

IT Open Forum

February 26th 2014

Eng 285/287

Open Forum Q&A Instructions

- **WebEx Users:**
 - Recorded demos will play back through your computer speakers
 - To submit a question via WebEx, please use the Q&A panel in the bottom-right corner of your WebEx window.
 - The 'Ask' field should default to 'All Panelists', please be sure to send your questions to 'All Panelists', as questions sent to 'Host' or 'Presenter' will not be seen by the people monitoring the Q&A stream."
- WebEx Presentation with Q&A will be posted on its website after this event.

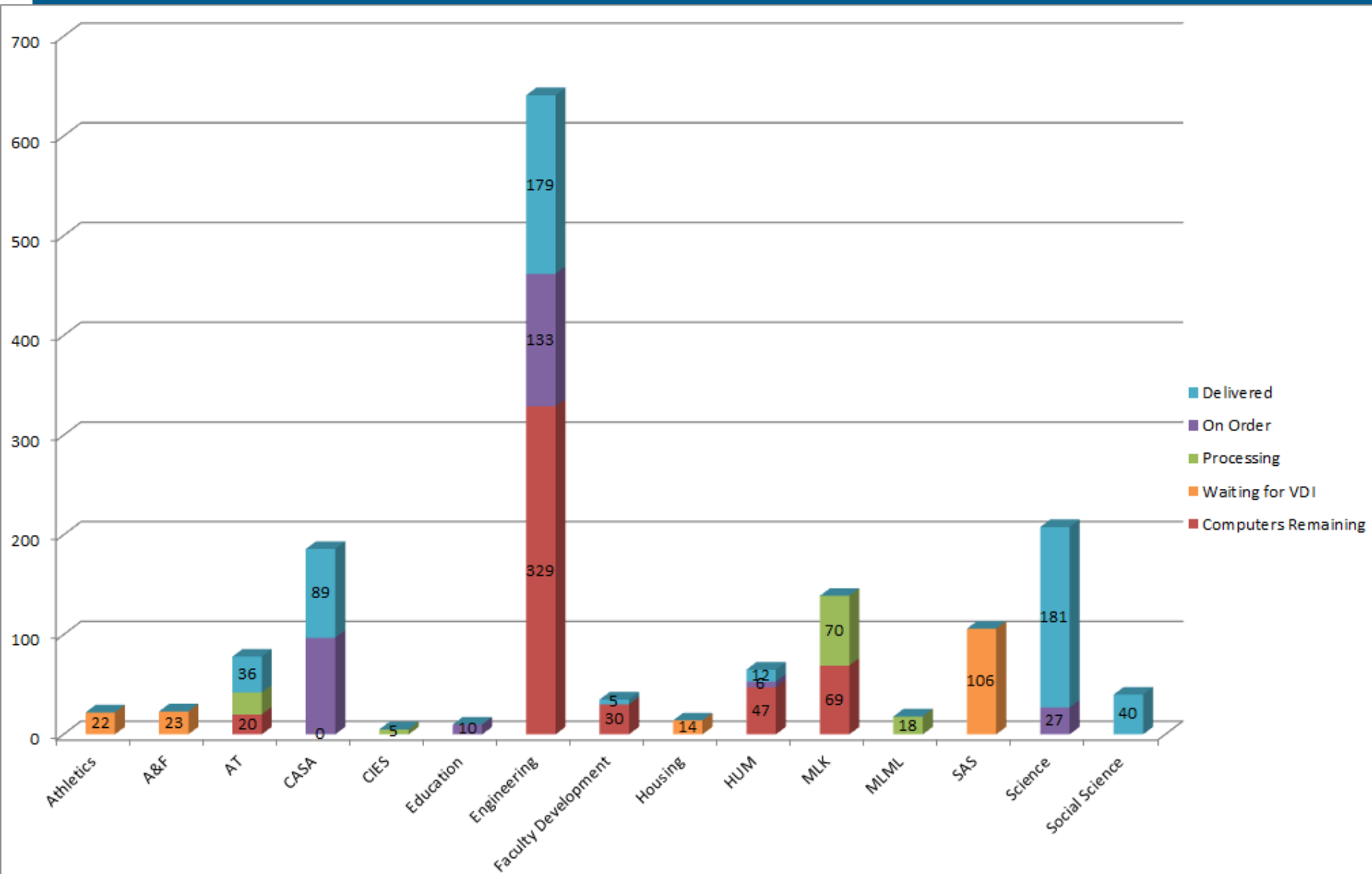
Agenda

- Workstation Refresh Program – Mike Cook
- Portal & Mobile – Mitesh Kini
- 2013 Accomplishments – Mike Cook
- 2014 Priorities – Mike Cook
- Next Gen Project Update – Shai Silberman

