NETWORK PLANNING TASK FORCE

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May 21, 2012
Future Meetings

- June 18
- July 16
- August 13
- September 17
- October 8
- October 29 (Final Rate Setting)
Today’s Agenda

- Socialcast
- Cloud Solutions
  - ISC’s Role
  - Amazon Web Services
  - Box.net
  - Google Apps
Socialcast / Social Networking at Penn

- Socialcast
  - What is it
  - Why do we want to use it
  - Status

- Stepping Back – Social Networking at Penn
  - Your input - broader interests and needs

- Next Steps
What is Socialcast?

- Enterprise social networking – (VMWare)
- “Facebook for work” – familiar interface
- www.socialcast.com
What is Socialcast?

- A tool to engage Penn IT staff
- Contains functionality similar to aspects of
  - Twitter: #tagging, @messaging, micro blogging, the concept of “following”
  - Facebook: profiles, status updates, groups, streams
- Unique features
  - Organization Charts
  - Polling
  - Analytics
Why do we want to use Socialcast?

- Connect the nearly 900 IT staff on campus to allow them to exchange information and share resources
- Provide a flexible, collaborative workspace
- Monitor campus trends and better target resources around “hot topics”
- Build a sense of community and a place to safely discuss challenges
How do we want to use Socialcast?

- Collaborative space for evaluation teams to meet and interact
- Augmented special interest group discussions
- Private groups for individual work teams and organizations
- Public groups to augment our special interest group lists and to create new SIGs
- A place to share information if other forms of communication (email, telephony, etc.) are impaired or unavailable
Status

- Price negotiation with VMWare

- In the meantime...
- Awareness of broader interest
- Awareness of other options
  - Yammer
  - ...and many more
Considerable use of Facebook, Twitter, etc.

Are you also seeing interest in (or already using) enterprise social networking tools?

If so, what are the use cases?

What is the level of interest and urgency?
Next Steps

➢ Pursue Socialcast or Yammer (or other) as a collaboration tool for the IT community
  • Could serve as a pilot for broader adoption in future

➢ Partner to share information regarding the range of needs on campus and to identify solutions that will best meet those needs?
Cloud Solutions

- ISC’s Role
- Amazon Web Services (AWS)
- Box.net
- Google Apps
ISC’s Cloud Solutions Role

- Work with stakeholders to identify potential cloud services and determine the business case for any specific solution
  - Coordinate efforts with appropriate organizations to negotiate contracts that ensure Penn’s best interest

- Work with ISC, OACP, OGC and Schools/Centers to establish Penn’s best practices, policies and guideline for use of cloud services

- Provide central point for coordination of ongoing and future vendor relationship management in order to provide effective solutions regarding cloud services
  - AWS, Google, Box, etc.

- Establish a forum for IT professionals to foster communications, knowledge sharing, creation of best practices/checklists, etc.
Amazon Web Services

- **Master Services Agreement in place**
  - Legal/Service construct not a usage construct
    - FERPA, billing terms, academic exceptions, termination clause, governing law, non-disclosure
  - Provides consolidated billing for school
    - Potential savings due to usage tiers
  - Working to get all schools under this umbrella
    - ISC, SEAS, SAS, PSOM/UPHS

- **Transition of AWS administration**
  - Complete
  - Working on defining guidelines for (AWS specific) organizational structure
Amazon Web Services

- **Billing**
  - No comprehensive Penn billing or discounts yet
  - ‘Tagged billing’ to be delivered in FY’13 1Q
  - Working with AWS to get comprehensive Penn discounts

- **ISC Testing**
  - FAST Framework
  - General infrastructure testing
  - VPC connectivity
Box.Net Status

- 70 pilot users (academic, administrative, research, technical) across ISC, PSOM, Wharton, elsewhere testing since October
- Potential Penn customers have given overwhelmingly positive feedback
- ISC has reviewed OGC/OACP/Project Office feedback; strongly favorable
- Box to deliver pending answers to final InfoSec questions
- OK for FERPA (as validated by peer deployments)
Challenges

- Fixed “take it or leave it” I2 NET+ contract for 44K Penn users
- Determining funding model and cost recovery for first year and ongoing
- No BAA for HIPAA due to Amazon S3 use for DR
Next Steps

- 5/21: NPTF meets to discuss interest and funding
- If appropriate, sign contract; otherwise, discontinue trial
- 6/1: Box trial expires (renewed monthly since 1/11)
- Convene cross ISC service deployment team: plan/timeline, business rules, authentication, security controls, handling of 3rd party apps, communication and marketing
Google Apps Supported Services

Non-Core not included in Apps for Education:
Postini Message, Security Discovery, Voice, desktop and mobile apps, consumer products (cost and support varies)
Google Apps in the Schools

- 5/4: Contract addendum for all upenn.edu (formerly only SAS, SEAS, Wharton, Nursing); used today by all save Nursing *(THOUGH NOT SPELLED OUT/FOR STUDENTS ONLY)*

- SAS: In production for student email; 525 new accounts; next will inviting existing students, trying to preserve data for students who might migrate from Live@edu

- SEAS: Experimentation with collaboration tools (non-email); no formal plans for Fall

- Wharton: Experimentation with collaboration tools (non-email) for student experience; no formal plans for Fall

- Nursing: Apps domain not registered; formal plan “on the horizon” to explore collaboration tools (non-email)
Google Apps in the Schools

- GSE: Apps domain registered week of 5/7; now investigating routing of student mail
- Dental, Design: Generating Microsoft Live@edu for Fall; no formal plans to investigate Google Apps
- LMS: Interest in Docs, Drive, Groups, Sites from Wharton, GSE, Library for Canvas and Sakai

Summary of (sub)domains as of 5/14:
- Claimed (Apps): dental, design, gse, isc, law, sas, seas, wharton, vet
- Claimed (Team Edition): dental, sp2, upenn.edu
- Unclaimed: asc, med, nursing
Challenges

- Subdomain owners must independently claim Google Apps; not managed or controlled centrally
- Hybrid models (faculty/staff on-premise, students off) are complex; schools handle integrations for student mail
- TCO ("free") analyses should include staffing, integrations
- No BAA for subdomains that need HIPAA compliance
- Technical / usability hurdles: Outlook users need a plug-in, BlackBerry support is web or IMAP only, etc.
Potential Next Steps

- ISC to take non-disruptive ownership of Google Apps domain for upenn.edu
- Consult with schools and centers on plans
- Build expertise within ISC to advise, or find external resources for those who need it; areas of concern: strategic, business, technical
- Continue contract negotiation for faculty/staff: HIPAA required? Domestic data centers?
- Determine model for Google Apps governance, if needed; outcomes might include policies and/or best practices (to guide handling security, preserve open collaboration)