Utah Education Network
Steering Committee

February 16, 2007

UTAH EDUCATION NETWORK
STEERING COMMITTEE

AGENDA

FEBRRUARY 16, 2007

11:00 a.m. -
12:00 p.m.

Technical Services Subcommittee Agenda

UPCOMING MEETINGS

Steering Committee Meeting - April 27, 2007, 9:00 a.m.

Instructional Services Subcommittee Meeting - April 27, 2007, 11:00 a.m.

Technical Services Subcommittee Meeting - April 27, 2007, 11:00 a.m.

Please place these materials in your Steering Committee Binder.

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LEGISLATIVE UPDATE - DISCUSSION

Issue

This report summarizes the status of the UEN budget request now being considered by the State Legislature. Other technology issues being considered by the Legislature are also briefly summarized.

Background

The hearings of the Higher Education Appropriations Subcommittee have now been completed, and budget requests of UEN, the Utah System of Higher Education, and the Utah College of Applied Technology have been prioritized for consideration by the Executive Appropriations Committee. A summary of the ranking of all projects is provided in Attachment A.

The Higher Education Appropriations Subcommittee demonstrated a strong commitment to support all of the UEN budget requests. Our ongoing requests to fund the ongoing costs of network infrastructure, phase 4, the final phase to convert EDNET to IP-Video technology, and support for UEN to host the Course Management Systems for 7 USHE institutions were ranked as the 10th, 11th, and 12th priorities of the subcommittee. One-time requests for IP video conversion, conversion of the UEN Satellite System to IP video, and Course Management System funds were the 5th, 6th, and 9th priorities of the Subcommittee. It is important to note that the Higher Education Appropriations Subcommittee switched $12.824 million of education funding to the Uniform School Fund. The significance of this is that it takes 80% of the UEN budget is out from under the spending cap. These recommendations now go to the Executive Appropriations Committee for approval.

Attachment A also shows that two other IT requests made by the Board of Regents were strongly supported as ongoing priorities 5 and 6 and one-time priorities 3 and 4 of the subcommittee. The Public Education Appropriations Subcommittee recommended that the 21st Century Teaching and Learning Initiative be allocated $20 million on-going and $50 million one-time funding. It was also noted that Sen. Howard Stephenson plans to introduce SB 80 (Education Reform) that it will include $90 to $230 million for 21st Century Teaching and Learning.

Two other technology-related issues have significance for UEN. First, Representative David Clark presented appropriations intent language that was approved by the Higher Education Appropriations Subcommittee. The full intent language is in Attachment B. The intent language directs the Legislative Fiscal Analyst to conduct a study and report on optimizing the value and effectiveness of existing network resources, IP

videoconferencing, and enterprise-level applications of the Department of Technology Services, UEN, and other state entities. Second, Representative John Dougall is sponsoring legislation that eliminates the Utah Technology Commission and reassigns tasks previously performed by the Commission.

Recommendation

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

FY 2008 ONGOING FUNDS for HIGHER EDUCATION SUBCOMMITTEE

Line No.	Subctte Priority	Description		USHE	UCAT	UEN	MEC	TOTAL	RUN
19	1	Salary Retention		7,498,900	347,300	300,000		8,146,200	8,146,200
20	2	75%/25% Compensation Funding Proposal		3,800,000				3,800,000	11,946,200
1	3	Mandated Costs	O & M	1,952,800	21,000			1,973,800	13,920,000
2	4	Mandated Costs	Utility Rates	7,493,800	225,400			7,719,200	21,639,200
3	5	Mandated Costs	IT Software/Hardware	900,000				900,000	22,539,200
4	6	Mandated Costs	IT Datatbase	464,100				464,100	23,003,300
5	7	Scholarships/Initiatives	Engineering	5,045,200				5,045,200	28,048,500
6	8	Scholarships/Initiatives	Nursing	500,000				500,000	28,548,500
7	9	Scholarships/Initiatives	Library	642,000				642,000	29,190,500
16	10	Network Infrastructure				1,500,000		1,500,000	30,690,500
17	11	IP Video Conversion				200,000		200,000	30,890,500
18	12	Course Management				630,000		630,000	31,520,500
8	14	Financial Aid:	Federal Match	210,300				210,300	31,730,800
9	15	Financial Aid:	UCOPE	3,149,100				3,149,100	34,879,900
12	16	Services for Hearing Impaired		1,000,000	271,000			1,271,000	36,150,900
13	17	Enrollment Growth			1,197,800			1,197,800	37,348,700
14	18	Leases			932,800		56,200	989,000	38,337,700
15	19	Lean Manufacturing			326,000			326,000	38,663,700
27	20	Jobs Now Campus Initiatives			2,724,400			2,724,400	41,388,100
28	21	Custom Fit			750,000			750,000	42,138,100
10	22	Financial Aid:	New Century	437,500				437,500	42,575,600
11	23	Financial Aid:	TH Bell Teaching (HB 241 - Menlove)	1,692,300				1,692,300	44,267,900
21	24	Institutional Priorities (SB 90 - Hickman)		9,500,000				9,500,000	53,767,900
22	25	Institutional Partnerships (SBR)		1,850,000				1,850,000	55,617,900
25	26	Requests for Appropriation:	4-yr. Biotech Degree (Clark)	1,257,400				1,257,400	56,875,300
23	27	USU/WSU Engineering (SB 53 - Bell)		872,400				872,400	57,747,700
24	28	Institutional Partnerships (HB 185 - Snow)		5,878,440				5,878,440	63,626,140
26	29	Requests for Appropriation:	Seismic Monitoring (Bigelow)	1,442,000				1,442,000	65,068,140
29	30	Student Information System			81,000			81,000	65,149,140
31	31	Eliminate Utah Electronic College		(535,700)				(535,700)	64,613,440
		GRAND TOTAL		**55,050,540**	**6,876,700**	**2,630,000**	**56,200**	**64,613,440**	**64,613,440**

FY 2007 - FY 2008 ONE TIME FUNDS for HIGHER EDUCATION SUBCOMMITTEE

Line No.	Subctte Priority	Description		USHE	UCAT	UEN	MEC	TOTAL	RUN
56	1	Utah State Scholar Initiative		500,000				500,000	500,000
49	2	Mandated Costs	O & M	(1,884,800)	(373,900)			(2,258,700)	(1,758,700)
50	3	Mandated Costs	IT Software/Hardware	3,000,000				3,000,000	1,241,300
74	4	Mandated Costs	Utility Rates	1,603,600	245,500			1,849,100	3,090,400
54	5	IP Video Conversion				800,000		800,000	3,890,400
77	6	Satelite Upgrade				2,100,000		2,100,000	5,990,400
62	7	WSU/USU Partnership		865,400				865,400	6,855,800
76	8	Leases			1,310,300			1,310,300	8,166,100
55	9	Course Management				480,000		480,000	8,646,100
75	10	Financial Aid:	New Century	130,100				130,100	8,776,200
53	11	Training Equipment			2,122,300			2,122,300	10,898,500
52	12	Scholarships/Initiatives	Library	1,000,000				1,000,000	11,898,500
51	13	Scholarships/Initiatives	Engineering Equipment	2,000,000				2,000,000	13,898,500
60	14	USU Davis Botanical Gardens		450,000				450,000	14,348,500
61	15	USU Davis Botanical Gardens Supplemental		500,000				500,000	14,848,500
78	16	Scholarships/Initiatives	Engineering Equipment 2	2,000,000				2,000,000	16,848,500
79	17	Electronic College Phase-out		267,850				267,850	17,116,350
58	18	Requests for Appropriation:	Finanical Aid Endowment (Hillyard)	20,000,000				20,000,000	37,116,350
59	19	Requests for Appropriation:	Seismic Monitoring (Bigelow)	450,000				450,000	37,566,350
		GRAND TOTAL		**30,882,150**	**3,304,200**	**3,380,000**	**0**	**37,566,350**	**37,566,350**

Effective Utilization of Existing Statewide Networks

The Legislative Fiscal Analyst's Office shall prepare a report on the possible development, acquisition, maintenance and effective and optimal utilization of existing Internet services, information technology networks and other network assets by September to the Executive Appropriations Committee. In doing so, the Legislative Fiscal Analyst shall consult with the Department of Technology Service, the Utah Education Network and other appropriate stakeholders in the various departments and divisions of the executive, judicial; legislative and educational branches of State government;

The report shall address the following issues:

- The need for effective management, usage and maintenance of existing network fiber resources currently managed by the Department of Transportation, the Department of Technology Services and the Utah Education Network,

- The effective utilization of existing videoconferencing capabilities for state, city and county activities, meeting or training events, and

- The value of hosting statewide enterprise-level software applications versus single installation usage by individual entities of the state.

Proposed Steering Committee Membership Additions - Action

Issue

It is proposed that the Steering Committee approve addition of a new Public Education member representing charter schools and a Higher Education member representing the university research community.

Background

Two recent developments in public and higher education suggest the need to add 2 new members to the UEN Steering Committee. The first is the growth of public charter schools. There are now more than 50 charter schools in the state, and it is likely that number will increase. UEN is obligated to equitably support charter schools with the full range of services and on the same terms as we support other K-12 schools. Based on discussions with charter school representatives, USOE leaders, state legislators, and others, it is clear that a Steering Committee member is needed who represents the growing charter school community. Therefore, it is recommended that we solicit a nominee from the State Charter School Board, who would then be approved by the Steering Committee and appointed by Governor Jon M. Huntsman, Jr.

The Higher Education Advisory Council has also identified an additional need for representation, a member from the university research community. The legislature and governor are supporting the USTAR program as a vital component of future economic development. UEN will provide network connectivity for USTAR to national and regional research and education networks such as Internet 2 and National Lambda Rail. Based on our affiliation through the University of Utah with the Front Range GigaPop, UEN is well-positioned to provide that network connectivity and other services required by the university research community. It is recommended that we work with the Commissioner of Higher Education and the USTAR staff and governing board to identify a nominee to the Steering Committee to be approved by the Steering Committee and appointed by Governor Jon M. Huntsman, Jr.

Recommendation

It is recommended that the Steering Committee approve the addition of two new member positions. The first is a representative of Utah public charter schools to be nominated by the State Charter School Board. The second member would represent the university research community, to be nominated by the Commissioner of Higher

Education based on recommendation from the USTAR governing board.

TAB **14**

E-RATE FILING UPDATE - DISCUSSION

Issue

February 7, 2007, was the deadline for filing applications for E-Rate funding for Year 2007, which runs from July 1, 2007 through June 30, 2008. UEN and the school districts have been very busy filing their respective applications.

Background

Many activities led up to the February 7, 2007 filing deadline:

- UEN held multiple E-Rate training workshops in the fall and awinter months in preparation for the filing window, which opened on November 14, 2006.

- UEN provides support for District E-Rate filings.

- The regional service centers were approved as an eligible E-Rate site.

