

UEN Board Meeting

August 17, 2012 8:30 a.m.

Dolores Doré Eccles Broadcast Center and IVC



UTAH EDUCATION NETWORK
WWW.UEN.ORG

Utah Education Network Board Meeting

Agenda

August 17, 2012

8:30 AM - 3:30 PM

8:30 a.m. – Welcome

Approval of Minutes – Action (Denise)

Utah Education Network Board Meeting Minutes..... 1

Closed Session

Report from Board Co-chairs on UEN Executive Director search

1. Challenges/Opportunities Relative to Question 1:

Whom do/should we serve and what do they need to do? No agenda items at this time.

2. Challenges/Opportunities Relative to Question 2:

What services do/should we provide so they can do what they need to do?

2a Content Learning Management “Ecosystem”– Discussion (Laura) 3

2b UEN “Should” Services – Discussion (Laura, Lisa, Jim, Eric) 5

Attachment – DRAFT Five “Should” Questions Summary
from UEN Staff 7

Attachment – DRAFT FY 2013 Initiatives 13

Attachment – DRAFT List of UEN Services 15

12:00 – Noon Working Lunch Session

to discuss FY 2014 Legislature for Board Members

GUESTS: Rep. Ronda Menlove and Jim Grover, *Governor’s Office of Planning and Budget*

3. Challenges/Opportunities Relative to Question 3:

How do/should we know we are doing a great job? No agenda items at this time.

4. Challenges/Opportunities Relative to Question 4:

How do/should we provide the service?

4a UEN Draft Diversity Policy – Discussion (Laura) 37

Attachment – Excerpt from CPB Grant Policy Guidelines
and Draft of Proposed Policy..... 39

5. Challenges/Opportunities Relative to Question 5:

How do/should we organize?

5a UEN Bylaws Committee – Discussion (Gary K)..... 41
Attachment – UEN Bylaws (Draft July 9, 2012) 43
Attachment – Terms for Board Members Letter 46

5b Advisory Committee Update – Discussion (Ray) 47

5c FY 2014 UEN Legislative Budget Request – Action (Lisa)..... 49
Attachment – New Legislative Budget Requests..... 51

5d FY 2013 Allocation of One-time Dollars – Discussion and Action (Lisa)..... 53

Other

Upcoming Meetings

UEN Board Meeting – September 21, 2012, 9:00 a.m.

Utah Education Network Board Meeting Minutes

Dolores Doré Eccles Broadcast Center and IVC

July 20, 2012

PRESENT: Clark Baron, Eric Denna, Brenda Hales, Christine Kearl, Gary Koeven, Dana Miller, Donna Jones Morris, Glen Taylor via MOVI, Robert Wagner, Barry Walker, Ray Walker and Denise Elwood-Secretary. UEN staff in attendance, Laura Hunter, Lisa Kuhn, Jim Stewart, Rich Finlinson.

Welcome and Introductions

Eric welcomed everyone to the July UEN Board Meeting.

Approval of Minutes from Previous Meeting

Minutes from the June 20, 2012 meeting were previously emailed to the Board Members plus a hard copy was provided at this meeting. **A motion was made and seconded, with a correction to show that Clark Baron was present at this meeting. The members present voted unanimously. THE MOTION CARRIED WITH ADDED AMENDMENT.**

A motion was made and seconded for this next portion of the business meeting to be a closed meeting. All those in favor: Clark Baron, Eric Denna, Brenda Hales, Christine Kearl, Gary Koeven, Dana Miller, Donna Jones Morris, Glen Taylor via MOVI, Robert Wagner, Barry Walker, Ray Walker. **THE MOTION CARRIED.**

A motion was made and seconded to adjourn the closed meeting. All those in favor: Clark Baron, Eric Denna, Brenda Hales, Christine Kearl, Gary Koeven, Dana Miller, Donna Jones Morris, Glen Taylor via MOVI, Robert Wagner, Barry Walker, Ray Walker. **THE MOTION CARRIED.**

A motion was made and seconded to continue the job search, follow up on candidates with references and phone calls, and to postpone the decision to hire until the August Board Meeting. THE MOTION CARRIED.

A motion was made and seconded to postpone the rest of the agenda items until the August meeting. This motion was withdrawn as there were a couple of items that needed to be discussed.

Tab 5a – Challenges/Opportunities Relative to Question 5:

FY 2013 TV COLLABORATIVE BANDWIDTH OPTIMIZATION PROJECT

Laura Hunter shared with the Board members that an invitation from the Corporation for Public Broadcasting (CPB) has been extended to UEN-TV, KUED, and KBYU-TV collectively to jointly apply for up to \$2,250,000 in Community Service Grant supplemental funds, to be shared equally by our stations

and dispersed over three years, under their FY 2013 Television Collaborative Bandwidth Optimization Program. The percentage breakout should be UEN-TV (30%), KUED (30%), KBYU-TV (30%) and other partners (10%). As a requirement of this opportunity, each station is required to enter into an effective agreement before July 31, 2012. **A motion was made and seconded to accept the invitation to participate in this collaborative grant agreement with KUED and KBYU subject to the negotiation on the percentages. THE MOTION CARRIED.**

Tab 5b – Challenges/Opportunities Relative to Question 5:

UEN BYLAWS COMMITTEE

Laura Hunter reported to the Board members that this document has been sent to the University Attorney and also to the State Attorney's office for corrections and or approvals.

Tab 5c – Challenges/Opportunities Relative to Question 5:

FY 2014 UEN LEGISLATIVE BUDGET REQUEST

Lisa Kuhn asked the Board members to look through the FY 2014 Budget Request and that it will be discussed in more detail during the August meeting.

A motion was made and seconded to suspend the balance of the agenda items until the August meeting. THE MOTION CARRIED.

Other Business

There was no other business to discuss at this time. Our next meeting will be August 17, 2012 from **8:30 a.m. – 3:30 p.m.** at the Dolores Doré Eccles Broadcast Center.

A motion was made and seconded to adjourn the July Board Meeting. The members present voted unanimously. THE MOTION CARRIED.

Respectfully submitted,

Denise Elwood

2a

CHALLENGES/OPPORTUNITIES
RELATIVE TO QUESTION 2:

What services do/should we provide
so they can do what they need to do?

Content Learning Management “Ecosystem” – Discussion

Description

Informational materials for this item will be available at the board meeting.

Recommendation

Board members are asked to review and discuss the materials.

2b

CHALLENGES/OPPORTUNITIES RELATIVE TO QUESTION 2:

What services do/should we provide
so they can do what they need to do?

UEN “Should” Services – Discussion

Description

Attached are the Five “Should” Questions Summary from UEN Staff (DRAFT), the FY 2013 Initiative, and a draft list of the current services UEN provides. They are a foundation of a discussion about what UEN should provide.

Recommendation

It is recommended that board members review and discuss these items.

Attachment – DRAFT Five “Should” Questions Summary from UEN Staff - July 2012

1. Whom should we serve and what do they need to do?

We serve teachers and faculty – they need to teach, integrate technology, access quality resources, comply with administrative/school directions including Core Curriculum and Ed Tech goals; design/develop courses and course material.

We serve learners of all levels – teachers and faculty are learners, they need to build their continuum of practice, hone their skills, be effective; technology staff are learners – they need to innovate and solve problems; members of the general public are also learners.

We serve the people who support teachers and learners: department heads, policy makers, administrators, legislators, organizations, committees – they need to do their job, fulfill their mission.

Our services should clearly align to the priorities of public ed and higher ed.

I think that our services should have a direct tie to what educator’s current initiatives are (ex. Promises to Keep or Prosperity 2020.)

We should have “boot camp” workshops for UEN staff to understand Promises to Keep from our public ed partners and Prosperity 2020 from our higher ed partners. We also need a presentation from UCAT, Libraries, to understanding their mission and objectives so we know how to best support them.

2. What services should we provide so they can do what they need to do?

(The spreadsheet modeled after University of Texas will provide additional detail for this question.)

We network for education.

We provide educational technology infrastructure.

We provide networks (IP networks, resource networks, support networks).

We facilitate joint projects and mutually beneficial partnerships.

Our 15 services are grouped into three core areas:

Network Services:

1. Wide Area Network
2. Internet Access
3. Network Support and Security Monitoring
4. Internet Filtering
5. Broadcast Network Services (UEN-TV & MHz Worldview)

Application Services: (see detailed spreadsheet)

6. Interactive Video Conferencing
7. Learning Management System
8. Pioneer Library and Preschool Pioneer
9. Web Conferencing
10. Teaching and Learning Tools

Support Services:

11. Training/Professional Learning
12. Distance Ed Support
13. Regional Support
14. E-Rate Support
15. Overhead and internal UEN support (legal, financial, facilities, communication, etc.)

