

CPG Monthly Conference Call

4/24/2009

Roll Call:

Brian Buckler (UCI)
Jessica Yu (UCI)
Rodger Hess (UCD)
Dave Klem (UCD)
Mark Redican (UCD)
Mark Boolootian (UCSC)
John Haskins (UCSC)
Ed Titus (UCSC)
Jim Warner (UCSC)
Jim Madden (UCSD)
Eddie Mardon (UCSD)
Don McLaughlin (UCSD)
Bob Grant (UCR)
Jill Hishmeh (UCR)
Michael Green (UCB)
Paul Valenzuela (UCSB)
Erik Freitag (UCOP)
Paul Weiss (UCOP)
Bob Sams (ANR)
Jeff Fritz (UCSF)

Notes:

1. UCSC impact & outcomes of their fiber outage
 - a. A fiber cut of 500 strands in South San Jose took out campus phone service, network connectivity, and cell phone service. Made good use of a satellite phone. All services come through single corridor. Could place 911 calls from campus phones and calls would go through to PSAP but didn't have access to e911 database for location information. Have about a dozen blue light phones that use cell phones, since no cell phone coverage the blue light phones weren't operable. There were notices put on phones to show not operable. People could call in from within city of Santa Cruz but that's about it. Partial service with Nextel on campus. Comcast VoIP phones worked okay. Network connectivity by CENIC is carried by Gigaman service. Nextel worked better early in the morning and degenerated as the day went on. Event will trigger meetings for months. The campus had not lost connectivity in 8 or 9 years. Have to weigh cost of adding redundancy to the infrastructure.

- b. In planning for disaster and recovery was this a scenario that you envisioned?
 - i. Yes, this is why we are looking into putting dark fiber path in.
 - ii. Once we get that connection in we will probably also look into a trunking service.
 - c. There were a few surprises, because we assumed that the outside world would always be reachable.
 - i. If main website has links to outside websites then users see some hanging
 - ii. Firewall lost ability to find Google
 - iii. Used Skype phone to connect and coordinate with people
 - iv. Used minutes on Satellite phone, construction not impacted, ATM machines wouldn't work, credit verification did not work
2. Discuss the process for selecting a new CPG Co-Chair/Vice Chair
- a. Brian congratulated Dave Klem on new role and all he's done for CPG.
 - b. Brian asked for feedback from group on process of nominating next Vice Chair, he gave possible scenario:
 - i. Send e-mail asking for volunteers, ask for nominations
 - ii. Reach out to people who have been nominated, informing them of nomination
 - iii. If more than one person is nominated, decide how to narrow down
 - 1. Vote
 - c. Brian will send note out to CPG to start the process.
3. CENIC update
- a. HPR Layer 3 routed service (standard HPR campus connectivity): the electronics have been delivered and are being installed. Installation is occurring first at the southern campuses. The RFP for HPR Layer 2 switched (non-routed) equipment is in the response review stage and an award is expected soon. Layer 1 & Layer 2 services are being analyzed to define what the actual service offerings should look like. This is being done in consultation with the CENIC board's XD/HPR subcommittee. It is interesting to note that the subcommittee does not feel that the services need to be instantaneous, but rather would be equally valuable if some level of scheduling and set up were required. Ken Lindahl will be asking CPG on next call how fast deployment needs to happen and where.
 - b. CENIC is working on cost savings for campuses; a rebate on flat rate charges will likely come in the form of a credit, that could possibly be spent on helping campuses extend layer 1 and 2 services from CENIC POPs to campus, or possibly to offset next year's charges. ISP costs will be lower for coming year, precise numbers are being worked on.
 - c. Disaster preparedness: the Santa Cruz fiber cut incident has spurred discussion among the Technical Advisory Councils regarding CENIC's priorities in restoration of services. The current thinking is that the order should be Digital California first, HPR second, Layer 1 and 2 services farther down. Everyone uses DC network for business and HPR network

fails over to DC. CENIC is working on a companion statement of what campuses can expect as far as restoration timeframes go, i.e., what kind of response time in what kind of outages.

- d. CENIC is asking if they can receive alerts from campus emergency notification services, like WarnMe. Looking at how that can happen. At present, set up guest account for CENIC and allow them to log on and change settings. It may be better to have campus units that handle emergency operations be the focal point for communications with entities such as CENIC.
- e. The Technical Advisory councils are looking at green networking to determine how much it should weigh in selection process for new equipment. Power savings, environmentally responsible materials in manufacturing, recyclable packaging and shipping materials are significant concerns.
- f. CENIC management is looking into server co-location space as a service that they might offer to all CENIC members, including K-12, CCC, CSU, and R1 since they have aggressive contracts with co-location providers that also provide space for hosting. CENIC is putting together survey for CIO's to try and get sense of what the demand is.
- g. Is anybody carrying PST and traffic portal through CLEC VoIP gateways? Has that been done yet? Time for us to think about that and ask if CENIC peers with carriers or CLECs. Is that information anywhere? Complete peering list on CENIC website.
 - i. Quality of Service on DC network might be needed, right now QoS is provided to CVS system and some talk has occurred about providing it for video or voice.
 - ii. Explore outbound trunking through CENIC and carriers.
 - iii. Ask Brian to put in strategic sourcing RFP.
 - iv. Add to agenda for next TAC meeting

Here is the link to CENIC's Peers:

<http://www.cenic.org/calren/peering.html>