Utah Education Network Steering Committee

December 16, 2005

UEN

Utah Education Network
Steering Committee

AGENDA
December 16, 2005

U P C O M I N G   M E E T I N G S

Steering Committee Meeting - February 17, 2006, 9:00 a.m.

Instructional Services Subcommittee Meeting - February 17, 2006, 10:00 a.m.

Technical Services Subcommittee Meeting - February 17, 2006, 10:00 a.m.

Steering Committee Meeting - April 21, 2006, 9:00 a.m.

Instructional Services Subcommittee Meeting - April 21, 2006, 10:00 a.m.

Technical Services Subcommittee Meeting - April 21, 2006, 10:00 a.m.

Please place these materials in your Steering Committee Binder.

TAB **10**

PREPARATIONS FOR 2006 LEGISLATIVE SESSION - DISCUSSION

Issue

Preparations for the upcoming legislative session have been underway for several months. A report will be provided at the Steering Committee meeting on major activities that have been completed and the status of our efforts.

Recommendation

This is an discussion item requiring no further Steering Committee action.

THE UEN ITIL INITIATIVE – DISCUSSION

Issue

The IT Infrastructure Library (ITIL) is the most widely accepted IT process management framework in the world and provides a comprehensive and coherent set of best practices for IT service management processes. For the past several months, UEN staff have received training in ITIL, evaluated our services in relation to ITIL standards and expectations, and initiated a series of projects which will align UEN processes with ITIL best practices.

Background

In recent years the Utah Education Network has rapidly expanded to meet the needs of education in the State of Utah. Addition of more services (and staff to support those services) has brought us to the realization that our processes must be able to scale along with this expansion, so that quality does not suffer as a result. UEN has recently begun a project to implement an IT best practices framework, known as the Information Technology Infrastructure Library (ITIL), as an effort to redefine our IT processes to better serve our customers.

ITIL

The IT Infrastructure Library was developed in the UK in the late 1980s and by the mid-1990s had become the de facto standard for IT Service Management best practices. The Library itself consists of a collection of books, with the core of the framework being laid out in the volumes describing the Service Support and the Service Delivery processes. There are ten processes and one function in these two groupings summarized in the following:

Service Support

1. Service Desk – Serves as the single point of contact between those providing the services and the users of those services. This is the one function in the group. All others are processes.

2. Incident Management – Incidents are events that cause or may cause interruptions to services. The goal of the Incident Management process is to restore services as quickly as possible.

3. Problem Management – A problem is the underlying cause of one or more incidents.

The goal of Problem Management is to identify the root cause and to take remedial action.

4. Configuration Management – Identifies, controls and tracks IT infrastructure, including all hardware and software assets.

5. Change Management – The purpose of Change Management is to ensure that potential changes to IT service components are reviewed in terms of their effectiveness to meet business requirements and that their impact on the quality of services is minimized.

6. Release Management – Undertakes the planning, design, build, and testing of hardware and software to create a set of components for the production environment. All releases are initiated through Change Management.

Service Delivery

1. Service Level Management – Covers the processes of planning, negotiating, coordinating, monitoring, and reporting on Service Level Agreements (SLAs). Service Level Management provides a number of benefits including the establishment of specific targets against which service quality can be measured and improved.

2. Financial Management -- Concerned with helping IT to assess the costs of services and how to manage these costs effectively.

3. Capacity Management -- Helps to match IT resources to the demands placed on them by the services provided. Provides the necessary information on current and projected resource utilization for planning upgrades to infrastructure.

4. IT Service Continuity Management -- Concerned with the ability to provide a pre-determined and agreed upon level of IT services to support the business requirements following a business service interruption.

5. Availability Management -- Concerned with availability and reliability of IT services in order to assure that the requirements of the services are met.

The ITIL processes interrelate as an integrated whole. For example, Service Desk and Incident Management work closely with Problem Management. For all practical purposes, Release Management is a sub-process of Change Management. The flow of information and communications among all of these processes is spelled out extensively in the ITIL books and is too extensive to detail here. The key point to remember is that all processes relate back to Services, so that all activities of IT are aligned to support the mission and goals of UEN.

Implementation of ITIL at UEN

Due to the enormity of the task, the ITIL processes cannot be implemented all in one step. Careful planning is required to assure that processes are gradually implemented in a way that does not interrupt ongoing services to our Customers. The time frame for getting the basic processes in place begins immediately and will proceed over the next 18 to 24 months. Getting these processes sufficiently matured and optimized will take longer and, in fact, will require an ongoing effort. ITIL uses an iterative cycle for process

improvement so the work is never done -- there is always room for improvement.

UEN took its first steps with ITIL the summer and fall of 2005, when the first staff members received the ITIL Foundations Training. At the present time, twenty-one UEN staff have been trained and most have passed the ITIL Foundations certification examination. One member of the staff has begun training to take the Master's Level ITIL Certification, and others will likely follow.

UEN contracted with James Bolton of Propoint Solutions to facilitate a three-day ITIL/ CMM process maturity assessment, which began on October 10, 2005. The purpose of this assessment was to evaluate the maturity of our current processes and to identify possible starting points for process improvement. This assessment was followed on November 11 and 29 with a UEN retreat of departmental managers and others tasked with assigning working groups to begin working on ITIL.

UEN has begun using ITIL principles to develop more effective and efficient relationships with our customers. Our discussions have focused initially on establishing a common basic understanding of ITIL through an overview of the ITIL framework and its vocabulary. Next, we have discussed the services provided by the customer (district, university, library, etc) to their end users, and the services they rely on UEN to provide. This discussion leads to development of a Service Catalog with a section for services provided to end-users, and a section of services provided by UEN to the customer.

A decision-making structure has been established for managing the ITIL project at UEN. The project is organized at three levels:

1. The Executive Committee - Comprised of Directors and CFO and charged with day-to-day decision-making and management. Meets weekly.

2. The Managers' Committee - To guide the vision, planning and coordination of the work of the ITL project. Meets monthly.

3. Working groups - Small, cross-departmental groups pulled from the Managers' Committee to perform specific tasks, gather data, and make recommendations to the Executives and Managers. Meet on an ad hoc basis.

The areas identified as having the best potential for 'quick wins' are Service Desk/ Incident Management and Service Level Management. Working groups have been assigned for Service Level Agreements (SLA's), Service Catalog, and Service Desk. We have had preliminary discussions to outline a Service Level Agreement for each UEN-provided service, including specific details such as:

• Who is the first-responder

• When UEN is authorized to make changes without customer involvement

• What equipment is monitored and what happens when a service outage is detected

The result of these discussions will be a Service Catalog and corresponding Service Level Agreements that will be formalized to describe the relationship between UEN and each customer. As these are developed with each customer, UEN will look for commonalities and opportunities to standardize services and SLA's.

In early November, several UEN Technical Services staff members met with San Juan School District staff to develop a Service Catalog and SLA outline. During two half-day meetings, we developed preliminary outlines of a Service Catalog and SLA to support network, video, microwave and network application (Pioneer Library, etc.) services to San Juan district.

