

CITES

Network Administration Support Discussion

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Overview

- CITES wants to expand and improve its support of technical staff on campus
- Held a series of focus groups to collect suggestions and assist in defining scope
- Present results and hold open discussion on collection and next steps
- Iris, Status, Contacting CITES, NDO, Contact Manager, Professional Community, AD, Help Desk, Disaster Recovery, Network Support, Other



IRIS

- 1 Desire ability to download 'reports' from IRIS (HW vs. IP vs. Ports) bulk uploads and downloads i.e., admins want to use IRIS to track additional information about the things IRIS tracks.
- 2 Move ports from VLAN to VLAN
- 3 Authority is currently tied to VLANs and not ports (decouple them)
- 4 Allow borrowing and giving back ports – change ownership at the port level
- 5 Want to see all the ports on the switch
- 6 Asked what IRIS is capable of managing – currently only CITES supported switches



IRIS - 2

- 7 Would like to see Iris be more useful so it can be used in a regular basis
- 8 The ability to filter mac address or locking down MAC address by switch port remains number 1 priority
- 9 Want 1:1 mapping of wall port to switch ports
- 10 Database of various aspects of network configuration
- 11 VLAN status of every port
- 12 Filter by switch port
- 13 Liked the idea of prioritizing a subset of ports within IRIS to be use for prioritizing support calls



Status Pages

- 14 Status of calls to Op Center/NOC: Admins want to know where they are in the queue and how long it'll be before they're serviced. Perhaps notifications as they move up the queue and notifications as the estimate changes.
- 15 Would like acknowledgment that there is a differentiation of priority to reported incidents
- 16 Suggested the idea of a routed 'internet is down' page when the campus network goes down
- 17 Shared status page for unit use
- 18 Don't trust status – admins are convinced that not everything gets on status and that things are removed from status
- 19 Want service status info on service login page for end users



Status Pages - 2

20 Status is for admins not end users

21 Not reliable, cannot get to it when network outage occurs

22 The content needs to be updated more frequently

23 The content is too vague to be useful

24 Want prompt details so people do not have to call Op Center
(or try to trace if the problem originated inside departmental
network)

25 Like to know who is working on the problem and ETA

26 Like to see the tracking of network problem (like UPS package
tracking)

27 Add automated tools – dash board type interface to Status



Contacting CITES

- 28 Things people use to contact CITES: Complete list of services, Aaron Brown, Op Center, Little Black Book
- 29 Put web resources where people with skill can find them
- 30 Want to go to a web site and see the kind of stuff we get in contact manager – no one in the room minded if their name and contact info and associated networks was made visible to other admins (include ability to opt out)
- 31 Wants web portal for admins
- 32 Communication! Communicating is as if not more important than action
- 33 Want transparency – admins like knowing who at the security group is who and that it's not this mysterious black box.



Contacting CITES - 2

- 34 Proposed hospital model – the op center is the emergency room but want primary care physicians
- 35 Want a directory of internal call numbers
- 36 Communications – CITES should provide meaningful, comprehensive information with facts (good VS bad examples were discussed)
- 37 Should mirror the practice of CITES Security team – good model
- 38 Would like to see heads-up type of information, what CITES is thinking, planning and working on, so departments can provide proper feed back and prepare for the impacts
- 39 Would like to see meeting notes from Academic Network Advisory Group (ANAG) posted
- 40 Stop ‘lawyer-esque’ writing in notices



Network Design Office

- 41 Wants NDO provided solutions (e.g., turnkey firewalls, etc...)
- 42 NDO – Better SLAs
- 43 General disgruntlement with customer service of NDO
- 44 CITES should get rid of NDO dictatorship (or the appearance of)
- 45 Provide better information on Campus network best practices VS. campus network policy



Contact Manager

- 46 Contact Manager does not know private networks
- 47 Contact Manager does not allow the admin contact to change information about ones self (need verification)
- 48 The scope of Contact manager has grown beyond its usefulness, some data is not valid
- 49 CITES DS consultants get access to Contact Manager and it's not fair to the other network admins; implies exclusiveness and a failure to collaborate
- 50 Extend Contact Manager model to include units – i.e., contact manager should be a unit tool as well as a CITES tool