- UEN filed for 25 State and County Libraries (including the Goshute Reservation).

- UEN filed for E-Rate reimbursement on recurring services, one-time construction and infrastructure and internet access.

- UEN signed new contracts for Phase 4.75 Ethernet services with Qwest, UTOPIA, Frontier Citizens and South Central and Centracom. UEN also signed Internet Access with Cogent, Qwest and Broadwing. E-Rate has been filed for all new services.

In summary, UEN filed for approximately $11.5 million in E-Rate dollars for Fiscal Year 2008. Due to early filings, three E-Rate applications are in final review.

Recommendation

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

QUARTER TWO PROGRESS REPORT ON FY2007 STRATEGIC PLAN - DISCUSSION

Issue

This is a quarterly progress report for the FY 2007 UEN Strategic Plan. This report includes activities conducted during October, November and December 2006 for UEN 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 Two FY 2007 Activities and Highlights

Goal 1 - Wide Area Network

1. Completed design and implementation of a detailed real-time monitoring system, Network Health Report. The tool will be available soon and will provide reports on Availability, Latency, Packet Loss and Jitter.

2. Developing a "Network Weather Map" application which can display real-time network backbone and edge utilization statistics and alert on various degradation of services before they become noticeable to the customers.

3. Held Technical Services process retreat and developed specific goals for process improvement.

4. Provided support and information to the E-Rate team in preparation for the E-Rate filing deadline.

5. Developed Technical Services planning/procurement database.

6. Completed RFP process to provide a diverse network path back to SLCC; Implementation of this path is scheduled for Aug-Sep which will provide critical redundancy for southern sites.

7. Developing network diversity for the Uintah Basin and the Southeast.

8. Developed and implemented Network Maintenance Policies and Procedures.

9. Conducted planning meetings with Davis District and USHE for Ethernet connectivity at Richfield data site.

10. Conducting Phase III and Phase IV of the increased network capacity project; Phase III sites are being installed as quickly as Qwest can deploy them.

11. Deploying Out of Band network management; the last few sites will be completed in Quarter 3.

12. Conducted two Request for Proposal (RFP) projects, one for Internet Access and one for Ethernet Connectivity to schools and expanding the backbone; projects awarded and began contract negotiations.

13. Reached agreement with the Front Range GigaPoP (FRGP) to consolidate Internet2 connectivity, saving over $200,000 per year and increasing capacity.

14. Developed MOU with Alpine district regarding connectivity to three critical sites; worked with CentraCom, Utopia and Alpine to expedite circuit installation.

15. The UtahSAINT group has made significant progress in its network security efforts; Centralized reporting and information is now available and facilitation of collaborative information is being developed.

16. Concluded successful UtahSAINT Winter Conference.

17. Conducted many ongoing security initiatives.

18. Participated with Utah TeleHealth to develop the FCC Rural Health Care grant application.

19. Developed "Uplift" plan which allows UEN to dedicate resources to assist customers in designing and implementing Local Area Network (LAN) standards. Completed Alpine District Redesign. Jordan School District is pending approval; planning in process. Expansion of this project is being discussed.

20. Worked with CENIC and FRGP to increase TransitRail traffic and refine routing

21. Began SIS integration with Dixie, UVSC, and USU for CMS (Vista) project; Summer Semester is the go live date for UVSC and USU.

22. Installed new Vista Development Environment hardware.

23. Upgraded EHS BlackBoard Enterprise Server software and hardware; upgraded UEN Data Center Rack; updated power; installed all managed power units, and completed crucial server upgrades; proceeding with equipment placement and wiring for the next stage of racks.

24. Upgraded UTIPS servers EDesk 2.0; resolved SAN linux multi-pathing issues; converted KUED production scheduling system; extended Enterprise Backup to all servers.

25. Ordered and currently testing first prototype of DNS, ANYCAST hardware; Upgraded hardware and OS for EBC Media DNS Server; Upgraded SUN Ray servers OS to Solaris 10.

26. Moved my.uen.org service to new hardware.

27. Conducted standard Server Maintenance and patching.

28. Refined UEN Portal Project specifications for User Interface and Applications; initiated daily standup meeting to monitor progress; initiated cycled releases, iterative development cycle; conducted regular conference calls with portal architects to assist development.

29. Customized HP Service Desk User Interface to better fit process workflow; began design of custom reports from HPSD data for management; assisted with training of UEN staff on using HPSD for Service Management.

30. Turn up of new circuit to the Richfield Data Center for disaster recovery needs of the University of Utah.

31. Project coordination has begun or will soon begin on select GL Phase 4 locations: Morgan School District, Wayne County School District, Ogden-Weber Applied Technology College, Brigham City Higher Education, Bridgerland Applied Technology College – Brigham City, Utah State University – Brigham City.

Goal 2 - Educational Web Resources

1. Added Family and Consumer Science lesson plans to *www.uen.org*.

2. Completed one USOE curriculum specialist Web site, 2 in content creation, and 15 sites maintained/updated.

3. Redesigned and updated IVC/Distance Education Web page.

4. Updated Utah ITV Web page.

5. Working with USOE to gather user feedback regarding next steps for ePortfolios.

6. Developed higher education monthly professional development events registration and information page.

7. Promoted eMedia; professional development; monthly themes; lesson plans; literacy tool; Faculty Lounge; Utah Resource Guide; UEN-TV; professional development catalog via monthly eNewsletters and UEN home page.

8. Produced and distributed monthly NetNews.

9. Featured UEN services at Utah Education Association and Utah Educational Library Media Association Conferences.

10. Updated and posted the Acceptable Use Policy.

Goal 3 - Enterprise Solutions

1. Provided refresher Vista Course Management training to DATC and BATC institution administrators.

2. Added 384 licensed PBS video titles and 56 episodes from University of Utah to Digital Media Service.

3. Deferred migration of UCME legacy database and media into Digital Media Service to Q4 pending installation of TeleScope development server.

4. Participated in UIMC program review.

5. Deferred central 24/7 Vista helpdesk/ searchable knowledge base capability pending needs analysis discussions with Vista institutions.

6. Deferred Vista Service Agreements with hosted institutions to Q3.

7. The Pioneer Library Subcommittee is drafting an RFP for a federated search service.

8. Began work to determine format for metadata datacasting exports to youth-in-custody facilities.

9. Collegemedia user access for Digital Media Service created.

10. Delivered one day Vista faculty training workshop.

11. Monthly informational emails sent to Pioneer Library Advocates: 16 Bronze, 3 Silver, and 1 Gold Trekkers.

12. Developed and posted 7 Pioneer Library Quick Reference Cards.

13. The Utah Library-Media Supervisor group is investigating the possibility of producing 5-6, 30 second video clip spots.

14. Promoted "eMedia Snapshot" document at UEA in eNewsletters and UEN home page.

Goal 4 - Distance Education

1. Wasatch Front site visits and preplanning continue for EDNET IVC migration plan; Final Phase of the EDNET classroom conversion to IVC is in process beginning with classrooms in the Jordan and Granite School Districts.

2. Completed construction of New Video Operation Center (VOC) and transferred all UEN video operations from the Technical Operation Center (TOC) to the new VOC.

3. Completed specifications for the new IVC receive classrooms required for the UENSS conversion; submitting "Requests for Bids" to Purchasing so pricing is in place should the Legislature fund the UENSS conversion project.

4. Completed site surveys at state corrections education services for UENSS transition to IVC; currently working on cost concerns with DTS.

5. Conducted numerous planning retreats and bi-weekly meetings with USU for conversion of UENSS to IVC technology.

6. IP Instructional Subteam dissolved and replaced with issue specific Ad hoc groups. Ad hoc Steering Subcommittees will address operational practices, procedures, and issues to efficiently utilize IVC resources on the network as they arise.

7. Evaluating new scheduling software and equipment for IVC to enable independent scheduling; purchased servers to provide redundancy for IView, the suite of applications and databases necessary to support IVC.

8. Revised IVC Web site.

9. Developed statement of work and began creation of high school and college distance education student Web site.

10. Developed and deployed distance education catalog for testing.

11. Completed quarterly distance visits with College of Eastern Utah; USU; as well as San Juan, Jordan and Granite School Districts.

Goal 5 - Broadcast Services

1. Participated in UIMC buying process and teacher evaluations.

2. Launched UVSC state politics program.

3. Conducted UEN SciFi Friday Outreach events and Gerontology conference.

4. Conducted monthly team meetings, scripting and project planning for NetSafe Utah project.

5. Held Back to School resources event with KUED for approximately 100 K-12 Teachers.

6. Posted online interview and promotion for Signing Time.

7. Demonstrated research roundup concept spots and received approval and direction to move forward; launched research roundup and institution spots on air and developed internal workflows; completed promos for USU.

8. Eliminated on-air education calendar of events and rededicated resources to Research Roundup.

9. Completed FCC license renewal.

10. Submitted Youth in Custody (YIC) project second term report to CPB; met with state YIC leaders and project team.

11. Completed RFP and receipt of Triveni datacasting equipment; training scheduled for February.

12. Completed University Licensee Association membership; Attended meeting in October to discuss University Channel.

13. Participated in station interview in December for Rural Telecommunications Association/Education Coalition/APTS.

14. Engaged Water Wise Utah project partners and began water resource convergence.

Goal 6 - Professional Development

1. Added Google Tools class for credit.

2. Conducted 2 sessions at UEA, 5 sessions for UAACCE, 3 sessions for CUES lab manager's conferences.

3. Delivered 30 ITC workshop sessions with 534 participants.

4. Year end Intel® Teach to the Future report submitted and carryover funds approved.

5. E-portfolio workshop conducted for 6 Educational Technology Endorsement Participants.

6. Continued support as a PBS TeacherLine Promotion Station.

7. A draft Web site has been developed to house online internet safety resources for the NetSafe Utah project and print materials are currently being developed.

8. Training proposal distributed to all Adult Education programs; currently scheduling trainings for Q3.

9. Completed and posted 3 teacher feature interviews to the Professional Development Web page.

10. Provided annual UEN Professional Development summary report to Steering Committee including statistics regarding number of sessions, participation and districts served.

11. Conducted 306 sessions for 3679 participants.

12. Investigated participant liability issues and recommended policy to Steering Committee.

Goal 7 - Governance and Accountability

1. Produced NetNews, Steering Committee and Legislative documents.

2. Posted UEN Web and Pioneer Library Usage reports on *www.uen.org/ueninfo*.

3. Sent UEN Service Catalog draft to internal UEN ITIL group participants.

4. Held biweekly managers meetings and weekly executive meetings.

5. Reported monthly statistics on use of UEN Web Services, Enterprise Applications, Professional Development and WAN metrics.

Recommendation

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

UEN PERFORMANCE METRICS - DISCUSSION

Issue

This item gives an overview of UEN's efforts to create an organization-wide performance dashboard which will present a quarterly snapshot of UEN's performance on a variety of measures.

