

## **Notes from I.T. Council meeting 12/15/14**

Faculty Senate conference room

### **Attendees**

Al Schwarzkopf, Chair – Business	Boris Apanasov- Mathematics	Chris Cook – CAPS
Lance Drege – Music	Jonah Duckles – Ctr for Informatics	Loretta Early – OU I.T.
Carl Grant – Libraries	Patrick Livingood – Anthropology	Eddie Heusch – OU I.T.
Mark Morvant – Ctr for Teaching Exc.	Robert Kelly – Provost Office	Chris Kobza – I.T.
Burr Millsap – Admin & Finance	Mark Jones – Budget Office	

*Meeting start: 10:32 a.m.*

- The **Thanksgiving Data Center outage** was discussed by Eddie Heusch (presentation on following pages). Cooling issue caused a shutdown and a ripple of failures. I.T. has worked to increase redundancies in the systems to avoid similar shutdowns in the future. Some discussion about the possibility of using OU's emergency systems to deliver information about similar problems in the future.
- **Chris Kobza discussed OU IT Learning Spaces** presentation here:  
[https://docs.google.com/presentation/d/16Ll0yP3Qn4KRNIvzIKGy\\_I9Oqf3xRFi3rAoKHSBfUE/edit?usp=sharing](https://docs.google.com/presentation/d/16Ll0yP3Qn4KRNIvzIKGy_I9Oqf3xRFi3rAoKHSBfUE/edit?usp=sharing)  
Highlighting current projects including PAACR classroom updates, Dell Center for Excellence, the Innovation Hub, BlueJeans, and cloud printing. Future projects include virtual desktop infrastructure (VDI), D2L upgrade, further use of iClicker, and MyMedia growth since launch in Spring 2014. The Academic Technology Expo! will be held January 9, 2015 (with a hands-on workshop on January 8) at the OCCE Forum Building. The keynote speaker this year will be Jim Groom of the University of Mary Washington. There was also discussion concerning LMS restrictions on mobile devices and the university communicating sufficiently to create a better digital culture for faculty, staff, and students.
- **Discussion by Mark Morvant** about faculty training, as well as a discussion about data management and access. Various groups on campus are interested in data analytics and the data are available; however, access to the data is weak. Building dashboards may not have to be a one-size-fits-all endeavor as alternative tools are developed and offered on campus.
- **Two action items:** Review of I.T. security director and relevant policies by Al Schwarzkopf and review of interim email policies by Carl Grant and Robert Kelly. Chair Schwarzkopf mentioned that the normal procedures for policy statements are for the I.T. Council to propose to Faculty Senate for approval, followed by consideration by the Provost Office and the University Regents.
- **Next meeting** - January 12, 2015.

*Meeting end: 11:30.*

# The Thanksgiving Outage

- At 2:11 am on November 30<sup>th</sup> we received our first alert of heating in the NOC
- By 2:36 am the temperature reached a critical stage
- At approximately 6:30 am the first engineers from IT started reviewing the alerts
- Shortly before 7:00 am campus services were impacted when the main switch connecting the legacy data center to the campus network backbone went into thermal shutdown
- OU IT engineers were on site before 8:00 am and Facilities was contacted
- The failed air conditioning unit was replaced at 10:30 am and the service restoration process began
- IT began bringing systems back online at 11:00 am but a series of equipment failures led to a prolonged outage extending to approximately 10:30 pm for most services including email and D2L
- IT engineers worked until 12:15 am on December 2<sup>nd</sup> to fully restore all services

# Mitigation Steps

- ✓ We are rapidly moving servers out of the NOC to our new facility at 4PP to reduce the heat load so that a single air conditioning failure would not cause overheating.
- ✓ We now have redundant routers so that a single router failure would not take us down.
- ✓ We are very close to replacing the last of our outdated equipment.
- ✓ We are finalizing an agreement with a 24x7 365 hosted D2L support service.
- ✓ We will be moving mail to the cloud for students and are evaluating moving faculty/staff as well.
- ✓ We are speaking with the President's Office regarding using Rave as a means of communication in the event of a future outage that impacts all campus services.
- ✓ We will continue to use social media as a means of getting the word out.
- ✓ We are examining 24x7 monitoring options – I call it the “Burglar Alarm Monitor” for our systems, a service that monitors critical parameters that we define and then uses a call tree to alert us in off hours. The hope is that this will be significantly less expensive than staffing 24x7.

