

Communications Technology Advisory Group (CTAG)

1:00 p.m., SSB 375

Thursday, February 7, 2008

Present: Scott Christner, Ken Fansler, Scott Genung, Tom Heintzman, Krena Hoyt, Steve Menken, Dudley Roach, Brent Simonds, Patrick Tower, Pam Burress

Absent: Dustin Brown, Steve Coan, John Foster, Terry Foster, Stefanie McAllister

Guest: Bill Hammond (substituting for Steve Coan)

VOIP

- ✓ Scott shared the final “VoIP at Illinois State University – Executive Summary” document. A full version will be available soon.
- ✓ The next step is to fine tune specific features, so, John Foster is adding names of people willing to test and give feedback on the VoIP instruments (only 40 available soon). If you are interested, please submit to John F. the names of 1 admin and 1 tech person from your respective areas.
- ✓ Discussions pertaining to the E911 system regarding VoIP have been questioning how and where emergency power should be provided in wiring closets with VoIP connections since if the switch is down, the phones cannot work (unlike conventional telephone instruments).
- ✓ It is anticipated that the Alumni Center will have the new VoIP services installed this May/June time period. Also, Stevenson and Vrooman VoIP implementations are being developed since departments will be moving into these areas over the summer.

VOICE MAIL

- ✓ Voice Mail notification (dial and cellular)

CELLULAR POLICY PROCEDURES

- ✓ Scott distributed the copy of the “9.4.9 – Procedure for Use of Cellular Services” document to the committee members.
- ✓ He explained how the reimbursement tiers were set up. It was suggested that somehow a tier choice reflex “for data only” since some use smart phones with data only and voice service not active (another example: air cards).
- ✓ The document also covers the process for requesting and cancelling stipends for employees, seeking a business reimbursement while receiving a stipend (ok since it might happen that usage is double during a period that would be considered outside the agreement reimbursement), and prepaid service are not allowed but an exemption can be requested.
- ✓ It was also discussed that any cellular phone equipment purchased with University dollars must not be donated at the end of its life... but rather, it must be turned back into Telecom to be sent back to the State (it’s their property).
- ✓ Violations of the procedures were also discussed, and how costs to terminate unauthorized service contracts are the responsibility of the requesting department.

WIRELESS

- ✓ Scott relayed that Telecom is in the process of locating places for additional iSpot signs for increased visibility to students.

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- ✓ Steve M. explained that the sponsored wireless project evaluations have been ongoing using the Cisco product.
- ✓ Unauthenticated devices are more popular, such as dual mode phones, building automation, and gaming consoles in residence halls. Steve M. and Scott G. are evaluating itouch equipment, but are finding it difficult or impossible to track logging and security.

10G

- ✓ Steve shared that the 4 core switching centers are now running on 10G switches.
- ✓ Around April 2008, Telecom hopes to have 10G switches available in the Julian Hall data center and possibly in the John Green data center.

EMERGENCY COMMUNICATIONS

- ✓ Scott shared that the subcommittee for Emergency Communications has submitted an RFP (request for purchase).
- ✓ The president has directed the committee to have an emergency communication system in place by the fall 2008 semester.

DIGITAL CITIZEN PROJECT

- ✓ Testing being done on escalated response software. There will be some problems with the initial test. Expect to target a house within Watterson as the next phase. The test will be expanded to all of Watterson Towers, followed by another test for a complete facility.
- ✓ For testing, however, p2p (peer-to-peer) cannot be blocked, which causes appropriate use policy violations (legal issues which are difficult to track).

MISCELLANEOUS

- ✓ Ken relayed that the Web VPN is working wonderfully for their needs in the COE. Steve M. announced that next year a 2nd appliance is in the budget.
- ✓ Scott C. asked when departmental level scripts can be built for mapping drives. Steve M. relayed that this will be available soon.
- ✓ Scott G. stated that future topics of discussion at CTAG meetings might include: video conferencing bridge, fiber channel connectivity for storage arrays, and SSL web proxy. He asked that any other topic ideas be forwarded to him.

NEXT MEETING DATES

- ✓ Thursday, March 6, 2008, 10:00am, SSB 314
- ✓ Thursday, April 3, 2008, 10:00am, SSB 314
- ✓ Thursday, May 8, 2008, 10:00am, SSB 314
- ✓ Thursday, June 5, 2008, 10:00am, SSB 314