We have since met with several other school districts to start the same process, and will meet with the TCC Board on December 15 to discuss how to coordinate this process with the TCC. We anticipate the initial development to involve several pilot districts. The discussion with TCC will focus on how to develop this ITIL model and how to move beyond the pilot phase into a state-wide implementation.

These are only the first few steps in implementing ITIL at UEN and there will be many more. UEN staff are enthusiastic about this pursuit, because they know it will help them to better serve their Customers in the years to come.

Recommendation

This is an discussion item requiring no further Steering Committee action.

Videoconferencing to Encourage Remote Participation in Government Meetings – Discussion

Issue

The Utah Technology Commission is interested in providing a capability for remote participation in governmental meetings through the use of videoconferencing. At their recent meeting on November 30th, UEN staff were invited to discuss options to provide this capability.

Background

Since the EDNET system was established about 20 years ago, it has frequently been used so residents around the state could participate in meetings without traveling to the originating location. The Utah Technology Commission is now exploring the possibility of significantly expanding the use of videoconferencing technology for remote participation in government meetings.

At its November 30 meeting, UEN was invited to discuss remote participation through videoconference with the Commission. A demonstration of the EDNET system was presented. Two remote sites were connected into the meeting so a County Commissioner and staff assistant from Daggett County and a USU staff member at Roosevelt discussed the benefits of videoconferencing and answered Commission member questions.

Two options were suggested to the Commission. The first would be to immediately begin to use the existing EDNET system for government meetings. With more than 200 locations around the state, any citizen would be within a short drive of a videoconferencing site. The most significant disadvantage would be that meetings would compete with existing class schedules, and classes would have a higher priority for EDNET. Therefore, it may not be possible for a meeting to be scheduled at a particular location.

A better, long-term option would be to establish new videoconferencing sites at either county administrative buildings or libraries whose primary purpose would be facilitating remote participation in government meetings. The cost would be approximately $12,000 to $15,000 per room, and would also raise facilitator and network connectivity issues that would need to be evaluated and resolved.

UEN will be working with Richard North, the legislative research staff member who supports the Technology Commission to prepare a proposal for consideration next spring.

Recommendation

This is an discussion item requiring no further Steering Committee action.

Pioneer Library Promotion Update - Discussion

Issue

The Pioneer Library's 10th Anniversary is fast approaching. The birthday celebration will be held the week of April 10, 2006. Several initiatives are unfolding including TV spots, Web promotion and training, face-to-face training with educators and the development of a statewide Pioneer Library birthday contest. Pioneer Library usage is at an all time high according to Web metrics.

Background

Focus group research conducted this summer emphasized three key benefits of the Pioneer Library: Statewide Access, Credible Resources and Cost Effectiveness. The Pioneer Library birthday celebration is also highlighting the benefits.

For example, the seven new Pioneer Library birthday spots now running on KSL-TV and UEN-TV highlight Pioneer Library use for colleges and K-12 students, as well as research for business, health, genealogy and car repair. Thanks to the State Library's Jeri Openshaw for writing and supervising production of these spots. The State Library paid production costs. UEN purchased time on KSL-TV and a rotation of a Web ad at *ksl.com*. UEN-TV is running the spots as free public service announcements.

UEN asked Pioneer Library vendors to partner with us to provide collateral materials. EBSCO has donated tote bags and funds for TV broadcast time. ProQuest will provide mouse pads and ThinkMap (Visual Thesaurus) will donate library pencil cups.

Victoria Rasmussen reports that UEN Professional Development's six week Web-based courses on the Pioneer Library have been at capacity this fall and summer. The courses help educators understand the importance of using credible online sources and effective search techniques. Teachers also learn appropriate grade level strategies for applying Pioneer Library resources in the state's core curriculum.

Rick Cline continues to traverse the state providing Pioneer Library training to school districts. He has now visited 39 of the state's 41 districts. The statewide network of Pioneer Advocates is distributing Pioneer Library handouts, home access letters and facilitating training in local communities.

Even with all this activity, the Pioneer Library PR Committee sought a way to actively involve all Utah citizens in the birthday celebration. The committee is planning a statewide contest asking users to submit a 50 word essay on how they benefit from specific Pioneer Library services.

The buzz about the Pioneer Library is evident. Advocates are requesting more materials

and recent Web tracking shows Pioneer Library usage at all time highs for the main site at *pioneerlibrary.org* and the K-12 School Web site at *pioneer.uen.org*.

Recommendation

This is an discussion item requiring no further Steering Committee action.

TAB **14**

CLOSED CAPTIONING ON UEN-TV – ACTION

Issue

New requirements from the FCC have prompted scheduling changes in the ITV blocks for both UEN-TV and KUED 7. The UIMC Chairs have approved these changes and recommend further approval by the Instructional Services Subcommittee.

Background

Closed captions provide a critical link to news, entertainment and information for individuals who are deaf and hard of hearing, enabling these individuals to be part of the cultural mainstream of our society. For individuals whose native language is not English, English language captions have also been used to improve comprehension and fluency in this language. In addition, studies have shown that captions have helped children learn to read and have improved literacy skills. Viewers may select to watch closed captions through their remote controls or on-screen displays.

All English language programming prepared or formatted for display on analog television and first shown on or after January 1, 1998, as well as programming prepared or formatted for display on digital television that was first published or exhibited after July 1, 2002 ("digital programming"), is considered "New Programming," and must be captioned according to benchmarks set by the FCC. The following benchmarks establish how much "New Programming" must be captioned each calendar quarter:

- January 1, 2004 to December 31, 2005: 1350 hours of programming per channel per quarter

- January 1, 2006 and thereafter: 100% of all programming, with some exemptions

The FCC does not require captioning of home videos or video games. More information about captioning requirements can be viewed on the FCC closed captioning fact sheet at *www.fcc.gov/cgb/consumerfacts/closedcaption.html.*

Exemptions

There are some exemptions to the above captioning requirements (for both English and Spanish language programming). UEN and KUED have investigated the exemptions and find our programming does not qualify.

Examples include but are not limited to the following:

- Most programs which are shown between 2 a.m. and 6 a.m. local time;

- Locally produced and distributed non-news programming with no repeat value

(e.g., parades and school sports);

- Commercials that are no more than five minutes long;

- Instructional programming that is locally produced by public television stations for use in grades K-12 and post secondary schools (only covers programming narrowly distributed to individual educational institutions);

- Programs in languages other than English or Spanish;

- Programs shown on new networks for the first four years of the network's operations;

- Public service announcements and promotional announcements that are shorter than 10 minutes, unless they are federally-funded or produced; and

- Programming provided by program providers with annual gross revenues under $3 million (although such programmers must pass through video programming that has already been captioned).

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In addition, a video programming provider or distributor may file with the FCC a petition for an exemption for specific programming if supplying captions for that programming would result in an undue burden for the provider or distributor.

Captioning Locally

UEN investigated local captioning and found it to be very costly. After contacting a number of captioning vendors, including both private and non-profit captioning houses, Utah State University's KSAR service, housed in the Center for Persons With Disabilities, has offered the lowest bid for captioning. They charge a $75/program setup fee (which includes tape for creating new encoded masters) + $40/hour for timing the captions and encoding them to masters. Matt Lovell, manager of KSAR, estimates that each 30-minute episode will take about 2 hours to time and encode if we provide transcripts with the original masters. Total price per 30-minute episode is between $155 (2 hour encode) and $195 (3 hour encode).

