

## Communications Technology Advisory Group (CTAG)

10:00 a.m., SSB 314

Friday, October 5, 2007

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

**Absent:** Dustin Brown, John Foster, Terry Foster, Stefanie McAllister, Dudley Roach

**Guest:** Sharon Stille, Seth Brockmeyer

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### CELLULAR POLICY PROCEDURES

- ✓ Scott distributed a copy of the updated 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. He summarized and discussed what had changed since the last meeting's input for the document.
- ✓ Scott distributed a document for the Illinois Administrative Code covering telephone usage policy ([www.ilga.gov/commission/jcar/admincode/044/044050300001300R.html](http://www.ilga.gov/commission/jcar/admincode/044/044050300001300R.html)) and discussed how this impacts how the draft of 9.4.9 procedure is affected by this document from the State of Illinois.
- ✓ Scott also distributed a copy of an Internal Revenue Service document ([www.irs.gov/govt/fslg/article/0,,id=167154,00.html](http://www.irs.gov/govt/fslg/article/0,,id=167154,00.html)) for reimbursing employees for employee-owned telephones for business-use.
- ✓ Since the IRS is requiring billing statements be submitted with the reimbursement documentation to the Comptroller's office within 60 days, paying taxes on the reimbursement amount may not be avoidable with the way the 9.4.9 draft is written.

### SSL VPN OR WEB-BASED VPN

- ✓ Steve announced that the current Cisco VPN is getting replaced by 2 redundant VPN clients with the same functionality.
- ✓ In addition to the current VPN, a new Web-based VPN is now available. This application has been released, and Telecom is working on publicizing it to the ISU community for use. It is now available from the Help Desk Web site.
- ✓ Seth Brockmeyer from Telecommunication and Networking demonstrated how the new web-based SSL VPN solution from Juniper appears to the ISU user. He also demonstrated the departmental administrative uses. Note that the campus and non-campus users have been separated out.
- ✓ Scott asked that members of this committee let other's know of this new SSL VPN. It will also be published in the ISU Report, may send out on ISUnet-L listserve, demonstrated in TTUG, and hopefully by word-of-mouth.

### INTERNET CHANGES

- ✓ Internet connectivity changes will be taking place over the next few weeks. Scott described how Illinois Century Network (ICN) (presently maximum of 179 mb/sec) and Level 3 Communications (presently maximum of 100 mb/sec) are the current Internet Service Providers. Internet traffic is balanced over both of these circuits to continue to maintain Internet service should one of these fail. With the Level 3 contact expiring soon, a new contact will be renegotiated offering capacity of 1Gb/s. By November, the resulting Internet capacity for campus will then be 1,179Mb/s.

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- ✓ Quality of Service (QoS) is presently based on a percentage of total capacity. (Internet applications have been categorized into 3 groups.) With the expected increase in bandwidth, all percentages for capacity will be increased, except for peer-to-peer applications.

### SERVICE PRICING

- ✓ Scott shared a copy of the 9/25/07 revision of the Telecommunications and networking charges for Fiscal Year 2008 ([www.telecom.ilstu.edu/ordering/service\\_pricing.pdf](http://www.telecom.ilstu.edu/ordering/service_pricing.pdf)).
  - One addition is for content switching context. This is for server survivability and load-balancing.
  - Another is for a pass-through cost for DID number (ex: a campus phone number for an application like desktop faxing).
  - Scott also highlighted a few charges simply for clarification, such as no charge for basic voice mail (enhanced voice mail was listed this year), and also for modem pool access which is no longer available or supported (users currently using this application may use it until it no longer works).
- ✓ Scott has been working to balance income with expenditures more accurately. Presently data costs about approximately 72% of Telecom's budget, while voice is just 28%. Since revenue is approximately 50% / 50%, adjustments need to be made beginning next fiscal year to attempt to bring data revenues more in line with the costs.

### CONFERENCING

- ✓ Scott explained that the video conferencing application was expensive to expand. Telecom is looking to market and expand audio conferencing using the present Sonexis bridge. Since the cost per license to expand is \$1K, alternate conferencing solutions are being looked into that included audio, video, and web conferencing. The goal is to find a solution that the entire campus can use so that individual units do not need to seek these services from outside hosting companies.

### EMERGENCY NOTIFICATION UPDATE

- ✓ Scott shared that a report from the Emergency Notification Committee was submitted to Steve Bragg this past July.
- ✓ Other documents have been submitted by other emergency departments to the VPs.
- ✓ VP Clap has a procedural committee determining who will be taking on what role for emergency situations.
- ✓ Not certain what the next steps will be, but directives will be sent from the VPs.

### NEXT MEETING DATES

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