

Utah Education Network Steering Committee

February 18, 2005

**UTAH EDUCATION NETWORK
STEERING COMMITTEE**

A G E N D A

FEBRUARY 18, 2005

9:00 a.m. -
10:00 a.m.

Committee of the Whole

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

Instructional Services Subcommittee Meeting - April 15, 2005

Technical Services Subcommittee Meeting - April 15, 2005

UEN Steering Committee - April 15, 2005

Instructional Services Subcommittee Meeting - June 24, 2005

Technical Services Subcommittee Meeting - June 24, 2005

UEN Steering Committee - June 24, 2005

Please place these materials in your Steering Committee Binder.

LEGISLATIVE UPDATE - DISCUSSION

Issue

A status report on legislative activities that relate to UEN will be provided.

Background

Appropriations subcommittees have completed their hearings and submitted their recommendations to the Executive Appropriations Committee. The Higher Education Appropriations Subcommittee has shown strong support for budget items requested by UEN. Along with similar requests from the Utah System of Higher Education to retain key faculty and staff, it prioritized funding \$120,000 to retain UEN staff as its No. 1 priority.

Efforts to obtain ongoing funds to replace \$540,000 in one-time funds in the FY 2005 budget is a second priority of the subcommittee, along with obtaining funds for operations and maintenance of new buildings and partially funding the fuel and power budgets of USHE institutions. \$800,000 to provide ongoing funds to support the network capacity and reliability project is a 3rd priority of the subcommittee.

Several UEN requests for one-time funds also received strong support from the Higher Education Appropriations Subcommittee. The 2nd highest priority for one-time funds was given to the UEN IP Video conversion, followed by the Network Capacity and Reliability request, and the Learning Management System proposal.

A summary of the subcommittee recommendations is included in Attachment A.

It is still too early to know the final outcome of budget decisions that will be made by the Executive Appropriations Committee. However, we will have more information by the end of next week that can be reported to the Steering Committee.

Recommendation

This is an information item. No further action is required of the Steering Committee at this time.

TAB 31 ATTACHMENT A

HIGHER EDUCATION APPROPRIATIONS SUBCOMMITTEE RECOMMENDATIONS SUMMARY

Higher Education Appropriation Subcommittee FY 2006 Budget Recommendation

			Proposed Changes				
Priority			Requested Amount	Committee Recommends Ongoing	Committee Recommends 1-time	Cumulative Ongoing	Cumulative 1-time
		Compensation Increase @ 2.5%	TBD				
1	USHE	1	Retention of Faculty & Staff	3,750,000	3,000,000		
1	UEN	1	Retention of Staff	120,000	120,000	3,120,000	0
1	UCAT	1	Retention of Faculty & Staff	480,000	450,000	3,570,000	0
1	USHE	2	FY 2005 New Facilities O&M	2,419,100	2,419,100	5,989,100	0
1	USHE	2	FY 2006 New Facilities O&M	2,325,100	2,325,100	8,314,200	0
1	USHE	2	Fuel & Power	15,640,500	5,000,000	13,314,200	0
1	UEN	2	Technical Support (Ongoing)	540,000	540,000	13,854,200	0
1	UCAT	2	Leases	758,300	758,300	14,612,500	0
1	USHE	3	CEU Economic Development		225,000	14,837,500	0
1	UEN	3	Network Capacity & Reliability (Ongoing)	800,000	800,000	15,637,500	0
1	UCAT	3	Growth at 781,933 Hours	3,826,200	1,000,000	16,637,500	0
1	USHE	4	Engineering Initiative (Ongoing)	1,500,000	1,500,000	18,137,500	0
1	USHE	4	Nursing Initiative (Ongoing)	2,000,000	1,000,000	19,137,500	0
1	UCAT	4	Nursing - Bridgerland	222,500	50,000	19,187,500	0
1	UCAT	4	Nursing - Davis	235,100	50,000	19,237,500	0
1	UCAT	4	Nursing - Mountainland	238,300	50,000	19,287,500	0
1	UCAT	4	Nursing - Ogden-Weber	456,000	50,000	19,337,500	0
1	USHE	5	State Grants (UCOPE) (Ongoing)	1,500,000	1,500,000	20,837,500	0
1	USHE	5	New Century Scholarships	530,000	530,000	21,367,500	0
1	USHE	6	USU Climate Center Ongoing Funding		180,000	21,547,500	0
1	UCAT	6	Student Information Support (Ongoing)	482,500	482,500	22,030,000	0
1	UCAT	6	Administrative Office Support	410,000	410,000	22,440,000	0
1	UEN	7	Learning Management System (Ongoing)	500,000	500,000	22,940,000	0
1	USHE	8	Technology Delivered Courses	1,500,000	1,500,000	24,440,000	0
1	UCAT	8	Accreditation	75,000	75,000	24,515,000	0
1	UCAT	9	Library	75,000	75,000	24,590,000	0
1	USHE	10	Fuel & Power		10,640,500	35,230,500	0
1	USHE	10	Institution Funding Adjustment	5,000,000	5,000,000	40,230,500	0
1	UCAT	10	ADA Accommodations	237,900	237,900	40,468,400	0
1	USHE	14	75-25 Tuition Ratio	3,343,600	3,343,600	43,812,000	0
1	UCAT	14	Operation & Maintenance	310,100	310,100	44,122,100	0
1	USHE	15	Range Creek		50,000	44,172,100	0
1	USHE	15	WSU for HAFB		355,000	44,527,100	0
1	USHE	15	WSU Business Start-up Center		272,000	44,799,100	0
1	UCAT	15	Fuel & Power	143,400	143,400	44,942,500	0
1	UCAT	17	Southeast	260,000	260,000	45,202,500	0
1	UCAT	17	Southwest	129,800	129,800	45,332,300	0
1	UCAT	17	Dixie	224,000	224,000	45,556,300	0
1	UCAT	17	Uintah Basin	83,400	83,400	45,639,700	0
1	USHE	18	Engineering Loan Fund		50,000	45,689,700	0
2	USHE	4	Engineering Initiative (1-TIME)	1,000,000	0	1,000,000	45,689,700
2	USHE	4	Nursing Initiative (1-time)	500,000	0	500,000	45,689,700
2	USHE	5	Federal Match (1-time)	265,000	0	265,000	45,689,700
2	USHE	5	State Grants (UCOPE) (1-TIME)	500,000	0	1,109,000	45,689,700
2	UEN	5	Internet Based Video Conferencing (1-time)	800,000	0	800,000	45,689,700
2	UCAT	5	Student Information Support (1-time)	108,000	0	482,500	45,689,700
2	UEN	6	Network Capacity & Reliability (1-time)	5,000,000	0	2,500,000	45,689,700
2	UEN	6	Network Equipment Upgrades (1-time)	260,000	0	260,000	45,689,700
2	UCAT	6	Custom Fit	500,000	0	500,000	45,689,700
2	UEN	8	Learning Management System (1-time)	1,830,000	0	1,830,000	45,689,700
2	USHE	11	Library (1-time)	500,000	0	500,000	45,689,700
2	UCAT	11	Equipment Purchases (1-time)	1,000,000	0	1,000,000	45,689,700
2	USHE	12	Software Licensing Upgrades (1-time)	1,000,000	0	1,000,000	45,689,700
2	USHE	13	ADA Accommodations	600,000	0	600,000	45,689,700
2	USHE	14	T.H. Bell	450,000	0	450,000	45,689,700
Total			60,678,800	42,689,700	12,796,500	45,689,700	12,796,500
FY 2005 Supplemental							
	USHE	1	Fuel & Power	12,951,600	0	0	0
	UCAT	1	Leases	489,300	0	0	0
	USHE	2	New Century Scholarship	253,600	0	0	0
Total			13,694,500	0	0	0	0
Grand Total			74,373,300	65,651,600	65,651,600	45,689,700	12,796,500

	B		C		D	E	F	G	K
	Subcommittee Priorities (State Funds)								
	2005 General Session								
			Agency	Item	Description		FY 2005	FY 2006	Ix
195	Higher Education - Utah Education Network	Utah Education Network	Utah Education Network	Retention of Faculty and Staff	UEN has requested market comparability adjustments to give its staff salary increases. The Network faces tough competition for well trained employees in the technology labor market.		\$0	\$120,000	
196	Subcommittee 1st Priority	Utah Education Network	Utah Education Network	Enterprise Tech Support One-time to Ongoing	In the 2004 General Session, the Legislature appropriated \$140,000 one-time for staff expenses that are ongoing. This item would make the FY 2005 one-time appropriation ongoing.		\$0	\$140,000	
197	Subcommittee 2nd Priority	Utah Education Network	Utah Education Network	Network Capacity One-time to Ongoing	In the 2004 General Session, the Legislature provided \$400,000 one-time for telecommunications contracts that are ongoing expenses. This request makes the one-time FY 2005 appropriation ongoing.		\$0	\$400,000	
198	Subcommittee 3rd Priority	Utah Education Network	Utah Education Network	Network Capacity and Reliability	UEN hopes to expand high-bandwidth telecommunications to reach schools serving less populous, rural areas in Utah. It would do so by building infrastructure for rural telecommunications companies, and in return receiving discounted rates.		\$0	\$800,000	
199	Subcommittee 5th Priority	Utah Education Network	Utah Education Network	Internet Based Video Conferencing	UEN is in the midst of a three-year project to convert its analog EdNet system to internet protocol video conferencing. The conversion allows users more scheduling flexibility, and increases EdNet's overall capacity.		\$0	\$800,000	X
200	Subcommittee 6th Priority	Utah Education Network	Utah Education Network	Enterprise Content Management	UEN plans to offer automated tools that help students and instructors manage web content. It has requested this one-time appropriation for equipment and software associated with those tools.		\$0	\$260,000	X
201	Subcommittee 6th Priority	Utah Education Network	Utah Education Network	Network Capacity and Reliability	UEN hopes to expand high-bandwidth telecommunications to reach schools serving less populous, rural areas in Utah. It would do so by building infrastructure for rural telecommunications companies, and in return receiving discounted rates.		\$0	\$2,500,000	X
202	Subcommittee 7th Priority	Utah Education Network	Utah Education Network	Learning Mgt System	USHE and UEN are planning a centralized system for developing, managing, and delivering on-line classes. This appropriation would be done in conjunction with a \$1 million appropriation to USHE.		\$0	\$500,000	
203	Subcommittee 8th Priority	Utah Education Network	Utah Education Network	Learning Mgt System	USHE and UEN are planning a centralized system for developing, managing, and delivering on-line classes. This appropriation would be done in conjunction with a \$1 million appropriation to USHE.		\$0	\$1,830,000	X
204	Higher Education - Utah Education Network Total						\$0	\$7,350,000	

Proposal for New Funding Items to be Included in Base Budget Bills

Revenue		Total		
Available Funds			324,700,000	
Total Rev			<u>324,700,000</u>	
Appropriations	Approps Act	MSP Act	Total	Subette Priority
Compensation				
Compensation at 2.5% plus benefits	41,033,800	59,850,000	100,883,800	
MSP "Below the Line"		5,950,000	5,950,000	
Termination Pool, Life Insurance	231,800		231,800	
Schools for the Deaf and Blind	269,000		269,000	
Subtotal Compensation	<u>41,534,600</u>	<u>65,800,000</u>	<u>107,334,600</u>	
Corrections				
VOI/TIS Building Operations-300 beds	5,686,700		5,686,700	EOCJ-1st
Juvenile Justice Services - FMAP	146,300		146,300	EOCJ-25th
Capital Facilities and Administrative Services				
Capital Improvements 1.1%	8,134,700		8,134,700	CFAS-1st
Internal Service Fund Impacts	552,000		552,000	
Health and Human Services				
Medicaid - Inflation	10,577,000		10,577,000	HHS-5th
Medicaid - Utilization/Caseload Growth	10,000,000		10,000,000	HHS-1st
Medicaid - FMAP rate change - Health	9,346,400		9,346,400	HHS-4th
Medicaid - FMAP rate change - HS	1,892,100		1,892,100	HHS-5th
State Hospital - Forensic Beds	2,147,100		2,147,100	HHS-1st
Public Education				
Enrollment Growth		28,518,400	28,518,400	PED-1st
Property Tax Offset		(6,882,100)	(6,882,100)	
Charter School Enrollment Growth		8,275,000	8,275,000	PED-1st
Youth in Custody Enrollment Growth		912,200	912,200	PED-1st
Electronic High School		300,000	300,000	PED-1st
Total Appropriations	<u>90,016,900</u>	<u>96,923,500</u>	<u>186,940,400</u>	
Remaining Funds			<u>137,759,600</u>	

2005 ANNUAL SECURITY CONFERENCE - DISCUSSION

Issue

The focus of this years' security conference is to build awareness of information security issues, focusing particularly on end-user training and overall digital citizenship, rather than specific software or tools. We will examine both policy and technical issues.