KSAR is certified by the National Association for the Deaf (NAD). They have the ability to pull from DVC-Pro masters and encode back to DVC-Pro. For UEN to caption the current ITV schedule would cost between $302,250 and 380,250 and would required that UEN provide transcripts with the original masters. In addition, the captioned programs would need to be re-encoded on the broadcast server.

All of the other captioning services ranged from $400 - $800 per 30-minute episode.

Captioning Strategy

Working with UIMC, the goal is to maintain as much continuity in the ITV schedule as possible. The following approach is recommended:

1. Program everything that UIMC has purchased that's already captioned. There may be more repeats than usual.

2. Investigate programs that have already been captioned by Salt Lake City School

District (programs where distribution rights were also licensed) and use those versions where feasible.

3. UIMC will contact video vendors and request a captioned version. If a captioned version is not available, they will request pro-rated reimbursement of licensing fees.

4. Work with vendors to switch non-captioned programs for captioned programs in the vendor makes them available. Also try to get transcripts if that is the only option.

5. Make use of captioned programs UEN has available through National Educational Telecommunications Association (NETA) and American Public Television (APT). A "kinder hour" between 12:00 – 1:00 p.m. will be geared toward kindergarten students since they have ½ day schedule. KBYU and KUED 7 are not airing programs for young children at this time, so it would fill a need. Program suggestions:
   a. *The Zula Patrol* (science)
   b. *Biscuit Brothers* (music education)
   c. *Signing Time* (American Sign Language for kids)

6. Schedule Annenberg programs targeted to high school age and with recent production dates. These have already been reviewed and approved by UIMC. Program suggestions:
   a. *Economics USA*
   b. *Biography of America*
   c. *English Composition: Writing For An Audience*

7. As new programs are acquired, UEN will add them to the schedule. UIMC has already voted to only purchase captioned programs from September 2005 forward.

Recommendation

It is recommended that the Instructional Services subcommittee approve the closed captioning strategy outlined above.

Statewide Education Calendars at UEN.ORG – Discussion

Issue

No single institution provides easy access to comprehensive calendaring for higher education events in the state. The Higher Education Subcommittee suggested that UEN consider ways to address this need. UEN Instructional Services and Public Information implemented a preliminary approach using some of the existing Web structure and newsletter tools at *www.uen.org*.

Background

Each of Utah's higher education institutions provides some type of Web-based calendaring of academic and community events. UEN has aggregated logos and calendar links from 17 campus locations including:

- College of Eastern Utah
- Dixie State College
- Salt Lake Community College
- Snow College - Ephraim
- Southern Utah University
- University of Utah
- Utah State University
- Weber State University
- UCAT Campuses

Access to this list is just two clicks from the UEN home page at *www.uen.org*. Click on "Events" at *uen.org*, then on the events page under the heading "Other Education Calendars click on "Higher Education Calendars." In addition to aggregating these resources, UEN will highlight some events at the *uen.org* home page as time and space permit.

The main "Events" link is also prominently displayed on several UEN secondary pages including: College Students, Higher Ed Faculty, Adult Education, K-12 Educators, K-2 Educators and K-12 Students. An automated approach possibly involving RSS feeds

will require more planning and resource allocation decisions.

Recommendation

This is an discussion item requiring no further Subcommittee action.

COURSE SCHEDULING FOR 2006 - 2007 – DISCUSSION

Issue

If an institution plans to offer a course via EDNET, Satellite, IP Video Conferencing or UEN-TV during the 2006-2007 school year, institutions may go to *www.uen.org/proposal* to begin scheduling courses.

Background

First Round Deadline is Monday, January 9th, 2006. The Distance Learning Catalog of course offerings will be available January 31st, 2006. Further details on the course scheduling process, time line and contact information is available online at *www.uen.org/proposal/timeline.shtml*.

One purpose for having institutions schedule courses over the UEN delivery systems is to ensure that Utah's public and higher education institutions can offer distance education courses with the best technical quality possible. If an institution chooses not to schedule a course through UEN, then the quality of service cannot be guaranteed. The UEN IP Video Configuration and Operations Standards document (See UEN Steering Committee - October 2005, Tab 22 Attachment A) states, "UEN EDNET video traffic should receive priority above all other traffic types to ensure that scheduled events are delivered with high quality and consistent performance."

Recommendation

This is an discussion item requiring no further Subcommittee action.

TAB **17**

QUARTER TWO PROGRESS REPORT ON FY 2006 STRATEGIC PLAN – DISCUSSION

Issue

This report includes a summary of the activities conducted during October, November, and December 2005 for the UEN Instructional Services, Instructional Delivery and Public Information departments.

Background

Reports follow fiscal year quarters as outlined below:

Quarter 1 – July, August, September

Quarter 2 – October, November, December

Quarter 3 – January, February, March

Quarter 4 – April, May, June

Quarter 2 FY 2006 Strategic Plan Highlights

- Added new Core Curriculum links to UEN.org, including 1st and 2nd grade Core Academy lesson plans.
- Uploaded two USOE Web sites, designed two sites, updated and maintained 10 sites.
- Updated E-Rate Web page with new information.
- Tabled UEN-TV Spanish programming on 9.3 until further notice from USU.
- Submitted federal U.S. Department of Education grant for closed captioning of eMedia videos.
- Implemented new encoding specifications for eMedia, watched K-12 users go to town after release mid-September.
- Tabled ePortfolio until further direction is established by public and higher education committees.
- Held 2 volunteer nights with TECH CORPS to refurbish computers, taught 15 YouthCity participants and processed $11,800 of computer equipment.

- Continued to migrate EDNET sites from analog to IP Video.

- Demonstrated IVC to stakeholders and planned TOC remodel.

- Held Course Management user group meeting in October at USU.

- Completed Course Management System RFP awarded to WebCT Vista. Established Vista upgrade schedule.

- Purchased Vista 4 training materials rights from WebCT for SLCC with option for consortium pricing for additional institutions.

- Conducted WebCT Vista training for administrators and faculty based on institution requests.

- Established video on demand service through Comcast for UEN-TV.

- Created closed captioned inventory and adjusted programming to follow new FCC requirements.

- Produced new UEN-TV ID's, TV for thinkers spots and program highlights. Established process for program highlights on UEN-TV.

- Hired UEN-TV outreach coordinator.

- Developed MOU with Utah Museum of Natural History for programming and outreach partnership on SciFi Fridays and Museum kits.

- Trained 11 Master Teachers on Intel Teaching Thinking with Technology Workshop; Leadership Forum - 28 administrators trained; Grant Funding for 2006 received; goals 100 MTs trained, 1000 PTs & 30 Administrators

- Conducted 149 Professional Development workshops for 2291 participants, showing a 46% increase from previous six months.

Recommendation

This is an discussion item requiring no further Subcommittee action.