Workstation Refresh Program

Mike Cook

Workstation Lab Refresh



Portal & Mobile

Mitesh Kini

SJSU Portal and Mobile

Agenda

- **Overview**
 - SJSU Portal Platform
 - SJSU Mobile Platform
 - Benefits
 - Criteria
- **Approach**
- **Portal and Mobile Committee Feedback**
- **Next Steps**

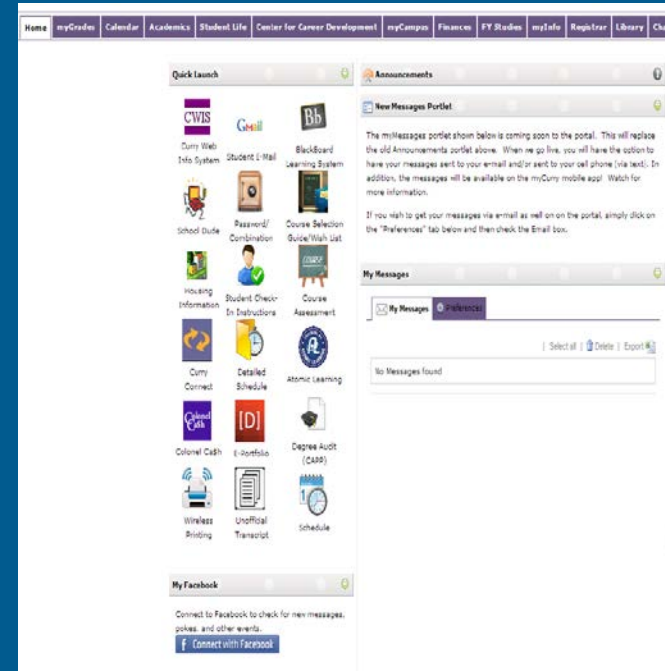


SJSU Portal Overview

SJSU Portal Platform:

- **Single sign-on access to applications and information**
- **Consumes, consolidates, aggregates and pushes relevant personalized information and application content to individuals based on roles/security groups**
- **Make it easier for SJSU student, faculty, and administrative staff community to navigate teaching, learning, and administrative tasks**

SJSU Portal (mySJSU) V/s SJSU Website (sjsu.edu)



SJSU Mobile Overview

SJSU Mobile Platform:

- Mobility platform and set of mobile application integration offerings for an anytime, anywhere engaging SJSU experience on mobile devices
- Integrate with PeopleSoft modules, Canvas and Google apps while allowing for deployment of mobile apps developed internally on campus as well as those available in the app stores or external marketplace
- Extend the SJSU Portal platform



SJSU Portal and Mobile: Benefits

- Portal and Mobile platforms will provide building blocks for single sign-on based secure, aggregated , personalized and reusable capabilities across SJSU
- Save time and reduce costs
- Increase student engagement
- Facilitate anytime, anywhere learning
- Streamline administrative tasks
- Let faculty focus on research and instruction
- Facilitate long-range strategic planning across all business functions and disciplines
- Improve collaboration and help the SJSU community connect

SJSU Portal and Mobile: Criteria

- Single sign-on Access : integrating our backend applications and delivering personalized content thru portal and mobile channel
- Implement security controls leveraging roles-based user and group security, ensuring data security and data access centralization
- Integrate with SJSU IAM systems (Shibboleth, LDAP over SSL, Native AD Integration, and Radius)
- Implement a secure and highly available portal platform that is compliant with FERPA, OWASP and ADA standards
- Portal solution with a mobile extension framework
- Include end-to-end initial development and implementation services including SJSU technical staff training so that the portal and mobile services can be supported and maintained by the SJSU team