Background

Economic development and education are vital to the future of our state. Utah businesses and those we hope to attract here, depend on the security of their data. Utah Public and Higher Education must safeguard our children, guard privacy, and protect valuable research that creates businesses and jobs for Utahns. We must assure business prospects, and all our citizens, that we protect the information entrusted to us to the best of our ability.

Good management and appropriate technology are keys to successfully addressing this challenge in order to prevent interruptions to communication and service delivery.

The 2005 Annual Security Conference Digital Citizenship - Utah at Risk will be March 7th and 8th at the University Park Hotel.

Those who should attend are

- State of Utah Government
- Governor and Staff
- Governor's Cabinet Council
- State Agency Executive Directors
- State Agency IT Directors
- State Agency Information Security Officers
- Utah Security Users Group
- NUI State of Utah Network Administrators.
- Public and Higher Education

- Public School District Superintendents
- Public School District Technology Directors
- Public School District curriculum directors, teachers, library-media
- High Education Chief Information Officers
- Higher Education technical and security staff

Recommendation

This is an information item. No further action is required of the Steering Committee at this time.

QUARTER 2 PROGRESS REPORT ON FY 2005 STRATEGIC PLAN - DISCUSSION

Issue

Strategic Plan FY2005 Second Quarter Progress Report

Background

The FY 2005 Q2 Progress Report is attached to this document. The highlights for each of the UEN departments are noted below.

Technical Services

- NOC restructuring and process focus.
- Internet RFP completion with vendor responses.
- Ethernet RFP completion, also with vendor responses.
- Restructuring of the ITS connections to EBC and development of the ITS/UEN working relationship.
- Progress in Pioneer Library technical support.

Instructional Support Services

- CEU ready to migrate all courses from Campus Edition to WebCT Vista.
- Completed programming for LDAP(Lightweight Directory Access Protocol).
- Added 100+ USOE approved lesson plans to UEN's database.
- UEN Professional Development offered 111 courses to 1996 participants.
- Conducted 11 Pioneer Library Advocate workshops statewide.

Instructional Delivery Systems

- Extensive testing and evaluation of bridge hardware and management software options to support the IP Video Migration.
- Planning process begins for UEN/KUEN/USU Mexican Satellite all Spanish programming channel.

- IVC (Interactive Video Conference) Web page development progressing rapidly

Public Information and Communications

- Developed briefing papers, fact sheets, and binders supporting UEN legislative requests.
- Designed and produced “Go Pioneer!” promotional materials (bookmarks, pennants, pencils, boxes, advocate incentives and etc.).
- Developed Professional Development e-newsletter after metric analysis of NetNews e-newsletter showed large interest in professional development.

Administration and E-Rate

- Planned and trained for Year 2005 applications for UEN and state.
- Assisted with Legislative Performance Audit of Utah’s Use of Federal E-Rate Program.
- Submitted 2nd and final Community Impact Board application to complete San Juan County digital microwave upgrade project.
- Submitted Digital Services Fund of the Corporation for Public Broadcasting grant application to address educational needs for Youth in Custody.
- Received federal grant award from US Department of Agriculture/Rural Utilities Service Division to fund IP Video classrooms in the southeast and in the Uintah Basin.

Recommendation

This is an information item. No further action is required of the Steering Committee at this time.

TAB 2 ATTACHMENT A

FY 2005 STRATEGIC PLAN UPDATE

Goal 1. - Maintain and expand a robust, reliable, and secure high-speed network connecting every public school, college, university and library in Utah.

Objective 1. Increase network speed, reliability and capacity, especially in rural areas.

- GL3 planning progress.
- Engineering and planning for Uintah basin circuits to increase reliability and capacity.
- Completion of the South Central Ethernet project.
- Completion of a majority of GeoMax Phase 2 (GP2) site surveys.
- Rollout of new UEN-TV Web site.
- Completion of LDAP authentication service from legacy UEN educator database in support of organizations wanting to share authentication with UEN (e.g. UTIPS, OnTrack).
- Initiated discussion with TCC Data Subcommittee regarding the desirability of Single Sign On Services at a statewide level. The Subcommittee concluded that this was a desirable goal to avoid inconvenience for educators by sharing authentication credentials and made that recommendation to the TCC.
- Additional programming support to the Pioneer Library Web site including addition of Visual Thesaurus service. Improved programming infrastructure changes in support of tracking network subnet assignments for Pioneer vendors.
- Enhancements to Core Curriculum database for USOE Core identifiers. Preliminary design discussions with USOE IT staff to plan for versioning support for the Core Curriculum data.
- WebCT Vista
 - ◊ Upgrade From Vista 3.0.2 to Vista 3.0.3
 - ◊ Various hot Fixes.
- Enterprise Backup/Recovery System.
 - ◊ Software Identified and purchased.
 - ◊ Migrated Servers over to New System all but 14.
- Completed setup of the Annenberg server mirror.
- Upgraded Cisco Works server and configuration.

- Upgraded web.media.utah.edu to Solaris 9 in support of KUED, KUER and Media Solutions.
- NOC Development and Focus.
- Filled 2 Intern positions.
- Installed NOC documentation system and began loading processes and documentation.
- Pioneer Library
 - ◊ Establish operational relationships with Pioneer Library vendors.
 - ◊ Document Pioneer Library operational and diagnostic processes.
 - ◊ First pass at developing a complete, accurate Pioneer Library IP address list.

Q3 Looking Forward

- Install and Configure Redundant Checkpoint Firewall.
 - ◊ Require NOC and Engineering's Help for IP Address and Network Adjustments.
 - ◊ Will require a major Planned Outage to implement.
- Enterprise Backup/Recovery System.
 - ◊ Run in tandem with current system.
 - ◊ Finish Transition off old backup system by 6/05.
- Replace/Upgrade UEN proxy/filtering servers.
 - ◊ Install and configure new servers.
 - ◊ Coordinate with NOC on management.
- Upgrade Load Balance Switches.
 - ◊ New Switch OS version.
 - ◊ Affects WEBct and Filter Servers.
- Preparation for presenting San Juan Phase II request to CIB.
- Further development of NOC processes and focus (NOC 2.0).
- Progress with the Peer-to-Peer working group with documentation recommendations.
- UEN core restructuring at EBC in support of GL3.
- Completion of GL3 and installation of Juniper Internet Routers.
- Completion Central Utah Telephone projects.
- Significant planning and initial implementation of GeoMax Phase II.
- Completion of Sevier District Office move.
- Completion of the Granite DO move.
- Completion of all GP2 site surveys.

- Grand DO connectivity upgrade.

Objective 2. Maintain and update data and microwave networks.

- Completion of San Juan CIB Phase I.
- Completion of planning for CIB Phase II.

Q3 Looking Forward

- Approval from CIB for the San Juan Phase II project.

Objective 3. Increase Internet capacity

- Completion and distribution of an Internet RFP.
- Planning completed for increased I2 connectivity.

Q3 Looking Forward

- Completion of Internet Contract that significantly expands bandwidth and gives UEN a second Point of Presence (PoP).
- Traffic redistribution to better facilitate increasing traffic requirements.
- Installation of the OC-12 for Internet 2 connectivity.

Objective 4. Provide a variety of network access and delivery options to stakeholders.

- Enhancements to the Monthly Service Report allowing users to “drill down” for more detail on Service Calls, Incident Reports, Projects, and Work Orders.
- Completion and distribution of a state-wide Ethernet RFP.
- Design and planning for the Western Lights SLC connectivity.
- Substantially improved connectivity to ITS (redundant equipment, eliminated many single points of failure).
- Improved processes with USU, WSU and ITS.
- Implemented redundancy on critical single-failure-point devices within EBC.
- Joint UTC committee presentation, with ITS, on UEN/State ITS reliability and connectivity.
- Completion of planning and contract to provide ITS connectivity to Richfield via the UEN GeoMax backbone. This will also provide an expanded BYU connection and return paths from USU and Dixie to SLCC.
- UEN was able to install many new and migrate several existing EDNET sites to the IP Video Delivery model. Many sites were installed outside of the anticipated and

budgeted installation schedule based on student and programming needs that could not have been accommodated otherwise.

- WSU IP multi-state Paramedic events; IVC Virtual Field trips.
- Continued limited support of video streaming requests, events and projects (Macromedia Breeze with SL/Tooele ATC and SUU).
- USU/UEN/KUEN University of Mexico Satellite project.

Q3 Looking Forward

- Multiple Ethernet contracts will be completed.
- Installation of Western Lights circuits in SLC to facilitate NLR connectivity.
- Hosting of Joint Techs Conference and increase of I2 bandwidth.

Objective 5. Increase security throughout the network.

- Tuning of the Arbor Network server and analysis of the data it provides.
- Planning with state ITS for Q3 state security summit.

Q3 Looking Forward

- Complete a joint security summit with State ITS.
- Participate in UEN Technical Summit 5.0.
- Participate in organizing Security working group for StateNets.
- Install and configure redundant Checkpoint firewall for the UEN.org network.
- Complete planning for spring 2005 security summit in conjunction with state ITS.
- Continued security training and site visits.
- Further development of the UEN Security working group.

Objective 6. - Support IP Video, other delivery technologies and future technologies.

- Completed upgrade of Vernal video sites in collaboration with USU.
- Video committee work on evaluating management software, bridge options and next generation end-site equipment.
- Tandberg pilot started.
- UEN was able to install many new and migrate several existing EDNET sites to the IP Video Delivery model. Many sites were installed outside of the anticipated and budgeted installation schedule based on student and programming needs that could not have been accommodated otherwise.

- Continued support of daily system operations including IP video, Legacy EDNET, UENSS, and Hybrid conferencing events and classes as well as other related services.
- Currently upwards of 110 IP events that occur once to multiple times each week utilizing more than 160 IP sites and devices.
- Testing and evaluation on-going through March of 2 IP bridge hardware and 2 IP Management software options to support the IP Video Migration.

Q3 Looking Forward

- Finalizing next generation project with decisions on software, bridging equipment and end-site equipment.
- Tandberg pilot completion

Objective 7. Provide technical leadership and staff/stakeholder development.

Goal 2. - Aggregate and deliver a suite of high quality educational resources for students, educators, staff, and administrators that are determined by our stakeholders to be best provided at a statewide level.

Objective 1. Web design and maintenance.

- On-going development of an IP Video or IVC Web page and information.
- On-going revisions to the IDS EDNET delivery Web pages.
- Deploy and populate eMedia (Digital Media Service - Learning object repository pilot) - Alpha testing and fixes complete. Beta testing with 38 UIMC videos planned for Spring 05.
- Coordinate WebCT Vista pilot for USHE and Institutions - CEU ready to migrate all courses from Campus Edition to Vista. 20+ courses being taught on Vista Sping 05 (USU, UCAT, UVSC, U of U, CEU, Dixie).
- Develop LDAP to support single sign-on for services - Programming completed in October.
- Support the online archive and electronic portfolio service - Investigating vendors on the feasibility of their Electronic Portfolio tool as a solution for meeting the needs of Utah's pre-service and in-service teachers.
- Collaborate to develop and host partner content (Oral History WWII (USOE)) - Created list of Veterans' Oral History Resources at www.uen.org/core/socialstudies/veterans.shtml.
- Upgrade sites/schools database - Most of the programming and database changes are complete.

- Update, design and maintain USOE Web sites - 1 site uploaded; 2 sites in content phase; 1 site in the design phase; 1 site waiting for approval; 9 sites updated and maintained.

Objective 2. Pioneer Online Library.

