

Monday July 26, 2011 District CIO Meeting
Mesabi Virginia Campus, Schibel Conference Room
Attending: Shawn, Karen, Harlan, Shelly, Chad, Jim

- I. Discussed the MBS bookstore system. Chad suggested that IT be involved in this type of purchase of service as we understand the IT specs and may have found ways to save money and make sure that the hardware aligns with the campus infrastructure. Karen indicated that the 5 year contract includes hardware. Zak from MBS is working with ISRS integration and FINAID. It was suggested that we have process documentation for all campuses, so that we do not have to create the documentation separately on each campus. Discussed that we may need the LADE process on some campuses for the ISRS integration. Chad said that would include php server, mysql, need xml file, it may run off any server. Currently Riverland, Rochester, Ridgewater are doing this.
- II. We had a conference call with John and Greg from OOC security regarding PCI and the MBS system. Chad inquired about the admin password on the server and John indicated that is something we cannot control Chad was asked to contact Zach from MBS to talk about security and support issues related to the the MBS server and workstations:
 - a. Who is expected to be applying windows updates to the machines? Campus support staff have concerns about being responsible for this in the event that an update causes problems on either the server or the POS machines. Yet, we also have concerns about making sure the machines are kept up to date.
 - b. Who is responsible for insuring that backups are being performed on a scheduled basis, and who determines the backup schedule?
 - c. Who is responsible for hardware support of the machines? Should a drive or other device fail, who orders parts and pays for them?
 - d. Can the Admin password be changed to a strong password, and one that is unique to each campus?
 - e. Are there measures that can be taken to allow the bookstore operators to access their POS devices and servers without Admin privileges?

- Karen handed out an email from John Ladwig regarding the PCI requirements. John indicated that 85% of the work has been done by OOC. He indicated that we may have to change how we access switches (cannot telnet), antivirus is connected to update server, log files of all updates, ncircle scans will need to be run special for PCI, patch management, wireless access is not connected to environment, and quarterly, daily, annual activities logs.
- III. Introduction by Karen Kedrowski who will be overseeing shared services across the district, including lumens software, business service, financial planning, audits, etc.
 - IV. Briefly discussed the online bookstore
 - V. Discussed what is on the vmWare server at Hibbing, what sites are hosted in the vmware environment. It was disclosed that one of the websites hosted at HCC is running on XEN virtualization platform. Shawn Bina indicated that NHED had decided that VMWare is the platform that we are supposed to be using, and that running district web sites on XEN is not

permitted. The site needs to be moved to the VMWare platform. It is the platform NHED supports, not Xen.

VI. Chad shared successes and challenges of the Active Directory upgrade on his campus. Discussed the starid and changing from windows xp to 7. He indicated that it will save time in the long run and if campuses switched to 7 before the change, it would make the transition much easier. Other items:

- a. Running windows 32 bit for imagenow, otherwise running windows 64 bit – 7 across campus
- b. Steep learning curve, but were able to have assistance from Mankato state and Lake Superior college.
- c. Imaging is really nice
- d. Itasca will be able to offer expertise to the district.
- e. Additional cost over and above the Microsoft license is about 2,000 per year for enterprise licensing.
- f. Itasca is using antivirus scanning by Microsoft
- g. Itasca exchange server is in place and when the cloud is ready will move to the cloud
- h. Web Access and client is running with starid for all of the campus
- i. Students will go to mnsu to set up their starid and then will activate their live.edu accounts.
- j. Chad has documentation that he can share with us all so that we do not have recreate the information for faculty, staff, and students.
- k. Biggest job has been upgrading workstations to windows 7

Shelly asked about the solution that Hibbing is using vs. the Microsoft solution. A discussion ensued and it was noted that we already are purchasing the Microsoft license and that we will have expertise from the state to fall back on as we move forward. Shawn indicated that a decision has already been made at the president's cabinet meeting to move forward with Active Directory for the district. We will have a standardized vision for the district that everyone will follow. CIO's will make recommendations to Cabinet. Cabinet will make the decision.

VII. Wrap – up

- a. We will need inventory of what it will take to update campuses to support windows 7 across campus (Shawn/Karen will send follow-up email)
- b. We will need to develop timeline at our next meeting of the implementation and plan
- c. Other – phone system at Rainy and need for tree. Chad asked about the status of the calls between the asterisk campuses and charges. It should be noted that calls between the campuses using asterisk are still not toll free. I think the notes should reflect Mr. Bujold's frustration about the lack of action on requests to have a voice response system set up on his phone system.
- d. Discussed that we do not have processes in place for shared services and we need to have something to help make sure things are being done.