IT Open Forum

Information Technology Services

Engineering 285/287
5/16/2013
Open Forum Q&A Instructions

- Remote Users (those participating via WebEx) can ask questions during the speakers presentation

- There is a Chat & Q&A window. **Questions will only be answered in the Q&A window.** To do so, click on the Q&A window on the right side of the screen, click on the panelist name in the dropdown, type your question in the blank field and click send. Our Q&A Panelist will respond to your question

- If you don’t see the Q&A window, move your mouse to the top of the presentation and a drop-down menu will appear
Agenda

• **ISO Appointment Update:** Terry Vahey, AVP ITS & Deputy CIO

• **Unified Communications Deployment:** Don Baker, Senior Director Unified Communication Services, IT Services

• **Computing Services Support to Campus:** Greg Porter, Director of Computing Services, IT Services

• **IT Open Forum—Your Feedback:** Terry Vahey
ISO Appointment Update
Terry Vahey
Unified Communications Deployment
Don Baker
UC Pre-install Activities

- Department Contact identified
- Assist in the review and approval of existing telephone services
- Distributes introduction letter to department personnel
- Assists with implementation planning
- Assists in providing access to offices
- Floor plans—End user, Office#, Phone#
UC Pre-install Activities

- Department contact will assist in gathering the following optional feature choices for each user:
  - Reach-Me-Anywhere (RMA): Basically programmable call forwarding to any number
  - Mobility—Think of it as call park on steroids
  - For both RMA and Mobility, the UC department will need to know if the transfer is to a mobile device is iPhone, iPad or Android
  - Jabber—Soft phone client that may be requested to be installed on the Windows or Mac
During this initial UC deployment we will not be:

- Replacing classroom telephones
- Installing new fax lines
- Deploying any Contact Center agents

During this initial deployment we will be:

- Deploying phones outside of normal business hours
- Looking for a centralized E-fax solution
- Creating user portals for self-service
- Publishing call bridge *how to use* information
UC Scheduling Strategy

- Deployment will be by Department within a Building
  - Prepare building and coordinate with departments

- Factors driving scheduling:
  - Building network switches upgraded to support
  - Power over Ethernet (POE)
  - Building network over to Next Generation
  - Network
  - Departments with call centers to use Unified
  - Contact Center Enterprise (UCCE)
  - Departmental work peak times
UC Deployment—Summer 2013

• Selected for ease of changes (firewalls, size, etc.)
  • Music
  • Moss Landing Marine Labs (MLML)
  • HR/UPD Building
  • Faculty Office Building
  • Central Classroom Building
  • Hugh Gillis Hall/Washington Square
  • Student Union Expansion
  • Mod F
  • 210 N 4th Street
UC Deployment—Early Fall 2013

• Moderate change complexity (firewalls, size, etc.)
  • Art
  • Dudley Moorehead
  • Dwight Bentel Hall
  • IRC
  • Industrial Studies
  • Morris Dailey
  • South Campus
  • Sweeney Hall
  • Reid Hillview
  • Corp Yard/Central Plant
• Significant complexity (firewalls, size, UCCE, etc.)
  • Administration Building
  • Business Center/Business Tower
  • Clark
  • Duncan Hall
  • Engineering
  • Health
  • MacQuarrie Hall
  • Science
  • Student Services Center
  • Martin Luther King Library
UC Deployment—Completion

- Housing
- Classrooms
- Analog devices (FAX, alarms, etc.)
- Construction Buildings
  - Spartan Complex
  - Yoshihiro Uchida Hall
  - New Student Health
  - Student Union—Phase 2
Computing Services Support to Campus
Greg Porter
Who We Are

- **Computing Services are the server people and database people at SJSU**

- Our operations staff monitor and maintain our infrastructure at our primary data center at Delta College, and alternate data centers in the Computing Center on campus, and other locations

- We run the infrastructure (servers, storage, etc.) that is used to run campus application software

- Our system administrators take care of Windows, Linux and Solaris servers

- Our database administrators run a lot of the well used databases on campus—we do Oracle, SQL Server and MySQL
What We Do

• We’d like to help you with your server and database needs

• If you need to replace servers, in most cases you can use virtual servers we provide

• Contact us if you need system or database administrator help

• If you have physical servers, you can put them in our data center (co-location)

• In most cases, these services are no cost, or low cost to departments and colleges
Cloud? Whazzat?