We should:

- Do more research on the future of IVC – do we keep as is and replace equipment or change technologies? Figure out how to better coordinate across video systems.
- Expand Interactive Video Field Trips, but what is our role with those? We see requests for these increasing.
- Support eBooks – eBook subscription services
- UEN coordinate consortium software licensing (beyond Pioneer library, Microsoft, Adobe, etc.)
- Expand support for wireless (BYOD initiatives); determine what is UEN's role?
- Expand resources for flipped classroom (media intensive, home access, etc.) Equella/Kaltura
- Coordinate support services with online knowledge sharing process and repository.

3. How should we know we are doing a great job?

We should have performance metrics that are:

- Measurable – or able to be determined from other measurements
- Clearly defined – including boundaries of the measurements
- Indicate progress toward a performance goal
- Answer specific questions about the performance

We should have metrics that combine quantitative and qualitative data.

We should subcontract with a third party consultant to advise senior staff and UEN Board on appropriate performance metrics and tools for reporting and documenting progress on them.

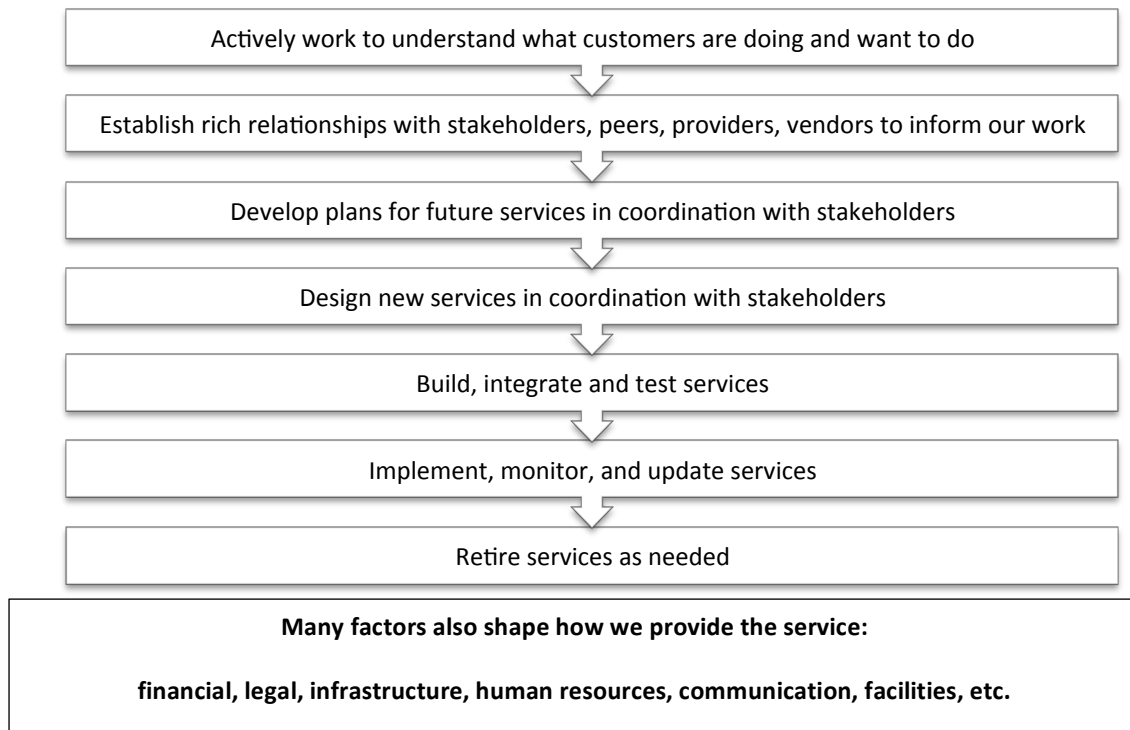
We should include these possible metrics:

- Metrics (use patterns and financial), meetings, feedback loops
- Web analytics, media and TV viewership
- Network growth, reliability, network performance
- Completion of projects- on time, on budget, on scope
- Qualitative feedback – comments, meetings, emails, letters
- Legislative support, grant support (\$\$)
- E-Rate return rate
- Performance dashboard
- User requests, increased demand
- Professional development exit surveys
- Project-specific research (NetSafe, STEM, etc.)
- National awards and recognition, national/local news articles
- Social media followers/likes
- Net promoter score

We should:

- Have an online dashboard with agreed-upon metrics that we update and revisit regularly, with greater transparency on how we're doing – start with less is more and have a way for users to drill down for additional details on specific services
- Have a dossier developed for each key stakeholder group (legislator, school district, institution) with a report of metrics specific to their service area
- Tie our services more clearly to economic benefits
- Have a way for users to view/track our performance and also provide input

4. How should we provide the service?



We should:

- Be more innovative
- Analyze how services have been used in the past
- Figure out a better plan for customer relationship management
- What about role of IVC and other video technologies – expand proof of concept with SeeVogh
- What is method for communicating results/acting on results?
- Revisit way to broaden the advocate or service team model
 - Should this still be based on network hubs?
 - UEN play a role with new CIO/CAO meetings?
 - What about K-12 TCC + Curriculum Director’s meetings?
- What is UEN’s intrastate coordination role?
- We should have materials and a process for orienting new Board members and advisory council members

5. How should we organize?

Attachment – DRAFT FY 2013 Initiatives

Network Services	Application Services
1. Explore and experiment with 100 gig infrastructure per NTIA and Internet II requirements	26. Rewrite and relaunch the Independent Materials Alignment interface
2. Determine how Bring Your Own Device trends are impacting demand for bandwidth	27. Standardize on Oracle & Postgres databases
3. Complete BTOP	28. Retool web hosting toward increased automation
4. Implement Siena for metro ring management	29. Expand Content Learning Mgmt Software (Kaltura and Equella)
5. Complete BYU & USU fiber	30. Update uen.org website
6. Non BTOP Head Start & Elementary school site installations	31. Pilot-test VMware cloud options with working group
7. Support SC12 conference	32. Deploy virtualization tools to consolidate hardware & support contracts
8. Complete Metro Ring	33. Complete my.uen enhancements
9. Operationalize DWDM with documentation	34. Explore broader UEN role in consortium software licensing
10. Complete initial steps on the Tellabs conversion for the backbone	35. Coordinate video services with new UIMC members
11. Complete wiring and move into the USU RCDE building	36. Curate resources for the Utah Core; support USOE Core initiatives
12. Upgrade Uinta basin network with Strata	37. Update the Lesson Plan Tool
13. Resolve NOAA proposal	38. Rewrite the Distance Ed catalog
14. Complete DDC move SOW and planning/coordination with UIT	39. Integrate OpenTapestry and my.uen
15. Resolve IRON I2 issues with additional VLAN and direct IRON/I2 peering	40. Develop educator contribution tools for eMedia
16. Get new build requirements to Board	41. Improve Equella-Canvas integration
17. Complete CY2012/FY2013 Internet Access RFP	42. Integrate eMedia with Learning Registry to access more open content
18. Complete USU and UVU region diversity/redundancy	43. Explore changes to eMedia metadata to include paradata and core standards/objectives
19. Provide commodity connectivity for UMontana	44. Add more video to UEN.org
20. Complete NOC redesign	45. Update Preschool Pioneer website
21. DWDM MOU complete	46. Research and implement better methods for analytics
22. Collect Metro ring operating budget needs	47. Complete UDA project and next steps
23. Complete Dixie Data Center move	48. Substantial progress on SIP Trunk pilot
24. VoIP contract issues resolved and JIVE/URTA impasse settled	49. POC SeeVough
25. Update the online public file for KUEN per new FCC requirements	50. framework in place and first assessment underway
	51. Resolve state government IVC support plan
	52. Virtual Route Forwarding (VRF) video project

Support Services	Operational Services
<p>53. Teach others about UEN Tools and services including workshops, online courses, educational conferences</p> <p>54. Support and promote Canvas</p> <p>55. Produce classroom guides for using technology effectively</p> <p>56. Support Utah EPSCoR projects</p> <p>57. Host C-Forum and T-Forum meetings</p> <p>58. Partner with USOE for online course development and hosting</p> <p>59. Leverage NetSafe Utah for E-Rate CIPA compliance</p> <p>60. Support USHE TICE project</p> <p>61. Support UtahFutures</p> <p>62. Maintain and host various partner/grant websites</p> <p>63. Complete installation of 80 IVC sites</p> <p>64. Participate in final USHE security assessments, complete planning</p> <p>65. Implement Intel Teach grant</p> <p>66. Resolve Filter software issues</p> <p>67. Expire core filtering solution in favor of edge solution</p> <p>68. UtahSAINT conference and other security related initiatives</p> <p>69. Expand broadcast community engagement with diverse audiences (American Indian Film Festival, STEM, etc.)</p> <p>70. Complete VoteUtah election activities</p>	<p>71. Hire new Executive Director</p> <p>72. Update UEN Bylaws</p> <p>73. Compile current process documentation and create a repository</p> <p>74. Substantial progress on Inventory Control database</p> <p>75. Develop refresh budget for capital equipment</p> <p>76. Develop legislative communications plan with Board members</p> <p>77. Implement communication plan for BTOP, Legislature, crisis communications</p> <p>78. Update collateral for PI to reflect 2012 Communications Plan</p> <p>79. Leverage social networking tools to engage stakeholders</p> <p>80. Finalize 'should' planning questions with Board</p> <p>81. Prepare service-aligned budget like UT example</p> <p>82. Explore implementing a student employment program (possibly with EPSCoR \$)</p> <p>83. Progress on SiteDBs</p> <p>84. Develop service prioritization/dependency methodology</p> <p>85. Re-install the Carrier AC system to the UPS area</p> <p>86. Duct installation from one of the Data center AC units to the SoNet room</p>

