

Network Infrastructure & Services Advisory Committee Meeting Minutes		
Date / Time: 12/10/08 10:30AM – 12:30PM	Location: Conference Room , 5 th Floor, DOIT-East Hartford, CT	Meeting Facilitator: John Vittner
Present: John Vittner-DOIT/CEN, Sarah Edson-DHE/DOIT, Randel Osborn-East Haven Public Schools, Bryan Adams-Trinity College, Russ Feinmark-CET, Ganesan Ravishanker (Ravi)-Wesleyan University (on phone), Tom Sweda-Bibliomation, Wendy Rego-CEN		
Not in Attendance: John Kalinowski-EASTCONN, Eric Lindquist-DOIT, Ken Sayers-East Hartford Schools, Rob Vietzke, Jack Babbitt-UCONN/CEN, Charlie Estey-CTTHS, Tim Hillbie-Community Technical Colleges, Ralph Valenzisi-Norwalk Public Schools		
AGENDA ITEMS:		
Empty Seats on this Committee		
<ul style="list-style-type: none"> • Ravi sent e-mail to Karen Kaplan that Sylvia Boyd of Bridgeport Public Schools should replace John Kalinowski of EASTCONN, and that Jack Babbitt of UCONN should replace Rob Vietzke. Ravi will check with Karen Kaplan on these two nominations and confirm whether the head count for the committee should be 8 or 10. 		
Review of Commission Document		
<p>In order to renew the group’s focus on its original purpose, the committee reviewed the Initial Projects list of the “Network Infrastructure and Services Advisory Council” section of the “Commission for Educational Technology Advisory Councils” document. They will continue to review next meeting. The group went over the first three bullets in the list of Initial Projects which are below.</p> <ul style="list-style-type: none"> • Establish and issue annual customer service satisfaction surveys to all CEN customers, including K-12, libraries and institutions of higher education. <p><i>Status: The group feels that this is being accomplished for CEN as part of the DOIT ticketing system polling.</i></p> <ul style="list-style-type: none"> • Establish and collect data for performance metrics measuring CEN Program Office performance in the provision of ongoing customer service and support to CEN customers. Metrics shall include but not be limited to expediency in responding to customer service calls from time of initial call to resolution ; average length between initial reports and final resolution; trending information on problems reported for proactive future resolution & service improvement recommendations. Data collection shall be ongoing, and reports issued every two months. <p><i>Status: This is being done by CEN’s monthly metrics to the CIO. Copies distributed.</i></p> <ul style="list-style-type: none"> • Establish an implementation plan for additions, changes and deletions to the Connecticut Education Network, with priorities to be determined by the Advisory Group and submitted to the CET for approval. <p><i>Status: CEN has met its statutory obligation of providing connectivity to K-12 districts, higher ed campuses, and public libraries. Sarah Edson shared the “Statewide Assessment of K-12 School Connectivity to CEN” report that was prepared for the State Department of Education by a grad student from the University of Bridgeport. Discussions were cut short and will continue next meeting.</i></p>		

Filtering Update

- CEN staff modified the 8e6 Minimum Filtering Level on 11-23-08 as directed by the Commission for Educational Technology (CET). CEN reports that the filter changes were successful and users have not reported any problems. To support districts in light of these filter changes, CEN will offer a “refresher course” in Content Filter Management on 12-11-08.

State Budget Cuts

- John Vittner reported that CEN’s budget has not been cut for FY09. CEN was asked to submit 10% budget reduction options for FY10 and FY11.
- John Vittner spoke about the network fiber footprint expansion that would offer cost savings to the State long term but that will not be moving forward at this time due to the economic situation. Tom Sweda and Randel Osborne think it would be helpful to know what that footprint is at the present time in case school districts or libraries have the money to pay for their own fiber connection to the network. John Vittner suggested that we have Scott Taylor from CEN at the next meeting to present that information. Bryan Adams asked if this group could possibly provide recommendations to libraries and schools on infrastructure upgrades and how to manage their networks.
- John Vittner discussed President-elect Obama’s stimulus package and suggests that we watch for opportunities that might come out of it for schools and libraries to upgrade their infrastructure.

Outstanding Action Items

- The committee should prioritize what CEN should do in the next couple years. The committee should define the problem areas.
 1. Core Hardware Refresh
 2. 10 Gig hand-offs for paying participants
 3. Exceeding bandwidth offered to customers (K-12 & Libraries)
 4. ISP Bandwidth capacity (i.e. Fairfield accelerator, Health Ctr., disaster recovery)
- The group considered writing a positions paper supporting the idea that libraries should connect to the CEN network via fiber. **Action Item:** Recommendation that Ralph Valenzisi, Norwalk Public Schools, and Ravi, Wesleyan, will write this positions paper with roadmap.

Next Meeting Date – February 18, 2009

- Finish review of Initial Project List.
- Review Site Relocation Policy
- Variable Bandwidth Testing
- Cogent as an ISP
- CEN Obama Stimulus Package Submission
- Status of Revised memberships for this committee.

Respectfully submitted Wendy Rego 12-11-08