T A B 18

PUBLIC EDUCATION ADVISORY COMMITTEE
REPORT – DISCUSSION

Issue

The Public Education Advisory Committee met on November 30, 2005

Background

Rick Gaisford conducted the advisory meeting where the following topics were discussed:

1. 21st Century Learning Initiative
2. Professional Development
3. Intel Teach to the Future
4. Committee Membership
5. Other

The next meeting for this committee is January 27, 2006. Contact Rick for more information.

Recommendation

This is an discussion item requiring no further Subcommittee action.

TAB 19

HIGHER EDUCATION ADVISORY COMMITTEE
REPORT – DISCUSSION

Issue

The Higher Education Advisory Committee met on November 16, 2005 by conference bridge.

Background

Cyd Grua conducted the advisory meeting where the following topics were discussed:

1. Higher Education calendar of events
2. Project proposal process
3. LearnKey
4. Agilix
5. eMedia
6. Adult basic education and UEN's role
7. Upcoming meeting schedule

Minutes from the meeting are in Attachment A.

The next meeting for this committee is January 17, 2006. Contact Cyd for more information.

Recommendation

This is an discussion item requiring no further Subcommittee action.

TAB 19 ATTACHMENT A

HIGHER EDUCATION ADVISORY COMMITTEE MEETING MINUTES

November 16, 2005

Unfinished Business

Discover campus points of contact for a higher education calendar of events.

Committee members are making contacts with different campus administrators who would contribute event information to a central calendar of events.

Provide a list of circumstances where immediate stakeholder involvement is key for the UEN Project Process.

The committee consensus was that most significant indicators for stakeholder involvement were mentioned last meeting. We talked though a few additional points: What is unique about this project? Are any UEN stakeholder groups engaged in similar or complimentary activities? If yes, who are the key contacts for those activities? Within UEN, the draft document Laura Hunter shared last meeting has been shared with the IS folks; the IT folks need to review and comment. Laura Hunter will share a project document in ePortfolios and on the Pioneer Library 10th Anniversary events.

Decision: Is your institution interested in a system license for LearnKey assets?

It is unclear whether there is enough higher education interest in such a "tool." **Recommendation** - Find out who is currently licensing the product and report findings back to committee. Present the concept to the CTE Directors at their January 27, 2006 meeting to assess CTE interest.

Decision: Is your institution interested in piloting Agilix.com software.

UEN has reconsidered the offer from Agilix to pilot their products. This pilot is no longer an option.

Provide feedback on eMedia.

eMedia has been well received; most use to date is from K-12 individuals. Approximately 2,000 videos have been downloaded. A USU faculty member sought access to a KUED 7 production. There have been 400 USU downloads of that program. UEN is securing rights from KUED 7 for digital rights to KUED 7 programs.

New Business

UEN Program Presentation: UEN Adult Basic Education Activities

Nate Southerland provided an overview of the Adult Basic Education services, organizations and individuals he is working with, and discussed ideas for future projects in Adult Basic Education. UEN's involvement in Adult Basic Education is driven partly by demographics, mission and funding stream. During the extensive UEN reorganization – 6 ½ years ago – when IS and IT units were formed – Laura Hunter was told to create a higher education focus, a public education focus, and an adult education focus. So, an Adult Ed focus has been "on the book" but has not received much attention until the last year or so. With regard to network funding issues and airing Adult Education programming on UEN-TV, Nate Southerland explained that UEN receives more "credit" with its national funding sources if it serves underserved populations – non-English speakers, low income, rural.

Nate Southerland has met with Gary Wixom and a few other Higher Education folks. The bulk of his time has been spent meeting with public education adult education administrators.

What role does UEN play in coordinating Adult Education activities between public education and higher education? Some of the current controversy in the legislature is whether or not the Adult Education program at USOE is properly integrated with higher education and the Department of Workforce Services. One specific question involves whether ABE credit are based on seat time. Higher Education seems to have overcome the seat time issue.

Murray Masaros, of the state office, originally requested UEN air Adult Education programs on UEN-TV. Other Adult Ed administrators at the state office are not as clear on UEN's involvement in this area. Part of the problem may be that Murray has not communicated broadly with other Adult Education folks.

Discussion - UEN delivery of Adult Education services will be successful in reaching adult students only if the Adult Education folks see this relationship as a priority. UEN needs to assess whether Marty, Shauna South, Sandy, Murray, Mary see technology delivered Adult Education instruction as a priority. There is also a bit of confusion about distance education being a reduced educational experience, this because Adult Education folks have less experience with distance education. However, nontraditional students seeking GEDs may not want to go to a classroom setting. Conversely, if solely technology delivered, adult learners might be turned off by the technology. UEN also wonders if there is a place in technology delivered Adult Education programming for incarcerated individuals.

Recommendation - Share UEN's Adult Education activities and vision broadly with different groups. Build more formal, vested interest in continuing these activities ... or not.

TAB **20**

SECONDARY SCHOOL WIDE AREA NETWORK ETHERNET RFP REPORT – ACTION

Issue

UEN issued a Request for Proposals in mid-September for procurement of services for Phase Four of the Wide-Area-Network Ethernet project, which is the last major step to provide Ethernet connectivity to the remaining public secondary schools and district offices in the state.

Background

UEN continues efforts to bring Ethernet connectivity to all district offices and secondary schools throughout the state. Multiple phases have been established to accomplish this work. Phase One (also known as the GL3 project) was completed earlier this summer. Phase Two is well under way and will be completed by the end of the first quarter of 2006 (See a status report of this project in Tab 22). UEN conducted an RFP for Phase Three last year and Phase Three contracts were established prior to the E-Rate filing deadline in February 2005. The implementation of Phase Three projects is contingent on approval of on-going funding from the state legislature. UEN anticipates that Phase Three projects will begin some time after March 1, 2006.

UEN has been working with both urban and rural districts statewide to plan the scope of the Phase 4 RFP and desired outcomes, including coordination on school preparation and readiness, facility and technical resource planning, and E-Rate filings. This process has been underway for several months. UEN finalized and published the RFP in mid-September. The scope of the RFP included all remaining secondary schools (approximately 45 locations), six Applied Technology College campuses, and 14 charter schools. Additionally, elementary schools from the Alpine, Box Elder, Cache, Garfield, Iron, Juab, Kane, Logan, Nebo, Park City and Wayne Districts were included in the RFP. This was done at the request of, and with participation from, the districts. The RFP also included several regional backbone connections that are vital to the overall network strategic plan, including replacement of the CVDS (Commercial Video and Data Service – an OC48 like service from Qwest that provides two-way broadcast quality analog video and data circuits up to the DS-3/45 MB level) circuit currently leased through Qwest between Utah Valley State College in Orem and the College of Eastern Utah in Price for the Southeastern region of the state. The UEN extension on the CVDS circuit lease expires at the end of December 2006.

UEN received requests from two of the providers for an extension on the RFP deadline, and UEN granted a three-week extension to accommodate the development

of proposals from these vendors. On November 3rd, UEN received proposals from nine telecommunication and rural telephone company providers in response to the RFP. UEN and district technology staff involved in the evaluation process began reviewing proposals and discussing the bids with vendors the week of November 14th. UEN contracted with Jon Peters, formerly an analyst in the Office of Information Technology with the University of Utah, to perform financial analysis of the proposals. (Jon previously worked with UEN last year. He provided valuable financial analysis for the 2004 RFP responses.)