Attachment – DRAFT List of UEN Services (July 13, 2012)

----- Draft ----- Draft ----- Draft ----- Draft ----- Draft ----- Draft ----- Draft ----- Draft ----- Draft

Future columns (where applicable):

- Primarily Serves
- So they can do this
- URL
- Metrics
- Mainly bought or acquired for free / Mainly built
- Depends on
- Cost: people
- Cost: operating
- Cost: capital

Network Services

1. Community Engagement

Regional Technical Forums	UEN supports 8 regional technical forums that cover all parts of the state of Utah. These forums bring together higher education and public education and many other UEN stakeholders to share technical ideas, work together on needs, solve problems and leverage resources. UEN provides a technical advocate for each of these regions, as well as for specific departments. UEN has also managed regional requests, making certain that UEN resources are used to meet the needs of stakeholders
Online Technical Forums	UEN should consider adding an online technical forum to address specific technical needs. This would be a topic based forum with community members involved in asking and answering technical questions, providing technical insights and solving problems in a real time setting. Much of what is done to support UtahSAINT can be used to develop a model that addresses a wider range of technical demand.
Regional Research Support	UEN works with The UU Center for High Performance computing to provide Internet2 and commodity Internet for the Idaho Regional Optical Network (IRON) and the University of Montana. These efforts provide dollars that offset direct costs for these services and also provide UEN stakeholders with collaboration opportunities
Strategic planning	UEN has a long history in strategic planning. Current engagement is in answering the 5 questions for UEN. Many stakeholders have indicated that UEN may provide a vital role in assisting with strategic planning for stakeholders that may not have the expertise and ability to engage in this vital activity and

	to act as a bridge ensuring that technical plans are grounded firmly in need and that education leadership can be confident that technology is implemented to effectively support educational needs
UtahSAINT Organization	Utah Security Advisory and Incident Handling Team (UtahSAINT). UEN provides financial and resources support to the UtahSAINT Organization which is an organization of network security and technical professionals throughout the State of Utah who are generally made up of UEN stakeholders.
Technical Summit	The Technical Summit is an annual conference where UEN provides information and technical training to all of its stakeholders. This is the premiere technical conference UEN hosts. It is generally well attended and highly acclaimed.
UtahSAINT Conference	The UtahSAINT Conference is an annual event which focuses on network security related topics and training. It is administered by the UtahSAINT Organization, and UEN provides a lot of support and resources to make this happen. Its purpose is to provide quality training and information primarily to UEN stakeholders, however the UtahSAINT organization does reach beyond the UEN Focus.
RFP Planning and Development	Each year through strategic planning, Technical Forum coordination and stakeholder requests UEN conducts a Request for Proposal (RFP) for Internet and Wide-Area-Network services. Any services and projects requested are evaluated for E-rate compliance, and Technical Services, Administration and the E-rate team work together to ensure the most cost-effective solutions are obtained. UEN TS provides a valuable service in ensuring that technical needs are met and in evaluating responses from carriers and other vendors.
Grant Development and Support	UEN pursues federal and state grant opportunities and supports stakeholders in developing grant applications and working with stakeholders to ensure successful implementations of projects funded by federal

	and state agencies (RUS, NTIA, etc.)
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2. Connectivity

Service Name	Service Description
Statewide Backbone	The UEN Backbone connects seventeen of the largest PoPs in the state. Each of these backbone PoPs aggregate school district offices, libraries, charter schools, head starts, and higher education institutions. Several of these PoPs also include connectivity to the Internet providing access to the entire state. The backbone is comprised of 10GE and 1 GE circuits all leased from carriers as an end-to-end service. The backbone is the core of the UEN network and the foundation that supports all UEN services.
End Site Connectivity	UEN end sites compromise higher ed institutions, k-12 schools, libraries, charter schools, private schools, and head-starts. These sites are aggregated into either major backbone PoPs or school district offices. End sites connect into UEN with 10GE, 1 GE, 100GE, or T1. Connectivity into these end sites provides stake holders with access to the Internet, IVC, intra-district traffic, and access to online testing. UEN supports approximately 1400 end sites statewide.
Network Engineering	Network Engineering provides planning and detailed engineering services to our stakeholders. This includes designs related to UEN connectivity or on the stakeholder's LAN. The network engineering team is also responsible for the design and implementation of the UEN backbone and end site connectivity.
Field Operations	UEN Field Operations provides network field support and project implementation support on a statewide basis. UEN Field Operations works closely with UEN project managers, Network Engineering, Network Operations, the Technical Services Support Center, service providers and stakeholders.
Field Operations Support	UEN Field Operations provides 24/7 support for the network and is the primary department dispatched to replace faulty equipment and provide physical layer troubleshooting services.
Microwave Services	UEN Field Operations engineered, licensed, installed and now maintains a carrier class microwave network in southeastern Utah and eastern Utah. It also installs and supports licensed and unlicensed last mile solutions throughout the state.

Fiber Optic Transport Services	UEN Field Operations provides field support for UEN and stakeholder owned fiber based transport services. This includes small municipal/cross town fiber systems and large high capacity DWDM ROADM systems (See Metro Fiber). UEN Field Operations employs the latest in fiber and network testing, measurement, termination, and troubleshooting solutions. Field Operations works closely with UEN Network Engineering on high capacity and complex transport solutions.
Commodity Internet Access	UEN provides multiple geographically diverse access point to the commodity Internet using tier-1 providers. The multi-homed environment provides the greatest degree of Internet availability to our Stakeholders
Internet Peering	UEN provides where possible settlement free peering and exchange of bandwidth with local, regional, national and international networks.
Internet 2 CPS/Transit Rail service	UEN provides short hop low latency peering as part of Internet2 connectivity. This service offloads bandwidth from commodity Internet providers.
Internet 2 and research network connectivity	UEN provides connectivity to the Internet2 network for the research community, SEGP (connectivity for public education, state agencies, libraries & non-R-1/ R-2 Universities and community colleges), CPS/TR connectivity and access to a wide array of other research networks and resources.
Regional Connectivity	As the regional Internet2 connector, Provide as needed to other eligible entities access to Internet2. Currently IRON. Provide commodity Internet connectivity to Montana.
DNS	UEN provides Domain Name System (DNS) service for many domains is administered by UEN and provides name resolution for all of our connected stakeholders. UEN is authoritative for a variety of DNS domains critical to the State of Utah.
DNS Hosting	UEN provides DNS hosting services to its stakeholders. This allows individual organizations to use UEN to host their DNS domains freeing them up from having to host their own DNS servers. This is done through a management service called InfoBlox which is the main subsystem for our DNS systems.
AnyCast DNS	UEN provides highly available and redundant DNS

	systems throughout the state which allows DNS name resolution even in the event of major failures on the backbone. This makes it possible for those relying on UEN DNS services to have a DNS server at their local POP to provide name resolution even when access to the UEN main DNS is unavailable.
University of Utah Metro Fiber Ring	The University of Utah's purchase and construction of a new data center located in downtown SLC requires high capacity bandwidth between campus and the new data center. A metro fiber ring has been constructed that is utilizing DWDM equipment to provide high capacity bandwidth between the two locations. UEN is managing the DWDM equipment and metro fiber ring and also utilizing wavelengths for connectivity between UEN, Level3, and USU. The metro fiber ring is also being extended to USU and BYU providing Internet2 access for the research community.
State of Utah Registry for Internet Numbering (SURIN)	UEN is a legacy holder of 11 IPv4 /16 address blocks. We also hold a large amount of IPv6 address space. Many stakeholders depend on UEN to provide and manage these address spaces. With IPv4 space running critically short worldwide it is imperative for UEN and its stakeholders to manage this space effectively