- Create and deliver resources for effectively utilizing the Pioneer Library databases - Developing several documents to help users utilize Pioneer Library including: 1) Quick Reference Guide, 2) Tri-fold, 3) Brochure, 4) Handouts from each Pioneer Library partner.
- Conduct outreach campaign on Pioneer Library - Working with Pioneer Library Subcommittee to design, develop, and implement the “Go Pioneer” campaign this school year. Eleven planned workshops will begin in October, 2004. Superintendents have identified a Pioneer Library Advocate to promote Pioneer Library within their own district's schools but also to work with the local public libraries and colleges and universities.
- Developed “Go Pioneer!” promotional items.
- Build Pioneer Library utilization and awareness. - Pioneer Library “letter to parents” to PTA representatives; Utah Educational Library Media Association Fall workshops; Pioneer Library promotion in Utah ITV Guide. Pioneer Library on UEN homepage news and in The NetNews e-newsletter. Design and develop Pioneer promotional materials to increase utilization including a brochure, bookmarks and other related materials.
- Continued with e-news stories re Pioneer Library. Wrote and published article promoting Pioneer Library for statewide distribution in five Utah Education Association magazines serving most of state's school districts. Develop additional promotion plans with Pioneer Library Committee. Information booth and mini-presentation at two Utah Educational Library Media Association regional events in Price and Cedar City.
- Concept/development/early script development of Pioneer Library broadcast promotion.
- Create and deliver resources for effectively utilizing the Pioneer Library databases –Completed development on the Tri-fold and other handouts in conjunction with the Pioneer Advocate workshop materials including a Resource Manual.
- Conduct outreach campaign on Pioneer Library –Conducted 11 Pioneer Library Advocate workshops statewide. Distributed Pioneer promotional items. Filling Pioneer Library Advocate requests for promotional items: bookmarks, pencils, pennants, containers, stickers, business cards and etc.

Objective 3. TECH CORPS and Intel PC Recycling.

- Continue Intel Recycling program with Utah’s K-14 constituents, increase volunteer base, and expand to non-profit organizations - Continue to meet monthly goals.

- Continue Tech Corps basic computer training classes for refugees in SLC – continue conducting classes twice a month.
- Implement new Tech Corps leadership –Conducted a telephone conference call with the Utah TECH CORPS Board.
- Implement strategic site selection process that meets school needs – No progress on this goal, will address during third quarter.

Objective 4. Provide resources aligned to academic disciplines and curricula.

- Influence stakeholders usage of UEN resources through electronic, print, public relations, media relations and special events - UEA Conference: UEN booth with Internet connectivity. Promoted: Lesson plans, core curriculum, Pioneer Library, myuen, NewsByte with celebrity guest KSL-TV anchor Nadine Wimmer.
- Produce, direct mail and promote the annual Utah Instructional Television and Resource Guide to educators - Produced 2004-2005 Utah Instructional Television and Resource Guide and direct mailed to educators. Promoted in UTED e-newsletter and at Utah Education Association Conference.

Objective 5. Increase opinion leaders' and influence makers' approval of distance education services supported by the Utah Education Network collaboration.

Goal 3. - Deliver distance learning classes and programs offered by public and higher education that use reliable, real-time and broadcast quality videoconferencing technologies.

Objective 1. WebCT Vista.

- Continued installation of new IP Video sites.
- Continued testing, evaluation and implementation of IP Video support hardware and software.
- Push out of localized IP event management for coordination and accomplishment by stakeholder institution (USU), with on-going UEN support of those events.
- Revisions to UEN IP Video Operation and Configuration standards made as more is learned about overall topology, security and operational efficiencies and operation.
- On-going support, scheduling, programming, and delivery for new IP sites and events.
- Continued Planning for IP expansion in identified priority sites and regions.
- Implementation of new origination site package for evaluation and testing.

- Coordination of additional H.323 training and orientation for IDS support staff in conjunction with industry professionals.

Objective 2. IP Video.

- Numerous hybrid events running successfully on system.
- Current Gateway functionality, traffic scheduling and support efficiencies and configurations being evaluated and tweaked where and as needed.
- Updated security configurations for support hardware/software and data traffic as new equipment and technologies are evaluated and implemented.
- Coordination with stakeholder institutions w/ further development of IP video projects and implementation.
- Assist higher ed institutions to implement IP video into courses and degree programs –Outline completed for Faculty Training.
- Use electronic, print, public and media relations - New monthly Professional Development e-newsletter. Sent to 20,000 plus; 20% to 25% open rate. Home Page news articles re: events, resources, etc. Media releases for Intel Teach to the Future, technical milestones. Information booth and presentations at the Utah Educational Library Media Association regional events. Continue with monthly UEN e-newsletter.

Objective 3. Distance Learning Administration.

- Automate the course scheduling process with the catalog - Completed.

Objective 4. Satellite.

- Planning for inclusion of USU Logan TOC in Service Desk trouble ticketing and information management system.

Goal 4. -Build the vitality and scope of UEN broadcast services.

Objective 1. Research, Branding, and Outreach.

- USU/UEN/KUEN Mexican Satellite all Spanish programming – planning begins.
- Develop and implement UEN-TV awareness campaign based on research - Notify television listings for print, broadcast, cable and satellite of new call letters. Media releases to local media. Call letter change announcement in the 2004-2005 Utah Instructional Television and Resource Guide. Q2-Published announcement of new call letters, etc. in five regional Utah Education Association regional service center magazines. Updated telephone directories in major Utah communities and as required by Federal Communications Commission regulations.

- Host annual distance learning preview event for administrators and faculty - Deferred, pending decision on PBS ALS.

Objective 2. Programming.

- Coordinate a library approach for college content from PBS ALS - Eliminated, vendors not willing to license content this way.

Objective 3. -Build Adult Education services and programming.

- Hire Adult Learning Specialist – Complete.

Objective 4. Administrative.

Objective 5. Technical.

Goal 5. - Provide professional development opportunities to improve the quality of K-20 instruction and assure effective implementation of technology in teaching.

Objective 1. Professional development services linked to best practices.

- IDS support staff accomplished formal training on IP video hardware/software being tested and evaluated.
- Continued efforts to involve staff in industry conferences, workshops, and training.
- Create professional development learning objects and tutorials – obtained and developed prototype movie with new software and video equipment, added 20 new movies to Web Academy resources.
- Expand UEN -TV as professional development delivery resource – 7 UEN-TV workshops offered, 29 people completed workshops, obtained new workshops and developed materials to accompany them.
- Support Vista institutions with core skills training / develop training for WebCT Vista – developed training for Q3 delivery.
- Update distance learning training materials to include IP video – a final draft has been completed.
- Deliver and conduct follow-up for 25 3-day ITC workshops – completed six 3-day workshops; 81 participants.

- Develop resource material, provide outreach, and offer training for preservice teachers and teacher education faculty on UEN resources - 6 classes for higher education.

Objective 2. Professional development administration and reporting.

- Significant refresher and retraining needed for hybrid events – Uintah Basin, Tooele, Snow College, San Juan County, Granite School Districts.
- Promote professional development - Attended curriculum directors meetings, developed UEN-TV postcard, presented at U of U College of Ed. Retreat. Second professional development postcard mailed, UTED mailing 6 times rendered significantly increased registrations each time, participated in booth at UEA.
- Use electronic, print, public and media relations - New Professional Development e-newsletter. Sent to 20,000 plus; 20% to 25% open rate. Home Page news articles re: events, resources, etc. Media releases for Intel Teach to the Future, technical milestones. Information booth and presentations at the Utah Educational Library Media Association regional events.
- Promote professional development –UTED mailing 6 times rendered significantly increased registrations each time, participated in booth at UEA.
- Offered 111 courses to 1996 participants.
- Design and implement professional development tracking and management software – created SOW, reviewed use case scenarios, designed admin interface for system w/Karen Krier.
- Add follow up component to all training (e.g., discussion board, conference call, online resources, additional class session) –determined to add follow up to new classes, authored CDs for class distribution.
- Refurbish and upgrade training lab facility – finished lights, ceiling, paint and carpet.

Objective 3. Deliver professional development grant projects.

Objective 4. UEN Staff professional development.

- Ensure UEN staff have the necessary training and tools to support IP Video users – Polycom, Tandberg, VCS, RAD, Accord factory training and on site workshops occurring regularly as new products are tested.
- Participate in public and higher education public relations conferences, professional development workshops – Web-based communication online resources Public Relations Society of America (October).
- Increase knowledge of best practices and current research through memberships in professional organizations and associations – Organization of State Networks public relations/promotion/marketing group.

Goal 6. - Strengthen educational technology governance at the state, regional and local levels through improved coordination and cooperation among UEN's stakeholders.

Objective 1. Improve coordination with UEN Steering Committee, subcommittee, and advisory committee members.

- Produce print and electronic Steering Committee materials.

Objective 2. Request new state funding for the highest priority needs of the Network, and maximize the benefit of state tax funds through increased support from external grants and other revenue sources.

- Public Information and Communications developed legislative support materials and briefing fact sheets.

Objective 3. Increase revenue from grants and E-Rate reimbursements.

- Conducted numerous E-Rate trainings with regional T-Forums, districts, and individuals.
- Assisted State Legislative Auditors with the E-Rate audit.
- Shared the RFP process with Technical Services to ensure E-Rate accuracy.
- Worked with Schools and Libraries to insure accuracy of application, reimbursement forms, and appeals.
- Statewide overall planning for Year 2005 applications.
- Submitted second and final CIB application in the amount of \$414,514 to complete San Juan County digital microwave upgrade.
- Awarded \$208,899 through US Dept. of Agriculture, Rural Utilities Service Division, 2004 Distance Learning and Telemedicine Program to UEN and CEU San Juan Campus to fund IP video classrooms and video bridges in the Uintah Basin and in San Juan County. CEU received funding for several IP sites across the border in Colorado and Arizona.
- KUEN submitted grant application for \$260,614 to Digital Services Fund of the Corporation for Public Broadcasting for funding to address critical educational needs for Youth in Custody and corrections programs in Utah utilizing the digital datacasting capabilities of KUEN.

Objective 4: Increase revenue from grants and E-Rate reimbursements.

Objective 5: Assure that Utah Education Network policies and procedures provide structure for state-level IT coordination, and are fully accessible, well-organized, current and complete.

- IDS participation in UEA conference.

Objective 6: Develop network operating agreements with higher education institutions and school districts that do not yet have agreements.

- Drafting Associate Site Support agreements to more efficiently outline support expectations for UEN and stakeholder institutions, especially in support of the emerging IP video needs of the system and state.

Goal 7. - Be accountable to our stakeholders by measuring, tracking, and reporting performance and satisfaction with UEN-provided services.

Objective 1. Report on plan progress with quarterly updates to the UEN Steering Committee.

- Developing in cooperation with key stakeholder institutions a Metric, tactic and approach to more accurately track, address and communicate impact full network issues that affect the delivery of EDNET events and classes.

Objective 2. Report monthly statistical analysis of usage of uen.org, my.uen, Pioneer Library, EDNET, UENSS, and other UEN programs and services.

- Reported monthly Web statistics online.

Objective 3. Report on pilot-tests of new delivery systems, technical experiments, and product trials.

- IP project testing new pieces of equipment and program management systems to enhance the delivery system.

Objective 4. Solicit and report findings from informal and formal feedback on services.

- Analyzed metrics of NetNews and Professional Development e-newsletters.
- Participated in meetings with USOE staff, Curriculum Directors, Higher Education Advisory Committee, Public Education Advisory Committee, Continuing Education Deans/Directors, Pioneer Library Committee, Utah Instructional Media Consortium, Utah Academic Library Consortium, WebCT Vista Administrators, and Content Forum.

Objective 5. Research and disseminate white papers on timely issues.

Objective 6. Use existing, secondary and primary research to establish baseline for PR audience awareness, usage, and perceptions.

Objective 7. Establish Public Information and communication value through ROI (Return on Investment) and ROG (Return on Goals).

HIGHER EDUCATION ADVISORY COMMITTEE - ACTION

Issue

Cyd Grua will present an update on the activities of the committee.

Background

Members of the Higher Education Advisory Committee have been working on two surveys to be distributed to faculty and distance learning department heads. The surveys are intended to gain input regarding faculty use of digital assets and learn more about professional development training on campuses. Data from the surveys will help guide activities of the committee and be valuable in helping UEN develop its strategic plan.

More details about the surveys will be shared during the meeting.

Recommendation

It is recommended that higher education representatives on the Instructional Services Subcommittee and UEN Steering Committees encourage faculty at their campuses to take part in the surveys.

**PUBLIC EDUCATION ADVISORY COMMITTEE -
DISCUSSION**

Issue

Rick Gaisford will present an update on the activities of the committee.

Background

Members of the Public Education Advisory Committee met January 28, 2005. During the meeting the committee developed talking points to be used for the upcoming legislative session regarding the impact of UEN for public education. In addition, the committee developed a mission statement to help clarify their role in relation to the Instructional Services committee.

Committee Report

Quarter 2 Update

Laura shared with the committee an update of Instructional Service's progress on their plan. All projects seem to be on schedule for completion by the end of the year.

eMedia

Karen shared an update of this forthcoming digital media service. The pilot of this service will begin shortly with about 30 teachers and 50 titles. Although the committee would like to see this service made available this year, the committee would prefer a fully functional stable system before launching it. The committee hopes that the system will be fully functional and all videos encoded for the next school year.