UEN has conducted several follow-up meetings with individual districts in the evaluation process. We anticipate completing these RFP evaluations by mid-December. Pending these awards we will then enter into contract negotiations with the successful bidders. UEN also anticipates issuing a follow-up RFP to address unmet/unresolved needs in the current RFP process.

At the end of November, The Schools and Library Division (SLD) has finally identified December 6, 2005 and February 16, 2006 as the opening and closing dates for the current year filing window. This gives us sufficient time to conduct the anticipated re-bid and include subsequent awards in the E-Rate process. All evaluations and contract negotiations will need to be completed in advance of the February 16, 2006 deadline. A full report of the results of the RFP process will be provided in the February 2006 Steering Committee.

Recommendation

It is recommended that the UEN Steering Committee endorse the efforts by UEN to work with the districts in the evaluations and award of the RFP and subsequent contract negotiations with successful suppliers.

NETWORK ISSUES RELATED TO UTAH NAVAJO HEALTH SYSTEM - ACTION

Issue

Should UEN provide network access and network support to the non-profit clinics operated by the Utah Navajo Health System (UNHS) located at Montezuma Creek, Navajo Mountain, and Monument Valley?

Background

In many San Juan County communities network access is limited and costly. UEN has completed CIB funded digital microwave improvements in several communities with capacity and reliability superior to other network services offered by commercial entities.

The University of Utah Telehealth currently provides Telehealth services and network connectivity to all UNHS clinics in San Juan County. This year Telehealth approached UEN in an effort to address challenges it faces in providing reliable and cost effective network access in some San Juan County communities. Currently, Telehealth T1 service in Montezuma Creek, Navajo Mountain, and Monument Valley is limited, expensive and at times unreliable.

Due to Telehealth's affiliation with the University of Utah, UEN had agreed to work with Telehealth in providing network access to UNHS clinics in each of these communities. In this cooperative effort Telehealth would fund aerial fiber between each UNHS clinic and the nearest UEN served higher education facility, at which point UEN would rate limit each clinic to 1.5 MB of network bandwidth.

Recently, UNHS has begun to plan changes to its network that may reduce or eliminate services provided by University of Utah Telehealth, but UNHS would still like to complete this fiber project and utilize UEN bandwidth.

Policy Considerations

Connectivity to the Utah Navajo Health System sites is a policy issue, particularly if they are not specifically affiliated with University of Utah Telehealth Network. There are potential conflicts with the memorandum of understanding the Steering Committee approved in 2002 with the Utah Rural Telecommunications Association (URTA). Providing these services could also strain limited UEN resources and will consume valuable bandwidth. It is important that we consider these factors and make

an informed decision regarding these services.

Can or should UEN provide network connectivity and network support to government or non-profit entities outside of education when local network solutions are extremely limited?

How does the Utah Rural Telecommunications Association (URTA) memorandum of understanding (approved as an internal UEN policy by the Steering Committee on March 22, 2002) impact our options and decisions? The MOU with URTA is provided as Attachment A.

If it is determined that UEN should provide this service then how will the on-going support be funded? In previous discussions with the Telehealth Network, funding equivalent to the savings resulting from termination of the T1 contract would be shifted to contribute to staff support to the network in San Juan County. UNHS has not discussed a similar agreement with UEN.

Recommendation

The Steering Committee should thoroughly review all aspects of this issue and provide a clear policy direction.

Tab 21 Attachment A
Memorandum of Understanding with URTA

<div align="right">

Technical Services Subcommittee, Item 9

March 22, 2002

</div>

Issue

The Executive Board of the Utah Rural Telecommunications Association (URTA) and executives of UEN (Stephen Hess, Michael Petersen, George Brown, and Kevin Taylor) met on January 29, 2002 to discuss the attached Memorandum of Understanding (MOU). After careful discussion of related issues, the URTA Board agreed to the provisions of the MOU. That afternoon, members of the UEN Executive Committee were individually polled and also approved the MOU. Actions of the Executive Committee must be approved by the Steering Committee at the next regular meeting of the Committee.

Background

URTA members have been concerned that UEN would expand its reliance on UEN owned network connections, instead of leasing our lines and circuits from local telephone companies. They sought to prevent that from occurring by recommending legislation (HB 272) which Representative Tom Hatch (Republican, Panguitch) agreed to sponsor. From UEN's perspective, there were several problematic aspects of the legislation. We were provided an opportunity to discuss these issues with Rep. Hatch, and subsequently with the URTA Board. The outcome of these discussions was agreement on a series of key points that are contained in the attached Memorandum of Understanding. The MOU outlines several commitments by UEN which are intended to enhance its working relationship with local telecommunications companies.

1. UEN commits to lease its lines and circuits from local telephone companies, except in quite limited circumstances, such as when it is physically or economically unfeasible for the local provider to offer the services, or there have been unresolved service problems.

2. UEN will proactively involve URTA representatives in its planning activities by sharing its network plans as far in advance as possible.

3. Two representatives of URTA will serve as full voting members of the Technical Services Subcommittee.

4. Although UEN can continue to provide services to public libraries, it will not compete with URTA members to provide expanded telecommunications services to state and local government entities, unless the service addresses specific educational purposes.

5. Service problems or other issues that occur between UEN and an URTA member company will be resolved to the greatest extent possible by cooperative efforts between executive of the two organizations. Only as a last resort will government policy or regulatory entities be contacted regarding these issues.

6. The MOU clarifies that UEN does not control the expenditure of non-UEN funds by local school districts for telecommunications services. Instead, whether districts purchase the services from URTA member companies or not will, to a significant degree, depend on relationships between local school districts and the local telco.

Policy Issues

The proposed MOU should lead to improved relations between UEN and URTA member companies. It formalizes the commitment of UEN to rely as extensively as possible on leased circuits, and it provides mechanisms to assure greater involvement by URTA representatives in planning.

Recommendation

It is recommended that the Steering Committee ratify the approval by the Executive Committee of the attached Memorandum of Understanding between UEN and the Utah Rural Telecommunications Association.

TAB 22

ETHERNET PHASE 2 IMPLEMENTATION REPORT - DISCUSSION

Issue

The installation of phase 2 Ethernet sites is proceeding as planned. Initially this project was projected to finish by the end of November 2005. The completion time frame has been extended into the first quarter of 2006. The reasons for this extension will be explained in this document and discussed at the subcommittee meeting.

Background

As of this report 46 of 143 Phase II GL3 sites have been completed and are currently utilizing their new Gigabit Ethernet connectivity. Site turn up is moving at a quick pace at this stage, however, since the original Phase II implementation calendar was outlined last spring indicating late November 2005 for the completion of Phase II a number of factors have affected the project time line. The most notable are the following.

- Some district site improvements could not be completed until 2006 funding was available.

- Qwest was unable to stay within their implementation time line. Some of this delay was the direct result of delayed site improvements.

- A UEN/Qwest upgrade to Cisco 6500s in the early stages of this project at all district offices. This upgrade was required when UEN identified a net flow collection issue related to Cisco 3750 switches installed at district offices in Phase I. This upgrade was not part of the original Phase II schedule.

