Network Planning Task Force (Session 2)
Upcoming Meeting Schedule

- July 12
- August 16
- September 20 (Security strategy)
- October 18
- November 8 (Final rate setting)
Agenda Session 2

- Summary feedback from Spring relationship management meetings
- NPTF planning for FY’12
  - What else should we be doing?
- PennNet SLA
  - http://www.upenn.edu/computing/pennnet sla/
  - Is it time to update N&T standard level of service?
Feedback not addressed at NPTF

- We need to upgrade the University event’s calendar. (Jeanne Curtis)
- We should have an integrated campus calendar for meetings
- Should Penn have a Telepresence facility?
- Should we be doing more virtualization, especially desktop? (Mark Aseltine, ITR)
- Tell us more about thin clients (Mark Aseltine, ITR)
- We want to hear more about TSS’s VPN service
- Can ISC do a campus–wide Sharepoint?
- We want to hear more about cloud computing (Jim Choate, ITR)
Major Feedback from Customer Meetings

- Wireless
  - Coverage should be (100%)
  - Student surveys at College House Computing and Wharton were negative about wireless
    - Inconsistent coverage across campus
    - Ease of access
  - Easier usability, especially of guest network
  - Emergence of wireless only devices
    - Printers, storage, games, smart phones
    - How should we address this?
We want lower costs
  ◦ General comment on many services
  ◦ Even though cost of an IP address is now only $1.50 month, there are still complaints (especially about wireless IPs).
    • Should we discuss subsidizing them again?
  ◦ The vLAN charge is too high
  ◦ We want more bandwidth and lower Gig prices
Major Feedback from Customer Meetings

- Infrastructure
  - Is there enough bandwidth for researchers?
  - How should we handle the need for high bandwidth building to building connectivity?
  - Network best practices – Hubs, firewalls
  - Should we limit an IPs outbound bandwidth for non-ResNet as well?
  - Should we have UPS for every building router?
  - Should we have out-of-band environmental monitoring on building router locations?
Major Feedback from Customer Meetings

- Communications
  - The NOC should be more proactive
  - What is the norm for after hours communications?
- Is it time to revisit the network SLA? We are all feeling a greater urgency than we did several years ago when it was last updated.
  - [www.upenn.edu/computing/pennnet/sla](http://www.upenn.edu/computing/pennnet/sla)
  - Is a 7x24 NOC necessary?
- We want to partner with N&T to respond to network issues as soon as possible. Is it possible to distribute your monitoring service?
- We would like a NOC tour
Major Feedback from Customer Meetings

- ISC should be using Grouper for Classlists
- Should Identity Finder be bundled into the CSF?
- Should we be doing Local Intrusion Detection?
- Should PGP encryption be bundled into the CSF?
- Can we get more logging lite?
  - Adding WebLogin to the existing Logging Lite “service” allowing IP address information. Previously, it had included only the Kerberos KDC authentication log data.
- Can we do Secure Share with off campus folks?
  - Related to InCommon
Major Feedback from Customer Meetings

- Why can’t we continue the Cosign prowiki?
  - It seemed like a good way to share ideas.
  - This be useful for other projects and initiatives
- Should we have best practices on “free” telephone and collaboration tools (Skype)?
- Should we be outsourcing all email?
Security strategy and new initiatives

Wireless strategy to get 100% coverage
- Expand wireless (and closet) equipment life cycle to 5 years
- Should we bundle wireless and wired pricing and do 100% coverage?

Strategy to address wireless only devices
- Should we outsource this component?

Can ISC reduce wireless support costs in FY’11?

Should we outsource guest wireless?

Should we outsource all wireless?
What else should we be doing?