

Oartech
February 8, 2012

Introduction of Hosts

Oarnet Updates
Network updates, Tony Eller

Oarnet had their most serious fiber outage caused by AEP. It took out some clients in the Lima area, everyone else stayed up. At 2:15 the cut was verified, and the Lima area was down until 5 that evening. Their plan to reduce problem includes purchasing new wave lengths and additional spans. They have covered Lima to prevent this from happening again. They are working to bring enough spans up allow loss of Neilston without causing problems.

They are upgrading router capacity to 20Gig as they have seen peaks to 19Gig. Regular traffic runs up to 15-16Gb.

Ring identifiers help to indicate the areas of the state, but with a mesh topology they really don't indicate running areas.

They have added a new Qwest 10G to Columbus, and are upgrading Blue mile commodity from 1 Gb to 10Gb.

Client Services, Dana Rogers Cooper
She introduced the Client services representatives. Ann Zimmerman is out in California.
New members (returning to Oarnet) includes Ohio Dominican and are directly connected in now.

Oarnet is collaborating with Merit for emergency webhosting sites. During the fiber cut, they couldn't provide the emergency service for all the schools affected. They are using 2 factor authentication for access.

They are moving all colocations from Columbus to Wright state

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Renewed agreement for 2 years with VMware . The contract runs from

9/29/11 - 9/28/13 and the price list is available on the Oarnet web site. If you are getting messages that your contract has expired then call the 800 number and they can correct the problem.

Upcoming Events

Vmware, Etech, IPv6 Workshop \$75 in March at OARnet,
Megaconference JR

25th Anniversary Activities - hosting 2 national meetings: Quilt Fall meeting and the Statements CEO Roundtable with University of Cincinnati.

When to move from co-location site? They would like to say June 30th. They are still looking for a place in central Ohio with room for at least 20 racks and are looking at Owen's Community College as they have built a new facility.

Introduction of Attendees

Open Discussion - Question on wireless, and some discussion about non-university owned APs, and computers. Anyone doing Virtual desktops? There are some schools doing it in some computer labs, but looking at accessing those lab images from home. There are some problems with bandwidth due to full subscriptions. One school is splitting the dorms off to a separate line. They are looking at ways to schedule bandwidth availability. They talked about sites that have greater than 1 gig connections as some schools are hitting that limit. There was some discussion about going just wireless in the dorms. There was a comment that Verizon will compensate some sites if you are providing cell connections via wireless. There was also some conversation on augmenting cell signals on some areas on the campus.

Service Now

Our speaker notes he has 17 registered IP addresses in his home with 2 teenagers. They do not have data, but they use wifi because it is faster. There is an institution that is doing BYOD and doing role based authentication.

Scott Ferguson, Service Now

Question on ITIL uses, VMware, Cloud use (infrastructure as a service)

to get a feel for the room.

We are experiencing a "Seismic Shift". The first people in the world that knew about the earthquake in Japan was on Twitter. Facebook has over 600M active users and has redefined interactions. The shift is now toward immediacy. He uses Evernote with a dropbox to keep notes on meetings. Desktops have changed to the handheld devices. The cloud is now making this easy. He changed to Apple to streamline the way he can do things. It used to be you would pick up the phone and send an email, now everything is being done from the handheld devices and moving to the cloud. Personally you are moving to the cloud - banking, media, information, etc..., whether you realize it or not. Business is also moving to the cloud.

The evolution of service has moved from Client/Server to IT Service Management (Internet) to service automation (cloud processing). Software as a Service (SaaS) would be Service Now, Google Apps, etc.... The cloud has SaaS, PaaS (Platform as a service) to build your own apps even when you don't have any idea of the infrastructure, but you can build your app on it. IaaS, Infrastructure as a Service - gives you the hardware, but you build your own service. There are private clouds (e.g. a pool of VMs) that you control in your environment. Public clouds provided by a service provider, and there are hybrid clouds where you marry local infrastructure to the cloud infrastructure.

Benefits of the cloud: Agility, Speed (purchase time line is longer than bringing up one vm or cloud service); To acquire new hardware could easily take 6 months. Because of the speed of procurement of cloud there is no comparison. There is more mobility because everything is done on the cloud.

Cloud first Decision/Provisioning will be those things that can be moved quickly without affecting other services. You have to look at how you can manage the cloud and how you will run in the cloud. Things that would be run in the cloud should be high value and ready with a focus on customer service. An example is the ESPN guy at the OSU game that needs to get service to fix a problem, they scan the location and fix it before the ESPN guy walks away. The most important item in moving to the cloud is management. Hardware becomes software, computing

resources are fluid, and technology is more accessible. When IT loses management then your costs will skyrocket and customers move to other resources.

Governance - make sure you can get a dashboard to look at the management and monitoring to allow you know what it going on. You need to know that your service portfolio is available.

Self-Service - Your catalog and requests. Let your users know that if they come to you they can always get an answer, then they will come back. Things like a service portfolio, knowledge management helps provide this.

Zero-Touch Automation - Stop wasting people time on thing that can be automated and spend time on the things that cannot.

The business (requesting services from IT) from Service management (create an account , request a portal, etc...). The IT Department provides the service to the business. IT should be thought of as a service. The strategy is to move to design to transition to operations using continual service improvement providing information as you move from one step to another and then provide information back to the strategy to better define your strategy as you go back through the process.

Defining your cloud strategy - Understand what you have and what it is doing for you. Identify the existing service candidates that can be moved to the cloud. Leverage the cost and understand the impact and dependencies associated. You should know the governance requirements.

Can we just use the change management piece of service now without using everything? If you want to use only a few modules of Service now you can turn them on as you want to.

Define your strategy: Look at your provider no differently as your telephone provider, and define the roles of governance and understand the services provided and the performance of the provider. In the transition you want to document and execute the standardization and provide self-healing technique to the users. You need to track the

automated changes as well those that are dynamically updated.

For the operations: you provide the end users with a familiar self-service experience , measure the utilization and demand and empower the service desk to solve the cloud service issues.

When you start to look at continuous improvement you have to look at metrics, and dashboards to see how you are doing. Look at performance metrics and can you provide them to management via dashboards. Continually look at your customer satisfaction and use it to improve your process.

The cloud is something that is very powerful that everyone can use and we are using every day. How can we leverage that? You wrap your strategy around that advantage, put together a plan to provide it to your customers from everywhere. If they can go one place for all their needs, they will learn to come to you as they have more needs.

What about student organizations that go outside for resources, but then next year it needs to be past on to next group? The reason you have people going out to other services without asking you, then they view that they can't get what they need from ITS (it's a perception). They need to feel that they can get what they want from you within a reasonable period of time (to them not to you).

Oarnet is using Service Now and are very happy with the product. If the servers are down you can still create tickets.

ITIL training is available. There are some summary texts available: Visible OPs by Spafford.

Next meeting location. Found not many would drive to South East. So probably use Columbus. Tour of facilities at Lakeland will be provided after the meal.

Meeting was adjourned at 12:09.

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Teresa Beamer

Networks and Systems Administrator
Information Technology Services
Denison University