- District Office Cisco 6500 upgrade from a Cisco hybrid IOS to Cisco's Native IOS. The Native IOS was not available when the switches were first installed.

- Additional UEN/District planning and design to fully integrate the GL3 aggregation hardware at some district offices.

UEN currently forecasts the completion of 99% of the GL3 Phase II sites in the first quarter of 2006. There will be some exceptions due to a few site improvements that will not begin until spring 2006.

Recommendation

This is an discussion item requiring no further Subcommittee action.

TAB 23

UEN NETWORK OPERATIONS UPDATE - DISCUSSION

Issue

UEN Network Operations Update

Background

During the past month, the UEN Network Operations group has been restructuring to better address changing needs from customers and projects. The three major objectives of the restructuring are:

- Provide additional resources for GL3 Phases 2, 3 and 4;

- Provide a better structure and more resources for supporting customer consultations

- Provide more appropriate staffing levels for NOC incident remediation.

Service-affecting incidents handled by the NOC have steadily declined since the completion of GL3 Phase 1 (backbone). The backbone upgrades and other improvements over the last year have resulted in a much more reliable WAN infrastructure. The majority of calls to the NOC now involve consultation—something other than resolving a service-affecting incident—the involve requests for UEN engineers and other technical staff to review proposed changes and provide recommended solutions. However, the NOC environment is optimized for incident response, and is not particularly suited to supporting customer consultations. This restructuring is a first step in addressing these changing needs.

In late November, we requested feedback from customers and other UEN departments on a proposed schedule change for the NOC. By changing the NOC hours from 7-6 to 8-5 M-F, we could free up the equivalent of two full-time people to focus on consultation and projects, without significantly reducing operational support. The feedback we received was overwhelmingly supportive, and the new schedule was implemented December 1st. We continue to provide on-call support and monitoring 24/7/365.

The immediate need for the restructuring is to provide more resources to GL3 Phase 2 and upcoming Phase 3. However, we are also developing a more effective way to support customer consulting. Initially, we'll support ad-hoc consulting requests, but over the coming months we will be able to support a variety of strategic technical consultations.

Consulting services are being developed as we meet with customers to update our Service Catalog and corresponding Service Level Agreements. Our consulting services

will focus on enabling our customers to better support the networks and services they operate, through specific recommendations, training, planning, and tools provided by UEN. We anticipate that in the future, consulting and related services will be a significant part of the services UEN Network Operations provides to our customers.

Information

- UEN NOC has implemented a new schedule, 8-5 M-F, which frees up (equivalent of) 2 additional staff to focus on projects (especially GL3 Phases 2, 3 and 4) and customer consultations.

- On-call after-hours support and network monitoring will continue 24/7/365

- NOC will focus primarily/exclusively on remediating service-affecting incidents. Requests for help with other (non-service-affecting) issues will be supported under a consulting model.

- Consulting services will initially be on an as-requested basis, and staffed using available resources from GL3 projects.

- Consulting services, including strategic technical consulting, are being developed in conjunction with updated Service Catalog. This enables UEN and our customers to provide better support for the network and dependent services. New consulting services will be added as resources become available from GL3 projects.

Recommendation

This is an discussion item requiring no further Subcommittee action.

TAB **24**

REPORT OF THE INSTRUCTIONAL SERVICES SUBCOMMITTEE – DISCUSSION

The Instructional Services Subcommittee will report to the Steering Committee on items covered in the subcommittee agenda.

T A B **25**

REPORT OF THE TECHNICAL SERVICES SUBCOMMITTEE – DISCUSSION

The Technical Services Subcommittee will report to the Steering Committee on items covered in the subcommittee agenda.

STEERING COMMITTEE MEETING MINUTES

UTAH EDUCATION NETWORK STEERING COMMITTEE

October 28, 2005 – 9:00 am

Members Present: Ron Barlow, Linda Fife, Stephen Hess, Pat Lambrose, Wayne Peay, Mike Petersen, Dick Siddoway, Weldon Sleight, Ray Timothy, Ray Walker and Gary Wixom.

Others Present: John Broberg, Karl Buchanan, Jeff Egly, Steve Fletcher, Rick Gaisford, Claire Gardner, Boyd Garriott, Cynthia Grua, Coy Ison, Troy Jessup, Marty Kelly, Karen Krier, Pete Kruckenberg, Lisa Kuhn, Jim Langston, Eric Mantz, Kim Marshall, Casey Moore, Bryan Peterson, Dennis Sampson, Larry Smith, Nate Southerland, Jim Stewart, Cory Stokes and Louise Tonin.

Welcome and Introductions

Gary Wixom welcomed everyone to the October meeting.

Committee of the Whole

Tab 20 – FY 2007 Budget Request

The FY 2007 UEN budget request requires approval by the Steering Committee before submittal to the Legislature for its consideration. UEN staff has worked on the planning and development of this year's request in cooperation with UEN stakeholders. The request was presented to the State Board of Regents on October 28th, and because the deadline for submission of budget requests to the Governor's Office of Policy and Budget (GOPB) was September 30th, a preliminary draft of budget priorities had already been submitted to the Governor's Office.

Mike Petersen went through the budget items stressing that these were a continuation of the projects started in 2002. For a more detailed list of the items in the budget please see Tab 20.

A motion was made to adopt the budget request and to submit it for consideration by the State Legislature at its 2006 general session. **THIS MOTION WAS APPROVED WITH ALL VOTING IN FAVOR.**

Tab 21 – Cybersecurity Awareness Month Report

Troy Jessup reported that October had been designated as Cybersecurity Awareness Month in Utah. UEN promoted this on the home page with a lead story feature and pictures. During the week of October 19th, 224 visitors read the article at www.uen.org. An article featuring Cybersecurity Awareness was included in the October NetNews e-newsletter which was received by 12,752 recipients. Rick Gaisford also promoted a K-12 video event with Utah school districts.

While we recognize that Cybersecurity is an ongoing effort, UEN was pleased to join with State ITS to bring additional attention to this important issue.

Tab 22 – Charter Schools

All UEN services are feeling the impact of the charter school growth. As the number of charter schools increase, UEN services are requested and our staff makes every effort to accommodate those requests. This is having repercussions on the Network, the IP video conversion project, and the increased utilization of Instructional Services offerings and on the rapidly increasing requests for technical support at the LAN level.

There are 38 charter schools today and 50 charter schools will open their doors to 18,000 students at the beginning of the 2006-2007 school year. The pace of development of charter schools has not been anticipated nor included in UEN planning documents, nor has it been adequately funded.

More detailed information regarding Utah's Charter Schools and their growth in Utah can be found behind Tab 22, Attachment A. A detailed list of the 2005 Charter School Services is provided in Tab 22, Attachment B.

It has been recommended that a joint committee of UEN Technical and Instructional Subcommittees and TCC be created to further study the impacts of charter school growth on UEN and to develop plans and funding strategies to meet our mutual needs. A motion was made to create the task force based on the recommendation. **THIS MOTION WAS APPROVED WITH ALL VOTING IN FAVOR.**

Tab 23 – Announcing eMedia

Cory Stokes reported that the eMedia Digital Media Service general release was completed on September 15, 2005. All K-12 Utah educators and students now have access to the service. The eMedia service is a collaborative effort between UEN, the Utah Instructional Media Consortium (UIMC) and KUED Television. Over the last 4 years these partners piloted various subscription video streaming services, but ultimately decided that the state's interests would best be served by creating a system without the cost and licensing terms imposed by third-party subscription services. With eMedia the state usually licenses the videos for 5 years of distribution and teachers can retain the videos they download as long as they desire.

