

**Network Infrastructure and Services, Information Technology  
Experience & Engagement, and Collaborate Computing Solutions  
Advisory Subcommittee  
May 3, 2017**

William Dougherty welcomed the attendees, and the two additional department directors, Claire Gilbert (ITEE) and Marc DeBonis (CCS), introduced themselves.

A subcommittee membership list was distributed and William summarized the goal and mission of the group. He emphasized the desire to engage members of the Virginia Tech community to gain insight into their needs and experiences with the services and products of NI&S, ITEE, and CCS.

**NI&S Reorganization:** An NI&S organizational chart was distributed and a recent and ongoing reorganization was discussed. One purpose is to align the organizational structure with the services NI&S provides to the university. William showed slides and gave an overview of the chart, people and positions, prefaced with a reminder that while NI&S largely consists of cost recovery operations (auxiliary positions), there are also Educational and General (E&G) positions. William went through the org chart and described the management positions and their duties along with the units under each manager. Major changes have occurred on the data center side which is E&G, with an emphasis on cloud and other collaborative services, some of which Ludwig Gantner and Mike Moyer addressed. New teams exist, and on the data center side, a core team of four individuals who primarily support Advanced Research Computing (ARC) is now included. Brian Jones described his role as scrum master and Steve Lee addressed operations in his area

**ITEE Temporary Relocation:** Claire described the function of the ITEE units and the ongoing process of integrating the call center and service desk (under the 4Help umbrella) to become the Virginia Tech Information Center. They will be located together for various efficiencies. She expressed appreciation to those who helped make the temporary relocation become a reality.

**Istanbul rev of Service Now:** ServiceNow names revision after cities and countries; the current one is Istanbul. ServiceNow has a comprehensive, powerful and aggressive timeline with patches being released every 6-8 months. Virginia Tech does not implement the patches immediately upon release, but is working to ensure the releases are stable before installing. Claire reported on the Istanbul revision and the group discussed some of the issues. Tommy Regan brought up the project management module and it was discussed extensively. Members involved in the discussion will follow up on the items put forth. William commended the use of e-signatures for SSL and other server certificates. Claire is seeing more services use the service catalog.

**Collaborative Computing Services Ownership of Collaborative Services, Including G-Suite for Education:** Marc DeBonis provided an overview on the background of the development of the CCS Department. One service the department handles is G-suite in Education. He summarized the other areas of CCS and provided details on how the G-Suite operations evolved. Increased use of the cloud have affected the services,

agreements and policies. One role of CCS is to help mitigate problems and assure consistency for the user, and Marc commended Claire's assistance. ITEE receives all user questions.

**Exchange Online Migration Progress:** CCS maintains Exchange 2013 on premise environments. Many large on premise systems at the university have supported it. When the appropriate data use agreements and additional business work flows were in place, a decision was made to move to Exchange on-line. The migration process was begun with a few departments. That was successful and this week the VT general population has begun the migration. Marc explained the process, and he and William provided more background on the history. William noted he believes the current direction is the right one for Virginia Tech.

**Budget Reduction Impacts for Next Fiscal/Academic Year:** William reported he does not know at this time the specific figures for budget reductions. The E&G budget reduction won't directly impact the cost recovery portion of NI&S. Some indirect impact is anticipated, however, since we derive cost recovery funds through groups that are E&G funded. NI&S is working directly with the Office of the Vice President of IT & CIO on the E&G side of the budget. NI&S contributes toward financial aid for students which for several years has been over \$85,000 for direct financial aid to students. That funding will increase next year to just over \$110,000. That fee is a cost of NI&S to do business at the university. NI&S will prepare for some funding loss on the cost recovery side. The VP has asked all of his departments to review services to see which could be discontinued or those which could be replaced by more efficiently managed services. The latter could result in a short-term cost increase but long-term savings. Recommendations have been made and departments are awaiting feedback.

**Health Sciences Technology Division and Roanoke Campus:** The Virginia Tech Carilion School of Medicine is a public/private partnership between the two entities but is now transitioning to become an additional college at Virginia Tech. Virginia Tech will have its own (research) school of medicine. As a research college, the class size will be smaller than neighboring medical schools such as VCOM or UVa. The Carilion Research Institute in Roanoke, housed in the same building as the school of medicine, plans to build a new 36,000 square foot building on the Roanoke campus. The Health Sciences Division, to include the school of medicine and the research institute, will be an umbrella organization under a Vice President and is anticipated to be the forefront of Virginia Tech's future expansion. The School of Medicine is scheduled to transition to full Virginia Tech college status July 1, 2018. One of the challenges NI&S has faced is working with the network infrastructure equipment in the building that CRI and SOM currently share because the equipment will be at end of life (no longer supported by the vendor) by July of 2018. A good deal of infrastructure replacement will be required. Funding issues are being reviewed. This is an exciting project and yet a daunting task to protect data while providing access to the data in a resilient and performant manner.

**Quick Status of DAS Agreement and Subsequent Carriers:** Richard reviewed the history of DAS agreements and partnership on campus. There has been increased coverage and AT&T has moved Virginia Tech from one of its unfunded projects to funding. Pat Rodgers, Richard and the Virginia Tech Foundation are working to finalize the AT&T agreement. In view of AT&T's interest and intent to come on board, other carriers are now interested in participating, all of which is good for Virginia Tech. Various aspects of needs and coverage were discussed with the Stadium and football

season being a central part. Infrastructure work will continue. Tommy brought up the critical need for improved coverage inside the Athletic administrative buildings to support Athletic programs. There are both coverage and capacity issues the carriers are aware of, and Facilities is now involved in some of the discussions including growth phases. Funding or a sponsorship mechanism is a major part of accomplishing this. Off-line discussions will continue.

At the end of the agenda, there were questions and further discussion on technical issues, campus coverage, and carriers.

The next meeting of the subcommittee will be in the fall. Anyone with questions about the agenda or related issues should feel free to contact William, Claire, or Mark via email. For topics at the next meeting, please contact William or Gerry.