- To understand cloud, you need to understand virtualization
- A cloud is an easy way to access virtual resources
Virtualization—Foundation for Cloud

• Virtualization is the modern way we run servers

  • *Real* servers these days have amazing performance, usually sitting idle

  • With software like VMware vSphere, we can make one *real* server host dozens of virtual servers
    • Maybe you’ve seen a Mac user run Fusion and start a Windows machine, running on a Mac

  • We have enterprise class infrastructure and can run hundreds of servers virtually

Powering Agility Through Technology
Computing Clouds

• ‘Cloud’ is an overused marketing term with little meaning

• We use cloud to mean a virtualization infrastructure designed so that customers have easy access to request and use their own machines

  • In the simplest case, you can make a paper cloud where you have paper based procedures for customers to request and be issued virtual machines

  • More mature clouds have self service web portals where authorized customers request machines

Powering Agility Through Technology
Types of Clouds

- **Private clouds** are ones you own, you’re the only user – better for security

- **Public clouds** are ones you rent from a third party (i.e. Amazon), shared with other users

- **Hybrid clouds** are a mixture, where you have tools to easily move your servers back and forth between your private cloud(s) and public clouds (cloudburst if busy)
SJSU Private Computing Cloud

- We have built the infrastructure for a private cloud at SJSU
- We can offer you virtual servers to host your applications
- Safe for critical *Level 1* data
  - We run it on our servers in our data center
- We support Windows and Linux
- These services are no cost to departments and colleges
Computing Services Uses This Too

• **We eat our own dog food**

• Almost all of our servers are virtual, or will be soon, on the infrastructure described

• We can run virtual machines both here (our old legacy alternate data center) or at our primary Delta College Data Center

• We are planning to move most servers currently here to Delta soon, over the summer
Server Co-location

- You really should consider migrating your applications to virtual servers

- If that just won’t work, then put your physical servers in our CC Data Center
  - It’s easier if they are rack mountable

- Our data centers are professional class
  - Good physical security, good for Level 1 data
  - Fire detection and suppression
  - Battery backup and generator
  - Professionally staffed
  - Great access to power and network

- Co-location services are no cost, or low cost to departments and colleges
Computing Request Procedures

• For either co-location or virtual servers, we currently have a paper forms based process

• For instructions and forms, see IT Services (http://its.sjsu.edu) and look for Computing Services (Available by June 1, 2013)

• Read the instructions, fill out the form, send it to us and we’ll meet with you to determine your needs

• Expected turn around time for new customer for virtual machine is 2 weeks
Coming Attractions

• We are working on using the infrastructure described to offer virtual desktops
  • For some use cases, labs perhaps, having easy to use desktops made from a central template and accessible from most devices whether on or off campus is compelling

• We are evaluating and soon will implement a true self service portal so you can order and use your machines without silly paper procedures
  • Get your stuff faster and easier
What Are Your questions?
IT Open Forum—Your Feedback

Terry Vahey
Your Feedback

Survey data and presentation slides will be placed at IT Services Presentations
(http://its.sjsu.edu/resources/presentations/index.html)

Recommendations:
• Allow more time for questions
• Slides have too much information. Detail might be too specific for audience. Fonts too small
• Please repeat questions for everyone to hear

Future topics:
• PeopleSoft
• UC Deployment Updates
• Overview of Technology and Mission
• Invite other SJSU information technology groups to present
“Quality means doing it right when no one is looking”

—Henry Ford
More Questions?

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