Expanding the eMedia collection to include all UIMC licensed titles is the top priority for the near future. By January we plan to have most of the 200 titles from the 2004 UIMC purchase digitized and added to the service. Features like an individual account with messaging to other eMedia users (teachers only), search result sharing with colleagues and batch file downloads are planned in the future.

<p align="center">**Steering Committee Business Meeting**</p>

<p align="center">Instructional Services Subcommittee Report</p>

Tab 24 – New Instructional Services Subcommittee

Marty Kelly, Director of Adult Education for the Utah State Office of Education, was welcomed to the Steering Committee. She is a new member of the Instructional Services Subcommittee and will provide input on adult education issues in Utah.

Tab 25 – Course Management System RFP Results

Dick Siddoway shared with the Steering Committee that WebCT Vista was selected as the top product based on the evaluations by a committee of USHE instructional designers, instructors, and technology administrators. Blackboard had announced that they will be acquiring WebCT and merge the companies by the end of 2005 pending regulatory approval. There was some discussion and concern expressed about this acquisition. The general consensus was that the announcement certainly opens more interest in open-source CMS products and UEN should pursue developing knowledge and skills in installing and testing an open-source CMS product.

UEN does have a guaranteed pricing quote from WebCT for a perpetual license and 5 years of annual maintenance. In the coming weeks UEN will work with USHE and the institutions to present the case to the legislature for a statewide CMS system based on WebCT Vista.

Tab 26 – Higher Education Advisory Committee

Cyd Grua conducted the advisory meeting where several topics were discussed. For a complete set of minutes regarding this meeting, please see Tab 26, Attachment A.

Tab 27– Public Education Advisory Committee

Rick Gaisford conducted the Public Education Advisory Committee. The next meeting is scheduled for November 30, 2005.

Tab 28 – 2005-2006 Utah Educators Resource Guide

The 2005-2006 Utah Educators Resource Guide has been mailed to over 26,700 educators. An additional 5,290 guides were also sent to the Utah Education Network and UEN Professional Development.

During October, UEN and UIMC staff conducted significant outreach to promote the new guide. Presentations at USOE, MESA, UELMA, PECC, 2005 UEA Convention, Speaking of Women's Health Conference and district meetings have been very well received.

Tab 29 – UEN Conference and Special Event Presentations

UEN has participated in three promotional activities. The first was the biennial UELMA (Utah Educational Library Media Association) conference. Rick Cline and Rich Finlinson participated in vendor exhibits in both Price and Cedar City. Both sessions were well received by those in attendance and Rich recorded audio interviews with educators.

The second activity was the 2005 UEA Convention. It was held in Salt Lake City at the Salt Palace Convention Center. UEN staff emphasized eMedia and continued Pioneer Library's 10th anniversary celebration promotion, as well as shared general UEN information. A Pioneer Online Library ad was in the outside back cover of the UEA Convention Program.

The third and last activity UEN participated in was the Speaking of Women's Health Conference also at the Salt Palace. UEN's exhibit table emphasized UEN-TV, Pioneer Online Library, and other resources for healthy bodies, minds and spirits.

Tab 30 – NCO Connector Grant

UEN had been awarded a National Center for Outreach grant. The grant will help fund outreach activities around the GED Connection, TV411 and Workplace Essential Skills programs on UEN-TV. Grant funding will cover several activities. The NCO Connector Grant will provide an excellent opportunity to reach out to stakeholders statewide and build interest in and usage of UEN's adult education and lifelong learning resources.

Tab 31 – Quarter One Progress Report on FY 2006 Strategic Plan

The Quarter 1 report includes a summary of the activities conducted during July, August and September 2005 for the UEN Instructional Services, Instructional Delivery and Public Information departments. For a detailed summary please see Tab 31.

Utah Education Network Instructional Services Subcommittee Meeting Minutes

Attendees: Linda Fife, Rich Finlinson, Claire Gardner, Boyd Garriott, Cyd Grua, Karen Krier, Pat Lambrose, Jim Langston, Mike Petersen, Weldon Sleight, Dick Siddoway, Cory Stokes, Nate Southerland, Gary Wixom

Compiled by Leah Bryner

Tab 24 – New Instructional Services Subcommittee Member - Discussion

The Instructional Services Subcommittee formally welcomed new member Marty Kelly, Director of Adult Education for the Utah State Office of Education.

Action - This is an information item requiring no further Instructional Services Subcommittee action.

Tab 25 – Course Management System RFP Results - Discussion

Dick Siddoway discussed UEN's recently completed RFP process with vendors of enterprise course management software.

WebCT Vista was the top product, based on product evaluation. Blackboard recently announced that they will acquire WebCT Vista and merge the companies by the end of 2005, subject to regulatory approval.

Action - This is an information item requiring no further Instructional Services Subcommittee action.

Tab 26 – Higher Education Advisory Committee - Discussion

Cyd Grua reported that the Higher Education Advisory Committee met on September 21, 2005, and the minutes will be sent to the Public Education Advisory Committee. Contact Cyd Grua if you have questions or suggestions for this committee.

The next Higher Education Advisory Meeting is scheduled November 16, 2005, 11:00 a.m.-2:00 p.m.

Action - this s an information item requiring no further Instructional Services Subcommittee action.

Tab 27 – Public Education Advisory Committee - Discussion

The Public Education Advisory Committee met on September 23, 2005.

The next meeting for the committee is November 30, 2005. Contact Rick Gaisford for more information.

Action - This is an information item requiring no further Instructional Services Subcommittee action.

Tab 28 – 2005-2006 Utah Educators Resource Guide - Discussion

Karen Krier discussed the 2005-2006 Utah Educators Resource Guide.

Action - This is an information item requiring no further Instructional Services Subcommittee action.

Tab 29 – UEN Conference and Special Event Presentations - Discussion

Rich Finlinson gave a PowerPoint presentation to the Subcommittee on effective communication at conferences. He shared feedback and photo highlights from UELMA, 2005 UEA, and 2005 Speaking of Women's Health.

Action - this is an information item requiring no further Instructional Services Subcommittee action.

Tab 30 – NCO Connector Grant - Discussion

UEN was recently awarded a $12,000 grant from the National Center for Outreach to conduct outreach activities surrounding adult education programming on UEN-TV. This grant will help fund outreach activities around the GED Connection, TV411 and

Workplace Essential Skills programs on UEN-TV.

Action - this is an information item requiring no further Instructional Services Subcommittee action.

Tab 31 – Quarter One Progress Report on FY 2006 Strategic Plan - Discussion

This report includes a summary of the activities conducted during July, August and September 2005 for the UEN Instructional Services, Instructional Delivery and Public Information departments.

Action - This is an information item requiring no further Instructional Services Subcommittee action.