Background

As a state-funded organization serving a range of stakeholders, the Utah Education Network has historically collected large volumes of data concerning its performance from a variety of sources. This information is distributed to stakeholders both in periodic detailed reports and on an as-needed basis. Recent requests from UEN stakeholders for greater coordination across departments and trends in performance-based accountability, in addition to the ongoing development of new data collection tools, have highlighted the need for UEN to regularly present its performance on key measures in a single report for stakeholders. Performance dashboards are utilized by many organizations to provide an at-a-glance indication of organizational performance. UEN believes this will be an effective way of communicating critical information and is working to prepare a quarterly dashboard for posting online at *www.uen.org*.

Attachment A contains an initial listing of performance measures that UEN is exploring as a preliminary step to producing a performance dashboard. These elements were chosen by department managers as either reflecting information that they are already asked to report or information that they feel is important to collect. A completed performance dashboard will include a much smaller collection of indicators consisting either of individual items on the list or combinations of items yielding a single indicator. Departments are currently considering ways to combine indicators and select a small group to include in the dashboard. We invite feedback from our stakeholders as to the relevance of these indicators or suggestions for indicators missing from the list that might provide important insight into UEN's performance.

Recommendation

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

TAB 16 ATTACHMENT A

POSSIBLE METRICS FOR UEN PERFORMANCE DASHBOARD - DRAFT

Metric	Reporting Frequency
Administration	
- Yearly operating budget	Annually
- Total FFS (Federal Financial Support)	Annually
- Total NFFS (Non-Federal Financial Support)	Annually
- Total income from grants	Annually
- Total value of trackable assets (cost less depreciation)	Annually
- Total negotiated value of contracts	Annually
- Total value of E-Rate reimbursements	Annually
- E-Rate reimbursement per K-12 student ($/student)	Annually
- Value-added (Return On Investment)	Annually
Wide Area Network	
- Total backbone capacity	Quarterly
- Utilized backbone capacity (average)	Quarterly
- Utilized backbone capacity (max. sustained)	Quarterly
- Backbone availability (% uptime)	Quarterly
- Average recovery time (MTTR)	Quarterly
- # of end sites connected through a T1 or better	Quarterly
- % of qualified sites connected through a T1 or better	Quarterly
- # of total training hours (total # participants x # hours per participant)	Quarterly
Distance Learning/EDNET	
- # of certified EDNET sites	Quarterly
- % of qualified locations with certified sites	Quarterly
- # of regular events per quarter	Quarterly
- % of regular events without instructionally disruptive technical problems	Quarterly
- # of trackable ad hoc events per quarter	Quarterly
- % of trackable ad hoc events without instructionally disruptive technical problems	Quarterly
- Average recovery time (MTTR)	Quarterly
- Semester headcount in regular events	Biannually
Web Resources	
- # of overall uen.org visitor sessions	Quarterly
- % change in visitor sessions since same quarter last year	Quarterly
- % of visitor sessions originating in Utah	Quarterly
- Average length of visitor session	Quarterly
- Site availability (% uptime)	Quarterly
- Average recovery time (MTTR)	Quarterly
- Pioneer Library aggregate # of searches	Quarterly
- Pioneer Library % change in searches since same quarter last year	Quarterly
Enterprise Services	
- Vista availability (% uptime)	Quarterly
- Vista # of sections with active enrolled users	Biannually

- Vista # of users enrolled in active sections	Biannually
- Vista % change in number enrolled since same time last year	Biannually
- DMS availability (% uptime)	Quarterly
- DMS # of logins	Quarterly
- DMS # of downloads	Quarterly
- DMS # of K-12 titles	Quarterly
- DMS # of Higher Education titles	Quarterly
- DMS % change in sessions since same quarter last year	Quarterly
- my.uen availability (% uptime)	Quarterly
- my.uen # of verified Premium users	Quarterly
- my.uen # of verified Basic users	Quarterly
- my.uen # of logins	Quarterly
- my.uen % change in logins since same quarter last year	Quarterly
- Aggregate availability (% uptime) for Enterprise Services	Quarterly
- Aggregate average recovery time for Enterprise Services (MTTR)	Quarterly
Broadcast Services	
- # of households reached by broadcast signal (estimated)	Annually
- % of households in DMA reached by broadcast signal (estimated)	Annually
- # of weekly viewers (estimated)	Annually
- Availability of broadcast signal (% uptime)	Annually
- Average recovery time (MTTR)	Annually
- % of positive viewer comments	Annually
- # of viewers reached through outreach publications & events	Annually
- # of uen.org/tv visitor sessions	Quarterly
- # of utahitv.org visitor sessions	Quarterly
- # of downloads through Comcast Video On Demand	Quarterly
- % of programs correlated with an identified need	Annually
- # of sites served by datacasting services	Annually
Professional Development	
- Total # of workshops conducted	Quarterly
- % change in workshops since same quarter last year	Quarterly
- # of workshops conducted for Higher Education	Quarterly
- # of workshops conducted for Public Education	Quarterly
- % of regularly-scheduled workshops that carried	Quarterly
- # of workshops offered by request	Quarterly
- % of workshops offered by request	Quarterly
- # of total training hours (total # participants x # hours per participant)	Quarterly
- # of workshops / courses approved for credit by authorized agency	Annually
- % of eligible workshops / courses approved for credit by authorized agency	Annually
- Satisfaction rating on post-workshop evaluations	Quarterly
Public Information	
- Output volume (# of print & electronic materials distributed)	Quarterly
- # of respondents on calls to action (click-throughs, registrations, etc.)	Quarterly
- # of contacts at outreach events (estimated)	Quarterly
- Media coverage (# of UEN initiatives covered by media)	

T A B **17**

NETWORK MONITORING TOOLS AND NETWORK METRICS - ACTION

Issue

The UEN Network Operations Center continues to develop and maintain tools that provide greater ability to monitor the network and report metrics of success. Recently, tools have been implemented that allow us to report on network metrics required for Goal 1 Objective 2 in the UEN 2006-2007 Strategic Plan. This report updates our progress through Jan. 2007, and we will provide key network metrics as a regular report during future Steering Committee meeting.

Background

The growth of both size and complexity of the Utah Education Network requires that UEN continue development of network monitoring tools and implement new strategies for monitoring the network. Since our last network tools update, we have deployed the following tools which provide metrics and monitoring capabilities.

Network Fault Management

UEN must manage deeper into the network fabric and rapidly determine trouble causes and correlate outages with incidents. For these reasons, UEN has deployed *"What's Up Professional."* This basic product provides in-depth monitoring of the network while keeping the overhead requirements much lower as compared to more complicated tools.

Network Availability and Health Reporting

In January UEN deployed hardware and software providing real-time reporting of industry standard metrics of overall network availability. These tools were internally developed, customized and deployed to provide extensive reporting capabilities for network health and availability. This Network Health Report (NHR) tool monitors Packet-Loss, Jitter, and Network Latency along with Network Availability.

The following network metrics are reported for 2007 year-to-date (1/1 thru 2/5). Network metric definitions are provided on the next page.

- Network Availability: 100%
- Packet Loss: 0.0%
- Average Network Latency: 3.7 ms
- Average Network Jitter: 0.0 ms
- North Ring 95th Percentile Utilization: 385Mbps or 39%
- Core Ring 95th Percentile Utilization: 518Mbps or 52%
- South Ring 95th Percentile Utilization: 310Mbps or 31%

Note: The above calculations exclude planned outages.

Network Trending and Analysis Tools

Arbor Networks CP and NMIS are tools that have been productively used by UEN for some time now. UEN has recently modified these tools to address the increased monitoring needs of a state-wide, multiple vendor, Ethernet network with multi-homed Internet access.

Recommendation

Development and deployment of network management tools has proceeded successfully during the past year. We recommend that the Technical Services Subcommittee review the tools, changes that have been made, the network metrics that are now being reported, and provide feedback on which information and metrics are most valuable, other metrics that should be captured and reported, and other improvements that could be made. In addition, we recommend that the Steering Committee support development of network management tools in critical areas as a high priority as the networks continues to grow.

Network Metric Definitions and Calculations

Network Availability, Packet loss, Latency, and Jitter are calculated between the following backbone PoPs: USU, WSU, DATC, EBC, SLCC, UVSC, UVSC Wasatch, CEU, Snow, Snow South, SUU, and Dixie.

Network Availability: Overall average percentage of time the UEN Network Backbone (excluding planned outages) is available between the listed PoPs.

Packet Loss: Overall average percentage of packet loss on the UEN Network Backbone (excluding planned outages) between the listed PoPs.

Average Network Latency: Overall average round trip time it takes to get between any of the listed PoPs.

Average Network Jitter: Fluctuation/variation of end-to-end delay from one packet to the next packet within the same packet stream/connection/flow.

95th Percentile Measurements: Removes the top 5% bandwidth peaks and reports the next highest measurements. This is an industry standard measurement to gauge network utilization. The north ring includes the USU, WSU, and DATC PoPs. The core ring includes EBC, SLCC, and UVSC PoPs. The south ring includes Snow, Snow South, SUU and Dixie.

STEERING COMMITTEE MEETING MINUTES

UTAH EDUCATION NETWORK STEERING COMMITTEE

December 15, 2006 – 9:00 a.m.

Members Present: Ron Barlow, Jon Crawford, Stephen Hess, M.K. Jeppesen, Christine Kearl, Gary Koeven, Pat Lambrose, Ronda Menlove, Randy Merrill, Donna Jones Morris, Wayne Peay, Mike Petersen, Kim Roper, Dick Siddoway, Kirk Sitterud, Eric Mantz for Ryan Thomas, Ray Timothy, Senator Carlene Walker, David Tobler for Ray Walker and Gary Wixom.

Others Present: Bill Bingham, Charice Black, Barry Bryson, Jeff Egly, Rich Finlinson, Rick Gaisford, Claire Gardner, Thom Gourley, James Hodges, Laura Hunter, Troy Jessup, Karen Krier, Lisa Kuhn, Don Mahaffey, Bryan Peterson, Kevin Quire, Victoria Rasmussen, Dennis Sampson, Nate Southerland, Jim Stewart and Cory Stokes.

Welcome and Introductions

Ray Timothy welcomed everyone to the meeting. Ray took a few minutes to recognize Dick Siddoway and his 45 years of service to education in the State of Utah.

Mike Petersen then presented Dick with a certificate thanking him for his years of dedication to Utah Education Network and the Electronic High School.

Dick then took a few moments to reflect on his time in education over the years.

Mike Petersen talked about the handouts that were on the tables for the meeting as they were not an agenda item. One is the UEN budget request and the other is the Governor's full recommendation request. Mike summarized the contents of these handouts. He also spoke of the time UEN had with the Executive Appropriations Committee and he felt that presentation went very well.

Committee of the Whole

Tab 23 - UEN Steering Committee Schedule for 2007

The dates for the 2007 Steering Committee meetings are as follows: February 16, April 27, June 15, August 17, October 19 and December 21.