LDAP

Karen shared with the committee the status of LDAP (single user login). UEN is ready to make this service available to outside programs/entities i.e. OnTrack (USOE), UTIPS (USOE).

UTIPS (Utah Test Item Pool Service)

An update on the new UTIPS users group was discussed.

Higher Education Appropriations Committee

USOE was requested to testify before the Higher Education Appropriations Committee about the value of UEN to public education. The committee discussed this and forwarded the following to Ray Timothy to consider using in his presentation are included under this tab.

Roles and Responsibilities

The PECC committee has asked for further clarification on the committee process. As reported in the last ISS meeting leadership responsibilities, job descriptions, the work-flow and approval process all need to be better defined. An example: How should staff move forward on new projects, tools and resources? Before any new project begins, should the Public Education Advisory Committee and Instructional Services Subcommittee need to approve them?

The UEN staff reminded the PECC that UEN works with many committees to guide their work, such as UIMC, Pioneer Library, Higher Education Advisory Committee, CE Deans, IP Video Steering Team, Security Committee and others. Decisions on projects and direction are made using input from these various committees as guided by the annual Strategic Plan. The UEN Steering Committee approves the strategic plan, objectives, and tasks for the organization. Values presented in the plan help guide decisions on projects, such as “we value cooperation, collaboration, and working together as partners” and “we value fiscal responsibility and providing cost effective services.”

During discussions, it was pointed out that there is always a balance between being responsive to committees and being careful that staff members have the latitude to move forward with accomplishing their work. The PECC welcomes discussion from the Instructional Services Subcommittee on this issue.

In an effort to clarify roles, the committee drafted the following mission statement to guide its work and would like the Instructional Services Subcommittee's approval:

The mission of the Public Education Content Committee (PECC) is to provide input and feedback to the Instructional Services Subcommittee (ISS) and the Utah Education Network (UEN) relating to technology integration and delivery systems to enrich the Utah State Core Curriculum.

Recommendation

It is recommended that the Instructional Services Subcommittee review and discuss the role of the Public Education Advisory Committee and approve the mission statement as outlined above.

TAB 4 ATTACHMENT A

DISCUSSION NOTES REGARDING THE VALUE OF UEN TO PUBLIC EDUCATION FROM PUBLIC EDUCATION ADVISORY COMMITTEE MEETING JANUARY 28, 2005

UEN is an example of how Utah-style collaboration brings about economy, equity and excellence to public education.

Utah has essentially every public school connected to a high speed state network that also links out to the Internet. This network is centrally coordinated by UEN and gives local teachers access to high-quality educational resources and professional development. Imagine this: because of the UEN network, schools have the ability to hear and watch the proceedings being broadcast over the Internet of the House and Senate sessions today. This was unimaginable for rural students just a decade ago.

The legislation authorizing the Utah Education Network is 53B-17-102.

Here's how UEN is meeting that state mandate by providing services to public education:

UEN is a consortium and partnership between public and higher education.

The UEN Steering Committee oversees the budget provided by the legislature that pays for Internet connectivity for both higher ed and public Ed's secondary schools and district offices. Currently, districts pay for connectivity from the secondary schools and district offices to their elementary schools.

UEN coordinates and supports the telecommunications needs of public and higher education.

UEN is an anchor tenant for the telecommunications backbone in the state, which has given companies such as Qwest the reason to develop the telecommunications infrastructure across the state including rural areas. (Having this infrastructure in place to benefit public education has the nice side benefit of the infrastructure also being available for economic development for local businesses. Because telecommunication companies such as Qwest or Beehive are assured demand from public education through UEN, it can also build out the capacity to provide those services for their other customers.)

UEN coordinates the various telecommunications technology initiatives of public and higher education.

UEN is the key player in working with both Qwest and local telcos such as South Central and Beehive to negotiate favorable costs for public school connectivity. Public ed gets economies of scale through the UEN consortium. Public Education also benefits from the national E-Rate funds because UEN has staff who apply for E-Rate reimbursement funds to offset some of the Internet connection costs for public ed.

UEN's role as the anchor tenant on the state education network gives Utah unique leverage among states to develop high capacity network to carry the increasing educational use of the network. The Qwest GeoMax project is an example of how UEN's anchor tenant status is able to get high capacity network connectivity to secondary schools around the state.

University of Utah provides administrative management for UEN.

UEN's main facility is located in the Dolores Doré Eccles Broadcast Center on the University of Utah campus. The NOC (Network Operations Center) is housed there. It's a toll-free call for all public Education to get quick help with network connectivity issues. UEN also hosts a training lab in Milton Bennion Hall where public education teachers get free training to help them better use the Internet in their classrooms.

The governor appoints a statewide steering committee.

Public education has a co-chair position, a teacher position, a superintendent position, as well as the principal of the Electronic High School on the steering committee. The UEN subcommittee structure brings many public education representatives to the table to give advice and direction to the steering committee.

UEN develops and operates a coordinated, statewide, multi-option telecommunications system to assist in the delivery of educational services throughout the state.

The collaboration and economies of scale of the UEN steering committee brings high quality services to public ed. For example, UEN's budget pays the public education portion of the Pioneer Online Library which brings high quality resources to every student in the state. Without the UEN collaboration, it would cost Daggett district \$73 dollars per student annually to provide the Pioneer Online Library services. It would cost Jordan district \$11 dollars per student. The average cost, without the UEN negotiated discounts, would be \$17 dollars per student. With the UEN economies of scale, that same service is provided at a cost of .72 cents per student. The public education cost for the Pioneer Online Library is part of the UEN budget.

UEN provides on-going professional development for teachers and technical support personnel by supporting and hosting technical training. UEN supports organizations like the C-Forum where district trainers meet monthly to collaborate and share

resources. UEN hosts regular T-Forum meetings where district technical folks meet to collaboratively work out policy and issues around using a shared network. UEN supports local control with central coordination for the public education network.

Many of public education's mission-critical administrative functions such as attendance, finances, and grading are carried over the UEN funded backbone. The UEN network model helped schools move from a per-device ITS charge for connectivity to a flat rate for connectivity. Because of the UEN model of connectivity, it doesn't cost extra for a school to add more network devices to the network as they get funding to buy computers.

UEN hosts the Core Curriculum for USOE along with correlated, high-quality resources. UEN provides the one-stop shop for public ed curriculum resources. Because of the UEN data network, public ed teachers have access to a USOE resource called UTIPS. It's an online formative testing engine that has the USOE pool of testing items correlated to our core curriculum.

UEN not only gets E-Rate reimbursement funds for the large data network provided to public ed, UEN also provides staff to train districts how to apply for E-Rate reimbursements for telecommunication and local data connection costs.

UEN provides EDNET and data connection sites at public schools throughout the state:

UEN provides the two-way, interactive video EDNET service for public ed. Students in rural areas take AP courses from teachers at other schools over the UEN system. Rural high school students can also earn college credit from Universities who provide services delivered over the UEN backbone.

Public education hub sites manage site operations under policy established by UEN:

UEN provides the federally (COPA - Child Online Protection Act) and state mandated filtering for Internet traffic in and out of Utah public schools. (Internet and Online Access Policy Required: State funds may not be provided to any local school board that provides access to the Internet or an online service unless the local school board adopts and enforces a policy to restrict access to Internet or online sites that contain obscene material. www.le.state.ut.us/~code/TITLE53A/htm/53A04036.htm)

The Legislature provides an annual appropriation to UEN to pay for ongoing maintenance and operation costs of EDNET and the data infrastructure serving the state's public education systems.

Without these funds, the rural area and poorer areas throughout the state would not have access to the educational resources such as EDNET, the Electronic High School, and the Pioneer Online Library. UEN is about providing education equity for all our public ed students. Students in Box Elder get access to the same high-quality resources as students in Bountiful, St. George or Park City.

Other state mandates

Government Products and Services on Internet - Parental Access.

Reasonable progress toward online access including secure access by parents and students to student grades and progress reports, email communications with teachers, parent-teacher associations, and school administrators, access to school calendars and schedules; and, teaching resources that may include teaching plans, curriculum guides, and media resources. Utah Code 46-4-503 -

www.le.state.ut.us/~code/TITLE46/htm/46_03020.htm)

UEN hosts a teacher database called my.uen that hosts teachers' public Web pages where parents find links to curriculum resources and links to school and district SIS systems to check student attendance and grades. The UEN data network and the services hosted by UEN provide parents with a credible and reliable way to find appropriate educational resources for their students. Starting with the Pioneer Online Library and ending with individual teacher Web pages, parents are able to more fully participate in supporting their students academically.

Summary

UEN provides, economy, equity, and excellence. It serves public education by providing centralized coordination of a high-capacity, reliable data and video network. Mission-critical administrative and educational functions are carried throughout Utah to our students, teachers, and administrators. UEN's statewide influence benefits public ed through economies of scale - not only in purchasing power, but also in bringing together multiple people to share and collaborate for the good of all.

UEN's leadership in E-Rate is an example of how UEN provides support to Utah districts.

Pioneer, Utah's Online Library is an example of how UEN provides high quality education resources to all Utah public ed students.

UEN's NOC is an example of how technical expertise is shared throughout the state.

UEN's professional development is an example of how teachers are developing new capacities to meet the needs of students in the information age.

UEN's participation in the Qwest GeoMax project is an example of how UEN provides leadership for telecommunications development throughout the state.

UEN's Web site is an example of how UEN is supporting the academic needs of public education with high quality resources over the network.

To further support public education, we recommend that the legislature provide funds to:

(provide all connectivity to elementary schools as well as to secondary)

(provide on-going funding for schools to meet their on-going needs for educational technology)

MONTHLY E-MAIL NEWSLETTER REPORT - DISCUSSION

Issue

Each month UEN sends two E-mail updates to about 15,000 Utah educators in an effort to maintain ongoing communication and promote a wide variety of UEN-related services and events.

Background

UEN's Public Information department, in collaboration with Instructional Services and the Utah State Office of Education, has published monthly E-mail messages to educators who have subscribed to the UTED (Utah Educators) mailing list for several years. Since September UEN has used a third-party E-mail distribution service (Magnet Mail) to send out these messages. The service provides extensive statistical data.

Tracking reports show educators visited 7,338 links associated with the 88 newsletter stories published between September 2004 and January 2005. Among the most popular topics are Professional Development, upcoming events and Pioneer, Utah's Online Library.

Attachment A is a printout of the January edition of NetNews.

Attachment B includes charts on topics, readership, the top 25 stories and a statistical summary.

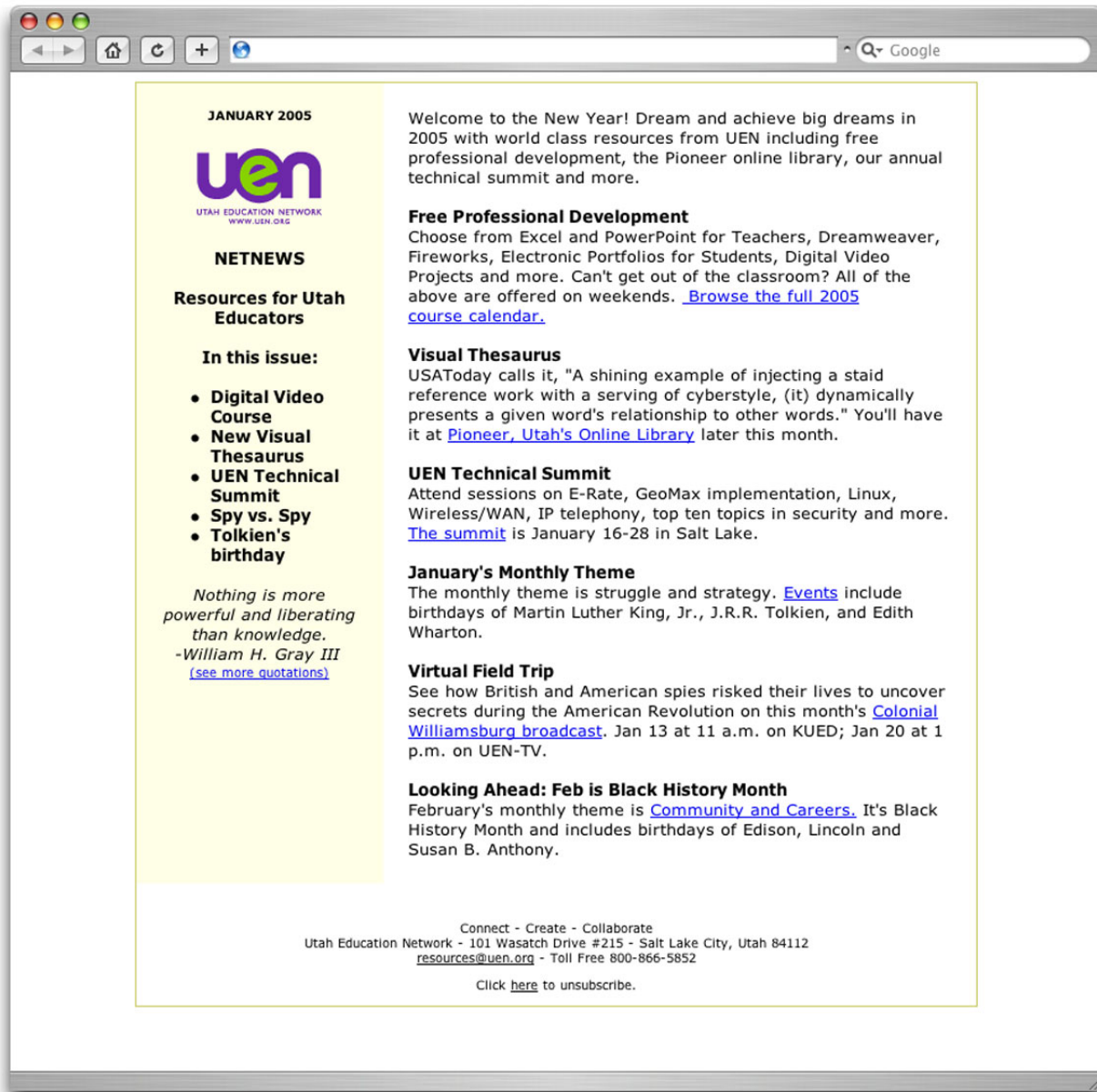
We invite members of the Steering Committee to subscribe to the UTED E-mail list by visiting <http://lists.uen.org/mailman/listinfo/uted>