Tab 7 – Report of the Technical Services Subcommittee - Discussion

The Technical Services Subcommittee reported to the Steering Committee on items covered in the subcommittee agenda. Minutes are included under the Instructional Services tab.

Technical Services Subcommittee Report

Tab 1 – 21st Century ETI

As UEN continues to build out a high-speed network infrastructure for Utah's K-12 schools, Educational Technology funding struggles to keep up with even the most basic of replacement and upkeep challenges.

A 2004-2005 Educational Technology Audit shows Utah as one of the top ten education networks, yet Utah fails at the district and classroom level as far as student workstations are concerned. For a detailed list of the items covered, please see Tab 1. Glen Taylor also shared that the Technical Services Subcommittee recommended support of the ETI funding requests. Pat Lambrose expressed a desire that both subcommittees be involved in the discussions surrounding this funding.

Tab 2 – Quarter One Progress Report on FY 2006 Strategic Plan

Glen Taylor went through the first quarter accomplishments for FY 2006. He also highlighted some of the major projects that are being worked on in the second quarter. For a detailed list of these please see Tab 2 and Tab 2 Attachment A.

Tab 3 – Communications Assistance for law Enforcement Act

Based on an order from the Federal Communications Commission (FCC), UEN and education and library network members will be required to comply with the Communications Assistance for Law Enforcement Act (CALEA). It is important that the Steering Committee members become familiar with the implications of this order, for the statewide network and for their own institution, district, and library. Pat

Lambrose suggested that this was another topic that both subcommittees should be jointly discussing. For more background information on this please see Tab 3.

Tab 4 – FY 2006 Special Projects Report

Glen Taylor reported that UEN established a FY 2006 special projects budget totaling $1.5 million for network upgrades. Contracts have now been awarded based on the responses from the RFP and we are now preparing to implement and install these circuits.

There is a detailed 2006 Special Projects Analysis list in Tab 4, Attachment A.

A motion was made to recommend moving forward on the installation of these circuits. **THE MOTION PASSED WITH ALL MEMBERS VOTING IN FAVOR.**

Tab 5 – FY 2006 Regional Priorities

Glen Taylor reported that the Regional priorities continue to be an important concern to UEN and our stakeholders. Development for this year's Regional priorities began in Technical Forum meetings last spring. Each region was able to meet and determine local issues that are timely.

The retreat that was held in August was more strategic, addressing changes in the UEN strategic plan. UEN Technical services staff has now integrated working on regional priorities as part of our routine. Tab 5, Attachment A includes a complete list of FY 2006 Regional Priorities.

A motion was made to support the FY 2006 Regional Priorities. **THE MOTION PASSED WITH ALL MEMBERS VOTING IN FAVOR.**

Tab 6 – Report of the Instructional Services Subcommittee

The Instructional Services Subcommittee reported to the Steering Committee on items covered in the subcommittee agenda. Minutes are included under this Tab.

Utah Education Network Technical Services Subcommittee Meeting Minutes

Attendees: Bryan Peterson, Dennis Services Sampson, Ron Barlow, Jeff Egly, Eric Mantz, Karl Buchanan, Pete Kruckenberg, Jim Stewart, Troy Jessup, Steve Fletcher, Kim Marshall, Casey Moore, Ray Walker, Ray Timothy, Stephen H. Hess, Lisa Kuhn, Lou Tonin, Claire Gardner, Glen Taylor and Charice Black

Complied by Cindy Najarro

Tab 1 – 21st Century ETI - Action

Karl Buchanan reviewed the background of ETI (Educational Technology Initiative). The ETI funding was eliminated in 2002 and the monies rolled into block grants at the district level. We have gone from the top contenders in the late 1990's as far as

computer ratio per student, to the very bottom of the list.

An audit was done in February by the Legislative Audit that exposed many issues in the technology community. We have a world class network – it is one of the top ten in the nation as far as education. We have been sliding at the district and classroom level as far as our workstations are concerned. Three key components to successfully using technology and instruction and enhancing student performance were identified: 1) student access, 2) professional development, and 3) technical support. On-line testing will put a tremendous strain on the ability for districts to manage and maintain the amount of computers necessary to complete the testing windows with current staff and machines. Space is also an issue. Many schools don't have the space to put in labs. Solutions are for mobile laptop labs and 1:1 laptop initiatives for students in the upper grades.

Currently the 21st Century ETI program is being directed out of the USOE Educational Technology department. Ray Timothy is spearheading this effort. The State Board has on their budget request for $20 million in one time funding - $10 million for On-line testing, and $10 million for ETI infusion. The district matching funds would focus on professional development and technical support. There is a request $25.8 million for student access component. A TCC group has been put together to get the word out locally to the districts and to get the districts talking to their local legislators and state school board members.

We will be talking about this with the superintendents at their business meeting on November 3, 2005 at the Nebo Learning Center.

Tab 2 – Quarter One Progress Report on FY 2006 – Strategic Plan - Discussion

This is an information item requiring no further Technical Services Subcommittee action.

Tab 3 – Communications Assistance for Law Enforcement Act - Discussion

This is not just a UEN issue. It is very important for anyone who has LAN responsibilities on the network. CALEA is the law that requires telecommunications providers to provide access to law enforcement to exercise searches. Historically, higher education, public education, libraries and the internet has been exempt from the requirements of CALEA. The FCC issued a federal register notice about a week ago that would go into affect in 90 days that requires higher education, public education, libraries and internet providers to provide the same kind of access via networks as telecommunication providers have been mandated to provide for the past ten years. It will be enforceable in 18 months.

There are ongoing discussions between EDUCAUSE and the Department of Justice to consider an approach that better meets the requirements of law enforcement, but at a lower cost and administrative burden to the educational community.

We need to have at some point a full legal review of the CALEA to understand the full impact it will have on UEN and our customers.

Tab 4 – FY 2006 Special Projects Report - Action

Jim Stewart reviewed the Special Projects Report analysis and budget totaling $1.5 million for network upgrades.

A motion was made for the Technical Services Subcommittee to endorse and support the Special Project analysis. Motioned was seconded. The motion was approved with all voting in favor.

Tab 5 – FY 2006 Regional Priorities - Discussion

Jim Stewart went over the Regional Priorities list. We have prioritized the first three: initial connectivity, reliability and bandwidth. The highest priority is "1" which is initial connectivity and "8" being the lowest. Each project was prioritized in the eight areas established by the Steering Committee. Most items are currently in process. It is anticipated 80-90% of the projects will be completed by end of the year.

A corrected Regional Priorities List was distributed and will also be posted on the web.

A motion was passed to accept the FY 2006 Regional Priorities List. Motion was approved with all voting in favor.

Tab 8 – Steering Committee Meeting Minutes

A motion was made to approve the previous minutes. **THIS MOTION PASSED WITH ALL VOTING IN FAVOR.**

The meeting was adjourned. The next Steering Committee meeting is on December 16, 2005, 9:00 am, at the Dolores Doré Eccles Broadcast Center.

Please note: detailed information and discussion of the issues are included in the materials prepared for the meeting. These materials are available online at www.uen.org/steering/html/materials.html. Please refer to them for additional reference.

T A B **27**

OTHER