SJSU Portal and Mobile: Approach

- ✓ ITS Groundwork: Oct 2013 – Mid Nov 2013
 - ✓ Oracle portal, uPortal, myCampusEAI Portal, and Liferay for Portal
 - ✓ myCampusEAI Mobile, ModoLabs, HighPoint and dubLabs for Mobile
- ✓ Establish Portal and Mobile Evaluation Committee: Mid Nov 2013
- ✓ Vendor demos and QA sessions with Committee: Mid Nov 2013 – Jan 2014
- ✓ Reference Customer calls with Committee: Nov 2013 – Jan 2014
- ✓ Project sites, Charter, Product Evaluation Matrix, Scorecard Surveys : Jan 2014

- Engage SJSU Academic Stakeholders, Student and Faculty Reps for gathering requirements and preferences: Dec 2013 – Mar 2014
- RFP : March 2014*
- Portal and Mobile Vendor Selection: Apr 2014*

- Phased Implementation: Fall 2014*

Portal and Mobile can be integrated or deployed independently.

SJSU Portal and Mobile: Committee Feedback

- Student Portal is a higher priority.
- Stagger Mobile functionality and mirror with releases on Portal Platform.
- Same functional resources for working on both projects.
- Plan the buildup and roll out of both the Platforms – make sure that deployment and functionality are well bound and phased (realistic from service delivery, adoption and support standpoint).
- Engage Academic stakeholders, Faculty and Staff representatives for planning services and channels deployment and prioritization across phases.
- Stakeholder buy-in for continued support for phased build up of Portal and Mobile platforms.

SJSU Portal and Mobile: Committee Feedback

- Define phases with expected delivery of functionality along with a matrix of resource requirements for technical and functional staff at SJSU across phases
- Define Process to “Portalize” or “Mobile enable” apps
- Identify Communication Plan across students, faculty and staff
- Identify SJSU staffing – ongoing support for future phases
- Pilot Phase focus on implementation of Portal and Mobile Infrastructure –
 - For Portal – Single Sign –on and some PeopleSoft modules
 - For Mobile – PeopleSoft modules delivered on portal plus some public apps
- Future Phases to focus on build up of targeted service channels

SJSU Portal and Mobile: Next Steps

- RFP Process
- Vendor/Product Selections – Contract/SOW Phase I
- Detailed Phase I Implementation and Communication Plan
- Roadmap - Matrix of desired services for delivery in Phase II and Phase III
- Plan to migrate my.sjsu.edu to the Portal Platform.
- Define Process to “Portalize” or “Mobile enable” apps
- SJSU staffing plan – ongoing support and future phases
- Complete Phase I Implementation – Deliver SJSU Portal and Mobile Platforms

2013 Accomplishments

Mike Cook

IT Services 2013 Accomplishments

- A. Revised Budget & Billing Model – Baseline Services
- B. Financial Transaction System (FTS) Rewrite & eInvoice
- C. Enhanced SJSUOne Password Management
- D. Enhanced Web Site Search
- E. Systems Status Page Pilot
- F. Enhanced Email Generation Systems (Announce)
- G. iSupport Upgrade and Enhancements
- H. Next Gen WiFi in 80% of campus buildings
- I. Next Gen Wwitches in 60% of campus buildings
- J. High Speed Network and WiFi in Housing
- K. Next Gen Network connections to remote sites (SJDC, 4th St, Bunker Hill)
- L. Unified Communication (VoIP) deployment to 30% of campus
- M. 24 Telepresence Units Deployed
- N. Lecture Capture Prepared For Spring 2014
- O. Provisioned 70+ Virtual Servers in New SJSU Computing Cloud
- P. Installed VM Migration Tool to Support Cloud Transitions