Recommendation

This is an information item. No further action is required of the Instructional Services Subcommittee at this time.


TAB 5 ATTACHMENT A

JANUARY 2005 NETNEWS



The screenshot shows a web browser window with a search bar containing "Google". The main content area is divided into two columns. The left column has a yellow background and contains the UEN logo, the date "JANUARY 2005", the title "NETNEWS", and a list of featured articles. The right column contains a welcome message and several news items with hyperlinks. At the bottom, there is contact information for the Utah Education Network.

JANUARY 2005



UTAH EDUCATION NETWORK
WWW.UEN.ORG

NETNEWS

Resources for Utah Educators

In this issue:

- Digital Video Course
- New Visual Thesaurus
- UEN Technical Summit
- Spy vs. Spy
- Tolkien's birthday

Nothing is more powerful and liberating than knowledge.
-William H. Gray III
[\(see more quotations\)](#)

Welcome to the New Year! Dream and achieve big dreams in 2005 with world class resources from UEN including free professional development, the Pioneer online library, our annual technical summit and more.

Free Professional Development
Choose from Excel and PowerPoint for Teachers, Dreamweaver, Fireworks, Electronic Portfolios for Students, Digital Video Projects and more. Can't get out of the classroom? All of the above are offered on weekends. [Browse the full 2005 course calendar.](#)

Visual Thesaurus
USAToday calls it, "A shining example of injecting a staid reference work with a serving of cyberstyle, (it) dynamically presents a given word's relationship to other words." You'll have it at [Pioneer, Utah's Online Library](#) later this month.

UEN Technical Summit
Attend sessions on E-Rate, GeoMax implementation, Linux, Wireless/WAN, IP telephony, top ten topics in security and more. [The summit](#) is January 16-28 in Salt Lake.

January's Monthly Theme
The monthly theme is struggle and strategy. [Events](#) include birthdays of Martin Luther King, Jr., J.R.R. Tolkien, and Edith Wharton.

Virtual Field Trip
See how British and American spies risked their lives to uncover secrets during the American Revolution on this month's [Colonial Williamsburg broadcast](#). Jan 13 at 11 a.m. on KUED; Jan 20 at 1 p.m. on UEN-TV.

Looking Ahead: Feb is Black History Month
February's monthly theme is [Community and Careers](#). It's Black History Month and includes birthdays of Edison, Lincoln and Susan B. Anthony.

Connect - Create - Collaborate
Utah Education Network - 101 Wasatch Drive #215 - Salt Lake City, Utah 84112
resources@uen.org - Toll Free 800-866-5852

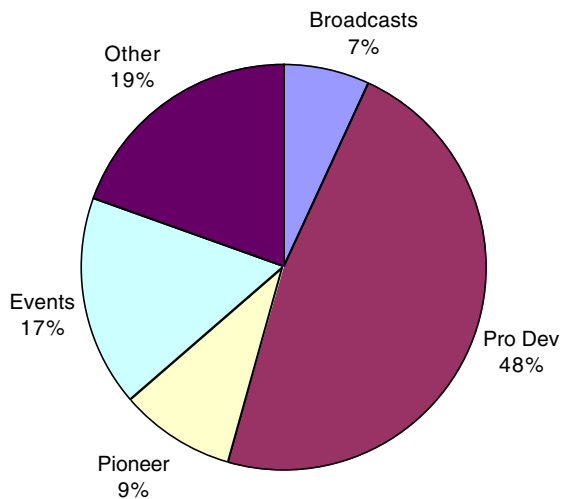
Click [here](#) to unsubscribe.

TAB 5 ATTACHMENT B

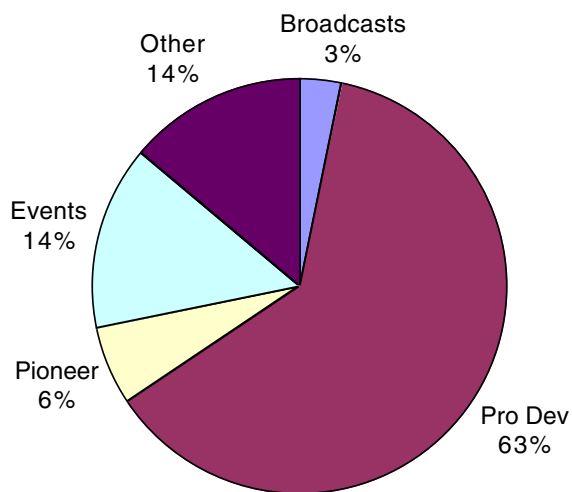
MONTHLY E-MAIL NEWSLETTERS REPORT

Between September 2004 and January 2005, UEN Public Information sent ten bi-monthly E-mail newsletters to educators registered with my.uen.org. Half of the issues contained general news (NetNews) and half focused exclusively on teacher training opportunities (Professional Development Update.)

Story Topics (88 stories published)



Story Readership (7,338 story links followed)



Top 25 Newsletter Stories

#	Featured Story	Newsletter Issue
1	537 Free Professional Development	Dec. 04 NetNews
2	509 Free Professional Development	Jan. 05 NetNews
3	404 Free Professional Development	Sept. 04 NetNews
4	271 Many Views of Thanksgiving - Newsbyte	Nov. 04 Professional Development Update
5	251 Update Your Log-in to Assure Future Access	Sept. 04 NetNews
6	211 Smart Tools at www.uen.org (course)	Oct. 04 Professional Development Update
7	210 December Courses Almost Full	Nov. 04 Professional Development Update
8	199 Mar 2-3 - Digital Camera in the Classroom	Jan. 05 Professional Development Update
9	198 Enliven Your Classroom with Digital Photos & Video	Nov. 04 NetNews
10	186 Update Your UEN Log-in	Nov. 04 NetNews
11	168 Free Professional Development	Oct. 04 NetNews
12	156 Feb. 10 - Smart Tools Online	Jan. 05 Professional Development Update
13	140 December 1 - New Schedule to be Posted	Nov. 04 Professional Development Update
14	137 Non-Partisan Election Resources for Educators	Oct. 04 NetNews
15	134 Check the Full Schedule of Fall Courses	Oct. 04 Professional Development Update
16	114 January's Monthly Theme: Struggle & Strategy	Jan. 05 NetNews
17	112 Jan. 19 - Electronic Portfolios for Students	Dec. 04 Professional Development Update
18	109 Feb. 15-16 - Use Technology to Teach	Jan. 05 Professional Development Update
19	106 Sept. Monthly Theme: Citizenship and the Constitution	Sept. 04 NetNews
20	104 New Library Collections for Pioneer	Sept. 04 NetNews
21	100 Oct. 2 & 9: Digital Camera in the Classroom	Sept. 04 Professional Development Update
22	99 Update Your School Info	Dec. 04 NetNews
23	99 Jan. 27 & 28 - Digital Camera in the Classroom	Dec. 04 Professional Development Update
24	99 Apr. 14-15 - Excel for Teachers	Jan. 05 Professional Development Update
25	97 Employment Opportunity	Oct. 04 NetNews

Total E-mails Sent October - January

	Total E-mails sent since Sept. 04	10Month Average		
Sent	152,694	15,269		
Delivered	131,735	13,174	86.27%	Of sent e-mails delivered
Opened By	34,332	3,433	*26.06%	Of delivered e-mails opened
Recipients clicking a link	4,952	495	14.42%	Of opened e-mails clicked
Story links followed	7,338	734	1.48	Stories followed per recipient
Unsubscribed	160	16	0.47%	Of opened e-mails unsubscribed
Bounced	20,941	2,094	13.71%	Of sent e-mails not delivered

*Actual readership may be significantly higher since some e-mail programs permit reading a message without formally opening it.

UEN ADULT LEARNING SPECIALIST - DISCUSSION

Issue

Nate Southerland, UEN's new Adult Learning Specialist, will introduce himself and explain some upcoming changes to the PBS Adult Learning Service (PBS ALS).

Background

As we examine the work of our colleagues in public broadcasting, particularly community and education licensees, it has become more evident that a match between the systems and services of UEN and the needs of organizations that provide service for adult learners would be better served by having a dedicated staff person at UEN to work in this capacity.

UEN is looking forward to exploring more ways to support state agencies and institutions that provide life long learning opportunities for clients, such as GED, Workplace Essential Skills, non-credit classes, workforce certifications and other programs.

PBS Adult Learning Services

Stations and institutions were disappointed to learn recently that PBS Adult Learning Service will cease operations effective September 30, 2005. The message from PBS reads:

We are making this announcement eight months in advance to give colleges time to make alternative arrangements for continued usage of PBS-distributed courses. PBS will continue to process licensing and enrollment reporting through the summer 2005 academic term. We are in discussions with our course producers to confirm details and contact information for our college clients who wish to license courses for fall 2005 or beyond. We will share this information via E-mail and on our web site (PBSals.org) as soon as it is available.

UEN contacted the distance learning staff from the University of Utah and Salt Lake Community College, since they are the only institutions currently licensing programs through PBS ALS. As we learn more, UEN will work with these institutions to identify alternative programming or alternatives for these courses.

Recommendation

This is an information item. No further action is required of the Instructional Services Subcommittee at this time.

LIGHTWEIGHT DIRECTORY ACCESS PROTOCOL (LDAP) - DISCUSSION

Issue

The Utah Education Network was asked by various stakeholders to provide a way for educators to use their my.uen login information to access certain non-UEN services, such as UTIPS and OnTrack. Educators would benefit because it would eliminate the need to create and remember additional logins.

Background

Brad Midgley, from UEN's software development group set up the LDAP - (Lightweight Directory Access Protocol) service the beginning of October 2004. The LDAP service allows an authorized application to consult the directory in order to:

- 1 Verify someone exists and they entered the right password
- 2 Store a piece of data with the user that points to the user's data within the application (the "primary key")

In order to take advantage of the LDAP service outside entities would need to complete a small amount of programming.

Both UTIPS and OnTrack were notified in October 2004 that the LDAP service was ready to go, however neither the Southeast Service Center / UTIPS nor OnTrack / iAssessment has completed the programming on their side to utilize this service.

Recommendation

This is an information item. No further action is required of the Instructional Services Subcommittee at this time.

IP VIDEO PROJECT UPDATE - DISCUSSION

Issue

The February 2005 report describes continued activity with the IP Video Project. There is continued site migration, increased training opportunities, bridge and management software evaluations, as well as planning for the next round of site migration.

Background

EDNET IP Video Site Migration and Installation Status

- UEN continues to aggressively install and migrate new and existing IP Video, EDNET sites. Many sites were installed outside of the anticipated and budgeted installation schedule based on student and programming needs that could not have been accommodated otherwise.
- UEN is in the planning stages for the next round of site installations that will continue through summer 2005 and anticipates approximately 50-60 sites pending funding and resources.
- Training efforts are an ongoing effort and continue as new sites are turned up, new facilitators identified and requests are made.
- There has been some further development of the UEN IVC Web Site presented last meeting. UEN staff continues to develop new and useful content and materials for this site. We are currently reviewing the content on the site and identifying areas that need to be improved, changed and added. We are also evaluating the aesthetic and general look and feel of the site and will be revamping this in the near future.