3. Data Center Services

Service Name	Service Description
Data Center Networking Disaster Recovery – Business Continuity - Troy	Network supporting all equipment within the UEN EBC Data Center and remote sites/ equipment
DNS Tools	Allow Customers and Stakeholder to manage their own DNS information and Service on our local and WAN AnyCast Service.
Web Hosting	Hosting Web Sites for partners, customers and stakeholders. (eg KUED, Media Solutions, KUER, USOE etc.)
SAN	Local Storage Area Network for dynamic storage allocation though-out the UEN's EBC and Richfield data centers. This to extend to the Downtown Data Center
Virtual Machine Support	Manage and maintain Virtual Machine clusters in support of all data center support

NAS	Highly available Network Attached Storage for hosting and all web services where shared file services are requires
LAN - desktop, file, and print	Manage and Maintain Local Area Network for the Eccles Broadcast Center. Support all departments within EBC on the U of U campus.
7x24 On-call support	On-call support for all Enterprise Systems Services
Site Equipment Hosting	Co-location of equipment for Partners, Customers, and Stakeholders.
CMDB	Phase 1: Configuration Primarily for tracking UEN equipment inventory and life cycle.
Battery (UPS) and Generator Back Up Services.	UEN Field Operations provides backup power services to a number of UEN POP facilities throughout the state. In most cases this service consists of a large data center/ room Uninterruptible Power Supply (UPS), but in a few instances UEN also provides and supports a power generator and/or data center cooling. At all UEN owned and/or managed microwave communication sites UEN Field Operations maintains battery systems, motor generators, and large and small solar power systems.
On-line Testing	Host server, network, and firewall equipment for support of UTIPS service. Perform secondary admin and support for servers and provided backup storage services. Provide colocation services for Measured Progress (USOE online testing tool) and also provide technical network assessment for online testing performance (perhaps should be moved to the connectivity table)
Firewall Services	We provide comprehensive network security management for all UEN hosted and managed services. This service primarily supports the UEN Internal organization by providing security monitoring and management of traffic to and from all UEN hosted resources.

Stakeholder Firewall Services	UEN Security Operations and Network Operations provide firewall support and operations services to our stakeholders. These generally include hosted services and organizations who do not have trained staff and require assistance through network operations to effectively manage their security devices.
Disaster Recovery/Business Continuation	

4.

Service Name	Service Description
Compuware License	Share the one user seat license UEN, UIT, and USHE purchased for Higher Ed IT staff. Compuware Software is a network application troubleshooting tool.
Mail List Server	Allows for email communication between UEN staff, partners, stakeholders, and customers.

5. Network Operations Center

Service Name	Service Description
Network Monitoring	UEN Network Operations monitors the Network for failures and issues which cause degraded service or downtime for connected stakeholders. The scope of monitoring includes the Backbone and Distribution of the network, but in most cases includes end-site monitoring to the edge. This is accomplished through use of a variety of tools both developed in-house and acquired through commercial entities.
Tier 1 Network Call Services	The UEN TSSC provides daily monitoring and call support for the UEN NOC assisting with Tier 1 issue diagnostics and escalation using the UEN Quick Ticket system.
Tier 2 Network Call Services	UEN Network Operations provides daily monitoring and call support for stakeholders requiring advanced support or service.

Network Maintenance	UEN Network Operations continually maintains the network to roll out new technologies and keep the network in solid working order. This is accomplished through the use of staff from both network operations and engineering.
Network Management	UEN Network Operations manages thousands of data-points and pieces of information relevant to the design, deployment, and current state of the network. These are critical to running the network successfully. This is accomplished by using tools that collect and manage the network. Currently these tools are independent and do not share information.
24/7 Network Operations	UEN Network Operations should be staffed 24/7 to better respond to issues and incidents which occur on the network. This initiative is not currently in place but is included as a must-have to meet the demands of running a network which is relied upon as much as ours is.
Helpdesk Services	UEN Network Operations provides HelpDesk services to our entire stakeholder base. This primarily includes phone based support and troubleshooting of both WAN and LAN issues. In many cases we provide direct support to stakeholder networks and configurations.
Network Change Management	UEN Network Operations is the final implementation arm of the engineering process. This is an internal service which provides validation of a recent changes to the network, and ensures that the changes meet operational guidelines, and are appropriately updated when they occur.

6. Security Management

Service Name	Service Description
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Security Monitoring	UEN Security Operations Center (SOC) oversees the monitoring of network security for all UEN hosted systems and services, and our network infrastructure. This is accomplished with tools and highly trained staff. This includes Firewalling, Vulnerability Assessments, Policy and Procedures, Auditing, and other processes as appropriate.
Security Management	UEN SOC manages security policy and compliance for the UEN internal organization and the Backbone.
Security Maintenance	UEN SOC provides maintenance for all security devices located throughout the State.
Training and Education	UEN SOC provides security training and education using the UtahSAINT Forum. Additionally, UEN SOC engages with stakeholders directly to provide training and consulting at a high level when requested by the stakeholder.

7. Assessments

Service Name	Service Description
UEN Organizational Assessments	UEN SOC continually monitors, scans, and assesses its systems and services for security related issues and incidents. We work closely with department heads to resolve these issues and maintain a secure environment.
USHE Security Assessments	UEN SOC leads and manages the USHE Security Assessments initiative for the past 5 years. This is a significant project with direction from the State CIOs and USHE. It serves the Higher Education Institutions throughout the state and has produced a lot of results which have been beneficial to these organizations.
Incident Handling and management	UEN SOC provides incident handling and management services to its stakeholders. This includes Consulting, Forensics, Mitigation, and helping with cleanup when an incident occurs. This is accomplished by having highly trained staff and tools.

Tools Development	UEN has been very successful in developing tools which help manage the security monitoring issues we deal with on a day to day basis. This service needs to expand and additional resources need to be allocated to continue to help in this area.
Secure Network Design Services	
UEN Internal Security Design	UEN SOC provides direct input and consulting services to network engineering on the secure design of the network.
UEN Stakeholder Secure Network Design	UEN SOC participates with stakeholders to assist in design and implementation of their networks. This is generally accomplished through consulting.

8. Internet Filtering

Service Name	Service Description
CIPA compliance	NetSafe Utah Internet Safety and Cyberbully prevention resources to assure CIPA and E-Rate compliance
M8e6 contract/filtering appliances	
Strategic Planning	UEN Network Operations manages the strategic planning for the UEN administered filtering solution. This service is provided through the use of a committee for internet filtering and evaluation made up of our stakeholders.
Filtering Contract Management	UEN Network Operations provides the management of a statewide filtering contract which encompasses all UEN stakeholders. This contract handles both Hardware and Software support and management.
Filtering Cloud Services	Through our filtering provider, UEN provides cloud based filtering services to our stakeholders. This service primarily serves smaller K-12 institutions.
Industry Expertise and Consulting	UEN Network Operations provides consulting services to our stakeholders with regards to design, implementation and management of filtering technologies.

Technical Support and Training	UEN Network Operations provides HelpDesk services for filtering support. We also provide training through the Technical Summit forum and direct training and support onsite as necessary.
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9. Broadcast Network Services

Service Name	Service Description
UEN-TV	Primary broadcast station. Educational and instructional programs for USOE and USHE.
MHz Worldview	International programming.
Digital services	Mobile DTV, KUER digital relay
Broadcast infrastructure	Master control, transmitter, translators, field engineering, microwave interconnect, UEN Data telemetry for KUED in Richfield and St. George; HD audio over IP for KUER to 3 sites.

10. Project Management Services

Service Name	Service Description
Project Management Services	UEN Project Management Services supports complex UEN projects to include new network installations, network upgrades, large scale IVC installations, data center relocations and/or upgrades and projects that require the coordination of multiple UEN departments, UEN staff, stakeholders, service providers, contractors and vendors.

Application Services

11. Interactive Video Conferencing Services

Service Name	Service Description
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Interactive Video Conferencing Services	The UEN IVC network supports live high definition interactive classes and events using standards based H.323 and SIP based video technology for higher ed., public ed., atc's, state government and non-profit organizations.
IVC Bridging Services	UEN manages high definition and standard definition multi-point control units (MCU) for bridging h.323/SIP interactive video conferencing events.
Audio Conferencing Services	The UEN IVC system provides easy to use high capacity audio conference bridging with the ability to dynamically scale and integrate audio dial-in to UEN IVC video events.
Live Streaming and Recording	A crucial component of the UEN IVC system, stakeholders use these live high definition web streaming and server based recording services to seamlessly capture their educational classes, meetings and other events. <i>Production level services that require UEN staff to support a live video and audio feed is provided when approved and/or requested by UEN leadership.</i>
IVC Video Content Storage	UEN Stores recorded content for up to two weeks for viewing after which time content is transferred to a UEN archive server or directly to the stakeholder for long-term use or deletion.
IVC Room Design	With input from stakeholders, DES, TSSC and Field Operations, UEN Application Engineering provides all room designs to include line drawings and schematics.
IVC Room Automation	With input from the UEN TSSC, DES, Application Engineering, and UEN stakeholders, UEN Field Operations provides room automation programming utilizing the Crestron platform.