2014 Priorities

Mike Cook

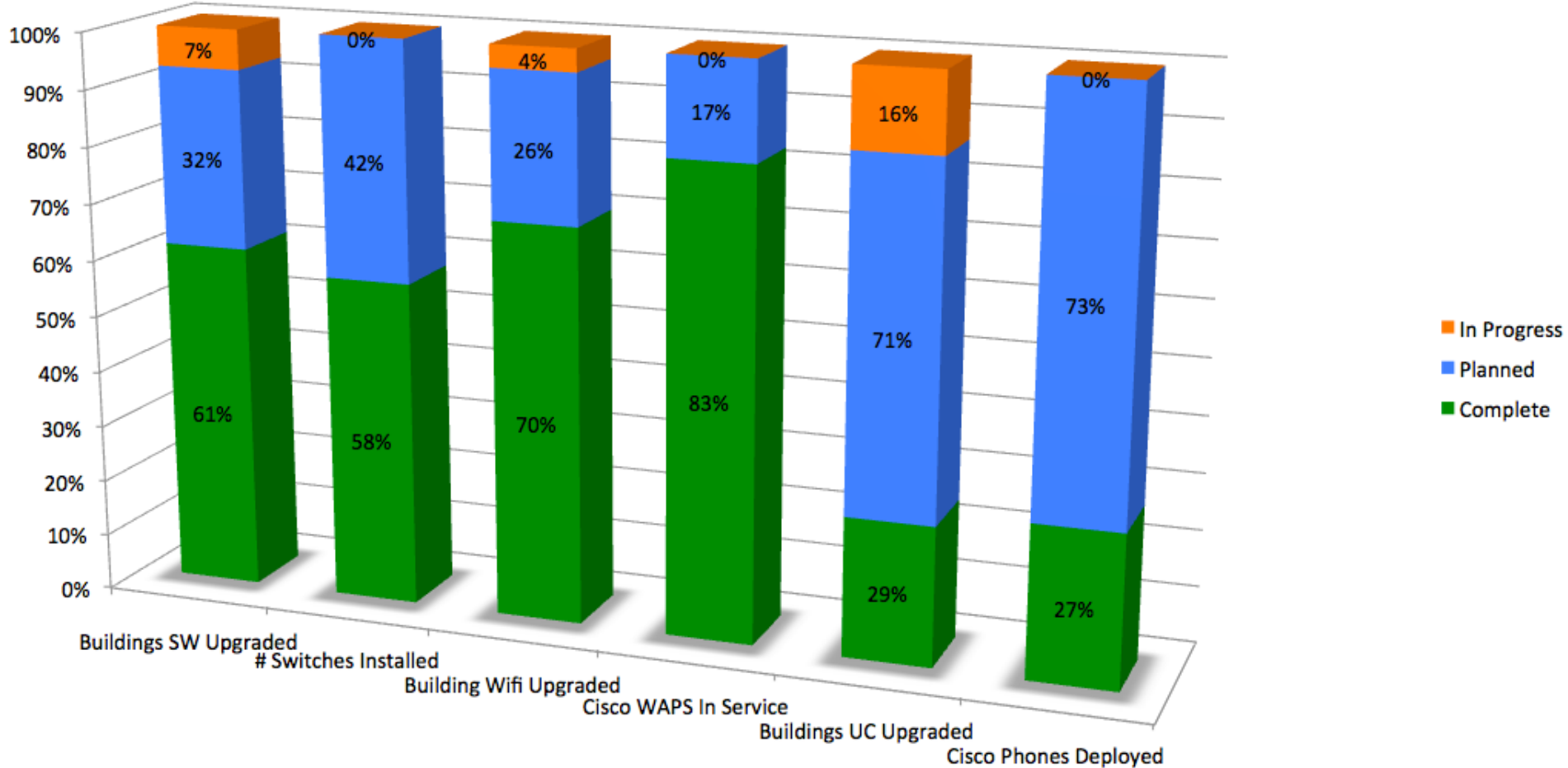
IT Services 2014 Priorities

- A. Unified Communication Deployment
- B. Virtual Server Environment
- C. Next Generation Network
- D. Campus Building Network Upgrade
- E. Workstation Refresh Program
- F. WebEx 2.0
- G. Web Portal with Single Sign-on
- H. Mobile Applications
- I. Virtual Desktop Infrastructure (VDI)
- J. WiFi Expansion
- K. Next Generation Learning Spaces
- L. Telepresence/Video Conferencing
- M. Digital Signage
- N. Information Security (ISE)
- O. Emergency Notification System
- P. Online System Status