MCU Bridge and Management Software Operations and Status

- UEN is currently running two IP Video MCU Bridges in limited production use. We support events using two disparate systems while we continue to test evaluation equipment and software for a more permanent and efficient long term solution.
- UEN staff have been testing these management software and associated support hardware solutions at a development level for a couple of months now and when

appropriate running some events in a controlled production environment. We have set a deadline of March 2005 to conclude this evaluation period and make a decision on an adequate bridge and software solution.

- Currently all multi-point events are still being monitored and/or built manually by the TOC and Scheduling staff when they occur. This is an interim operational practice while we continue to evaluate the above mentioned solutions.

Immediate and On-Going Efforts

- Daily operational practices for ongoing IP Video events and site support.
- Post mortem site certification efforts for “Associate” Sites, along with further development of “Associate” Site support agreements, policy and processes.
- Continued development, evaluation, testing and implementation of support hardware and management software solutions.
- Continued development, integration and implementation of Training and Best Practices for teaching over IP.
- Preparations for next phase of IP Site migrations and new site installations.
- Continued updates and development of the Instructional Video Conferencing Web Page to provide stakeholders with the needed information, tools and resources to help further understanding of IVC technologies and to help guide them in their own endeavors and provide valuable help as UEN migrates to a complete IP Video system.

Priorities and Next Steps

- The IP Instructional Sub-Team has received the approval of the IP Video Project Steering team to move forward with their updated training approach focusing their efforts on the implementation of daily operational practices and updated training materials and best practices guides to better prepare stakeholders to get the most advantage out of teaching over IP.
- The IP Video Project Technical Sub-Team and operations staff are focusing their efforts on the aggressive evaluation and testing of the MCU Bridge hardware, associated network and endpoint hardware, and management software solutions to adequately address the systems current and future needs.
- The Project Sub-Teams along with UEN Operations, Field, Engineering and Scheduling staff are currently gearing up to accomplish the next phase of IP Video migrations and new site installations over the next 18 months.

Recommendation

This is an information item. No further action is required of the Instructional Services Subcommittee at this time.

ETHERNET RFP - ACTION

Issue

Ethernet RFP

Background

UEN has prepared and circulated a statewide Request for Proposals to procure Ethernet services. The RFP was completed and sent to vendors last November. Dennis Sampson has been leading this effort. It is the UEN goal to complete the Ethernet transformation over the next 2-3 years.

Vendor responses were received on December 16, 2005. UEN staff spend several weeks evaluating these vendor proposals. Vendor meeting were held in January to review responses with high potential. This input was considered and vendor awards were sent out late in January.

The Schools and Library Division (SLD) E-Rate filing deadline of February 17, 2005 has significantly influenced the pacing of these awards. UEN has made great efforts to contact district technical staff in each affected area to review these awards. Awards have been made with the understanding that contracts will not be entered into without full support from each participating district.

Analyzing the vendor responses yielded some interesting information. Single vendor responses were received in many areas. When the pricing made sense awards were made in these areas. In a few areas awards were not made. This was the case only when pricing seemed to be far greater than seemed reasonable as compared to similar responses in other areas.

Two wireless vendors provided responses to the RFP. This provided competitive options that were not previously available in many areas of the state. One wireless company, Conterra, was awarded sites in several districts. This award is contingent on successful completion of several pilot projects in these districts. Acceptance of Conterra as a vendor is also dependent on the approval of the participating districts.

UEN is busy working through last minute details. Contracts must be completed and SLD documents filed by February 17, 2005. The short timeframe and complexity of this project precludes us from being able to provide further details at this time. A full review of this project will be provided at the April Steering Committee meeting.

Recommendation

Further information will be available at the Steering Committee meeting. It is requested that the Subcommittee discuss and support this RFP process as explained.

RFP FOR ADDITIONAL INTERNET BANDWIDTH - ACTION

Issue

In May, 2005, UENs contract for an OC-3 with Sprint will expire. In the fall of 2004 UEN circulated an RFP to solicit bids to replace this contract and explore options for Internet connectivity for the network.

Background

The main purposes of the RFP were to (1) replace the Sprint OC-3, (2) explore the potential of providing Internet access at a UEN point-of-presence (PoP) other than EBC, and (3) decrease the dependence on EBC as the single Internet PoP.

UEN received many excellent responses to this RFP that provided several possible options.

A group of six individuals from Technical Services (Engineering, NOC and Administration) and UEN finance and accounting department evaluated the responses over a two month period. This has been the most extensive and complicated Internet RFP that UEN has undertaken to date. In terms of quality and quantity these have also been the best responses, overall.

Solutions throughout the state were proposed. However, only those involving the use of Dixie State College provided truly separate fiber and hardware facilities.

Upon evaluation of all responses and a thorough exploration of options, UEN chose a solution that will double the overall network Internet capacity (from 900MB to 1.8GB) and will reduce expenditure by \$2,500 per month. Two awards were made to facilitate this solution. UEN will double the American Fiber Systems capacity at EBC from 300MB to 600MB This will provide better balance between our other Internet connections.

The second award is for a connection to the Dixie State College PoP. This award is made to Broadwing Communications and will add an additional 600MB of capacity to be delivered out of Palmdale California. The connectivity to Dixie will be usable by the entire network through the GL3 backbone. This highlights the strength of GeoMax and GL3, giving us the ability to place Internet access at any of the GL3 PoPs with benefit to all points of the network.

Highlights of this award:

- 1 Doubles Internet capacity from 900MB to 1.8GB
- 2 Reduces Internet expenditure by \$30,000 per year
- 3 Adds an Internet point of presence in southern Utah that is not dependent in any way to infrastructure in the Salt Lake metro area
- 4 Closely matches the capacity of the three Internet connections for better load balancing, control and access
- 5 One more step toward a more diverse, reliable network

Due to E-Rate filing deadlines, awards have been made and contracts written and executed by both parties. All contracts are subject to state and federal funding.

Recommendation

It is recommended that the Steering Committee approve the contracting, ordering and installation of the extended contract with American Fiber Systems and the new contract with Broadwing Communications to provide expanded Internet connectivity through the UEN network.

SERVICE DESK STATUS - ACTION

Issue

HP Service Desk has been in use at UEN for about 16 months. This report summarizes the current status of Service Desk, identifies challenges that are being addressed, and proposes establishment of a user group to provide oversight.

Background

Nearly two years ago UEN Technical Services undertook a project to replace the then current trouble ticketing and tracking program, Remedy. At that time UEN acquired and installed the HP Service Desk product. Several factors motivated this change. Some of the issues that provided the catalyst for change remain and must be addressed.

The UEN NOC took initial responsibility for the HP Service Desk project. The initial implementation was designed to meet the immediate needs of running a NOC. Over the last few months we have determined that this project must be expanded and refined. Thom Gourley, UEN Software Development Manager, has been assigned to evaluate the state of the HP Service Desk product and design a plan to expand the usage. This will allow other UEN departments and our stakeholders to take advantage of this important tool.

This change in focus is intended to provide a more robust, flexible foundation with Service Desk. Thom has provided an evaluation of the product and what must be done to realize our goals as we focus on upgrading this tool and expanding its usage. Thom's evaluation is thorough and insightful, providing an excellent discussion of how we will go about making this resource more useful.

UEN Technical Services installed Hewlett Packard Service Desk in October, 2003, to replace Remedy Corporation's AR System as its primary IT support and trouble ticketing system. HP Service Desk was seen as an appealing alternative to Remedy due to its richer data environment and broader range of functionality. The UEN Network Operations Center (NOC) became the driving force behind the move to the new system and worked closely with a consultant for its implementation.

Unfortunately, over a year after its deployment at UEN, many of the problems which Service Desk was expected to cure still exist. Some of the ongoing problems exist independent of software. Service Desk – or any other IT enterprise system – is intended to support the people and processes involved in providing services. Service Desk is intended to help align IT services with an organization's business practices. A careful analysis of some of UEN's problems with its Service Desk implementation

reveals a disconnect between business processes, the UEN Service Desk implementation and the planning needed to integrate the two.

A close look at UEN's problems related to Service Desk reveals that although there is frustration with the way the application was deployed, most of the UEN staff interviewed so far feel that the software itself is less the problem than the way it was deployed. What follows is a categorical discussion of some of the problems identified so far, and some actions proposed to address them.

Policy Considerations

The Service Desk Application

Based on our experience during the past year and a half, it is appropriate to ask whether we should abandon Service Desk in favor of another application?

As stated before, some problems existed before the implementation of Service Desk, which was partly the justification for the purchase. A commitment of the time and resources necessary to integrate it with existing business processes is critical to the success of any application. This process seems to have been circumvented in favor of deploying the application as quickly as possible.

In comparison to Remedy, Service Desk offers a much richer range of functionality at a lower cost. A return to Remedy would still require a commitment to integration at the same level as that with Service Desk. So the net payoff of a return to Remedy seems to be negative.

Another proposed alternative, using an assortment of freely available Open Source tools, does not offer the integration of data at the enterprise level that is available with Service Desk. An assortment of a half dozen open source tools could mean the deployment of the same number of data stores, each independent of all the others. This severely limits the ability to gather data for resource analysis and fiscal planning.

Additionally, nearly all UEN staff interviewed have expressed an interest in making Service Desk work, which gives it a positive predisposition from its users.

Immediate Needs

The switchover to Service Desk left many stakeholders without the ability to enter trouble tickets (a task they were accustomed to performing on a regular basis with the old Remedy system).

The UEN NOC and Computer Operations staff have recently configured the email submission interface for service requests on Service Desk and made it available to users. This can serve as either a long term solution for those who find the email interface convenient or it can serve as a temporary workaround for those desiring a richer user interface (such as a web client) until that interface can be made available to them.

Organization and Planning

Service Desk was deployed with little or no transition planning for integration with existing business processes. From the beginning, the NOC assumed all responsibility for the administration of the application, leading to the perception that Service Desk is “owned” by the NOC.

Although the NOC will be a primary user of the system, Service Desk is designed to assist in managing many facets of IT services that will cross departmental lines: Hardware and software configurations, incidents, problems, change management, Service Level Agreements, software releases and bug reports, and service contracts on equipment – to name just a few. Service Desk is intended to be an enterprise IT support tool, accommodating information flow across the organization. So the responsibility for determining how the application integrates with the business lies with the users. But the day to day administration of the application itself cannot be turned over to such a large group without resulting in chaos.

An active users' group representing interested parties from UEN [and stakeholders needing to use the system] can serve as the guiding body for setting policies and standards for the application's use and to guide those charged with the daily administration of the tool. The users' group can also serve as a venue to resolve disagreements when departments differ on data standards and the use of the data within the application.

Having regular discussions of issues related to Service Desk and supported business processes will help span many of the communication gaps of the past. The users will have a forum to share ideas in cooperation to solve common problems on a regular and consistent basis.

The UEN Software Development group (with assistance from staff in other departments such as the NOC and Computer Operations) will assume the responsibilities of daily administration of the application as well as user form customizations, report generation, and implementation of other requests made by the users' group and UEN management.

Access and Usability

Over a year after its deployment, many UEN departments still don't have access to Service Desk. Many potential users received a brief training from the consultant around the time Service Desk was deployed. Those who have not used the system since that time have probably forgotten most of the topics covered in the training sessions.

Some staff who have been using the system complain that the user interface requires too much detail in the entry of service requests, making the process tedious and time consuming. Others point out that much of the data needed to create service requests (such as configuration item data for some of the equipment on the network) has not yet been entered into the system, which prevents them from being able to enter tickets.

Configuring the application, its data, and tailoring screen forms for ease of use all require thorough training on the administrative interface of Service Desk for those responsible for administration. In addition, making the application usable for all end users will require access to the application along with timely training on the user interface.

Key staff in Software Development will get administrative training immediately so that they can concentrate on data imports, user interface issues, and custom reporting. Secondly, other key staff from the users' group and other groups with persons in need of training will be scheduled for end user training. All training should be contracted from Hewlett Packard to assure that the trainers have expertise with the application.

After training, further efforts can be made to streamline forms on the user interface to make them less cumbersome to use and the process of data entry more efficient.

Conclusion

UEN's initial deployment of HP Service Desk to replace Remedy's AR System has suffered setbacks as the result of a hasty implementation with little planning or user involvement. But in spite of a faulty start, the application still has great potential for providing data support to the range of services that UEN provides to its users.