A motion was made and seconded to accept the 2007 Steering Committee meeting dates. THIS MOTION PASSED WITH ALL VOTING IN FAVOR.

Tab 24 - Mission, Vision, Values

Mike Petersen shared with the group that the members of the Higher Education and Public Education Advisory groups had an opportunity to go through the Mission, Vision, Values statements and provide their comments and further input. It was recommended that these statements be evaluated and reviewed each year.

Mission Statement – "We network to create educational opportunities, connect people and collaborate with partners in serving Utah communities".

Vision Statement – "Be Utah's most trusted, accessible and recognized partner for innovation in education **technology**".

Values Statement – "Caring, Leadership, Integrity, Communication and Service".

A motion was made and seconded to approve the Mission, Vision and Values Statements with the correction of adding the word technology to the Vision Statement. THIS MOTION PASSED WITH ALL VOTING IN FAVOR.

A motion was made and seconded to approve reviewing these statements each year. THIS MOTION PASSED WITH ALL VOTING IN FAVOR.

Tab 25 - Field Trip Liability Waiver Form

Laura Hunter told the Committee that the GPS in the Classroom and the Community Mapping classes require participants to complete "field work" using GPS units in the community during their class time. There has been concern about possible liability if any participants were involved in car or pedestrian accidents while in class, but away from supervision. After discussing this in great detail with Jerry Allred, head of Risk and Insurance Management at the University of Utah, he agreed that it would be appropriate for UEN to use the University Of Utah Waiver Of Liability for Field trips form without modification. Each participant will be required to sign the form and the forms will be kept on file at the UEN Professional Development office for 2 years following each class. To see the Waiver of Liability forms please see Tab, 25 Attachment A.

A motion was made and seconded to recommend adopting the Liability Waiver form. THIS MOTION PASSED WITH ALL THOSE VOTING IN FAVOR.

Tab 26 - Additional Internet Bandwidth RFP

Barry Bryson shared with the Committee the progress of the RFP to replace the existing contract and to explore options for two other Internet contracts that expire in 2008. Barry explained the three main purposes of this RFP: 1) replace existing contracts, 2) increase Internet bandwidth and to 3) further diversify access to the Internet for the network and our customers.

The response to this particular RFP is the most extensive and complicated that we have seen. It also provided the best solutions and pricing.

After evaluating the options, the committee identified a solution that will more than double the overall contracted network Internet capacity and will reduce expenditures by at least $100K per year. The solution involves three awards for business: 1) increase

of commitment to Broadwing to a full GigE, 2) award of a full GigE to Qwest and 3) a connection to Cogent via NLR (National Lambda Rail) and our FRGP (Front Range Gigapop) partners in Denver.

Barry also shared that we are in negotiations with one of our existing partners to reduce the per Megabit cost of our current contract.

A motion was made and seconded to approve the contracting, ordering and installation of the amended contract with Broadwing and the new contracts with Qwest and Cogent. THIS MOTION PASSED WITH ALL THOSE VOTING IN FAVOR.

Tab 27 - SURIN Report

Cory Stokes provided and update on this project. He shared that the internal preparation work at UEN has progressed very well. UEN's Vista team met initially with institution representatives and outlined information gathering and project communication tasks. In August and September delays developed as UVSC and USU went through staff changes and reorganization. As a result, service inventory documents, project scoping and detailed work plans have not been completed with these two universities. UEN is working on reestablishing regular project communications with the correct institution team members.

UEN needs to finalize project scoping and planning documentation with teams at UVSC and USU before we can proceed any further. Cory shared that following a coordinated project plan is critical to avoiding implementation delays. For a complete detailed report on the progress and risks, please see Tab 27.

Tab 28 - Youth in Custody Project Update

Laura Hunter gave a brief overview regarding the FCC and analog signaling. Recently the FCC has also mandated that analog signal be shut off by 2009, with complete digital broadcast service nationwide.

Activities are ramping up for the CPB Digital Services Fund grant called "Datacasting Educational Media to Youth in Custody (YIC). For a copy of the most recent report to CPB, please see Attachment A, Tab 28. Through this project, UEN will send the titles in the K-12 eMedia service through digital television signal to 13 YIC centers. The content will reside on the local LAN and be available in teacher planning kiosks and display stations provided by the Utah State Office of Education YIC department. Cross-departmental coordination with the broadcast engineering, enterprise applications, software development and UEN engineering groups has been key to moving the project forward.

Tab 29 - Steering Committee Meeting Minutes

A motion was made and seconded to approve the minutes from the previous meeting. THIS MOTION PASSED WITH ALL VOTING IN FAVOR.

The next Steering Committee meeting will be held on February 16, 2007, at the Dolores Doré Eccles Broadcast Center.

Tab 30 - Other

Gary Wixom suggested that a replacement be recommended to replace Dick Siddoway on the Instructional Services subcommittee.

A motion was made and seconded to nominate Rick Gaisford to the Instructional Services Subcommittee. THIS MOTION PASSED WITH ALL VOTING IN FAVOR.

Mike Petersen closed the meeting with presenting the Steering Committee Members with a fleece vest with the UEN logo on it. He once again thanked everyone for their time and dedication to UEN. UEN also provided lunch for all committee members.

The meeting then adjourned for subcommittee meetings. The minutes from each subcommittee appear below.

Utah Education Network Instructional Services Subcommittee Meeting Minutes

Attendees: Charice Black, Rick Cline, Jeff Egly, Rich Finlinson, Rick Gaisford, Claire Gardner, Cyd Grua, James Hodges, Laura Hunter, Sheryl Hulmston, Donna Jones-Morris, Christine Kearl, Jim Langston, Pat Lambrose, Randy Merrill, Wayne Peay, Victoria Rasmussen, Kim Roper, Dick Siddoway, Cory Stokes and Gary Wixom.

Tab 31 - IP Video Subcommittee and Policy Ad Hoc Committees - Action

Ongoing work by the IP Video Subcommittee is no longer needed. UEN recommends disbanding the IP Video subcommittee and moving toward ad hoc committees organized around specific policy issues.

Action –Instructional Services Subcommittee approved to dissolving the IP Video Subcommittee in favor of ad hoc committees for specific issues. Committee members were encouraged to make recommendations for members of the administrative meetings policy group now forming (see tab #4).

Tab 1 - Distance Education Catalog - Discussion

Rick Cline reported on UEN's newly developed Distance Education Catalog. Planned release date is on or before January 31, 2007. The goal of the catalog is to provide Utah's high school counselors and other school administrators, students and parents an online tool with which to search more than 800 course offerings delivered at a distance from public and higher education institutions.

This catalog replaces an Excel document, which was an interim solution until the development of this online tool. The committee also viewed changes on the Distance Learning section of the UEN Web site.

Action – This was an information item.

Tab 2 - Web Services Report - Discussion

Cory Stokes presented an annual update on UEN's Web services. The sites experience significant traffic growth each year. Visits to uen.org have tripled over the last two years. While we eagerly report on the latest projects, often the most visited and used resources are services created years ago that quietly deliver useful educational resources to educators and students worldwide.

The top Web services used for the 2005-2006 school year along with their usage rates are available in Tab 2 Attachment A of the Instructional Services Subcommittee materials for December 2006.

Action – This is a discussion item requiring no further Instructional Services Subcommittee action.

Tab 3 - 2006-2007 Utah Educators Resource Guide - Discussion

The 2006-2007 Utah Educators Resource Guide features media, tools and support to invigorate teachers and their students. Laura Hunter and Rich Finlinson walked committee members through the guide and answered questions.

This year's guide is expanded 30% over previous years and the 104-page Guide includes 63 pages of video programs and series available on UEN-TV, KUED, eMedia and UIMC. These listings are organized by the Utah Core Curriculum. The Guide is distributed by direct mail to teachers and libraries throughout the state, and it is also given to educators attending UEN Professional Development training and at special events throughout the year.

Guide highlights are included in the December 2006 Instructional Services Subcommittee Meeting materials, and copies of the guide were handed out to Subcommittee members. A suggestion was make to distribute the to the Utah Legislature.

Action – This is a discussion item requiring no further Instructional Services Subcommittee action.

Tab 4 - Quality of Administrative Meetings - Action

A need for new policy and procedures regarding administrative meetings (both scheduled and ad hoc) on the EDNET system has recently been brought to the Instructional Services Subcommittee. It is recommended that a small committee be formed to explore the following issues surrounding administrative meetings:

- Minimum equipment standards for meetings
- Scheduling needs for ad hoc and pre-scheduled meetings
- Issues with audio and video quality to allow for quality participation
- Expectations of our stakeholders
- System and staff capabilities

Action – The Instructional Services Subcommittee supported a small task force to explore the aforementioned issues. The task force will report in the February 2007 meeting of the Instructional Services Subcommittee.

Tab 5 - Advisory Committee Reports - Discussion

Members of the Public Education Advisory Committee met on December 4, 2006. ePortfolio was discussed, and a needs survey for the committee is planned in January. Also discussed were blogging in education and ways to work with school filters to provide safe usage. Licensing cost for GIS software for all k-12 schools was discussed, and the purchase will be proposed at the next TCC meeting.

The Higher Education Advisory committee met on December 7, 2006. Items discussed included the UEN Mission Statement, an IP Video Committee and Higher Education Professional Development.

Action – This is a discussion item requiring no further Instructional Services Subcommittee action.

Utah Education Network Technical Services Subcommittee Meeting Minutes

Attendees: Jim Anderson, Ron Barlow, Karl Buchanan, Jeff Egly, Boyd Garriott, Stephen Hess, Coy Ison, M.K. Jeppesen, Gary Koeven, Don Mahaffey, Eric Mantz, John Morselewski, Duke Mossman, Mike Petersen, Joni Robertson, Dennis Sampson, Jim Stewart, Glen Taylor, Phil Titus and David Tobler (for Ray Walker).

Tab 6 - Dial-In Access - Action

This is a discussion point and not an action item unless it is decided to move it to the Committee as a Whole. The UEN budget has been going through some pressures as we bring all the Ethernet circuits on line. We are spending $17,000 annually on circuits. The the equipment and staff time also needs to be considered.

The recommendation to be taken to the Committee as a Whole will be that UEN will not be responsible and will free these circuits up from our budget. This will mean shutting them down or turning dial-in access over to the districts. As part of this, we will allow the districts to retain any equipment in place. UEN will not provide equipment and upgrades.

A motion was made to accept the recommendation. All in favor.

Tab 7 - UtahSAINT Services Update - Discussion

The UtahSAINT (Security Advisory and Incident Network Team) organization was formed a couple of years ago. UtahSAINT has weekly conference calls and an annual conference. The following services include the following:

- UtahSAINT Web site – *www.utahsaint.org*
    - ◇ Information on UtahSAINT and its efforts
- UtahSAINT Wiki – *http://wiki.utahsaint.org*
    - ◇ Site for security documentation

- UtahSAINT Blog – *http://blog.utahsaint.org*

    ◇ Outlet for articles and issues regarding security both locally and beyond

- UtahSAINT Conference – *http://conference.utahsaint.org*

    ◇ Information about upcoming UtahSAINT conference and will house

Information on past conferences. The upcoming annual conference will be held on January 22nd, 23rd, and 24th, 2007.