IVC Room Procurement and Installation	UEN Field Operations procures and installs on a statewide basis UEN funded and stakeholder funded IVC complex classroom systems, basic/receive classrooms, and some boardrooms.
IVC Management and Support	The UEN TSSC provides statewide daily IVC monitoring, testing, troubleshooting and system upgrade. The TSSC coordinates with UEN Field Operations on any required on-site troubleshooting and equipment replacement and the UEN NOC on any network issues affecting IVC services.
IVC End Site Training	A crucial part to the successful operation of the UEN IVC network is the understanding of the end user on the use of IVC technologies. UEN provides on-site and remote orientation and training on the use of IVC for public ed., higher ed., state government and non-profit stakeholders.
Tier 1 Network Call Services	In addition to providing daily monitoring support for the UEN IVC system the UEN TSSC provides daily monitoring and call support for the UEN NOC assisting with Tier 1 issue diagnostics and escalation using the UEN Quick Ticket system.
IVC Logistics, Scheduling and Event Coordination.	UEN's IVC logistics department provides logistics coordination and scheduling services for all UEN IVC related services including the scheduling of all public education IVC classes as well as daily oversight for regional higher education class scheduling. In addition, Logistics provides maintenance contract and inventory management for IVC end site equipment and utilization statistics for UEN IVC services.

<p>IVC Event Support and Monitoring</p>	<p>The UEN Technical Services Support Center (TSSC) provides daily monitoring, testing, troubleshooting and facilitation support for all UEN IVC system events during the operational hours of 5:30 AM to 11:00 PM utilizing Video Tier 1, Tier 2, Field Operations, Application Engineering and NOC cooperative support.</p>
<p>IVC Special Events and Meetings</p>	<p>The UEN Technical Service Support Center (TSSC) provides system stakeholders with the technology utilization, planning, coordination, and support services to ensure that IVC classes, events and meetings are successful, efficient and high quality experiences. <i>Production level services that require UEN staff to support a live video and audio feed is provided when approved and/or requested by UEN leadership.</i></p>
<p>UEN Statewide Quick Ticket System</p>	<p>The Technical Service Support Center (TSSC) in cooperation with the UEN NOC, UEN stakeholders and UEN staff provides development, support, training and daily oversight of a statewide trouble ticketing system for a diversity of UEN technical services departments and stakeholders.</p>
<p>UEN IVC Umbrella Service Contract</p>	<p>The UEN IVC Logistics department provides all stakeholders the option of providing a significant cost reduction on all Cisco IVC equipment. This service also provides full tiered support to these stakeholders bypassing any vendor intervention.</p>

IVC Infrastructure Support and Hosting	In addition to UEN owned and managed IVC core infrastructure, UEN Hosts, manages, supports and co-locates stakeholder owned IVC core infrastructure (hardware and software) such as MCU/Bridges and Cisco TCS (Video Content and Recording) at the Eccles Broadcast Center. Support, maintenance, upgrades and troubleshooting services are provided cooperatively by the UEN TSSC, Application Engineering and Video Tier 2 support engineers.
Application Engineering	Application Engineering is responsible for the evaluation, design and implementation of new IVC related hardware and software solutions that augment or improve upon the current IVC service. Application Engineering also participates in the assessment of emerging collaborative technologies and other real-time applications to include web conferencing, streaming, and VoIP. Engineering services include but are not limited to event quality evaluations, equipment performance and feature testing, resource optimization, room and infrastructure design and testing. Application Engineering also serves an IVC Tier 3 role providing additional support for core IVC infrastructure.
UEN Funded IVC Room Systems	Through an application and site coordination process UEN provides and installs a few IVC classroom systems each year. All systems currently provided are existing classroom systems that are redeployed per availability.
Desktop Video Conferencing	UEN supports and offers an H.323/SIP compliant video conferencing client by Cisco Systems called Movi. Movi is PC and Mac compatible.
UEN DE Catalog / Course Scheduling	Course scheduling web site is a tool that allows higher & public education to submit courses offered by their institution. This information populates the UEN DE Catalog and allows UEN to comply with CPB requirements.

Utah Data Alliance	Tools to facilitate data-driven decision making for school and district improvement.
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12. Learning Management System

Service Name	Service Description
Instructure Canvas	LMS for higher ed and public ed
Moodle	LMS for Utah Electronic High School (To be retired when all classes are move to Canvas)
Add-on tools for Canvas	Turnitin, Respondus, Softchalk licensed for individual institutions through UEN consortium (cost recovery)

13. Pioneer Library and Preschool Pioneer

Service Name	Service Description
Reference databases/subscriptions as determined by the Pioneer Committee	Culturegrams, EBSCO, Learning Express, SIRS Discoverer, SS Issues Researcher, Soundzabound, Worldbook Online
Preschool Pioneer	Parent and caregiver resources: activity calendars, local events, skill resources, media resources, professional development links. Student interactives: Literacy, numeracy,STEM and social awareness for 3 to 6 year olds.
Pioneer web pages	Main page, K-12 page, preschool page provides web front end and back-end authentication to licensed products
Utah Kids Ready to Read	Partnership with Utah State Libraries to host resources early literacy organizations, parents and librarians promoting Utah Kids Ready to Read skills targeting birth to 5 years old. Grant supported, part of Preschool Pioneer.
Primo Central	Centralized search interface (i.e., federated search engine) for the databases in Pioneer Online Library.

14. Web Conferencing

Service Name	Service Description
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Web conferencing tools	Wimba, Adobe Connect, SeeVogh (pilot), Big Blue Button (via Canvas)
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15. Teaching and Learning Tools

Service Name	Service Description
Online Tools and resources	Activities Tool, Apps4Edu, CACTUS licensing data, Core database and display, Curriculum Search, Distance Ed Course Catalog, DNS Tools, Educator Search, eMedia, Hippocampus, Lesson Plans (display, creation tool, admin), My UEN Courses, my.uen portal, Rubric Tool, UEN Cheese Science, UEN SciFi Friday, UEN.org (and mobile friendly version), UEN-TV What's On, UEN Widgets, Utah Schools search, Virtual Tools
Web site hosting and maintenance	Hosting and maintenance for UEN and stakeholder projects: CI-Water EPSCoR, CSSS-Science, Eccles Broadcast Center, Finance in the Classroom, Heritage Gateway, Independent Materials Alignment, iUTAH EPSCoR, NetSafe Utah, RII EPSCoR, StateNets, STEM Learning Opportunities, SURIN Utah, TAH Connection Project, UAACCE, UIMC Media Evaluations, Utah Coalition for Civic, Character & Service Learning, Utah Data Alliance, Utah ITV, WaterWise Utah
Internal tools	Workflow infrastructure: Confluence (internal collaboration), Core database manager, Core Links Interface, Crowd (identity management), ftp, go.uen.org (URL shortener), Greenhopper (agile project management software), IVC Billing, Mailing Lists, NetNews, Newsletter Tool, Professional Development course management, registration, evaluations and reports, Profile Management Tool (login lookup), ProTrack (Myers Information Systems), RSS feeds, RESTful Web Service (core database, core links, lesson plans and UtahLINK data), Sites Admin Interface (for maintaining sites data on UEN.org), Twitter (UENNews), UEN Tech Summit registration, UEN-TV What's On, Urchin web stats software

eMedia (Equella)	Repository, indexing, and front-facing service for accessing digital learning content; also includes licensed content and open educational resources
Kaltura	Streaming media server. Hosts streaming media for UEN.org and eMedia (Equella).

