

The Systems Group

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Outline

- 1 Accomplishments
- 2 Policy Updates
- 3 To Do's
- 4 Systems Group

Accomplishments

- Transfer of Information
- New ticketing system
- Began purge of old, dead equipment
- Successful MCH202 configuration

Accomplishments (cont)

- Upgrade/standardization of Majors Lab
- Network re-configurations
- Fixes to mail, printing, user updates
- Job Descriptions for 2 new hires

Account Retention

- Majors/Grads: one semester after graduation
- Non-majors: one semester (plus) after course
- Faculty: as long as required
- Staff: depends
- System Group: ?

Hardware Acquisition (Servers)

- Prefer rackmounted hardware
- Consider hardware/project lifetime
- Consider access and maintenance
- Power, network, cooling, noise
- Consult with systems group

System Management

- Security vs. Access Trade-offs
- Centralizing common services
 - SVN/GIT
 - Web
 - Others?
- Service-Level Agreements

Services Stuff

- Mail updates
 - Reorganize LOV009, LOV021, LOV005
 - Update to Spam filtering
 - Authentication mechanism for sending
 - Better web interface
- Server platform switch/updates
- Configuration management/virtualization
- Improved documentation

Software Stuff

- New departmental website
- Reworking user account management
- Provide better centralized services
- Improve print management system
- Calendaring services

Developing the Program

- Goal: develop and train a support team
- Account for continuous roll-over
- Three tiers:
 - Brown Coats: password resets, user support
 - Lantern Corps: services support, web projects
 - Jedi Masters: networking issues, big projects
- Bi-weekly training, updates
- Train for wider deployment