

**Administrative Advisory Committee on Computing
Meeting Minutes**

November 8, 2005

Members Present: Yelland, Barr, Colvard, Harris, Mason, Melvin, Ramirez, Ross, Stewart, Stover

Members Absent: Brar, Elfrink, Goodman, Holleran, Maraviglia, McCall, Sletteland, Spady, Sparling, SC3 and IACC Representatives

Guests Present: Arellano, Kearns, Schultz, Shaffer, Warnick-Wait (for Zuur)

1. Approval of Minutes

The minutes of the 10/4/05 meeting were approved as written.

2. Short Announcements

Windows Terminal Server Status

Schultz reported that Citrix, which has been used for deployment of CMS applications (e.g. nVision and BRIO) to the campus for the past few years, is being upgraded to Windows Terminal Services. The core driver for the upgrade is the need to upgrade Finance and end of Citrix lifecycle. Teams from AFD, CMS and ITS have worked very closely during this past month, with many hours of collaboration and testing. The results have been very successful and the new interface has been very well received. Cutover will begin Thursday, 11/10 and "go live" is Monday, 11/14.

Harris pointed out that Resource25 has been using the same Windows Terminal Services technology this past year and they have found it to be stable and a great experience from the user's point of view. Yelland complimented the implementation team's effort and said the resulting product represents a real improvement.

For more information, go to <http://software.calpoly.edu/CMS-WTS.html> or contact the CMS Call Center at 756-7000, Option3 for support.

3. PolyComm Update

Ross reported that the migration to Oracle mail is complete. While email logins are increasing, system performance has been good and the tuning appears to have worked. Known issues include use of non-standard Open Mail addresses in aliases which will cause messages to bounce. Replacing the old address with the current @calpoly.edu address should fix any problems. ITS will try to contact list owners, but may not be able to track down all uses. Secondly, the newest MacMail client may cause problems with OCS; an upcoming patch is expected to fix this problem. Next steps include implementing Oracle 10g which will bring technical improvements and a new improved web client interface. Also on the horizon are calendar for students, email aliases, and mail routing. Regarding the latter, ITS is working on a new robust solution to replace the current HP server and eliminate the bottleneck it represents. After these items are resolved, ITS will address new OCS modules including Files, but these are dependent on 10g. Ross expects to review lessons learned from the

Administrative Advisory Committee on Computing Meeting Minutes

email migration in December. The PolyComm website will be updated with a status report and next steps. LAN Coordinators will be notified separately.

4. Email as Official Student Communication

Yelland reiterated the need, based on the last AACC meeting, to have this policy in place to support P/S SA business processes. He distributed copies of a presentation and revised draft policy that were reviewed at the 11/4 IRMPPC meeting. IRMPPC will do a final review and vote on the policy at their 12/2 meeting. The next step will be to develop related standards, guidelines, and practices to implement the policy, e.g., IRMPPC suggested the policy be limited to a very brief high level statement and the sections on responsibilities become standards which must be followed (required vs. guidelines which are recommended). Another example is minimum requirements for students who redirect email to an off-campus email account. SC3 and IACC will also be asked for input on what standards, guidelines and procedures need to be in place before the policy goes into effect to make sure it works for students. How best to communicate the policy to students needs to be addressed. Kearns intends to take the policy to Academic Senate, Department Chairs, ASI and other groups. Someone asked for clarification regarding the comment about departmental email servers. Melvin noted potential issues involving students represented by collective bargaining agreements, but since this policy only affects students as students, Kearns did not see that as an issue. Melvin suggested proceeding in parallel with the draft policy on official means of communications to employees. Provided AACC has an opportunity to review the supporting practices, members endorsed moving the policy forward to IRMPPC for final approval.

5. Document Retention

Stover said a small group is working this issue at the request of Management Staff. The group includes her, Kearns and Ikeda. The first step involves inventorying the types of physical and electronic records that exist, who owns them, how long they are being retained, and why. Once completed, the group will look at best practices and draft guidelines for the campus that can eventually be posted on the web. This topic sparked a lot of interest at the recent Information Security Forum and meetings with the college department chairs. The overall goal is to minimize how much data is being retained by the campus. CSU has not established document retention policies and practices except in a few specific areas, e.g., HR. The email policy discussed above will require that official emails be retained in some form, but by whom and how needs to be addressed. Mason raised concerns about the potential impact on LAN Coordinators. Kearns said it should be the data owner's responsibility, not the technical support staff. Stover will keep the committee updated on progress.

Minutes prepared by: Mary Shaffer, Information Technology Services