**CCCCO System-wide Architecture Committee (SAC)**
**Meeting Minutes**
Thursday August 24, 2017
Zoom Online Meeting

## Attendees: Gary Bird, Bob Hughes, Jorge Burwick, Dave Fuhrmann, Lou Delzompo, Sylvia Lynch, Daniel Borges, Mike Tuccillo, Rico Bianchi, Paul Bishop, Russell Grant, Jeff Holden, and Bruce Racheter.

## Call to Order:

Gary Bird called the meeting to order at 1:30 pm and took attendance.

## Minutes:

The meeting minutes for July 27, 2017 are on hold until the next meeting since the vendor asked to review them to make sure no proprietary information was included.

## System Updates:

CENIC Update:

Mike Tuccillo reported the CENIC upgrade is moving along well. There is one completed circuit less than 1 Gig, twenty-eight 1 Gig circuits, and sixteen 10 Gig circuits have been completed so far this year. In process there is one circuit less than 1 Gig at Shasta, seven 1 Gig circuits, and eighty-two 10 Gig circuits. This is quite a big pipeline. They are currently receiving estimates for sixty additional circuits throughout this month as CENIC works through competitive bids.

CENIC is also working on procuring dark fiber getting vendors to provide estimates on lines. There will still be a monthly payment for ten to twenty years, with the major expense being the switch to make it work. A CENIC contractor is working with all of the telephone carriers. They should have an estimate by next month. Obviously it would be useful for larger bandwidth colleges like Los Angeles, but they will also look at others which would make sense.

Finally, the Chancellor's Office is working on giving out mini-grants of up to $50K on a per college basis to reimburse districts for equipment purchased to support the circuit upgrade. The verbiage is now complete and they are waiting for financial code numbers. That should also begin within a month or so.

Information Security Center:

Jeff and his team are continuing to move on Tenable Security Center installations each week. They have also reworked the Splunk process to be smoother; there is currently a backlog of ten or fifteen colleges.

There are now over forty colleges signed up to use SSL certificates through the system offering. Jeff's team also implemented a process for colleges to request password resets, etc. via a "Services" form on a tab at the website. This will provide the ability to track requests and make sure they are not lost when Jeff is out.

They are also getting FTE numbers for staff in the system for discussion about working with Spirion on a possible offering. Jeff will be putting out an interest survey today. He is hoping to be able to get a deal for system wide implementation.

Chancellor's Office:

Chancellor Oakley put out goals and a vision for success. Those are posted on the Chancellor's Office website. These will be the goals that dictate and guide the Chancellor's Office as it moves forward. Guided Pathways will be a focus. All of the details haven't been fleshed out yet, but there should be news coming out in the near future.

Student Services is putting together a one year $75,000 program, with an RFP to Riverside, for a rural assistance IT team. That will be available to rural colleges needing assistance with implementation of the current IT programs. Mia Keeley in Student Services is working on that. They are looking for potential vendors to put together a small team of experts to help colleges. That should be coming up pretty quickly.

Gary thought there would also be more soon regarding reorganization.

Gartner Access for SAC members:

The Technology Center has been working on email naming used for access to Gartner at Gartner's request. Members should have received email notification on their existing email with a ccctechcenter.org address to be used only for Gartner access. The Technology Center won't send any email to that address and it won't provide access to any Google stuff, it is just to sign into Gartner.

Data Warehouse Project:

The OEI team has begun reaching out to staff at the colleges regarding the Data Warehouse project since it relates to Canvas use. Lou wanted IT staff to know contacts are being made that way. The data lake project started with the Common Assessment Initiative (CAI) as a place to store results of any assessments for future analysis by researchers. That project begat the Data Warehouse, which OEI will be using as a repository for data produced through interactions with Canvas. In addition, CAI data, CCCApply data, and MyPath

interaction data will also be included. It will be in Amazon as a RedShift repository. The project generated interest so OEI sent letters to OEI SPOCs. There are currently seven colleges having some level of discussion with the Technology Center about being the guiding light for the initial data warehouse offering. However, since Canvas has a bigger impact in the system beyond colleges participating in OEI, anyone involved with Canvas but not part of OEI who is interested in being part of the early guiding users, should reach out to Jory Hadsell Executive Director of OEI, or Joe Moreau to indicate interest. Outreach is being driven from a staff perspective, but Lou wanted to make sure IT was aware of it as well.

System wide issues regarding Data Governance are still being driven by Debra Connick. She is meeting with Vice Chancellor Ton-Quinlivan about the topic next week. Lou is hopeful there will be more insight afterward about how data governance will go.

Bob asked about the Banner ID and the alternate ID with respect to Ethos. Lou explained that currently the only thing Ethos exposes to its set of APIs is the SIS ID field. It does not expose the alternate ID field, which is where many colleges store the CCCID. Apparently replacing the SIS ID with the CCCID is fraught with peril if it is used directly in the data base, so in order to support Ethos, Lou needs them to expose the alternate ID. He is asking Banner users to vote in favor of the Technology Center request for Ethos to expose the alternate ID to its set of APIs.

## **FCCC- Technology Escrows Policies and Procedures:**

At the monthly meeting of the procurement directors for the Foundation a question was raised about technology escrows and Jorge Burwick wanted to bring the issue to SAC. He wanted to know how widely these escrow accounts are used, which vendors are used, and if this is an area SAC felt the Foundation should look into providing support. He also wanted to know if this was done in the RFP process, during contract negotiations, or was addressed subsequent to contracting.

A technology escrow account can be used to protect a college, if for example an LMS vendor goes out of business. The escrow account can hold a code so that if a company goes out of business, the college still has access to the product. Paul thought it might be part of the RFP process with large ERP procurements but didn't think it was often utilized otherwise.

Lou explained if a vendor was compliant with ISO9000 or other standards, it required vendors to escrow software for every release. In theory this keeps a version of the software available in case the company goes out of business or has a major problem with a new release. Some companies include this in their contract, so it doesn't need to be included in negotiations. However, the college would have to see the license to know if it was included, and wouldn't usually see the license until after contracting. Smaller companies probably don't know they

are supposed to escrow software or don't have the money to escrow it. Depending on the size of the company, it is something purchasers should be aware of. In Lou's experience, the escrow was not necessarily useful because there was nothing there to recreate the software. However, the existence of the escrow could bring both sides to the table. Overall, he felt it was of limited value.

SAC members didn't think having the Foundation develop a contract with a technology escrow vendor was a high priority at this time.

Paul suggested instead the Foundation look at getting licensing through Internet2 for Eduroam for all of the CCC campuses. Eduroam is something a lot of the UCs, CSUs, Stanford, and USC participate in. It allows for creation of WiFi credentials that automatically connect participating colleges' users when they are on another participating campus. It logs who is connecting and where they are from. Paul thought it made sense to be able to connect automatically when at any participating college.

Bob asked for advice on dealing with the huge increase in phishing attacks. Proofpoint and Office365 can help rewrite bad links so they won't remain in anyone's mailbox once they are identified but Jeff noted the best way to solve the problem was through user education. Paul suggested reminding people every six months or so was the best prevention.

## Next Meeting:

The next SAC meeting will be on Thursday September 28, 2017 at 1:30pm.

Lou requested Google Calendar invites be sent out for future SAC meetings. Bruce will look into it, and Brian can provide assistance if there is an issue.

## Adjournment:

The meeting was adjourned at 2:17 pm.