Future services being planned:

UtahSAINT Library – *http://library.utahsaint.org*

Will compile on Web site and available to members only.

UtahSAINT PodCast – *http://www.utahsaint.org*

Information from weekly calls and conferences.

UtahSAINT Mail – *http://mail.utahsaint.org*

UtahSAINT Forums – This is planned to add extended capabilities for the WIKI.

Tab 8 - UEN Network Operations Center Update - Discussion

The NOC (Network Operations Center) facility was recently remodeled. We also have changed the process in the way we manage and monitor our network. We have changed monitoring systems. The focus continues to be on tools and monitoring. A new network device management tool is being looked at. The tools we currently have in place have become inadequate. We will continue to grow our capability in the NOC. We have recently transitioned to 10 gig in our backbone. With more capability comes faster traffic and things happen more quickly on the network.

We are looking at tools very carefully. Cost of these tools is a big issue. The tool that we are now doing the near zero monitoring cost us a little under $4000. What's Up Pro is the tool currently being used in the NOC to monitor the network.

In February or April UEN NOC will be showing the committee a new product that will show the latency between every one of our POP's. We will all be able to get a glimpse of what is happening within the network.

Troy will lead a tour of the NOC today.

Tab 9 - UEN SURIN IP Database - Discussion

We are still waiting for two appointments to the SURIN board.

The database has been completed and tracks all IP address space we are using. It is member searchable.

Kevin Quire presented and demonstrated the new database. The new software package being used is IP control. UEN staff have spent many hours installing the IP Control applications and populating the IP address data. We have been using this to manage IP addressing internally for the past three months. For IP addressing, we have started to create accounts in IP Control for districts and service centers. We have all the IP addressing that is routed on UEN's network inserted into the database. Everyone

will have their own logins. We have only been able to place in the containers in the database the entities that UEN has devices that we manage. We can set up training for the districts and service centers. Currently it is only a read only searchable database. We would like to get feedback from everyone what features you want or how you want to utilize the tool.

There are procedures in place for everyone within UEN Technical Services who manages, changes or assigns IP address has been through training. There are procedures in place that are strictly followed so that the changes are reflected in IP Control.

This captures all the space that is routed to the region or districts. There will be a disconnect where there is not a UEN managed device.

This tool does have capabilities to do DNS. We are investigating this now and may see this tool being used for DNS somewhere in the next six months.

We can set up training for the districts and service centers.

Tab 10 - UENSS Update - Discussion

Don Mahaffey, Field Operations Manager updated the committee on the UEN Satellite System (UENSS) conversion to IP-based Videoconferencing.

By mid-December, USU will provide a finalized list of total number classrooms and locations that will be converted to IP Video. This information will be used to complete the data infrastructure and classroom site survey over the following few weeks. Site surveys will also allow UEN to develop classroom configurations. UEN has installed approximately 50 IP Video sites in each of the past two summers. With the next video phase and the UENSS conversion, the expected number of site installations needed this summer is approximately 230. This will also limit our ability to engage in other projects this summer.

Tab 11 - GeoMax Outage Report - Discussion

The Qwest team of Jim Anderson, John Morzelewski and Joni Robertson were present at today's meeting.

There have been a lot of problems in the last couple of months during the rollout of the Geomax backbone that have caused extended outages. UEN wanted to give the committee an update on what the causes were and some of our actions for remediation. We have had a lack of coordination and communication that have contributed to these outages. Qwest and UEN have met over the last couple of months and actively addressed these issues and to resolve them in the future. We do appreciate Qwest and they are a great partner.

Joni Robertson said Qwest take these outages very seriously. They have learned about the process and the backbone. This knowledge has gone across our entire company and outside the company. Steps have been taken with our network monitoring department. The engineers in this department have a process posted on their computers when they see an alarm on UEN's network. Within five minutes we dispatch a technician.

Errors have been found in the design of the backbone. Some of the errors have been fixed and will be fixed during scheduled outages. We have a complete escalation policy in place and contact numbers for the Qwest team. We have limited the hands that touch

the orders that are issued. We have a crew that is dedicated to UEN which includes nine technicians who have worked on the network over 300 hours since the outages. There will be a single point of contact for UEN. Spare parts of the common cards will be available. This is the largest Geomax network with Qwest.

Some of the power outages have been visible and some have had some disgruntled users throughout the state.

Troy announced the Juab connection is completed and has been completed for over a week. It will be turned up next week. The Price connection was completed last night. The CVDS circuit will not be turned down until we know the circuits are stable.

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.

TAB **19**

OTHER

Course Management System Spring Semester 2007 Status - Discussion

Issue

Start-up activities for Spring semester 2007 revealed problems with The UEN course management Vista service that are currently being aggressively addressed. For the most part the service has met the needs of the participating institutions, but users have experienced periodic performance slowness, errors when trying to access exams and three short unscheduled outages when UEN system administrators had to restart Vista components to fix problems.

Background

Pilot Hardware Supporting Much Larger Implementation

When the Vista pilot project began in 2003, UEN purchased and installed a hardware infrastructure sufficient to support the pilot users and courses. The pilot was scoped for 5,000 enrolled users with 2 courses coming from each institution. UEN did not receive funding sufficient to expand the hardware infrastructure in 2004, 2005 or 2006. Today UEN is serving all courses for Dixie State College of Utah, College of Eastern Utah, Snow College and 3 UCAT campuses from the original pilot project hardware infrastructure. Dixie State College alone accounts for nearly 5,000 users. In January 2007 Utah Valley State College added 90 courses to the UEN system and Utah State University brought around 1,500 users onto the system. UEN is also carrying several courses for Weber Sate University. Most of the time the Vista hardware can easily handle the traffic we are experiencing. The initial semester enrollments for the institutions as well as copying sections at the beginning of a semester does temporarily place a significant processing load on Vista and users experienced reduced performance at these times.

The Vista database server is also shared with the Electronic High School's Blackboard Learning System and the Digital Media Service. During the early part of Spring Semester 07 UEN system administrators identified a process running on the EHS database that was consuming significant processing resources. This process was isolated and shut down to restore acceptable performance for all services running on the shared database server. Other database maintenance issues have also been identified and corrected to the extent UEN administrators can effect at this time.

Vista 4 Upgrade Issues

Several Vista performance issues trace back to problems in the Vista 4.0.3 code that we have as a result of our upgrade from Vista 3 to Vista 4 in August 2006. The upgrade utility that took us from Vista 3 to Vista 4 left UEN's system in a unique state - no longer Vista 3, but not quite Vista 4. We did not discover the anomalies until we began testing the upgrade to Application Pack 1. Basically we cannot apply any service packs or upgrades to our environment at this time. Doing so will cause the Vista environment to fail. Blackboard support and development are actively engaged with UEN to resolve our upgrade issues and get our Vista system to a fully functional, standard Vista 4.1.1 installation by April 1 or sooner. UEN and Blackboard will conduct weekly status calls until the upgrade issues are resolved. If things do not rapidly progress with the current efforts, we are formulating a "Plan B" that will ensure that we have a stable Vista 4.1.1 environment in place in preparation for Fall 07.

Actions

Over the next week or so UEN is attempting to apply a new Application Pack 1 installer provided by Blackboard to our Vista development environment. Once we have a stable Vista 4.1.1 environment USU and UVSC will move forward with UEN on integrating their Banner SIS systems to the Vista 4.1.1 development environment. We hope to have this work done by April.

UEN is making plans to purchase and significantly upgrade the Vista hardware infrastructure. This includes installing a dedicated Oracle database server for Vista and scaling up from 2 to 4 application nodes. With these upgrades, Vista will be prepared to handle the full load of all our consortium institutions for Fall 07. This hardware build out is dependant on the funding request currently being considered in the legislature.

UEN has also been working to foster better communications with Blackboard. Our conversations largely center on the quality of our support interactions with Blackboard. Meetings with Blackboard senior executives are scheduled for the coming weeks to ascertain Blackboards commitment to providing Utah with a viable system that meets our performance and reliability expectations. UEN is also facilitating unified communications and project management with SunGard SCT in regard to the Banner integration work currently underway at Dixie, UVSC and USU.

Recommendation

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

Tab 21

Internet Safety Project - Discussion

Issue

NetSafe Utah: Cybersafe Your Teens, a one-hour discussion forum hosted by Doug Fabrizio and airing February 26 at 9 p.m. on KUED 7, explores practical ways parents can keep their children safe on the Internet. The program will be repeated March 1 at 8 p.m. and again March 3 at 7 p.m. on UEN-TV Channel 9.

Parents will be able to request information packets during the broadcast. Additional resources are included online at *www.netsafeutah.org* (see Attachment A), a special project Web site that includes more information on how to stay safe on line, where to get help and recommendations for great sites for kids. DVDs of the program along with printed materials will be distributed to schools.

Background

By some reports, one in seven children has been solicited for sex on the Internet. Particular targets are young girls age 12-19, but in many cases boys and younger children are solicited and victimized.

Utah ranks number one in the nation for home computer use, with computers in more than 74 percent of households. Utah ranks 5th highest in the nation for Internet use in the home and has the highest population of children in the nation. These statistics point to the need for Utah parents to make sure their children are safely using the Internet.

The NetSafe Utah project is funded in part by the Utah State Legislature through a grant from the Utah Commission on Criminal and Juvenile Justice in partnership with the Utah Education Network, KUED 7, the University of Utah College of Education, Utah State Office of Education, NetSmartz, a program of the National Center for Missing and Exploited Children and the Utah Internet Crimes Against Children Task Force.

Recommendation

Committee members are asked to encourage help notify others about this important project.

TAB 21 ATTACHMENT A
NETSAFE UTAH WEB SITE

netsafeutah
www.netsafeutah.org

You protect them in the water, why not online?

navigation
- home
- know the risks
- staying safe online
- getting help
- take a class
- parent resources
- great sites for kids
- netsmartz.org
- faq
- netsafe partners

welcome

NetSafe Utah's goal is to provide information that will educate parents on how to keep their kids and teens safer online.

Watch "NetSafe Utah: Cybersafe Your Teens"
Program Information..

KUED – Channel 7
Monday, February 26, 9 pm

UEN-TV – Channel 9
Thursday, March 1, 8 pm
Saturday, March 3, 7 pm

Attend a Presentation "CyberSafe Your Teen"
Utah's PTA local leaders will work with the schools/school districts to schedule a 1-hour Internet Safety presentation throughout Utah's local communities. Learn more..

