Late Fall

Subnet Managers Meeting

Nov. 30, 2022

(Will photoshop in the snow later!)
What Should We Talk About?

Google Storage Update – Adam Warren
Welcome DoIT Acad. Tech Director, Desiree Bautista
DoIT Project Services Webpages – Dave Hoffman
IAM – Ron Charkowski
Farewell Randy Miotke!
MS 365 – 3 Things – Lance Baatz
Networking & Telecommunications – Jason Huitt
Google Apps – Adam Warren

• Lots of communication
• (Over-communication even)
• No surprises at this point
Progress – Google Apps

Mar 1: CSU Using 2.1 petabytes
   – ~600 accounts over 25GB each

Oct 1: 25 gigabyte quotas began

Nov 26: Using 265 terabytes
   – ~283 accounts over quota
Near Future – Google Apps

Dec 1: Get below 95 terabytes
   with ~30 accounts still over quota
   ~250 deleted

Dec 31: Get below 90 terabytes
   • ~25 active students with no M365: allowed
to stay over quota with limited function

Jan 1: Long term health
   • 10,000+ accounts preserved with full
   functionality
DoIT New Director of Academic Technology

Desiree Bautista
Comes to us from the CSU Online / Extended Campus team.

Welcome!

Thank you to Jamie McCue, who served as our interim director for the last couple of years!
What could possibly go wrong during a live demo?
• eID -> NetID rebranding completed
  • eid.colostate.edu remains in place

• Phased Migration
  • Data challenges – complex systems
  • weid_dir_person_00 table will be replaced by midPoint directory table. Data targeted to be available Q1 2023
  • midPoint targeted to be LDAP provisioning engine for all internal identities Q1-Q2 2023
  • Summer 2023 targeted cutover date
Farewell Randy Miotke

Thanks for all of your years at CSU!

Reception for Randy Today:
Wednesday, Nov 30
3 – 5 ish pm
LSC Ballroom, 350A
Microsoft 365 - 3 Things to Know

“Four shalt thou not count, neither count thou two, excepting that thou then proceed to three.”

1. Microsoft Unified Support (Premier Support Replacement)
   
   • Now available to the CSU IT Community!
     
     o Members of the CSU Microsoft Advisory Group (Microsoft Team) added by default
     
     o Others can be added upon request – send request to help@colostate.edu
   
   • More info:
     
     o https://it.colostate.edu/microsoft-unified-enterprise-support/
Microsoft 365 - 3 Things to Know

2. Basic Authentication End of Life 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? Sometime after January 1st

- Reports generated; Email sent to users

- More info: [Basic Authentication Deprecation in Exchange Online – September 2022 Update - Microsoft Community Hub](https://aka.ms/2022/09/basicauthdeprecation)
Microsoft 365 - 3 Things to Know

3. On the roadmap

• Email Security Review
• NetID 2.0
• Extending Colostate Active Directory to CSU Pueblo
Networking & Telecommunications Updates

Jason Huitt

November 30, 2022
Agenda

• Wireless network updates
• Road map
• Teams Voice updates
General Updates

• Welcome Bond Alexander!
  – Joining the wireless team of Steve Banghart and Zack Davis

• Network Chargeback Revamp update
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 11/17
  – csu-guest removed – still in remote locations, almost there!
  – csu-eid is hidden – 24 APs and six clients to go!
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
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
  – Removed as of fall 2022 for all main campus wireless

• Regular Outage Windows – *in development*

• DUO Mobile Phone Credits

• DUO Mobile Android 8 & 9, and iOS 13 end of support Feb 9, 2023
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
NOC Road Map

• Division of IT investment in 100Gb infrastructure
  – FRGP moving to 400Gb in H1 2023
  – Note – HPC use cases require special networking and proactive engagement!

• Maintenance Upcoming:
  – Switch upgrades due to vulnerabilities (ongoing)
  – VPN maintenance (updates… and - login page changing)

• Connexion peering & off-campus locations

• FRGP direct peering w/ Microsoft - RTT at 5ms from ~80ms

• JTC Uplift project
# JTC Capital IT Request

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Teams Voice Devices

- Objectives:
  - Build a sustainable model for CSU Telecom to resell Teams Voice devices to campus departments
    - *We still believe that the soft client is the best way to interact with Teams for most telephony*
  - Democratize devices purchases to allow departments to plot their own path for endpoints
    - CSU Telecom is not staffed to support a VoIP rollout as we were in 2008
    - Demand is difficult to forecast

- Caution: Early Adopter Territory Ahead!
Teams Voice Devices

• Challenges:
  – Teams Voice device ecosystem is Android-based, consumer-grade in nature
    • Security updates? Default password changed? Username/password right?
  – Reasonable expectation of three-year lifecycle
    • We are preferring devices from a constrained manufacturer list
    • Too many devices to test everything
    • Importance of Teams Voice client update eligibility
  – BYOD = BYOS*

• New information web page!
  – https://it.colostate.edu/teams-voice/teams-voice-devices/
Teams Voice Device Lifecycle

• We are reserving the right to seek and remove these devices if they fall out of security compliance.

• We would reasonably expect a useful lifespan on these "consumer grade devices" to be about two to three years.
  – If that's too much of a risk, please steer your users to the soft client which will always be remain compliant.

• Investigating other technology options to address this.
Teams Voice Updates

- Contact Center – replacement for eZuce
  - Procurement 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 with departments, beginning in Jan ‘23

- Reminder - send your legacy VoIP 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 ~64,000 switch ports to data jacks
    • Potential outages and connectivity disruptions
  – Likely to require changes to communication room access
  – Certain to require decoupling of buildings and VLANs
Upcoming Teams Voice Events

- PDI session for front desk and shared line environments
- Office Hours at PDI
- More sessions to come dependent on demand
- If you can't make a session, submit a ticket!
In case you may have forgotten…

In the immortal words of Arthur Carlson, WKRP in Cincinnati

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

Hope you had a great Thanksgiving!
Fall Semester is almost over.
Hope you have a peaceful and restful holiday.
Merry! Happy!