The role of Service Desk in supporting the business processes of UEN can only be a success with a commitment by management and staff to making it work. The formation of an effective users' group to guide the administration of the application will circumvent many of the problems of the past by empowering users to provide a sense of ownership at the organizational rather than the departmental level.

Earlier mistakes in the deployment of Service Desk at UEN can be corrected by a commitment to take the time to make the application work. The end result will be an overall improvement in UEN's services through more effective deployment of its resources and greater accountability to its stakeholders.

Recommendation

It is proposed that the Technical Services Subcommittee support the development of a Service Desk User's Group, consisting of UEN staff and appropriate stakeholder representatives. The User Group would provide advise to staff and administrators, and could report its findings and recommendations to the Technical Services Subcommittee.

IP ADDRESSING PROCESS - DISCUSSION

Issue

IP Addressing Process

Background

At its December meeting, the UEN Steering Committee requested that the Technical Coordinator Council (TCC) initiate a project to develop processes and procedures for IP Address Allocation of UEN managed IP space. The TCC has made significant progress since accepting the assignment to lead this project.

UEN and TCC leadership met to discuss specific expectations in late December. This project was discussed in late January at the TCC quarterly meeting. At that time a working group was established. Sterling Fuhriman, Salt Lake City School District, and James Christensen, CUES, accepted assignments to serve as chairs.

The first working group meeting occurred earlier this month. Members of this group participated on a video conference call. Four sub-groups were discussed. James and Sterling are organizing the group and will divide members into these four areas. Work will proceed in each and then be discussed in full group meetings. Other sub-groups may emerge through further discussion. Once these groups are finalized more information will be provided to the Steering Committee

The next meeting for this group will be held during the UCET meeting in early March. UEN appreciates the efforts put forth by the TCC and its members. This is a complex set of issues and statewide cooperation is required to accomplish our goals.

Recommendation

This is an information item. No further action is required of the Technical Services Subcommittee at this time.

NOC DIRECTIONS - DISCUSSION

Issue

NOC Directions Discussion

Background

The highest priority of UEN Technical Services is Operating the Network. The UEN Network Operations Center (NOC) has begun a transformation to improve the way we address this priority, and specifically to ensure that the GL3 and Ethernet upgrades provide increased network performance and reliability.

Studies show that 80% of network failures are due to human mistakes or process failures, and only 10% are due to technology failures. The GL3 network establishes the infrastructure for a more reliable network, but network reliability is far more dependent on human factors related to the operation of the UEN network. The NOC transformation addresses areas of organization, processes and tools that will complement significant network changes introduced by the GL3 project.

We have developed a set of responsibilities for NOC staff that will be essential to the NOC transformation this is being undertaken. Specific actions include:

- 1 A Phone Tier has been implemented that will answer all in-coming calls, open and close tickets, and escalate issues to Escalation Engineers.
- 2 Software Development has hired a programmer who is currently focused specifically on Network Operations internal tools development.
- 3 We are developing a NOC Strategy similar to the GigE strategy that led to GL3, and expect to complete a draft document this summer.

Recommendation

This is an information item. No further action is required of the Technical Services Subcommittee at this time.

NOC UPDATE - DISCUSSION

Issue

NOC Updates

Background

The UEN network experienced several major outages January 12-14 and January 18, ultimately due to increased network traffic that congested interfaces on multiple routers at EBC. During the outages, we suspected (in part based on the equipment vendor's review) at first that there was a software problem with one of the core Ethernet switches, and spent two days (Jan. 13-14) attempting to resolve that issue.

Over the Martin Luther King holiday weekend, UEN NOC staff reviewed the incident and determined that the most likely cause was interface congestion. The following morning, January 18, several interfaces were moved within the EBC PoP to reduce traffic from the congested interfaces. Once traffic on the congested interfaces dropped below the congestion point, the problem was alleviated and has not recurred.

GL3 is the permanent solution to the congestion that caused the January outage. UEN has reorganized the GL3 implementation schedule and assigned a "Hot Team" to accelerate the move to the GL3 network. The EBC migration began Feb. 8 and is expected to be completed by Feb. 25. Changes at UVSC and SLCC are planned for mid-March. Modifications on the south and north backbones will occur later and dates for those changes have not been scheduled at this time.

The UEN NOC has been reorganized on a temporary basis to accommodate the GL3 Hot Team. Troy Jessup is temporarily functioning as the NOC Supervisor, overseeing day-to-day NOC activities, in addition to still overseeing network security. Patrick Bergen is now the primary individual responsible for security issues. These organization changes allowed Pete Kruckenberg to lead the GL3 Hot Team.

Recommendation

This is an information item. No further action is required of the Technical Services Subcommittee at this time.

STEERING COMMITTEE BUSINESS MEETING

T A B 15

**REPORT OF THE INSTRUCTIONAL SERVICES
SUBCOMMITTEE - DISCUSSION**

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

STEERING COMMITTEE BUSINESS MEETING

T A B 16

**REPORT OF THE TECHNICAL SERVICES
SUBCOMMITTEE - DISCUSSION**

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

STEERING COMMITTEE BUSINESS MEETING

T A B **17**

STEERING COMMITTEE MEETING MINUTES

UTAH EDUCATION NETWORK STEERING COMMITTEE

December 17, 2004 - 9:00 am

Members Present: Ray Timothy, Gary Wixom, Mike Petersen, Steve Hess, Ray Walker, Jon Crawford, Pat Lambrose, Wayne Peay, Glen Taylor, Kirk Sitterud, Donna Morris, Weldon Sleight, Larry Shumway, Dick Siddoway, Ray Walker and Al Sherwood

Others Present: Laura Hunter, Jim Stewart, Larry Smith, Claire Gardner, Bill Kucera, Lisa Kuhn, Dennis Sampson, Jeff Egly, Rick Cline, Gary Tingey, Rene Willemsen, Barry Bryson, Rick Gaisford, Cory Stokes, Karen Krier, Troy Jessup, Eric Manz and Cory Stokes (south)

Welcome and Introductions

Gary Wixom welcomed everyone to the December meeting. Gary turned the meeting over to Mike Petersen.

Committee of the Whole

Budget

Mike began with a report to the Committee of the Whole on the recently published Governor's Budget Proposal. The Governor's four recommendations for UEN includes \$206,000 in critical compensation, \$800,000 one time funds for converting EDNET to IP Video, \$2.5 million one time funds and \$650,000 ongoing funds for network capacity reliability project, and support for \$500,000 for Pioneer Library. The Governor's recommendations do not include all of UEN's budget requests.

Tab 10 – Security Update

Mike turned the security portion over to Rick Gaisford and Ray Walker. Ray mentioned that the security group met on November 4th and that the Security Summit will be held March 7th and 8th. They will be putting together curriculum for digital citizenship as this is one of the top important issues. They are continuing their work with the Peer to Peer Working Group and more information on this can be found behind Tab 10 Attachment A.

Discussion was brought up regarding IP addressing and what can be done to clean up and add more IP addresses as some areas are running out. They would like to establish a working group to work on this issue. Troy Jessup mentioned that IP addressing was something that needed to be addressed, the real issue around this is bandwidth and lack of appropriate bandwidth to accommodate everything.

Gary mentioned the UEN Technical Summit 5.0 is January 26-28, 2005. It is being held at the Dolores Doré Eccles Broadcast Center. The meeting was adjourned for members to attend their subcommittee meetings and the committee as a whole will reconvene at 11:00 am.

Steering Committee Business Meeting

Instructional Services Subcommittee Report

Tab 11 – Public Education Advisory Committee Report

Dick Siddoway talked about the Public Education Advisory Committee and shared information about eMedia and that it was discussed during the subcommittee meeting that the full rollout on this project should be delayed until everything is working properly. The pilot is planned on being released in January 2005.

More information on what this committee is doing can be found behind Tab 12.

Tab 12 – Higher Education Advisory Committee

The Higher Education Advisory Committee is busy working on their two surveys that will be completed during January 2005. They will have more to report on this during February's meeting.

Tab 13 – IP Video Project Report

Dick reported that by the end of August 2004 approximately 44 legacy EDNET video sites were converted to IVC. New installations are scheduled through July 2005 based on current funding. A list of sites can be found in Tab 13 Attachment A. The two priorities for this project are the training and then the upgrades of the hardware and software.

Tab 14 – Interactive Video Demonstration

Utah Education Network is proposing a series of Virtual Field Trips that will be offered to Utah K-12 schools. These will be one-time events that will be offered through Interactive Video Conferencing systems. A draft was put together for Video Conferencing Scheduling Protocol with IDS Solutions and can be found behind Tab 14 Attachment A

There was a motion from the Instructional Services Subcommittee that this draft be approved for the purchase of Virtual Field Trips. A second was not required and **THIS MOTION PASSED WITH ALL VOTING IN FAVOR.**

Tab 15 – Pioneer Library Promotion

Pioneer, Utah's Online Library has become an ever-increasing valuable online resource since it started. They are now recording over 6 million searches a year. Rick Cline has been conducting site visits, workshops and promotional workshops for Pioneer Library all over the state. They will be adding some new software packages to the library online system starting in January 2005.

Tab 16 – Top 25 Web Services Report

Utah Education Network's Web services department uses WebTrends software to generate monthly Web reports. The web results for July 2003 to June 2004 are Public Education Pioneer Library having the most visitors and Higher Ed Pioneer Library having the second most visitors. A more detailed list with the survey results can be found behind Tab 16 Attachment A.

Tab 17 – Geographic Information System

The Geographic Information System allows many fields of data to be overlaid one on top of the other. There is a statewide license of ESRI's ArcView software available to all Public and Private K-12 School Districts. There is a power point presentation behind Tab 17 Attachment A for a closer look at this system.

Tab 18 – UEN-TV Services Update

Since converting call signs to KUEN in September 2004, there has been increased interest in the television programming and services available through the Utah Education Network. There are now 28 telecourses from Higher Education scheduled for the spring semester. UEN is working with the institutions to gather data on production dates and use of the courses in order to make recommendations for fall semester scheduling next year.

Technical Services Subcommittee Report

Tab 19 – Special Projects Budget

Glen Taylor opened the discussion regarding the allocation of the \$100,000 in the non-Ethernet portion of the budget. proposed supporting three projects: \$40,000 for Service Center Generators, \$20,000 for Cyber Corps Support and \$40,000 for Router Replacement.

A motion was made to approve the 3 non-Ethernet special projects totaling \$100,000, and to move forward with the 10 Ethernet projects. **THIS MOTION PASSED WITH ALL VOTING IN FAVOR.**

Tab 20 – IP Address Management Policy

IP addresses are a fundamental component of the Internet and UEN network infrastructure. Each computer must be assigned a unique IP address to access the UEN network and other devices. UEN does not have a defined policy in place today to deal with IP addressing. After extensive discussion, the committee agreed that the TCC should be asked to study and develop a plan to manage UEN-owned IP addresses.

A motion was made to assign the IP addressing project to the TCC Group. **THIS MOTION PASSED WITH ALL VOTING IN FAVOR.**

Tab 21 – WebCT Vista Technical Status

Mike Petersen shared that the WebCT Vista project is a Learning Management System that extends a course and its activities beyond the classroom enabling online learning and interaction. UEN's WebCT Vista Installation can be found behind Tab 21 Attachment A.

This is an informational tab and no further action is required.

Tab 22 – Pioneer Library Support

The Network Operations Center has been working with the vendors and Instructional Services to make sure the system is working properly. This is just an information section and no further action is required.

Tab 23 – San Juan CIB Grant Project

Glen shared that this project is nearing completion of the first phase. Requests for funding have been submitted to CIB for more funds in order to complete the second and final phase of this project.

Tab 24 – E-Rate Update

Glen reported that \$13 million was requested by UEN's during the current year for our statewide Internet service, non-WAN Qwest services, rural WAN applications and miscellaneous circuits. Additional training classes for E-Rate will begin again on December 9th and will continue until the close of the filing window. All of the districts continue to rely on weekly E-Rate newsletters for FCC policy changes, as well as assistance from the State Coordinator and the Local Service Reps.

Tab 25 – Network RFP Report

Jim Stewart explained that they are in the middle of evaluating the Internet RFP that is due in December. There are two major objectives associated with this RFP. The first is to increase Internet bandwidth. The second is to assess the feasibility of placing Internet access at distributed sites throughout the state. Vendors have been asked to provide pricing for UEN PoPs other than EBC. A decision will be made the end of December.