Support Services

16. Training/Professional Learning

Service Name	Service Description
Online and in-person workshops for educators/administrators	Courses that teach effective use of UEN infrastructure and services; aligned to educational technology and teacher effectiveness standards; USOE reviews and provides credit for these workshops
Conference presentations and UEN Faculty Lounge	Orientation sessions/outreach to inform stakeholder groups of UEN services and developments in educational technology
Ed Tech endorsement	Courses leading to USOE credential for licensed teachers
Instructional design/course design support	teach educators how to build, maintain, facilitate and improve online courses
Professional conferences/ work Groups	provide infrastructure to convene educational technology groups: Tech Summit, Content Forum, Utah Instructional Media Consortium, UtahSAINT
Deliver flexible learning opportunities through webinars, podcasts, documents, video tutorials, eBooks, web pages, TV & blog communities	Reach target educator groups with innovative modes of instruction that best fit their situation and needs

17. Regional Support

Service Name	Service Description
Regional Technical Support	Provide technical support for all of the schools and districts in the region.
Regional SIS Support	Coordinate SIS support between UEN, USOE and ITS for region users

Regional Monitoring	Monitor the UEN NOC statistics and trouble ticket display to identify traffic trends and site outages
Regional On-Site LAN Services Support	Provide on-site support for email, dial-in, web, ftp, network and other LAN services for all schools in the region
Regional Facilitator	Provide specific feedback to UEN regarding services, performance and support issues and keep UEN informed of needs and technology directions in the region
Regional Professional Development	Provide educational technology professional development services for all of the schools and districts in the region
Regional Learning Tools Promotion	Promote the educational use of UEN tools like Pioneer Online Library, myUEN, eMedia, and UEN.org as a support for curriculum and instruction in the classroom
Statewide Training Initiative Support	Support statewide training initiatives in conjunction with USOE (e.g., NetSafe Utah, Thinkfinity)
Feedback on Professional Development	Liaise with UEN's Manager of Professional Development to develop new course content, refine or adjust existing content, and otherwise provide feedback on professional development services
Regional FIS support	Regional service centers are now beginning to provide hosting and other services in support of FIS systems used by districts and charter schools. These FIS systems are critical to the day-to-day operations of these stakeholders

18. E-Rate Support

Service Name	Service Description
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<p>E-rate Outreach & Compliance</p>	<p>Performs outreach to all districts, schools and libraries within the state to gather accurate site information, including new school/library construction information, ensuring we have captured all sites and correct addresses on our yearly statewide E-Rate applications. Correct site information is critical to E-Rate funding.</p> <p>Collects required E-Rate forms from all districts, schools, and libraries in order to meet E-Rate requirements.</p>
<p>E-rate Training</p>	<p>UEN's two E-Rate specialists also assist schools and libraries with filing their own E-Rate applications for E-Rate eligible services such as local and long distance telephone service, web hosting service, cellular phone service, VoIP service, Internal connections, etc.</p> <p>Formal scheduled E-Rate training is offered in the fall of each year following USAC's annual training, where new rules are announced and new guidance is given.</p> <p>On-call support for Utah E-Rate applicants has become a consistent recurring service provided by UEN.</p>
<p>E-rate Program Integrity Assurance</p>	<p>All E-Rate applications undergo a multi-level PIA review before funding is approved. The review process can take from three months to almost twelve months. UEN's E-Rate State Coordinator responds directly to PIA requests on behalf of all of UEN's E-Rate funding requests. As the USAC PIA review process is cloaked in secrecy, by the FCC and USAC, applicants often reach out to UEN's E-Rate specialists for assistance and guidance with PIA information requests.</p>

E-Rate Audit Support	The E-Rate team is responsible for keeping all UEN E-Rate related files audit-ready. Audits are performed by internal USAC auditors. E-Rate audits have become very large in scope with a short timeline for applicant responses, resulting in intense efforts by the E-Rate team. UEN's E-Rate specialists also assist schools and libraries throughout Utah with their E-Rate audits. Audits typically span a period of months before they are completed. UEN has been successful with the outcomes of our USAC audits, and we have successfully assisted many schools and districts with USAC audits as well.
E-Rate Application Support	Filing forms for the actual E-Rate reimbursement is another process in which the E-Rate team works on each year, typically May – July. Bills from the entire year are gathered combined with many layers additional information regarding contracts, billing issues, applications details, etc. This is the final step (if there is such a thing) in actually receiving the E-Rate reimbursement. As with all E-Rate processes, there are many steps, much data to collect and verify, all the while taking steps to assure accuracy, requiring levels of review before final submission.

19. Overhead and internal UEN Support - legal, financial, facilities, communication, etc.

Service Name	Service Description
Public Information	Provide planning, research, analysis, implementation and evaluation for strategic communication initiatives, including annual legislative session, BTOP completion and alignment with new EBC and UofU emergency management priorities.
Administrative & Financial Services	Provide administrative, governmental and managerial accounting support to UEN.
Operations & Maintenance	Provides the maintenance and housing for UEN infrastructure and staff.

UEN Draft Diversity Policy – Discussion

Description

UEN must adopt new policies designed to fulfill our commitment to diversity and meet new CPB guidelines. The Corporation for Public Broadcasting has, through a group of station leaders and its Board of Directors, implemented new requirements for diversity policy to be adopted by stations. UEN Board members are asked to review the new requirements and policy language attached. Essentially, this is the same as our current practices except:

1. This formalizes the policy
2. This adds a requirement for annual diversity training of staff, Board members and Advisory Council members (CPB offers other options for compliance, but some don't apply and this seemed the least cumbersome and most useful).

Recommendation

The policy must be formally adopted by the UEN Board by September 30, 2012.

Attachment – Excerpt from CPB Grant Policy Guidelines and Draft of Proposed Policy

Excerpt from CPB Grant Policy Guidelines

Diversity of Staff and Board: As of September 30, 2012, each [CPB] Grantee must have: (1) established a formal goal of diversity in its workforce, management and boards, including community advisory boards and governing boards having governance responsibilities specific to or limited to broadcast stations; and (2) implemented the following initiatives to achieve that goal:

1. Review with the station's governing board or licensee official those practices that are designed to fulfill the station's commitment to diversity and to meet the applicable FCC guidelines (see 47 C.F.R. § 73.2080);
2. Complete an annual report of the organization's hiring goals, guidelines, employment statistics, and actions undertaken to satisfy the Diversity Eligibility Policy and post the report on the station's website (if it has one, or retain it and make it available for public inspection upon request within a reasonable amount of time); and
3. Implement formal diversity training programs for management and appropriate staff.

In addition, Grantees shall undertake one of the following four initiatives on an annual basis:

1. Include individuals representing diverse groups in internships or work-study programs designed to provide meaningful professional level experience in order to reflect the diversity of the communities they serve and further public broadcasting's commitment to education;
2. Include qualified diverse candidates in any slate of candidates for elected governing boards that the Grantee controls;
3. Implement a diversity training program for members of the organization's governing board of directors on an annual basis; or
4. Participate in minority or other diversity job fairs.

Finally, public television Grantees are strongly encouraged to interview at least one qualified diversity candidate for each senior leadership position hire. The term "senior leadership position" includes: CEO, COO, CFO, Chief Content Officer, General Manager, and other equivalent positions.

Draft of Proposed Policy

1. Purpose

- 1.1 The purpose of the Utah Education Network Diversity Policy is to establish commitment to diversity in our programs and services, workforce, management, governing board and advisory boards and to implement policy initiatives to achieve that goal.
- 1.2 UEN is committed to employment, management, and services that reflect and support the diversity of Utah as part of our broader goal to enrich the educational experiences and successes of all members of our state. UEN operates under the University of Utah guidelines and mission statement which reads in part: "We zealously preserve academic freedom, promote diversity and equal opportunity, and respect individual beliefs."
- 1.3 As a public broadcaster, UEN also meets applicable FCC diversity guidelines.

2. Policy

2.1 Employees

- a. UEN is committed to having a staff and management structure that reflect the diversity of its community. Educating managers and staff on how to work effectively in a diverse environment helps prevent discrimination and promote inclusiveness.
- b. UEN adheres to University of Utah Policies and Procedures including the University of Utah Staff Employment Policy of equal opportunity and nondiscrimination and affirmative action program in order to prevent any form of discrimination, harassment, or prejudicial treatment because of race, color, religion, national origin, sex, sexual orientation, gender identity/expression, age, or status as a handicapped individual, or protected veteran.
- c. Managers are encouraged to interview a well-qualified and diverse candidate pool for open positions.
- d. Augmenting UEN's diversity efforts, the University of Utah maintains a website that provides hiring managers with tools and resources for the identification and recruitment of diverse applicants for staff positions.
- e. UEN participates in minority or other diversity job fairs.
- f. UEN management and staff participate in an annual diversity training program.

2.2 Boards and Councils

- a. UEN's broadcast license holder is the Utah Board of Regents. The selection strategy for members is to provide a diverse body by gender, race, and profession. Similarly, the UEN Governing Board and Advisory Council strategy is to recruit a well-qualified and diverse cross section of members who are reflective of the broader community and the educational constituents served.
- b. UEN Governing Board and Advisory Council members participate in an annual diversity training program.

2.3 Services

- a. As a public institution, UEN staff, management, and Board members are committed to increased accessibility and accountability to all residents of the state by providing services that can enhance the organization's responsiveness to an increasingly diverse world of customers, improve relations with the surrounding community, increase the organization's ability to cope with change, and expand the creativity of the organization.

Adopted by the UEN Governing Board on _____, 2012

UEN Bylaws Committee – Discussion

Description

A draft version of the UEN Bylaws (July 9, 2012) is attached.

Recommendation

It is recommended that board members review and discuss the attached draft version of the UEN Bylaws.

Attachment – UEN Bylaws (Draft July 9, 2012)

1. NAME AND AUTHORIZATION

- 1.1. The name of the organization shall be Utah Education Network (UEN) as authorized in Utah Law, Title 53B, chapter 17, sections 101, 102, 103, and 104; hereinafter referred to as “Utah Law.”

