STRATEGIC IT ACCOUNTABILITY BOARD
AGENDA
Wednesday, December 19, 2012
2:00 – 3:00 p.m.
STARK LIBRARY

Attendees: President Powers, Randy Diehl, Brad Englert, Charles Roeckle, Paul Resta, Steve Leslie, Jerry Speitel
Absent: Pat Clubb, Kevin Hegarty, Jay Boisseau, Fred Steiner, Tom Gilligan
Guest: Cam Beasley

Pre-Agenda Items
This was the first meeting of the new committee members. Dean Diehl, Dean Gilligan and Jerry Speitel have joined the committee and Dean Dillon, Dean Fenves and Fred Heath have transitioned off the committee.

I. IT Strategic Priorities & ITS Capital Budget (FY 12 – 13) – Update & Approval
In the previous meeting, the Fiscal Year (FY) 2011-2012 priorities and accomplishment were reviewed. The committee reviewed the FY 2012-2013 IT priorities of which the highlights include building out the core network and developing a plan for increased network speeds, more certainty on the set of supported core instructional technology tools, creating new administrative systems replacement roadmaps, driving campus-wide cost savings through software licensing, and updating the web infrastructure. The comprehensive list of priorities and descriptions is available in the meeting handouts below. The FY 2012-2013 capital budget was presented and approved.

II. Voice over IP (VoIP) Deployment – Update
Information Technology Services (ITS) has made a $2m investment in the core VoIP system. The Operational IT committee recommended accelerating the deployment from 4 years to 2 years. ITS will work with an external provider to help manage to the new timeline. The item of note is that phone rates have been subsidizing most of the costs of the Building Access Control System (BACS). While phone rates will go down, BACS costs and rates need to be examined. Under the auspices of the Business Services committee, a task force of Business Officers will explore this topic in the spring and determine a new funding model driven by demand and common good. There will be more information on these two topics over the course of the next two fiscal years.

III. UT System Security Funding – Update
Cam Beasley provided an update on the IT Security review conducted by UT System last December. UT Austin was allocated $3m for IT risk reduction investments, including the provisioning of the UT Backup service for all faculty, and dramatically reducing co-location rates in the Data Center, and Virtual Computing rates. The goal is to have 1,000 systems moved or virtualized in the Data Center during the next two years, and we are already 18% of the way towards this objective. A question was asked about whether desktop virtualization is included. In response, server virtualization was identified as the primary focus of this investment. However, there have been a number desktop virtualization deployments in several computer labs across campus, but the results have been inconclusive given the higher software costs and some buildings have inadequate networks to support this technology. It was noted that IT cost savings will be added to the annual Deans/Provost Academic Core Planning (DPAC)
process and discussions will be centered on encouraging the use of commodity central IT services. The Information Security Office will provide data to help inform the DPAC discussions.

IV. UT System IT Roadmap – Update
UT System contracted with a firm to determine the System’s IT priorities for the future. Based on input from all UT System institutions, investments in the state-wide and campus networks were deemed the highest priority, and building a third regional data center was confirmed as the number two priority. Jay Boisseau and Brad Englert have been working with UT System on costs for a regional data center in Austin. Brad Englert and the Office of Telecommunication Services have been providing network investment estimates. The request was made to keep the President and Budget Council informed of the discussions and progress on these topics.

V. Mainframe Computer Disaster Recovery Plan – Approval
The Business Services Committee and the Operational IT Committee both approved the recommendation to reduce the mainframe disaster recovery outage from 59 – 95 hours to 20 – 56 hours. SITAB approved the recommendation, and ITS and Purchasing will seek bids from qualified providers.
IT Strategic Priorities & ITS Capital Budget (FY 12-13) – Update & Approval

IT Strategic Priorities – FY 2012-2013

- Upgrade Core Campus Network and Develop Network Speed Plan
- Create Educational Technology Roadmap
- Create Big Data Policies
- Enhance Research Computing Environment
- Begin to Develop Learning Analytics
- Create Administrative Systems Replacement Roadmaps
- Design and Build the New Administrative System Technical Environment
- Define Universal Institutional Data Access
- Drive Savings via Cooperative Software Purchasing
- Upgrade Web Infrastructure
- Complete Mobile Strategy

ITS Capital Budget in Support of Governance Priorities – (FY 12-13)

<table>
<thead>
<tr>
<th>Project</th>
<th>Estimated Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Campus Network Infrastructure Upgrades</td>
<td>$1,800,000 – $2,000,000</td>
</tr>
<tr>
<td>Upgrade Web Infrastructure</td>
<td>$500,000 - $750,000</td>
</tr>
<tr>
<td>Design and Build the New Administrative Systems Technical Environment</td>
<td>$300,000 - $500,000</td>
</tr>
<tr>
<td>Implement Additional Disaster Recovery for Critical Services</td>
<td>$500,000 - $600,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$3,100,000 - $3,580,000</strong></td>
</tr>
</tbody>
</table>

In addition to the large capital budget items above, ITS will dedicate $750,000 in operating funds in FY 2012-2013 to accelerate the Voice over Internet Protocol (VoIP) implementation on campus.
Voice over IP Deployment – Update

Overview
The university is moving its legacy phone system to Voice over Internet Protocol (VoIP). Installation of the core system is nearing completion and deployment is expected to begin in the spring.