Contact Manager - 2

- 51 Want access to same tools CITES DS consultants have – which basically means contact manager
- 52 Want in contact manager: dept info, subnet info,
- 53 Help Desk roles and contact manager (want help desk to be able to support admins with unit based info)
- 54 Want added roles to contact manager (e.g., unit web master)
- 55 Put responsibility for non contact manager technical info on the unit to maintain



Professional Community

- 56 Willingness to participate more in campus IT community – need something to connect people and facilitate process
- 57 Produce FAQ from CCSP problems
- 58 Some asked about standard system images – but everyone realized what a hassle this would be.
- 59 Central distribution site for MSI images
- 60 Tie this into web store for MSI images admins want MSI's off webstore)
- 61 Wants professional community
- 62 CCSP (mailing list) – stinks wants much more
- 63 Want more participation in CCSP type forums from CITES staff



Active Directory & Help Desk

- 64 AD – more, more, and more
- 65 Think that it's a bad reflection on CITES that ICS labs use Novell and not AD
- 66 Want AD to support a Bluestem like functionality
- 67 Wants the Help Desk to know how to route people to the proper departmental help – i.e., use the Help Desk as an extension of the unit.
- 68 Admins want to point people at our Help Desk but have some of the problems come back to them.
(extend CITES help desk)
- 69 Hates clarify re: eSupport DB



Disaster Recovery

- 70 Notification problems
- 71 Department/Building priority ranking
- 72 Switch port ranking -- differentiating "priority" ports from "regular" ports in CITES records may help with the recovery order



Network Support

- 73 Admins want to use our monitoring tools for their subnets
- 74 Access to switches
- 75 Want quarantine and campus wide DHCP. Though not all agree on DHCP – must be opt in and not mandatory.
- 76 Want help with Secure IP assignment, i.e., a secure DHCP tool
- 77 The issue of shared CERs in large buildings and who gets called in an incident is worth remembering. A problem on one network may impact all the subnets coming out of a CER.



Network Support - 2

78 Liked the idea of prioritized IP ranges, but it's not enough by itself

79 Hate the idea of management to the jack – let the units do the things they do best

80 Like the idea of CITES runs the network as enterprise network but allow the departments to manage their own networks

81 Network Support willing to trade information: giving switch port to patch panel mapping in exchange for jacks' locations



Miscellaneous

82 Want dynamic DNS

83 Guest Accounts – admins can't create them on their own and they'd like to in the VPN, AD, and QuickConnect

84 Want interactive ticketing

85 Want the VPN to be more reliable and support native clients



General

- 86 Fee based support is desirable and acceptable, just in the right circumstances.
- 87 Remember, net admins are mobile and don't work at a single workstation
- 88 Would rather see us fix things that are broken (the low hanging fruit) then spend two years building the perfect solution.
- 89 Want enhanced QoS before additional functions and support
- 90 Want to know what services are – underwhelmed by services page
- 91 One size fits all approach doesn't work given variation in units; admin vs. research vs. education
- 92 CITES should focus on the services that department can not afford to do themselves, such as core network support and network monitoring



General - 2

- 93 If CITES provides applications/services to campus, must also provide solid support and funding to keep systems up-to-date and in good health (i.e., don't do things beyond our means)
- 94 CITES should promote partnership/collaboration (already happened on South Farms wireless project)
- 95 Should leverage CITES expertise and resources and departmental support structures
- 96 Improve people facing service/relationship (two type of interfaces: human side and technical side)
- 97 Currently there is old and out-of-date information on CITES web site should be cleaned up it also presents non-consistent front end
- 98 CITES is one black box to departments. The last action taken (regardless of what group within CITES) sits in people's memories
- 99 Take down NAS website as it's confusing people since NAS is dead



Next Steps

Simple Stuff

- Update web pages
- Post meeting minutes
- Improve Status postings
- Publish IRIS roadmap
- Publish more roadmaps
- Pilot web portal for admins for Security information & services

Harder Stuff

- Fix or Replace Contact Manager
- Enhance notification flexibility
- Greater collaboration with Help Desk
- VPN native client and better packaging
- Build Professional Community



Goals (?)

Next Year

- Web portal for admins
- Revamp internal support structure for admins



Questions & Discussion

