Haefner</td>
</tr>
<tr>
<td>Angie Asmus</td>
<td>Nic Garrison</td>
<td>Steve Banghart</td>
<td>Robert Remsik</td>
</tr>
<tr>
<td>Brian Dunnohew</td>
<td>Trent Shane</td>
<td>Zack Davis</td>
<td></td>
</tr>
</tbody>
</table>

Manager: Greg Redder
Questions?

Have a Great Thanksgiving!

- Next Meeting:
  - Wednesday, March 23, 2016
  - 10 am - noon
  - LSC 372 - 374