

Communications Technology Advisory Group (CTAG)

9:00 a.m., SSB 314

Thursday, September 6, 2007

Present: Dustin Brown, Pam Burress, Scott Christner, Steve Coan, John Foster, Scott Genung, Tom Heintzman, Krena Hoyt, Stefanie McAllister, Steve Menken, Dudley Roach, Brent Simonds, Patrick Tower

Absent: Ken Fansler, Terry Foster

Guest: Sharon Stille

CELLULAR POLICY PROCEDURES

- ✓ Sharon Stille distributed a copy of the DRAFT 9.4.9 PROCEDURE FOR USE OF CELLULAR SERVICE FOR UNIVERSITY BUSINESS, which outlines how University employees are to request, purchase and use cellular service and equipment for University business.
 - Concern: the document does not state that reimbursement could not be given retroactively, and that maybe the document should include “from this port forward” from when the policy goes into effect.
 - Another concern: keeping a copy of the phone bill by the employee (if you only get an online copy, and it is not printed, then the record will not be available for an audit). Scott suggested that each fiscal agent and the employee must agree about the documents to be saved and with whom.
 - What about a percentage of insurance being reimbursable?
- ✓ Scott shared that the driving forces for the policy were the auditors and the IRS. The auditors want a policy for cell phone issues. The IRS is working on taxable benefits of cellular services.
- ✓ Scott would like feedback from this committee on the document by the end of next week.

DSL POLICY

- ✓ Since the cellular policy draft was written, it has spurred a look at a DSL policy. The Comptroller’s Office and the Auditor’s Office both see DSL services to be similar to cellular services.
 - DSL bills now see a new tax recovery on their Verizon bills that may also be included in reimbursement.
 - Some departments/areas REQUIRE their staff to respond from their residence, and therefore are willing to reimburse their employees for DSL charges. Since there is no way to track usage, the total bill is reimbursed.
 - Service costs vary from Verizon alone: \$29.95 to \$37.95. Since there are move offerings of services besides just DSL (like 3G broadband over cellular, satellite, and other local providers), the cost varies even greater.
 - Should we establish a fixed maximum amount for reimbursement? What is the rate of reimbursement? What if nothing but 1 very expensive service is available in the home area? Could an exception-based form be submitted? Please get feedback to Scott, since a draft will be in the works soon, and should be available for discussion by our next CTAG meeting.

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RESIDENTIAL BROADBAND

- ✓ Residential broadband is available in select markets now (East and West coasts), but Verizon is asking if there is a potential market here in the B-N area. Specifically if there is an academic market, like for distance education, video, or video-based collaboration.
 - Note that if there is a market, it still won't be available until 3 or 4 years from now.
 - Please get Scott any feedback or possibilities.
- ✓ FYI, 3G service is available now in town through Verizon (not very strong signal outside of town).
 - It was noted that EDVO-A is a better service than EDVO-0.
 - This is a service that could benefit employees who are traveling frequently and may tend to use technology away from home and the office.

CALL FORWARDING

- ✓ Call forwarding is available case-by-case now to forward your office phone to a local off-campus phone number.
 - A pilot project this fall will be available to participants to load test impact on the campus telephone trunking system. With this information, it could be possible to apply a global class of service change allowing all employees the capability to forward their office phones.
 - If you are interested in joining this pilot project, please contact John Foster.

SSL VPN SOLUTION

- ✓ SSL VPN solution from Juniper and does not require a client (there is one available, however). This solution uses a web browser instead.
 - SSL VPN offers a remote desktop feature allowing off-campus computers to take control of your office computer when set it up that way. License agreements must be taken into consideration.
 - Presently our licensing is for 1000 users (versus 5000 user license for our current Cisco VPN solution). SSL VPN authenticates off of LDAP and not off of AD. It also offers a split tunnel (versus our current VPN which does not), to keep traffic not destined for ISU off our network. It will also allow for customization down the road for departmental/divisional share mapping.
 - Release date is targeted for October 2007.
 - Cisco's VPN will remain since that is used widely for vendor access. This will also serve as a backup to the SSL VPN.

NEXT MEETING DATES

- ✓ Thursday, October 4, 2007, 10:00am, SSB 314
- ✓ Thursday, November 8, 2007, 10:00am, SSB 314
- ✓ Thursday, December 6,, 2007, 10:00am, SSB 314