"It is imperative that parents monitor activities of their children while they are on the Internet. An alarming number of child sexual predators utilize the Internet to: contact children, expose them to illegal images, arrange meetings for sexual contact, and collect and trade images of child pornography."
- Chris Ahearn, Internet Crimes Against Children Task Force Commander

"Keeping kids safe online isn't about technology; it's about parenting."
- Larry Magid & Anne Collier (2007), MySpace Unraveled

NetSafe Partners:

NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN · THE UNIVERSITY OF UTAH · uen UTAH EDUCATION NETWORK · UTAH ICAC TASK FORCE · KUED 7 University of Utah

For more information contact us at 1-800-866-5852 or resources@uen.org
About the NetSafe Partners

TAB **22**

QUALITY OF ADMINISTRATIVE MEETINGS - DISCUSSION

Issue

In December 2006, the Instructional Services Subcommittee recommended the formation of a small committee to explore issues around the quality of video delivered administrative meetings. This is a status report from the taskforce.

Background

The need for new policy and procedures regarding administrative meetings (both scheduled and Ad hoc) on the EDNET system involves numerous issues. There are technical and instructional components which must be considered. Determining the minimum equipment standards for meetings and/or for delivery of courses requires adherence to standards for levels of audio and video quality. Our system needs and our staff capabilities are closely related to the schedule and stakeholder expectations.

While the taskforce is addressing this issue, two interim operational procedures were put into place.

Audio Dial-In participation in IVC events - dated December 20, 2006

Until further notice UEN must disallow audio dial in to scheduled IVS events. This change is attributed to a couple of factors.

First, as UEN transitions to an all H.323 IP video delivery system, the dial-in audio solution has been inconsistent and unreliable in ensuring consistent and quality audio participation. Second, the legacy hardware that previously allowed this functionality to occur at an infrequent level is antiquated, unreliable, and is being phased out.

Until UEN can provide a reliable audio dial-in solution to IVC events audio dial-in will not be an available service. UEN Application Engineering is currently working to identify a long-term solution that integrates well with the new IVC network. We thank you for you patience and would urge people to make the necessary accommodations to participate in either a face-to-face capacity or from a certified UEN IVC location.

Video Site participation in IVC events – dated December 20, 2006

UEN urges users of the system and event participants to please plan ahead and make any necessary arrangements to allow you to participate in classes and meetings from remote video sites.

For participation from a certified UEN IVC location, UEN must enforce its existing 48 hour policy for video events. The policy requires any certified video end sites that would like to participate in pre-scheduled educational events and ad-hoc meeting on the EDNET system five at least 48 hours notice for additions, changes and cancellations.

To reduce disruption to scheduled events and to insure a quality experience for each of the event participants, the UEN schedulers and the EDNET VOC can no longer allow for last minutes requests for video sites for participation in meetings or pre-scheduled events.

Next Steps

The taskforce is currently discussing the 48 Hour Scheduling Change Policy for Regularly Scheduled Distance Classes, the Room Certification Process and Policy, and the Facilitator Policy. These appear as Attachments A, B, and C.

The task force will again report back to the committee in April 2007 with progress on audio dial-in solutions and finalized room certification process and policy recommendation.

Recommendation

This is a discussion item requiring no further Instructional Services Subcommittee action

TAB 22 ATTACHMENT A
48 HOUR SCHEDULING CHANGE POLICY

Utah Education Network requires a 48 hour notice to change or cancel a scheduled IVC event. This much notice is necessary to contact all involved sites and people, notify the Video Operations Centers of changes, and to make adjustments to scheduling and billing software. UEN strives for a level of reliability where scheduled instructional events proceed without instructionally disruptive technical problems.

Notification: Call UEN Scheduling at 801 585-3731 or 581-5214 to request a change. Or, email *uen-scheduling@lists.uen.org*.

If you cannot adhere to the 48 hour notice, there are other ways for you to participate in the event – although not in an interactive mode. To request AD-Hoc or Emergency recording of the event, please call the UEN Video Operation Center 801 581-4134 or UEN Scheduling at least 24 hours in advance of event. The Codian IP VCR recording service must be pre-arranged to ensure proper resource allocation and device availability. Sites making these requests must be registered and certified as UEN IVC end sites.

A last minute request to be added to an event is no longer an option. UEN will not compromise the quality of the entire event simply to accommodate a site which is late or does not have the required and certified bandwidth, network, equipment or facilitation.

TAB 22 ATTACHMENT B
ROOM CERTIFICATION PROCESS AND POLICY

A room will be certified for use in any regularly scheduled UEN event when the room meets all the established criteria.

Criteria 1: Network connectivity and sufficient bandwidth to support H.323

✓ Has the site entered the UEN process with an email/phone call to key individual or via a web based request form?

✓ Is the room located in a facility with a LAN and WAN which are capable of supporting H.323 video and are the firewalls and local routers configured to accommodate video?

✓ Has a Certified Site Visit been completed, prior to installation, that includes a regional Distance Education Specialist, UEN Engineer, District/School Administrator, and authorized District /School Data Specialist?

✓ Have bandwidth utilization tests been conducted? A sign off from the NOC is required to certify that the network the video codec is attached to is approved. The request is being tracked in Service Desk and has completed Criteria 1.

Criteria 2: Room and Equipment

The room is the physical space that contains the hardware and support equipment. The room will be evaluated by UEN staff with an onsite visit. There are several standard equipment packages which are acceptable for certification depending upon the size of the room and its intended usage. When UEN certifies a room there is the assumption that the room is equipped to a minimum standard which will have the equipment intended for regular use for any type of videoconference.

Approved codecs are as follows:

All Tandberg MXP codecs

All Polycom VSX codecs

SONY Ipella PCS-TL30 codecs

Other codecs **may** be considered for **conditional acceptance**, with restrictions

A sign-off from the regional Distance Education Specialist and the entry of the appropriate tracking information into Service Desk is required for completion of Criteria 2.

Criteria 3: Administrative support for technical and instructional facilitation

There is a site administrator/coordinator who oversees all activities in the certified room. That person is the official signatory for all fee and billing information, for all scheduling and utilization of the certified room, and for security and maintenance of the room. The administrator/coordinator is or has identified an individual who is fully versed in the technology/topology of the site.   The regional Distance Education Specialist will enter the contact information into Service Desk and that will complete Criteria 3

Criteria 4: Sufficient training of site staff and facilitators

A trained facilitator is required for every event.

Distance Education Specialists will provide technical training to all facilitators, coordinators, administrators, and instructors who may be using the site. This training will include equipment operation, troubleshooting, scheduling searches, and other relevant information. The training will occur face to face. Online modules are available for reinforcement and reference to training materials. A pre-arranged test event will be scheduled with the Video Operations Center during the face to face training session. The Distance Education Specialist will sign off that training is complete and enter the information into the tracking system. This will meet requirements of Criteria 4.

Criteria 5: Video Operations Center final testing

Field Engineers use checklists to test a site's readiness prior to testing with the Video Operations Center. A second check list is then used to test out the room and the facility with the VOC staff. If the room is tested and approved, the VOC will notify the Distance Education Specialists. The training phase will be completed which includes another test with the VOC.   VOC staff will then enter the site into applicable software and assign E.164 and notify Scheduling. The site can now a certified site and can be scheduled into any UEN event.

TAB 22 ATTACHMENT C
DISTANCE LEARNING FACILITATORS POLICY

August 2005

Purpose

The Utah Education Network recognizes that technologically delivered instruction plays a critical role in our public and higher education institutions. Educational opportunities will continue to expand as instructional courses and programs are brought to previously underserved areas of the state. To help guarantee the highest quality educational experiences for EDNET students across the state, sites must commit to provide a certified facilitator for all events. The facilitator serves as technical support and troubleshooter for the classes as well as provides support for the instructor in both content and management areas. Both the instructional and technical roles are critical to the success of classes, meetings, and events. The purpose of this policy is to ensure that a certified facilitator is present in all EDNET events to help provide the highest quality educational experience.

Policy

1. A certified facilitator is required in all classes, events and meetings carried over the UEN interactive video network.

2. If there is no certified facilitator present for the test time or if they are absent for more than 10 minutes during an event, the origination site for a class or meeting will shut down the interactive component of EDNET and the site will lose its ability to communicate with the instructor.

3. The school administrator over Distance Learning and/or the EDNET site coordinator and facilitator will be contacted when such incidents occur and will be asked to remedy the facilitator absence.

4. If the problem persists, the district superintendent or higher education administrator will be notified and her/his help will be enlisted to resolve the problem.

5. The continued failure to provide a certified facilitator may result in the decertification of a site and the re-deployment of the EDNET equipment from the non-supporting site to one which is better able to provide support.

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T A B 23

PROJECT UPDATES - DISCUSSION

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Issue

Status updates for several key projects are summarized below.

Background

Pioneer Library Federated Search

Members of the Pioneer Library committee are in the process of developing an RFP for federated search software. The process is expected to take place over the next few months, with a decision this spring. As chair of the Pioneer Library Committee, Wayne Peay is leading this effort.

Service Catalog

At the December Instructional Services Committee, members requested a "service catalog" of UEN services to aid in their understanding prior to spring planning. The service catalog is part of UEN's ITIL process, and is still in draft form. This project was put on hold due to issues with Vista Course Management System taking priority. UEN will continue to work on the service catalog in the coming months.

Water Wise Utah

Members may recall that UEN, KUED, Marriott Library and the Utah Museum of Natural History received a prestigious grant award from the Partnership for a Nation of Learners program administered by the Corporation for Public Broadcasting and the Institute for Museum and Library Services. Recent legislative interest in the project resulted in a press conference held in January. A copy of the press release is included in Attachment A.

Research Roundup

In an effort to promote activities of the higher education institutions, weekly Research Roundup spots are developed and aired on UEN-TV multiple times each evening. Sample Research Roundup spots will be shared with the subcommittee. Subcommittee members may also visit the online portion of the project at *www.uen.org/tv/projects/archive.shtml.*

Recommendation

This is a discussion item requiring no further Instructional Services Subcommittee action.

TAB 23 ATTACHMENT A
WATER WISE UTAH PRESS RELEASE

MEDIA ADVISORY

FOR IMMEDIATE RELEASE
January 16, 2007

For more information:
Lee Martínez
Communications Coordinator
Utah House Democratic Caucus
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What: REP. BECKER LEADS LAWMAKERS IN ESTABLISHING A WATER CONSERVATION WEEK FOR UTAH

Where: City Creek Park (State Street and North Temple)

When: Thursday, January 18, 2007 at 12:15 a.m.

Salt Lake City – With a 60-70% chance that Utah will not meet average stream flows, Utah may face a water shortage again this summer. Rep. Ralph Becker and the new Water Wise Utah Partnership will address a proposal for Utah's first "Water Week." A news conference will be held at 12:15 p.m. at City Creek Park (State Street and North Temple.)