Strategic IT Accountability Board (SITAB) Action

- VoIP Approach was endorsed on March 6, 2012

Status

1) **Acquisition:** carrier class VoIP system from Genband -- $2M.

2) **Installation:** core system will be running by December. Buildings deployments will begin in the Spring.

3) **Accelerated Deployment:** Operational IT Committee approved accelerating building deployments from four to two years by using a contractor. ITS expects to fund $750K for the contractor in FY2012-2013.

4) **Unit Involvement:** engaging unit heads to designate the appropriate individual to make decisions on their behalf. General communications to campus will begin this soon.

5) **Buildings Security System:** ITS will form task force this spring to recommend funding options.
UT System Security Funding – Update

As a result of an external security audit last year and targeted Information Security Office funding requests, UT System has agreed to provide approximately $3 million in one-time funding to help address several high-risk security areas. In the table below, the impacts of this funding are presented:

<table>
<thead>
<tr>
<th></th>
<th>Pre-Funding</th>
<th>Post-Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>UTBackup for Faculty</td>
<td>None specified</td>
<td>50 gigabytes of space per device</td>
</tr>
<tr>
<td>Virtual Computing</td>
<td>$300 per virtual machine unit per year</td>
<td>$100 per virtual machine unit per year</td>
</tr>
</tbody>
</table>
| University Data Center      | $1.70 per kilowatt hour (around $700 per year for an average system) | Reduction in rate of 40-50%.

- Rate reductions will be in effect for a minimum of three fiscal years and will make key services more affordable to campus units, which will reduce related security risks on campus.
- The goal is to move 1,000 new physical or virtual servers into the University Data Center within the next two fiscal years.
UT System IT Roadmap: Third Regional Data Center

**Phase I**
High Performance & Research Computing  
Tier 1 or 2  
10,000 square feet of raised floor  
5,000 square feet of core support  
10 Mega Watts of Power  

Administrative Computing  
Tier 3  
10,000 square feet of raised floor  
3 Mega Watts of Power  

**Phase II – build as needed**
High Performance & Research Computing  
Tier 1 or 2  
10,000 square feet of raised floor  
10 Mega Watts of Power  

Administrative Computing – Tier 3  
10,000 square feet of raised floor  
5 Mega Watts of Power  

**Network Enhancements**
- UT Austin Campus Network - $18.3 Million  
- New Primary Network Operating Center - $5.8 Million  
  (UT System Share – 35%)
Mainframe Computer Disaster Recovery Plan – Approval

Overview
The University of Texas at Austin currently has a Disaster Recovery process for the mainframe computer through an outside vendor. The recovery time for the mainframe to be restored is 59 – 95 hours. The following proposal outlines a Business Services Committee (BSC) recommendation to reduce this restoration time to 20 – 56 hours, and seeks Operational IT Committee and Strategic IT Accountability Board approvals to fund this new approach.

Current and Proposed Solution Analysis

<table>
<thead>
<tr>
<th>Current Mainframe Disaster Recovery Plan</th>
<th>Recovery Time</th>
<th>Cost</th>
<th>Risks</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>59 – 95 hours</td>
<td>$125,000/year (base contract includes an annual test; weekly usage cost during disaster will be additional)</td>
<td>University Data Center-B availability to generate data tapes</td>
<td>Disaster Recovery procedure has been tested three years successfully</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tape loss or delay during transport to vendor</td>
<td>Known costs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business operations stop at BSC decision point to begin mainframe Disaster Recovery process</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proposed: Current Mainframe Disaster Recovery Plan, plus hosted, mirrored storage</th>
<th>Recovery Time</th>
<th>Cost</th>
<th>Risks</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 – 56 hours</td>
<td>$335,000/year (includes $125,000/year base contract, $150,000/year for networking, and $60,000/year hosting services)</td>
<td>Long distance private network increases technical issues, and business complexity</td>
<td>Reduces time to restore business operations dependent on the mainframe computer</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The selected back-up data center may also have operational challenges</td>
<td>Eliminates the need to create and transport data tapes</td>
<td></td>
</tr>
</tbody>
</table>

Recommendation
The Operational IT Committee, the Business Services Committee, along with Information Technology Services (ITS) recommends the approval of the new approach which will reduce the time for the current Mainframe Disaster Recovery process. The increased cost for this recommendation is $210,000 which will come from the ITS budget.