Fall 2022
Subnet Managers
Sept. 21, 2022

Last Day of Summer!
Happy Equinox Eve!
A New Academic Year Begins!

- Div IT Website Redesign – Derek Molnar, Katie Hightower
- RAMTech Licensing – Joe Voilesky, Amy Metzger, Joe Rymski
- 365 Update – Lance Baatz
- IAM & Cybersecurity – Randy Miotke
- Networking & Telecommunications – Jason Huitt
- After Party! – Teams Voice Project Feedback / Q&A
DoIT Website: What’s Happening?

Division of IT websites are being refreshed/redesigned

Phase 1:
- Canvas
- Division of IT website
- IS website
- Selected ACNS pages

Phases 2 & 3:
- Project Services
- Staff Directory
- System Status update (one stop for DoIT systems)
- ACNS and Telecom departmental website content
- Other DoIT service websites and applications
DoIT Website: Why?

• To better reflect the re-organized Division of IT which encompasses ACNS, IS, Telecom, and Web Services
• To modernize the pages to reflect a more current, integrated design across the Division of IT
DoIT Website: When?

- Multiphase approach
  - Phase 1 will conclude by end of month
  - Phase 2 planning early October: rolling updates envisioned over 6 months
  - Phase 3 TBD
Thank you
RAMTech

Amy Metzger, Joe Rymski

• Adobe Creative Cloud
  – License form online
  
  https://ramtech.colostate.edu/departmental/software/#adobeccc
Microsoft 365 (& Google) - 3 Things to Know

1. Google Apps Storage
   - Google transitioning from “unlimited” storage to 100TB
   - Stats:
     - Usage has dropped from 2 to 1.3 petabytes (need to be under 100 TB)
     - Top 5 accounts consume almost 1 petabyte
     - 600 accounts over 25 GB (the new user quota Oct 2022)
   - Communications:
     - …are accelerating – latest sent on August 28
     - Continue to share monthly reports with CITAC
Microsoft 365 (& Google) - 3 Things to Know

Timeline
• November 30, 2022: accounts remaining over quota will be deleted to ensure the university's overall limit is not exceeded—this preserves full functionality for tens of thousands of Rams users
• October 1, 2022: accounts consuming over 25 GB of storage will no longer be able to add or edit files, docs, photos, etc.
• Summer 2022, Fall 2022: ongoing messaging about upcoming quotas to each account owner
• Spring 2022: initial messaging to account owners, plus campus IT governance planning and announcements
• Spring 2021: initial announcement to campus IT organizations

References: (available upon request!)
– https://eid.colostate.edu/gmail/storage.aspx (source of above timeline)
– http://mail.rams.colostate.edu/
2. Basic Authentication EOL for Exchange Online

• Reminder - Microsoft is turning off Basic Auth for the following protocols: MAPI, RPC, Offline Address Book (OAB), Exchange Web Services (EWS), POP, IMAP, Exchange ActiveSync (EAS), and Remote PowerShell.

• When? As early as October 1st but no official date set for our tenant
• Reports generated; Email sent to users
• More Info: Basic Authentication Deprecation in Exchange Online – May 2022 Update - Microsoft Tech Community
Microsoft 365 - 3 Things to Know

3. Microsoft Unified Support (Premier support replacement)

Campus benefits to be available soon:
- Access to open support tickets directly with MS
- On demand training and assessments
- And more…

Microsoft Advisory Group assisting with next steps
Cybersecurity Identity Management

• Randy Miotke - DoIT
eID to NetID migration

Phased implementation from November through May

1. Rebrand eID self-service
2. Complete adjustment of source data feeding midPoint
3. EID synchronization
4. Review period for weid_dir_person_00 data replacement
5. Merge eID/NetID email base data processes
6. Account provisioning
Cybersecurity Awareness Month

Week 1) MFA
Week 2) Phishing and Ransomware
Week 3) Passwords and password managers
Week 4) Updating software

• Resources from the National Cybersecurity Alliance
  – Communications and media

Partnering with CSU Pueblo – CSU System
Trivia and games every Friday
Agenda

• Wireless network updates
• Road map
• Teams Voice updates
Gratitude

• Subnet Managers and the campus IT community
  – Global Protect launch
  – SSID change
  – Teams Voice user onboarding
• Wireless – Zack Davis and Steve Banghart
• The whole NOC – Chase, Nic, Andy, Kevin and Angie
We’re hiring!

