ITS Staff Meeting – April 24, 2013

Present: Jim Cook, Jim Maat, John Urbanick, Jennifer Thede, Ralph Williams, Susan Cherry, Scott Thede

Quick Update on Cherwell Phase II

Revised SOW to include 4 days by Beyond20 for change management workshop, request fulfillment, and self-service portal; includes prep and deliverables/documentation. Middle of May to do the workshop with target implementation mid-quarter 2013. $1750/day = $7,000 + travel. Try to get deliverable doc from Beyond20 from a University.

IT Accomplishments

John shared the draft doc of the A&F significant accomplishments. John submitted several items that weren't included in the draft from VP Scoby. We have been asked again to send out top accomplishments and efficiencies over the next week. Top 5 (or 3) accomp and efficiencies; could be the same. Show dollar value of money saved if possible. Rankin Center move for one.

Critical Thinking Exercise

Scenario: John is out of town. Fire alarms go off for West, Alumni, Prakken. What do you do?

New binder...roll call, phone numbers. Jennifer has roll call list in her office, but it will be duplicated in copy room

Smoke in server room: Halon discharged...what do we do?

Meet with managers/directors, incident command set up EOC to discuss, Susan as John's backup? Go to Rankin Center Telecomm EOC. Scott to work on secondary location for FLS people or Ellucian outsourcing. Ralph to be on site for authorities and operations at West. Does Public Safety know what is in our server room, what the environment is? Incident command is close to site, emergency ops are offsite.

Smoke is thicker and fire department is putting out fire by generator. What do we do?

Same as last scenario. We do not have mirrored services. Rankin is the recovery center and there is a secondary merit link there. Vendors list in the DR book. If we lose power, should we do something...power down services if still have network connectivity.

Generator is inoperable and power is turned off. What do we do?

Power down Tier 1 services remotely and power them on in Rankin. Susan send out communications through CityWatch. We would look for FD to tell us when we can go back in after Halon is cleared. Luminis would be last of Tier 1 servers to shut down for communications purposes. Shut down Tier 1 servers like Banner, MCO, FerrisConnect, and other critical functions first. What is next step after everything is shut down? Vendors can help with equipment loss/damage. Relocate servers if possible. How do we plan ahead for recovery? Plan for secondary locations to hold equipment. Redundancy through dropbox on your phone? GoogleDocs? Laminated cheat sheet. Incident command sheet in binder? Rebuilding servers: do we have the documentation and software to do that...should we put copies in Rankin? Can we get snapshots from our virtual environment saved off site (like ghosting). Network services out of building: bring things up in Rankin but there are feeds from West bldg that would be impacted. Would have to physically re-route fiber optics? There are routers in Rankin; could relocate a firewall.

ADJOURNMENT