Jim also shared with the group that a second Ethernet RFP has been released. UEN seeks pricing to provide Ethernet services for all schools in Utah that do not currently have high capacity Ethernet connections. Vendors have been asked to provide Ethernet solutions at speeds of 100 Mbps and 1000 Mbps for secondary and elementary schools. Responses were due December 9th. A final report will be shared with the Steering Committee in the February meeting.

Tab 26 – Monthly Service Report

UEN has been developing the Monthly Service Report (MSR) for the past eighteen months. Based on feedback from district staff, improvements will continue to be made in the report and it will be distributed more widely to other interested UEN stakeholders. The MSR is a dynamic report that can be modified through user input to meet the accountability commitments made to UEN stakeholders. These reports are available to Steering Committee members for review and comment.

Tab 29 – Steering Committee Minutes

Mike reported that the minutes from each subcommittee meeting would be included going forward for review on the web prior to the Steering Committee meeting.

A motion was made to approve minutes from the October Steering Committee meeting. **THIS MOTION PASSED WITH ALL VOTING IN FAVOR.**

The meeting was then adjourned until the next Steering Committee meeting, which will be held on February 18, 2005 at 9:00 a.m. at the Dolores Doré Eccles Broadcast Center.

Instructional Services Subcommittee Meeting

December 17, 2004

Attendees: Dale Bills, Rick Cline, Jon Crawford, Rick Gaisford, Claire Gardner, Cyd Grua, Laura Hunter, Karen Krier, Bill Kucera, Pat Lambrose, Donna Morris, Wayne Peay, Dick Siddoway, Kirk Sitterud and Larry Smith

Minutes compiled by Leah Bryner

Tab 11 - Public Education Advisory Committee Report - Rick Gaisford

Rick Gaisford gave a report on the PECC meeting held.

- 1 Committee process – What is the set process? How to find recommendations? Group would like to see a clarification of process.
- 2 Need for services not created in house – single user log-on, UTIPS.

Action Item - Add these issues to February agenda

Tab 11 - Addendum Handout - eMedia - Dick Siddoway

- 1 Cory Stokes presented the eMedia project to UIMC and Davis School District.
- 2 Karen Krier recommends system to be fuller before launch, would like to do a pilot ASAP, and enrich resources at the same time.
- 3 Larry Smith said other states are having the same problems.
- 4 Committee discussed advantages of waiting until pilot is complete.

Action Item - We will move forward with pilot, but must make sure working before rollout.

Rick Gaisford would like to compliment the staff on the Committee's behalf for working so hard on this difficult project.

Tab 12 - Higher Education Advisory Committee - Laura Hunter

There was an in-person meeting and conference call with Higher Education. The surveys are in the process of being put in online form. There are two surveys – faculty training and digital asset use.

Tab 13 - IP Video Project - James Hodges

There will be training at migrated sites. Hardware: Two MC bridges purchased this summer have been used in production all semester. There were some functionality issues to work out, but things are going well. Grant money received over summer

helped move project faster. Note* Moving toward use of IVC term rather than Polycom brandname.

New equipment in University of Utah Credit Union Conference Room (EBC) is being proofed, and once it is working, it will be pushed out to complex migration sets. It can easily be modified for more simple or complex needs.

Tab 14 - Interactive Video Demonstration Project - Laura Hunter

In order to get more use of IP Video outside high school/college courses, Laura Hunter is working with Salt Lake Community College and IDSolutions for virtual field trips. IDSolutions has a variety of curriculum areas. Laura Hunter has proposed process with C-Forum to nominate teachers to select field trips connected with their curriculum. This will begin in early 2005.

This process would work by UEN subscribing to a bank of field trips. When teachers select a specific field trip, it would draw on their account. Kirk Sitterud recommended approval of this project and Wayne Peay seconded.

Tab 15 - Pioneer Library Promotion - Rick Cline

Pioneer Online Library's statewide advocate workshops have ended. There is an online form for advocates to request Pioneer Library promotional materials.

Laura Hunter added that Visual Thesaurus, a new Pioneer Library product, should be online by January. 163 educators responded positively to the Visual Thesaurus trial. An international dictionary will also be added, and will include English, French and Spanish.

Tab 16 - Web Services Report - Karen Krier

Web trends report running on server called "Tuck" shows Pioneer Online Library among top hits. Pioneer Online Library is the third most visited in March, April, and May, and the lowest in the summer months. Usage stats are posted monthly, and can be viewed at www.uen.org/ueninfo

Tab 17 - GIS Program for K-12 School - Pat Lambrose

Pat Lambrose demonstrated the Arcview software and the committee discussed training.

Tab 18 - UEN-TV Services Update - Laura Hunter

There has been a positive response to the brand change to UEN-TV. People are making a connection to our station. The spring semester schedule has 28 College Telecourses. There is a big demand for adult learning classes and GED classes.

Digital Television Signal – We have applied for a CPB grant to datacast to Youth in Custody programs.

UEN is working with Utah State University continuing education staff to carry Spanish language programming from Mexico to assist Spanish speakers in Utah. A feed to public libraries and community schools for viewing is possible. This is very preliminary.

Talks with Governor Jon Huntsman Jr.'s administration suggest new International Language School may be built in downtown Salt Lake City and a World Trade Center to be built near the State Capitol building.

Technical Services Subcommittee Meeting

December 17, 2004

Tab 19 - Special Projects and GeoMax Phase 2

The Special Projects Budget was the first item on the agenda to be discussed for Non-Ethernet and Ethernet projects. It was recommended to support the following Non-Ethernet projects:

\$40,000 for Service Center Generators

This is for \$10,000 per Service Center. It is our estimation that it would cost about \$15,000 to install these generators. UEN would provide \$10,000, and the Service Centers would match with approximately \$5000.

\$20,000 for Cyber Corps support

EETT grants were reduced this year. Cory Stokes and SEDC have provided the work to obtain this grant and also included districts and schools that are outside of the SEDC area. With the reduction of the maximum for this grant there would be the possibility that SEDC would just file for this grant for their own schools and the schools participating outside of the region would be eliminated from this project. We are recommend that the forty schools involved in this program participate with a \$1000 match and UEN will provide \$20,000.

\$40,000 for Router Replacement

\$60,000 has been allocated and spent. There are a significant number of routers which still need replacement. We recommend that the remaining \$40,000 in Special Projects be directed to this area. Jim Stewart will provide the list of remaining router replacements.

Ethernet Projects were discussed next. The largest Ethernet project is GeoMax Phase 2 with Qwest that affects districts from Cache, Logan, Ogden and Weber, plus the Salt Lake area, as well as Tooele, Iron, Washington and Sevier. The cost is \$1611 per site. This does not include the seven sites at SLCC because they will be paying for those. A total of 118 sites will be the responsibility of UEN to fund in the GeoMax Phase 2 project.

Jim Stewart recommended that we not start earlier than in March for all but 3 of the GeoMax Phase 2 projects. There are two reasons to be cautious. The first is that the \$400,000 is one time funding. We should not begin installing sites without the knowledge that the funding will be converted to ongoing. The other issue is the SLD. We should get confirmation from the SLD on our E-Rate funding. Jim would recommend we get permission and approval from the Steering Committee to start the ramp up immediately upon receiving these two pieces of information.

Qwest wants to begin the ramp up early as they have capital dollars to do this and want to ensure its availability. Much fiber installation is needed at the schools. Qwest allocates their capital in six months installments. What this means is that we may have to figure out how to ramp up some of these after July 1st of next year since we may miss the window of installation of any fiber between and March and July. It may push us back further on the installations.

Jim Stewart will get clarification with Dan Patterson at Qwest regarding the SLCC sites and routing through the Jordan District office. Max Milliner will be advised.

Steve Hess moved to support the recommendations as outlined. The motion was seconded, and approved unanimously.

Tab 20 - IP Address Management Policy

UEN is very concerned about managing IP addresses, but UEN has no policy for how to assign addresses and to assure those addresses are equitably distributed.

UEN is a member of ARIN (American Registry of Internet Numbers). This organization facilitates the development of policy and administers policy. They have an IP addressing policy. Pete Kruckenberg discussed what UEN would like to propose to examine this issue and to create a working group which will look at this issue as a collective issue and would recommend a method for resolving our lack of policies. Pete suggested this group look at ARIN as a model and its policies as a starting point. The mission of this working group is not to develop policy, but to develop the structure that would lead to the creation of the policy.

Pete Kruckenberg has a list of the class C assignments and Cider Block assignments which UEN has been collecting for almost a year and shows the actual utilization of almost every one of the subnets. This will be shared with this working group as well as the assignments and utilization of assigned space.

The recommendation is to create a working group to explore this in more detail and come back to the subcommittee and in turn recommend it to the Steering Committee. Mike Petersen proposed that the Technical Coordinator Council (TCC) take the lead on this issue. TCC encompasses reps from the whole state and represents all the schools.

Tab 21 - WebCT Vista

Mike Petersen gave an overview of the history of WebCT. UEN and USHE have worked together to pilot a centrally managed, locally controlled implementation of WebCT Vista in several colleges and universities throughout the state.

Bryan Peterson, the technical lead for UEN on this project, discussed the pilot which was installed in the fall of 2003. It is planned that CEU will be the first to have all of their WebCT Campus Edition Courses migrated to Vista and hosted by UEN by spring of 2005.

Bryan discussed the hardware system architecture design and F5 Load balancing switches, application servers, database server and SAN Storage for DB Server. He

went over the maintenance and outage and statistics and benefits UEN has experienced.

Bryan discussed having the Oracle Database server being the single point of failure and having the storage area networking at UEN. It is an easier way of dividing up the storage spaces. One of the unexpected benefits has been getting all the institutions talking together. We have gotten the people who work on the campus editions on their campus sites collaborating with other folks who run the campus editions at other institutions.

Current storage on the SAN is nearly two terabytes of space allocating across four or five servers. Co-locating is something to look at in the future. Further information is located behind Tab 21 Attachment A.

Tab 22 - Pioneer Library Support

Pete Kruckenberg discussed the UEN NOC support for Pioneer Library Services. The NOC has established operational relationships with each Pioneer Library vendor. Processes for diagnosing technical problems are being developed and documented. A class will be held at the Tech Summit to educate our stakeholders about the technical issues associated with administering and using Pioneer Library resources.

Jim Stewart has spoken with Wayne Peay, who pointed out that we need to be dealing with him and the Pioneer Committee when we are talking with vendors. It would be good for the committee to have some technical information and understand the technical issues. This will be included in Pioneer Committee discussion.

Tab 23 - San Juan CIB Grant Project

On December 1st we submitted a proposal to the CIB for Phase II. We expect to be on their agenda in their February meeting. We hope to receive approval in April.

Jeff Egly discussed the CIB project. Phase I is near completion. We did have some issues in the Halls Crossing and Lake Powell area. The school district decided to close down the Halls Crossing. We are look at other solutions for serving the Lake Powell School and turning our attention to Phase II of the CIB grant.

Tab 24 - E-Rate Update

Mike Petersen said UEN received the first funding commitment letter for \$3 million on our 2004 requests. This year UEN submitted \$13 million in E-rate applications to SLD. Our biggest applications have not yet been funded. Congress exempted the SLD from the auditing requirements that has disrupted the E-Rate payments. We assume the SLD will resume the two funding waves per month. In The Salt Lake Tribune today, there was an article on E-Rate audits. It suggested that Utah schools have poor filing levels. The audit looked at the 2002-2003 filings. If there was a follow up to this, it would show a vast improvement. We will put the recommendations of the audit on the agenda for the February meeting.

Tab 25 - Network RFP Report

Jim Stewart talked about the two Requests for Proposal for which we have received responses. We are evaluating these responses and will make a decision by the end of December.

Internet RFP

The UEN contract with Sprint expires in May 2005. We are looking at two types of proposals. The first is to increase Internet connectivity in the St. George area. The second is to give us connectivity at SLCC and additional connectivity here at EBC. That would be about 1.5 gig increased capacity. Jim would like to make the decision fairly quickly due to E-Rate filings. Pete Kruckenberg gave a capability and utilization report. We are trying to balance the issue of increased redundancy versus increased bandwidth.

Ethernet RFP

Dennis Sampson spent months getting information on all schools that are not connected to Ethernet. Vendors have been asked to provide Ethernet solutions at speeds of 100 MBps and 1000 Mb/ps for secondary and elementary schools. Responses were due December 9th, 2004. UEN will evaluate the responses.

Tab 26 - Monthly Service Report

The Monthly Service Report is going out to the stakeholder on their districts. This report has been very valuable to the districts and we will continue to deliver.

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.

STEERING COMMITTEE BUSINESS MEETING

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