Next Gen Technology Project Update

Shai Silberman

NextGen Deployment Progress



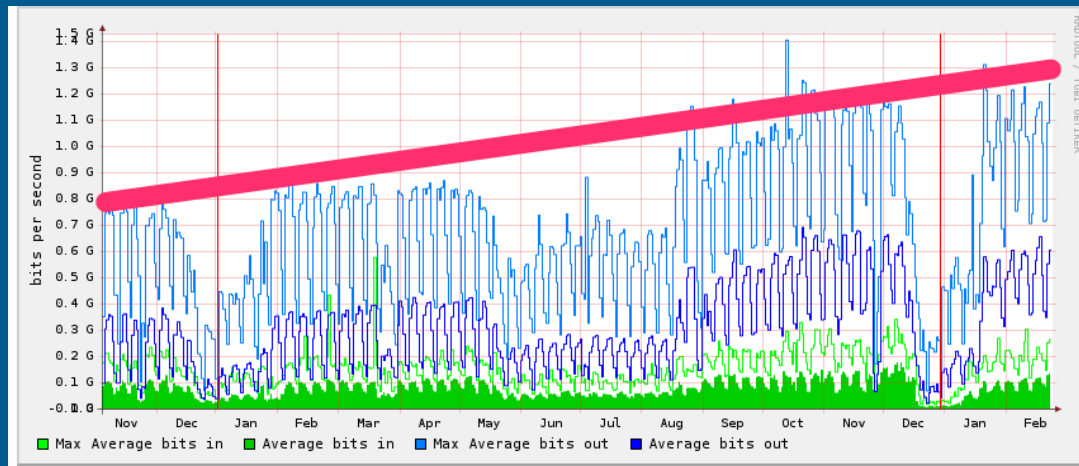
Powering Agility Through Technology

NextGen Accomplishments

- SJDC – Delta College Data Center network was retrofitted for NextGen
- Redundant MPLS network between Campus and SJDC
- Wi-Fi Deployment 1600 Access Points (Core Campus + Housing)
- UC – 300 Phone deployed (WSQ, DMH, CDC, IRC and Provost)

Network outages 1/28 – 1/28

- SJSU Internet traffic has increased 50% in 12 months



- Wi-Fi traffic is increasing: Stats for Monday 2/24/14
10K concurrent Wi-Fi users
Wi-Fi throughput 11.G Gig/sec
3.6 TeraBytes of data flowed through Wi-Fi
- Legacy cores needed more resources to handle the traffic growth. We installed new core routing modules

Post Network Outage Remediation

- We engaged Cisco AS to perform a network audit assessment
 - No significant findings
 - Recommendations for some optimization
- ITS has been busy making remediation changes from lessons learned:
 - Phone system was reconfigured and test to work redundantly. Loss of one network core will no longer impact ability to make or receive calls.
 - Firewalling outbound building traffic to minimize ability of Malware to operate

Wireless Update

- 1600 Cisco access points in 34 buildings
- Still Pending upgrade:
 - South Campus
 - Morris Dailey/Tower Hall
 - 210 N. 4th Street
 - MLK Library
- New Construction Projects:
 - Student Union
 - SPX
 - YUH
 - Health
- Outdoor Wi-Fi
 - Testing from CC building



Wireless Update

- New Wi-Fi service coming in March:
 - SJSU_Guest - self registration guest access
 - SJSU_MyDevices – housing specific
- Services still under development
 - Self service sponsored Wi-Fi guest access portal

Wireless Network Status

- iSupport wireless tickets are lower than last semester
- Common Reported Issues:
 - Certificate Requests
 - Random Drops from Network
 - Slow Performance at times
- What are we doing?
 - On going optimization/tuning
 - Implementing new Wi-Fi management tools
 - Removal of Rogue access points
- Fun Wi-Fi stats 2/24/14

Number of Sessions	Number of Users	Number of Unique Users	Number of Unique APs	Average Users per AP	Total Session Time (Hours)	
201559	24246	17224	1621	14.96	79609.24	
Client Traffic Summary						
Total Traffic (MB)	Total Throughput (Mbps)	Total Sessions	Total Users	Total Session Time (Hours)	Average Traffic per Session (KB)	Average Traffic per User (KB)
3634644.9	11827.34	201559	24246	79609.24	18032.66	149906.99

Questions?



Powering Agility Through Technology

More Questions?

- **Workstation Refresh Program & 2013 Accomplishments**
 - Mike Cook, Director ISO & Identity and Information Security, Mike.Cook@sjsu.edu
- **Portal & Mobile**
 - Mitesh Kini – Director Admin Programming, Mitesh.Kini@sjsu.edu
- **2014 Priorities & Next Gen Project Update**
 - Shai Silberman - Director Network Services, Shai.Silberman@sjsu.edu