2. PRINCIPAL OFFICE

- 2.1. The principal office shall be the Dolores Doré Eccles Broadcast Center at 101 Wasatch Drive, The University of Utah, Salt Lake City, Utah.

3. UEN GOVERNING BOARD

- 3.1. The Governing Board shall be composed as specified in Utah Law.
- 3.2. Board members shall serve four-year terms as specified in Utah Law.
- 3.3. Board members may be reappointed for additional terms at the discretion of the appointing entity.
- 3.4. If a Board member is unable to complete his or her term, the Board Co-Chairs will consult with the appointing entity (e.g., Board of Education, Governor, Commissioner) to designate a replacement to complete the term.
- 3.5. The Governing Board acts as a body and Board members do not have individual authority with regard to UEN except as delegated by the Board acting as a body at legal meetings by proper vote.

4. OFFICERS

- 4.1. The officers of the Board shall consist of two Co-Chairs representing higher education and public education to be elected by the board.
- 4.2. Co-Chairs will shall preside at all Board meetings, appoint committee members, and perform other duties as associated with the office.
- 4.3. Co-Chairs will share these duties equally as determined by them.
- 4.4. Co-Chairs may conduct routine business between board meetings.

5. CHIEF EXECUTIVE

- 5.1. The Board shall appoint an Executive Director as specified in Utah Law.
- 5.2. The Board shall determine the salary for the Executive Director.
- 5.3. The Board shall be assisted in carrying out its operations by UEN Staff, as assigned by the Executive Director, including a Board Secretary to produce minutes and records.
- 5.4. The Board shall conduct an annual performance evaluation of the Executive Director.
- 5.5. The Executive Director shall be an at-will employee.

6. MEETINGS

- 6.1. Regular meetings will be held at a schedule and location to be agreed upon by the Board.
- 6.2. Special meetings may be held at any time when called for by the Co-Chairs or a majority of Board members.
- 6.3. Agendas shall be provided in advance.
- 6.4. Meetings shall be simulcast and available online.
- 6.5. Meetings conducted by telephone, telecommunications, or computer conference (or a combination thereof) are likewise official meetings of the Board and the same policies and procedures apply.
- 6.6. Meetings shall be conducted using *Robert's Rules of Order Newly Revised (RONR)* where consistent with other applicable laws and these bylaws.

7. QUORUM AND VOTING

- 7.1. A majority of board members constitutes a quorum.
- 7.2. In absence of a quorum, no formal action shall be taken except to adjourn the meeting to a subsequent date.
- 7.3. Passage of a motion requires a simple majority of the entire board.

8. CONFLICTS OF INTEREST

(A few variations of this section were provided by other board members. My preference is to leave the language as it is here. How do other board members feel?)

- 8.1. Any member of the board who has a financial, personal, or official interest in, or conflict (or appearance of a conflict) with any matter pending before the Board, of such nature that it prevents or may prevent that member from acting on the matter in an impartial manner, will offer to the Board to voluntarily excuse him/herself and will vacate his/her seat and refrain from discussion and voting on said item.

9. REMOVAL OF BOARD MEMBERS AND OFFICERS

- 9.1. If the Board determines that a Board member or Officer is no longer fulfilling the obligations of the position, and notice has been given as determined by the Board, then the Co-Chairs may request of the appointing entity that a replacement be designated to fulfill the remainder of that member's term of office.

10. COMMITTEES

- 10.1. The Board shall appoint an Advisory Council as described in Utah Law.
- 10.2. The Board may appoint standing and ad hoc committees as needed.

11. STANDARDS OF CONDUCT AND CODE OF ETHICS

- 11.1. The Board shall not carry on any activities inconsistent with the laws of the State of Utah, United States, and the policies of the University of Utah.
- 11.2. Board members are entitled to protections of Utah Law including the Governmental Immunity Act which provides "...no employee may be held personally liable for acts or omissions occurring during the performance of the employee's duties, within the scope of employment, or under color of authority, unless it is established that the employee acted or failed to act due to fraud or malice." (§ 63-30-4(4) and the Utah Public Officers' and Employees' Ethics Act.

12. UEN FINANCIAL RESPONSIBILITIES

- 12.1. Legislative Budget Request. UEN will present to the Board a legislative budget request on an annual basis. The Board will review and prioritize UEN's legislative budget request prior to submission to the Governor's Office of Planning and Budget and the Office of the State Legislative Fiscal Analyst.
- 12.2. Operations Budget. UEN will recommend an annual operating budget to the Board, including state appropriations, federal, E-rate, and grant funding. All on-going expenses and costs necessary to maintain UEN operations and services shall be included in UEN's operating budget. The Board will review and approve an annual operating budget of UEN prior to the beginning of the Fiscal Year (July 1).
- 12.3. Capital Budget. UEN will recommend an annual capital budget based upon UEN's Capital Asset Data Base. The Data Base will become part of our Configuration Management Database (CMDB), which will become the basis of our capital budget recommendation.
- 12.4. One-Time Project Funds. UEN will recommend a one-time project funding request to the Board for review, consideration, and approval on an annual basis.
- 12.5. Emergency Expenditures. The Board authorizes UEN to make emergency expenditures to maintain operations as necessary without prior Board approval. UEN will review contingency plans and emergency expenditures as incurred with the Board at their regularly scheduled meetings.
- 12.6. Procurement/Purchasing. UEN will follow all University of Utah Procurement and Purchasing policies and state procurement law. For purchases of \$5,000 to \$49,000, as per University policy, UEN obtains quotes from at least three vendors. Any purchases or procurement over \$50,000 requires a public advertised bid or Request for Proposal (RFP) as approved from University Purchasing. Exceptions to this policy include: State of Utah or University of Utah contract; Sole Source approval from University Purchasing. On Requests for Proposals (RFPs) for telecom and Internet procurement, all UEN and non-UEN evaluation staff must sign and certify a non-Conflict of Interest and Non-Disclosure statement prior to release of any pricing or confidential information from potential suppliers.

13. AMENDMENT OF BYLAWS

13.1. These bylaws may be amended or repealed by a two-third vote of the entire Board at any meeting, provided a quorum is present, a copy of the proposed amendment(s) are provided to each Board member at least one month prior to said meeting, and the Bylaws do not alter Utah Law or the Memorandum of Understanding signed May 18, 2012 clarifying UEN's administrative relationship with the University of Utah.

14. INSPECTION OF BYLAWS

14.1. The Board shall keep in its principal office the original or a copy of these bylaws, as amended or otherwise altered to date, certified by the Co-Chairs of the UEN Board and the Executive Director of UEN, which shall be open to public inspection at all reasonable times during office hours. The bylaws will also be viewable on the UEN website.

15. INDEMNIFICATION OF MEMBERS

15.1. All officers and members, while in the performance of their duties, are recognized as acting under the authority of the State of Utah and, subject to any limitations provided by law, shall be indemnified by the State of Utah against claims arising within the scope of the Public Officers and Employee's Indemnification Act.

16. REFERENCES

16.1. Utah Education Network is authorized in Laws of Utah, Title 53B, chapter 17, sections 101, 102, 103, and 104, and the bylaws are consistent with provisions of state law.

Revision History

- Adopted:* August 16, 1996
- Amended:* November 2001
- February 21, 2003
- February 20, 2004
- April 2007
- October 23, 2009
- _____, 2012

Attachment – Terms for Board Members Letter



State Board of Regents
Board of Regents Building, The Gateway
60 South 400 West
Salt Lake City, Utah 84101-1284

Phone 801.321.7101
Fax 801.321.7199
TDD 801.321.7130
www.higheredutah.org

February 24, 2012

Governor Gary R. Herbert
Utah State Capitol, Suite 200
PO Box 142220
Salt Lake City, UT 84114-2220

Dear Governor Herbert:

According to House Bill 53, which has now been signed and in force, the Commissioner of Higher Education shall appoint four members to the Utah Education Network (UEN) Board selected from different regions of the State both urban and rural areas, and to adjust the length of terms so that they are staggered where approximately half of the Board is appointed every two years. In harmony with this direction, I have appointed the following individuals to serve as indicated to the UEN Board.

1. **Eric Denna** (University of Utah CIO) to a 4-year term, beginning March 1, 2012 ending March 1, 2016.
2. **Robert Wagner** (Utah State University--Extended Campus Distance Education) to a 4-year term, beginning March 1, 2012 ending March 1, 2016.
3. **Ray Walker** (Utah Valley University CIO) to a 2-year term, beginning March 1, 2012 ending March 1, 2014.
4. **Gary Koeven** (Dixie State College CIO Dean of Information Services) to a 2-year term, beginning March 1, 2012 ending March 1, 2014.

The services that UEN provide are essential to the higher education community and the infrastructure of the state. I am confident that these individuals will make a significant contribution as members of the newly formed Utah Education Network Board.