Thanks to a Partnership for a Nation of Learners grant from the Institute of Museum and Library Services (IMLS) and the Corporation for Public Broadcasting (CPB) The Water Wise Utah Partnership will help kick off Utah's Water Week. Water Wise Utah is a partnership of the Utah Education Network, KUED, KUER, Utah Museum of Natural History and J. Willard Marriott Library in collaboration with Utah Division of Water Resources, Jordan Valley Water Conservancy District, Utah Rivers Council, Utah Society of Environmental Education, and the Utah State Water Quality and Quantity Extensions and Representative Ralph Becker.

House Bill 20 aims to educate citizens about the active stewardship of our precious water resources, and the practical benefits of water conservation across the State. According to the Division of Water Resources, with Utah's population expected to double to 5 million by 2050, and the current level of water consumption, Utah will need twice as much water as it has already developed. The Water Wise Utah partnership plans various educational and informative opportunities utilizing a wide variety of various mediums which will be discussed at the Press Conference.

Representative Becker's commitment to environmental stewardship draws upon his background in planning and natural resources management. Over the past ten years, Becker has sponsored other legislation in this arena, including the Quality Growth Act, Natural Hazards Planning, the establishment in State law of the Bonneville Shoreline Trail, and increased funding for Trails and Open Space, and proposals for the recycling and proper disposal of Electronic Waste.

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PROFESSIONAL DEVELOPMENT FOR HIGHER EDUCATION USING IVC SYSTEM - DISCUSSION

Issue

The first Higher Education Professional Development session over IVC was held on January 22, 2007. This report summarizes reaction to that session, some upcoming plans and opportunities for further discussion.

Background

At the request of stakeholders, the UEN Professional Development manager arranged the first of several higher education professional development events. This event was held from 3:00 – 5:00 on Monday, January 22 and featured Jared Covili presenting on Google tools, organizing an online class and using blogs and the Vista Course Management System together to augment an in-person class.

Overall, we feel it was successful. The event began with all participants connected by 3:05 p.m. and proceeded with no technical difficulties. 18-25 people from six institutions participated in the live IVC event and others expressed interest and requested information about viewing a live stream or recorded session online. Although the live stream was not available for this session, it has been arranged and linked for future sessions and the archived recording of the January 22 session is now available. Participants joined us from every available institution. Positive feedback was received from two people who called to express their appreciation.

The following dates have been selected for future sessions: February 26 (agenda complete), March 26, April 23 and possibly May 21, 2007. We are in the process of reserving as many IVC sites as there are available across all of the higher education institutions in the state. Some sites have class conflicts (classes have priority on the system). However, we expect to have most available.

The agenda for February 26 is as follows:

Best Practices for PowerPoint, Effective Online Content, Microsoft Office

    Doug Jones, Instructor, UEN Professional Development

    Jared Stein, Director, UVSC Instructional Design Services

Registrations must be received by Thursday, February 23.

3:00 p.m. – 4:00 p.m. Best Practices for PowerPoint

Learn about research-proven techniques for enhancing learning with PowerPoint and multimedia. Like any other tool, PowerPoint's effectiveness depends on the way in which it is applied in instruction – share some ideas to make the most of this great tool.

4:00 p.m. – 4:30 p.m. Effective Online Content

Examine the effectiveness of a variety of media as we explore different ways of finding and delivering learning content to your students via the Internet.

4:30 p.m. – 5:00 p.m. Microsoft Office 07 Update

Get a quick tour of the new look and feel of the latest MS Office suite. Doug has been beta testing this upgrade over the last year and will be happy to answer questions about what to expect.

Next Steps

- Continue with the monthly sessions through May, elicit input for future planning of sessions next year.
- Ask Cyd Grua to invite the same groups via email as she did for January for the February session, then move to an email list to avoid "spamming" people in the future.
- Develop a mailing list for interested persons to which we can send monthly announcements.

Recommendation

Subcommittee discussion on this report is welcome. Subcommittee members are invited to join the next session February 26, 2007.

TAB **25**

BROADCAST SERVICES UPDATE - DISCUSSION

Issue

This report summarizes broadcast activities for UEN-TV conducted during the second quarter October through December 2006. The reports are included as a project activity in the UEN Strategic Plan.

Background

The report included in Attachment A includes updates for broadcast projects and is organized into programming, technical and outreach sections. Web reports and other data are also included. Detailed information about programs and resources referred to in the report can be obtained from the broadcast Web site at *www.uen.org/tv*.

Recommendation

This is a discussion item requiring no further Instructional Services Subcommittee action.

Programming

- Programming for fall semester continued, with weekly program categories as follows:

    ◇ 55 hours college telecourses

    ◇ 47 hours lifelong learning/languages/world business and news/thematic

    ◇ 30 hours K-12 ITV

    ◇ 9 hours teacher professional development

    ◇ 8 hours adult basic education

    ◇ 8 hours health/exercise for seniors

    ◇ 7 hours kids/after school

- Working with KUED, UEN purchased and conducted training on new scheduling software. The new software called ProTrack will greatly increase work efficiency, tie to Web and listings service and move both stations closer to industry standard. Implementation of the software has been going well.

- A representational list of programming aired during this quarter includes:

    ◇ K-12 Instructional Programming

    - America's Military History; Career Exploration and Planning; Rocks and Minerals; Creative Reading and Writing with Roald Dahl.

    ◇ College Credit Telecourses

    - Family and Consumer Studies 2620 – Child Development Practicum (U of U); History 1700 – American Civilization (SLCC); Film Studies 3210: American Film and Culture (U of U); Math 0950 Foundations of Algebra (UVSC).

    ◇ Educational Programming

    - Tech Talk – a weekly series for those who want to learn more about technology in everyday life (University of Minnesota).

    - Small Business School – weekly series shows how entrepreneurs got the idea for their business, raised money, hire and keep great people, and impact their customers and communities.

    - History of Hispanic Achievement in America: 8-part series of a rich history that started over 500 years ago.

- New promotional spots highlighting Web services, seasonal ID's, TV for Thinkers, Research Roundup and promoting USU were completed and scheduled.

Technical

- FCC filing and inspections resulted in renewal of the broadcast and transmitter licenses.

- Satellite installation for UEN and KUED's portion of the PBS Next Generation Interconnection System was completed, with ongoing merge to this new delivery system during the quarter.

Outreach

- UEN was invited to attend the Utah Gerontological Society Conference that took place in St. George at the end of October, and distributed programming information during the two day conference.

- UEN was awarded an outreach grant for a community screening event in partnership with the YWCA and Dating Task Force to help promote Teen Dating Violence Awareness Week. A community screening event was held in February with Mary Kaye Huntsman leading and 50 attendees.

- Outreach and programming themes for the quarter included:

  ◇ October

    - Hidden Heroes for Holocaust Remembrance Month

    - The 1955 World Series: 7 Days of Fall

    - Secrets of Archaeology

    - A Legacy of Achievement: The Italian Americans

  ◇ November

    - A Time for Honor: Stories from Vietnam for Veteran's Day

    - Long Journey Home for Native American History Month

  ◇ December

    - A Road to Independence for Special Education Day

    - A Gathering of Heroes for Pearl Harbor Day

    - Holiday How-To Episodes and Holiday Specials

- UEN participated in conferences with the Beta Station Group, University Licensees Association, Education Services Coalition with APTS and National Media Market.

- UEN joined several University licensees for discussion of a multicast research channel shared among research universities in the U.S. Due to captioning concerns, the project has not fully developed, but is monitored.

- The 2006 - 2007 Utah Educator Resource Guide was completed and distributed to over 30,000 educators. The guide was also direct-mailed to K-12 principals and library-media teachers.

- UEN developed a presentation of the new 2006 - 2007 Utah Educator Resource Guide and posted it to the eMedia service. This was the first professional development item in eMedia, with over 40 downloads for the quarter.

Statistics

- Web visits to *www.uen.org/tv* averaged 20,793 each month this quarter. Visits to the *www.utahitv.org* site averaged 3,677 per month.

- Comcast VOD reports an average of 580 UEN programs were downloaded each week this quarter. UEN's top 25 VOD downloads for the quarter are listed in the table below.

Top 25 UEN-TV Downloaded Programs from Comcast VOD (Q2)

Television Program	Downloads
Joy of Painting	1612
Scrapbook Memories	1357
Bead Bauble	528
Classical Stretch	482
America Quilts Creatively	469
Gary Spetz' Paint	424
Cartoon Factory	382
Needlearts Studio	346
Hands on Crafts	342
Power Yoga	329
Kaye's Quilting	313
Wai Lana Yoga	298
For Your Home	280
Real Moms	272
P. Allen Smith's Garden Home	220
Zonya's Health Bytes	150
Master Class	130
Amer. Heartland120	129
The Grand View	128
One Stroke Paint	124
Bake Decor Cele	117
Money Track	94
TVMD	90
Desert Speaks	86
Tracks Ahead	67
Japanland	51

Other

- UEN responded to an FCC indecency complaint filed by a viewer of the 9.2 digital channel. The response was coordinated with legal counsel and Annenberg Media regarding a telecourse program called American Cinema. The issue is still under review by the FCC.

- Staff attended the National Media Market programming conference in September 2006.

TAB **26**

PUBLIC EDUCATION AND HIGHER EDUCATION ADVISORY COMMITTEE REPORTS - DISCUSSION

Issue

Members of the Public Education Advisory Committee met on February 5, 2007. The Higher Education Advisory Committee met on February 7, 2007. Since Rick Gaisford's appointment to the Steering Committee, Kathy Webb has been appointed as the new chair of the Public Education Advisory Committee. Kathy Webb and Cyd Grua will report on the activities of their committees.

Background

The Public Education Advisory Committee discussed the following items:

- Tour the Dolores Doré Eccles Broadcast Center to see the resources at UEN
- Upcoming Internet Safety Campaign
- Service Catalog follow-up
- 21st-century Teaching and Learning
- Beginning the Strategic Planning Process
- Next meeting is April 4 from 11:00 a.m. – 2:00 p.m. in Jordan Auxiliary Building

The Higher Education Advisory Committee discussed the following items:

- Focus Group Dialogs
- Meeting Schedule

Recommendation

This is a discussion item requiring no further Instructional Services Subcommittee action.

TAB **27**

UTAHSAINT CONFERENCE UPDATE - DISCUSSION

Issue

In January 2007, the UEN Technical Services Department held the UtahSAINT Security Conference. This report summarizes the information provided at this conference and outlines future plans for UtahSAINT Conferences.

Background

The UtahSAINT is an open group consisting of security professionals and points of contact in the UEN community. Several new participants have been added as a result of the January conference. Of special note are expansion in participation by the University of Utah and the State of Utah.

The UtahSAINT Winter Conference was held on January 22-24th on the University of Utah campus. Attendance at this conference was the largest to date. Analysis of the demographics indicates that all but one higher education institution and over 80% of the K-12 districts were represented. The responsibility for developing and teaching conference sessions was also expanded, with many of the qualified security experts from around the state participating as presenters.