• Network & Security Operations is hiring
  – Information Security Engineer

  – https://jobs.colostate.edu/postings/111638
Wireless

- New SSIDs now in production!
  - csu-net – new production wireless network, replaces csu-eid
  - csu-visitor – new guest and IoT network
    - Protected with a captive portal (exception with HDS)
    - IoT functionality – available at wifi.colostate.edu/visitor

- Old SSIDs will be hidden or removed after 8/12 & 11/17
  - csu-guest removed – done!
  - csu-eid will be hidden – largely done!
  - Eduroam will not be impacted
Wireless – Quality Control & Improvement

- Aruba wireless network sensors
  - Deploying through the rest of Fall 2022

- Wireless funding comes from the UTFAB
  - Departmental wireless improvements are the responsibility of departments to fund – no central funding for non-GA
Captive Portal

- Prompting for name and e-mail address only!
- Portal will detect CSU e-mail addresses and redirect to csu-net as appropriate
- Access will be time limited to 24 hours
  - Small price to pay for added security
  - Guest Associate NetIDs are an avenue
  - IoT network is a band-aid only!
IoT Support

• Authorized users will be able to add their devices by MAC address at wifi.colostate.edu
  – Submit a ticket to the NOC if your account isn’t presently enabled

• Pre-registered devices will be connected to a dedicated VLAN that is separate from the rest of the visitor network

• Combining IoT and guest reduces SSID broadcasts
Obtaining NOC Support

• We can’t fix what we don’t know about!
  – Outages? E-mail noc@colostate.edu
  – We prefer tickets to track work, but false alarms are welcome
• Remember it takes time to have issues escalated to us
  – If you aren't getting what you need reach out to Angie and me directly
• Targeted engagements with colleges and divisions forthcoming
• Projects – either NOC or Telecom_Projects@mail.colostate.edu
Quick Survey!

• Is there any interest in a brown bag session on the role of a Subnet Manager?

• Please raise your hands in the chat!

   Enough people raised their hands, so we will schedule a brown bag session!
NOC Road Map

• Division of IT investment in 100Gb infrastructure
  – FRGP moving to 400Gb in H1 2023

• Completed maintenance this summer (more to come!):
  – Firewall upgrades
  – Wireless network router upgrades
  – Core router maintenance
  – Switch upgrades due to vulnerabilities

• JTC Uplift project

• Connexion peering & off-campus locations
Other notes…

• Pre-shared Key SSIDs
  – We will be working with individual Subnet Managers on a case-by-case basis
  – Merchants that you support should reach out to Zach Campain to move to our new solution

• Bandwidth restrictions
  – Setting change made yesterday – should drastically improve all main campus wireless performance
After Party! Teams Voice Project

• Feedback and Q&A
Teams Voice Updates

• Devices are on the way
  – Currently piloting devices and workflow with select partners
  – Note – we are not supporting devices purchased by departments

• Contact Center – replacement for eZuce
  – Procurement nearly complete – piloting for E&A
  – Will evaluate for campus-wide deployment after pilot
Teams Voice Updates

• The deadline is coming – June 30, 2024
  – Model built around 250 user/month, now needs to be 300-400

• We’re planning to schedule this for departments, beginning in Jan ‘23

• Reminder - send your own phones to Surplus
Teams Voice Updates – 911 Status

• All Teams calls to 911 route to CSUPD today, regardless of location

• Static “office” location data being used presently
  – Fix for off-campus locations in flight

• Forthcoming project to map the campus network
  – Two-year project to map ~70,000 switch ports to data jacks
Teams Voice – Cost Recovery Update

- Consulting engagement July through November
- Thorough assessment of all Networking & Telecommunications business models
- Stakeholder engagement ongoing
- Recommendation to the Provost by Fall Break
Teams Voice Office Hours!

- Today – stick around!
- Thursday 9/29 @ 3:30PM
- More sessions to come dependent on demand
- If you can't make a session, submit a ticket!
Joe Volesky is movin’ on

Thanks, Joe, for 23+ years of service to CSU!

Next Subnet Managers Meeting:
Wednesday, November 30, 2022, 10 – 11:30 AM