I appreciate your leadership on this issue.

Sincerely yours,

William A. Sederburg
Commissioner for Higher Education

xc: Cherilyn Bradford, Boards and Commissions Director
Eric Denna, Chief Information Officer, The University of Utah
Utah State Board of Regents

Advisory Committee Update – Discussion

Description

Ray Walker will provide an update on proposed membership of the UEN advisory committee.

Recommendation

It is recommended that board members review and discuss the updated proposal.

FY 2014 UEN Legislative Budget Request – Discussion

Description

1. ELEMENTARY K-6 CIRCUIT FUNDING PHASE 2 OF 3

\$250,000 ongoing

UEN requests \$250,000 of ongoing funds for FY 2014. In FY 2013, the Utah Legislature appropriated \$250,000 for elementary and charter school connectivity. UEN matched the state funds with \$200,000 which was achieved from operating efficiencies. Schools districts and UEN participate in funding elementary Internet connections. However, depending on when schools upgraded their connections, UEN support for circuit charges is not equally applied. With the FY 2013 state appropriation, the K-6 schools circuit funding gap is now approximately \$900,000. UEN will make an ongoing funding request of \$250,000 this year and \$250,000 next year and continue to strive and achieve operational efficiencies of \$200,000 the next two years to provide equity for elementary circuit funding.

2. ONGOING CAPITAL BUDGET REPLACEMENT

\$1,700,000 ongoing

UEN requests \$1,700,000 ongoing for replacement of network, microwave system, and IVC operations and classroom equipment. The capital replacement budget includes replacement of network hardware and IVC equipment at schools and district offices that are reaching their estimated useful life (some as old as seven to ten years) as well as battery and UPS Systems, electrical equipment, and internal UEN data center and system server and storage hardware.

3. LEARNING CONTENT MANAGEMENT SYSTEM INFRASTRUCTURE (KALTURA/EQUELLA)

One-time \$1,026,000 for Licensing; \$453,000 ongoing

This request provides critical infrastructure software systems that work with the Learning Management System to provide multimedia elements for courses and instructional use. New state initiatives such as the Technology Intensive Concurrent Enrollment (TICE) courses and the use of electronic textbooks in K-12 require this media infrastructure. Kaltura encodes and streams video using new protocols that work for desktop and mobile devices. Equella provides cataloging and presentation of multimedia elements through the Canvas course system, Pioneer Library, and the teacher portal my.UEN. This supports all of K-12 and higher education and represents considerable cost-savings as compared to the institutional prices for these critical systems.

Recommendation

A spreadsheet outlining these new budget requests is attached. It is recommended that board members review and discuss these requests.

Attachment – New Legislative Budget Requests

UTAH EDUCATION NETWORK EQUIPMENT REPLACEMENT SCHEDULE - FY13

BUDGET REQUEST ITEM	FY13 EQ REP REQUEST	OPERATING BUDGET FY13	DIFFERENCE
CAPITAL EQUIPMENT ≥ \$5,000	1,830,000	400,000	1,430,000
EQUIPMENT BETWEEN \$1,000 - \$4,999	270,000		270,000
TOTAL EQUIPMENT	\$ 2,100,000	\$ 400,000	\$ 1,700,000

SUPPORTING METHODOLOGY FOR UEN CAPITAL EQUIPMENT REQUESTS

METHODOLOGY - CAPITAL EQUIPMENT ≥ \$5,000

UEN EQUIPMENT - FISCAL YEARS 2003 to 2012

CONDITION	FISCAL YEAR											Grand Total
	FY 2002 & OLDER	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	
IN SERVICE	1,319,667	952,029	993,026	611,361	839,326	2,231,323	1,185,609	1,673,779	769,017	519,589	1,594,910	12,889,634
OUT OF SERVICE	930,103	42,148	5,326	5,326	839,326	2,231,323	1,185,609	1,673,779	769,017	519,589	1,594,910	17,392,807
Grand Total	2,449,770	1,712,720	1,085,174	616,687	839,326	2,231,323	1,185,609	1,673,779	769,017	519,589	1,594,910	14,627,901

CAPITAL EQUIPMENT ≥ \$5,000 - FY13 EQ REP REQUEST

CAPITAL EQUIPMENT IN SERVICE ≥ \$5,000

7 YEAR STRAIGHT LINE DEPRECIATION

1,830,000

1,841,376

1,850,000

METHODOLOGY - EQUIPMENT BETWEEN \$1,000 - \$4,999

UEN EQUIPMENT - FISCAL YEARS 2003 to 2012

EQUIPMENT BETWEEN \$1,000 - \$4,999

DEPARTMENT	FISCAL YEAR											Grand Total
	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012		
ADMINISTRATION	1,445.13	1,742.00	12,055.42	15,339.37	8,097.05	79,716.59	6,513.71	2,147.98	11,837.94	14,976.92	163,872.11	
APPLICATION ENGINEERING				5,578.21	6,200.98	3,427.00	6,751.58	15,113.71	4,380.00	4,008.93	45,460.41	
COURSE MANAGEMENT SYSTEMS						15,108.00				2,844.39	17,952.39	
FIELD OPERATIONS	1,892.00	16,767.53	19,298.67	54,230.11	75,243.57	130,055.46	68,490.54	68,301.47	37,268.31	74,380.02	554,927.68	
IP VIDEO & VOC	4,446.02	32,900.62	45,765.96	57,185.85	456,806.19	123,714.08	92,867.22	31,262.25	23,950.97	6,480.92	875,420.08	
IS ADMINISTRATION		1,882.31	1,882.31			1,974.73	1,108.99				4,966.03	
IS OPERATIONS	8,209.00	9,884.72	13,646.83	9,884.72	5,587.20	7,363.00	8,492.27	1,999.00	2,578.22	79.00	57,839.24	
IS PROFESSIONAL DEVELOPMENT	2,401.38	8,150.62	0.00		25,858.65	1,926.42	2,338.99	204.18	1,898.00	1,992.88	50,660.47	
IS WEB RESOURCES	2,731.20	21,007.58	44,669.68	5,198.00		11,989.00	11,958.50	2,766.00	0.00	1,207.49	77,007.13	
KUEN BROADCAST ENG	1,724.00	2,373.20	4,281.56	2,873.57	3,215.50	13,645.45	5,980.59	2,155.68			42,837.78	
KUEN DTV CONVERSION	7,725.35	35,068.94	3,891.84		1,573.09	4,300.40	1,156.23				60,695.89	
LOGISTICS											1,156.23	
MOBILE HANDHELD											3,549.00	
NETWORK ENGINEER				6,030.14	5,457.00	5,925.57	12,871.00	8,592.59	10,819.76	9,475.90	59,171.96	
NETWORK OPERATIONS CENTER		40,986.07	21,624.56	24,710.93	82,833.84	55,741.01	46,503.97	28,965.51	33,048.92	11,591.61	398,929.54	
NLR INTERNET 2 / RESEARCH NETWORK											9,000.00	
OPERATIONS	23,801.69	25,314.94	10,682.40	85,481.17	12,417.80	24,693.68	8,555.77	23,256.90	1,218.37	28,703.36	244,126.08	
PICOMM	3,500.00	1,799.00	4,830.35	1,099.00	5,563.00	3,088.00	5,616.00	3,088.00	3,088.00	2,792.00	25,545.35	
SOFTWARE DEVELOPMENT				14,753.65	1,978.72	1,238.55	3,407.00				56,939.11	
TECH ADMINISTRATION		2,501.00		908.00							6,816.00	
TECHNICAL SERVICE PLANNING		32,743.40	4,552.34								56,052.87	
UEN SPECIAL PROJECTS		2,768.00	18,311.00	40,720.30							145,904.22	
YOUTH IN CUSTODY				2,950.99							62,492.85	
UTAH DATA ALLIANCE				30,783.00							62,492.85	
OPERATIONS & MAINTENANCE				12,750.00							121,835.58	
UTAH DATA ALLIANCE				26,403.63							8,779.68	
BTOP											318,807.67	
HOMELAND SECURITY											20,257.50	
Grand Total	124,589.56	267,407.88	270,511.82	333,012.61	990,297.53	531,754.74	321,680.70	196,179.25	283,424.17	362,144.59	3,481,002.85	
ADJUSTED FOR FY 2007 & 2008	124,589.56	267,407.88	270,511.82	333,012.61	269,868.82	269,868.82	321,680.70	196,179.25	283,424.17	362,144.59	2,698,688.23	

AVER. LAST 3 YEARS **\$280,582.67**

270,000

Equipment in this range has a useful life on average of 3 years.

FY 2013 Allocation of One-time Dollars – Discussion and Action

Description

Lisa Kuhn will provide an updated proposal for allocation of FY 2013 one-time funding.

Recommendation

It is recommended that board members review, discuss and take action on the proposal.