Examples of presentation topics were the following:

- Miscreant Tactics – Currently deployed and used hacking tactics
- Firewalling and Securing Network Servers
- Social Engineering Threats and Tactics
- Security at Layer 2
- Securing Wireless Access into your Schools
- Law Enforcement Point of View to Network Security (FBI)
- IPv6 Security and Planning
- Business Continuity and Disaster Recovery Planning

Many positive comments have been received as a result of this conference. Requests for future security training were prominent in participant feedback. There is an increasing awareness of the importance of securing our networks and a general lack of these training opportunities. In most cases the UtahSAINT is the only security training available.

Plans for the next UtahSAINT Conference are developing and a tentative date in September 2007 is targeted. Information regarding future events will be posted on the *UtahSAINT.org* Web site.

Recommendation

This is a discussion item requiring no further Technical Services Subcommittee action.

NEW MY.UEN - DISCUSSION

Issue

The Utah Education Network is implementing an open source portal solution to replace the current my.uen.

Background

my.uen is the online service that educators use to register with UEN, to access UEN tools and services and to build a public Web page. The current my.uen was launched over six years ago and is in desperate need of an upgrade.

During the Summer and Fall of 2004, Karen Krier conducted a needs assessment with almost 400 users to discover what features they needed and wanted in a personalized Web service. In the Fall of 2005, members of UEN's software development, UNIX and Instructional Services departments began exploring open source java portal solutions. We installed and tested three solutions that worked with our existing hardware and software. In the Spring of 2006 UEN selected the Liferay Portal product, an open source solution, for this project.

Over the last 10 months UEN's software development group has been creating custom portlets and enhancing portal capabilities to meet our end user's needs.

Below are some of the features that will be available:

- Documents upload
- Bookmarks
- Links to Utah core curriculum and resources
- Links to district/school web sites and Student Information Systems
- Notes/Announcements
- Calendar
- Customizable look and feel

Over the next few months we will continue to develop portlets, work to make the service accessible to people with disabilities, per Section 508 of the federal Rehabilitation Act, and we will conduct extensive testing with users across the state.

The expected launch date is early June 2007.

Recommendation

This is a discussion item requiring no further Technical Services Subcommittee action.

TAB **29**

UEN ACTIVITIES REGARDING UTIPS - DISCUSSION

Issue

The Utah Test Item Pool Service (UTIPS) is a formative testing engine, test item database and core correlation data base that is used in combination to provide an online testing resource for the Utah public education community. UEN is actively involved in providing technical support for this project.

The UTIPS application is a valuable tool that is widely used Utah teachers and students.

Background

For several years the Utah State Office of Education (USOE) has provided grant funding for the development of the UTIPS online testing project. Development and support for this project has been provided by the Southeast Service Center (SESC), regional and district server operators. The platform used for the testing engine is closely tied to the MyEDesk software developed by SESC.

UTIPS currently runs on a central server and approximately 12 regional/district servers. The central server provides several functions. It serves as the production test engine for many districts with over 4500 current accounts. Additionally, it has been used as the development platform for the item pool database and the production/development platform for the core correlation database.

On February 23, 2007 the central server will be decommissioned and the three major services provided by this server will be moved. USOE has been working with SESC to place all development functions on a stand-alone development server. This will be maintained under direction of USOE and used to develop the Core and Item Pool, also known as the C Master and the Q Master.

User accounts will be moved to other regional production servers. UEN will be taking on the accounts of six districts and charter schools. Three districts in southeast Utah are being moved to the SESC regional server and the disposition of three districts in northern Utah has not yet been determined.

UEN contributes resources and leadership to the UTIPS Operators group and the UTIPS Steering Committee. We will continue to participate in this community as our time permits and insofar as we can add value.

UEN and USOE have collaboratively developed a Service Level Agreement (SLA) formalizing our working relationship. This document guides our activities and establishes boundaries that should eliminate misunderstandings as this project

progresses in the future.

The UEN UTIPS server also adds EDesk 2 functionality for those districts using that application. This meets a request made by stakeholders for a UEN operated EDesk server.

Recommendation

This is a discussion item requiring no further Technical Services Subcommittee action.

Service Level Agreement for UTIPS Hosting Service

This agreement is made between the Utah State Office of Education (USOE) and the Utah Education Network (UEN) covering the provision and support of the Utah Test Item Pool Server (UTIPS) Service (the Service).

This agreement remains valid for one year from _____, at or before which time it will be reviewed. Minor changes to the agreement may be recorded as amendments to this agreement, providing they are mutually endorsed by the two parties.

Signatories:

_____ Date: _10 -24 -06_

Judy Park, Utah State Office of Education
Director, Assessment & Accountability

_____ Date: 10 · 17 · 06

Mike Petersen, Utah Education Network
Executive Director

UEN agrees to host a UTIPS server as a Service on behalf of the USOE. This Service to the USOE consists of purchasing the necessary hardware, installation and configuration of hardware and software as specified by the USOE, making the Service available to users (as specified by the USOE) via the Internet, and maintaining the Service (including Installation of software upgrades or patches as directed by the USOE).

Service Hours and Availability

The users of the Service can expect the UTIPS application to be available 24 hours, 7 days a week with the exception of a regularly scheduled maintenance window. The regular maintenance window will be weekly on Sunday morning from 2:00 am to 10:00 am, at which time users will not be able to access the Service.

Unscheduled outages (those falling outside of the regularly scheduled maintenance window) are those incidents which cause an interruption to the Service and either diminish the quality of the Service or make it unavailable to users. The first priority in the event of such an incident will be to restore the Service as soon as possible. In the event of hardware failure causing an interruption of the Service, UEN will work to restore the hardware to full operation

as soon as possible. Priority will be set by mutual agreement of the USOE and UEN Service contacts where partial restoration of the Service is an option or a temporary workaround (for example – running on fewer processors or less memory until replacements can be shipped).

Scheduled outages (intentional, but falling outside of the regularly scheduled maintenance window) may be necessary on occasion when emergency software patches or other such repairs need to be applied. These outages should generally be avoided but may be a necessary inconvenience at times to assure the long term stability of the Service.

In either case of outage, scheduled or unscheduled, UEN will notify the USOE Service contact with information about the outage. It is UEN's intent that scheduled outages are communicated and approved in advance by the USOE Service contact , but UEN reserves the right to conduct outages without prior approval from the USOE Service contact where obtaining approval is either not possible or practical in light of the urgency of the situation.

User Support

Individual school districts and the USOE will provide phone contacts for end users for basic user support, account creation, password recovery and will make training available, either through district or USOE resources or by prior arrangement with UEN's Professional Development.

Technical Support

Local Districts will provide first line technical support for the Service, serving as the single point of contact to persons reporting problems of a technical nature with the Service. Teachers will first contact their local technical support, who will contact additional district level technical support if needed. In those instances when technical issues require escalation, UEN will provide support contacts with access to the production environments for the Service to coordinate resolution of incidents and problems with an identified District level contact. UEN will contact the USOE to report software bugs.

UEN will participate on the UTIPS Steering Committee, and facilitate the UTIPS Operator's Group.

Contact Lists

The USOE and UEN will provide contact lists for all individuals and alternates who provide management, user, and technical support for this Service. In the case of 24/7 technical escalation support, UEN may also reference a pager number to a rotating on-call contact.

Release of Information

UEN will not release any information or data (including, but not limited to, the USOE items housed in UTIPS) without the USOE's explicit written authorization.

Operation of the Service

UEN will host a UTIPS server in its data center at the Eccles Broadcast Center. The production server hardware will meet or exceed the written specifications provided by the USOE. UEN will assume sole responsibility for the administration and operation of its hosted UTIPS servers.

UEN will perform regular backups of the application and its data to ensure that the impact of any file system or data corruption or other errors necessitating restoration of all or part of the system will be minimized. This may be achieved either through a combination of nightly incremental and weekly full backups or by nightly full backups of file systems, to be determined by UEN. UEN assumes no responsibility for the restoration of individual user data beyond general restoration of file systems or databases.

UEN will monitor its UTIPS production servers and supporting infrastructure to assure the Service is available within the stated hours. Notification lists for scheduled outages, unscheduled outages, and communication of general information will be provided as part of the above Contact Lists by USOE for use by UEN in communicating all operational notification to district and USOE staff supporting this Service.

UEN is a regional operator of a UTIPS server and a participant in the UTIPS Operators Group. All technical issues related to UTIPS will be addressed through the UTIPS Operators Group, which would include (but is not limited to): creating a helpdesk to receive inquiries concerning the UTIPS software; providing monthly statistics regarding state-wide use by district from beginning date of server maintenance to June 30, 2007, including the number of accounts registered, number of accounts accessed within that month, and number of tests given; forwarding to USOE questions located in the 'submit for item pool consideration' queue; assisting with identifying folders/accounts to be included in USOE item pools, and entering or modifying curriculum standards and objectives; updating information on http://utips.org; identifying system bugs; and providing information to USOE concerning the availability of updates to the UTIPS code from the open-source community, and upon approval from USOE, implement updates to the central server.

UEN may contract with additional personnel if further technical assistance is required to carry out the elements of this agreement.

TAB 30

NEW VIDEO OPERATIONS CENTER (VOC) – DISCUSSION

Issue

The UEN Technical Operations Center (TOC) has operated for many years. The space and equipment was designed to meet the needs of the former EDNET analog video system. The move to Interactive Video Conferencing (IVC) and changes in the UEN network structure, video bridging and general troubleshooting make it necessary to update the capabilities of this department.

As part of that upgrade, the TOC has been renamed the Video Operations Center (VOC) and has been redesigned and re-located within the Dolores Doré Eccles Broadcast Center (EBC).

Background

Over the past several months many hours of staff time have been devoted to planning and implementing a new space to house UEN video operations. On Monday, January 29th the new UEN Video Operation Center (VOC) was brought on line to provide technical support for UEN's Interactive Video Conferencing (IVC) network. The new Operations center is designed and equipped to support the new requirements of an IP based video network and replaces UEN's Technical Operation Center (TOC) which up until this time has provided all technical support for EDNET.

Two additional changes accompany the development and implementation of the new VOC. The first is a move to a larger space within the Dolores Doré Eccles Broadcast Center that is better suited to accommodate the multi-tier support needs for the IVC network. The second is a change to a new name; the Technical Operations Center (TOC) is now the Video Operations Center (VOC). This new name more accurately identifies the role and services provided and helps to differentiate it from the services provided by UEN's Network Operation Center (NOC).

UEN owes a big "thank you" to Stephen Hess and the University of Utah's Office of Information Technology (OIT) who were willing to work with UEN on a space exchange to make the new VOC possible. Access to the new space provided a smoother transition from the TOC to VOC with the final transition occurring over one weekend.

A tour of the new Video Operation Center will be provided immediately following today's Steering Committee meeting. To attend please meet in the Atrium.

Recommendation

This is a discussion item requiring no further Technical Services Subcommittee action.