Administrative Advisory Committee on Computing  
Meeting Minutes  
April 11, 2006

Members Present: Barr, Colvard, Mason, Ross, Sprague, Stewart, Yelland

Members Absent: Brar, Drury, Elfrink, Holleran, Maraviglia, Melvin, Neill, Pietsch, Ramirez, SC3 Liaison, Sparling, Stover

Guests Present: Arellano, Harris, Kearns, Schultz, Stier

1. Approval of Minutes
   The minutes of the March 14, 2006, meeting were approved as written.

2. Feedback from the IRMPPC Meeting
   a. The April 7 IRMPPC meeting was abbreviated due to lack of a quorum. There were information items only.

3. Outstanding IRMPPC Action Items (Yelland)
   Security Risk Assessment Guide – There was a question about who completes the form. It is anticipated that all data "owners" complete it and there will be multiple submissions for each organization. The question on data collection and storage was too broad and needs clarification.
   Survey Policy and Practice – Not discussed.

   ACTION ITEM: Poll the AACC to collect feedback on the Security Risk Assessment Guide and the Institutional Survey Administration Proposal. (Yelland)

4. Antivirus Status (Schultz)
   The aggregate results of a survey of LAN coordinators on the subject of Anti-Virus software are online at (click on "View aggregate survey results"):
   http://www.calpoly.edu/~usspclan/Anti-Virus_Survey_results.html.
   Based on survey results, ITS will get preliminary information for a renewal of Symantec antivirus products. There has been a good interest level in the LAN coordinators group and they want to get active in developing best practices.

5. Portal Upgrade and Polycomm Update (Ross)
   Portal - A new portal framework was implemented April 9. While the graphics have been upgraded, the real purpose was to make infrastructure improvements such as implementing role-based channels, providing proactive notification for new channels and launching new channels without reverting to the default layout. A few problems have surfaced but have been resolved.
   - CMS development links have been fixed
   - Department logins can now have one-click access
   - Some tab names have changed
   - The bookmark table had to be re-indexed
   - There were performance hits because the central authentication served couldn't handle the graphics on the new login page. The old (less graphics-intensive) login page has temporarily been put up while the situation is monitored and addressed.

   Committee members suggested a more formalized process to get advance input from content owners in the future. They were assured that ITS is actively pursuing...
improved load testing tools. However, Kearns cautioned that the complex computing environments make exhaustive load testing impossible.

Polycomm – On April 5, an Oracle recommended change caused a WebMail problem, requiring a reboot. ITS is working with Oracle to reiterate the critical need to be careful about any changes that will impact users. On April 10, there was a Calendar problem when loads spiraled. It was not an email problem, although Outlook users may have thought it was when they experienced login problems. ITS is looking into causes of the problem and may shift some 8 a.m. production jobs to off hours.

6. CMS Status
The situation with the CMS Data Center is more stable than a month ago, but there are still issues such as tools to migrate software components. There has been an acknowledgement that Cal Poly’s situation is unique because we are in the middle of SA implementation, but it is not yet clear what that means in terms of progress.

7. SWEEPS Process for 2006/07
It is the goal of ITS management to have all three constituent committees (AACC, IACC and SC3) gather two types of input for next year’s requirements gathering and priority setting process. Quantitative input via surveys will have a broad reach, and qualitative input via personal interviews will make sure nothing significant is missed. IACC and SC3 concerns overlap, so their surveys are being coordinated. A process for AACC needs to be determined for next year.

In past years, AACC has not used surveys or interviews, but has developed a short list of priorities for ITS and other technical organizations on campus. The AACC represents the major administrative systems, including student information, human resources, financial resources, alumni, Foundation, Library, etc. The committee advises the Provost and ITS on issues affecting administrative users.

Kearns provided a draft list of categories for AACC input:
- Policy/Guidelines/Practices (e.g., software acquisition, FERPA, risk, desktop management, security practices, document management)
- Administrative Applications (e.g., see last year)
- Academic Applications (e.g., Blackboard, websites)
- Infrastructure (e.g., communication and collaboration tools, wireless, email, calendar, workflow)
- Reporting (e.g., tools, warehouse structure)
- Support (e.g., system status, service desk, web-based info)

Next year at this time, ITS will present to the AACC an 18-month project view with resource implications, plus a three-year “wish list” to inform committee members’ thinking. The AACC chair will also bring projects from other campus IT organizations to the table for a total technology view of the campus.

**ACTION ITEM:** Develop formalized process to get input from LAN Coordinators into the requirements gathering and priority setting process. (Schultz)
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**ACTION ITEM:** Take list of categories (above) and develop a starting place for AACC discussions at next meeting. (Yelland)

**Minutes prepared by:** Ellen Stier, Information Technology Services