

Student Government Association

Date: Monday, March 2nd, 2020

Time: 12:15

Venue: Dr. Harroud's Office

ATTENDANCE

Director of Information Technology Services: Dr. Harroud and Oussama Tlaghi

MEETING OBJECTIVES

- Inquire about all the WIFI complaints in both residential and academic areas.
- Receiving updates on the structural and technical changes occurring this semester.

MEETING MINUTES

- **Internet control renewal**
 - Since 2012, internet capacity has been doubled every 2 years; last update occurred in 2017, from 500 Mb to 1G. During the break, capacity will be doubled to 2G per second.
- **Computing Labs Upgrade:**
 - Switch to Nutanix (hyperconverged infrastructure in the main D.C) for servers
 - Increase of VDesktopd from 270 to 300 simultaneous and changing the structure to support windows 10.
 - Expected date: beginning of summer session.
- **Service desk review**
 - Changing internal structure by having service desk identify problem on sight before dispatching the task to services (e.g., audiovisual, networks, etc.)
 - Hiring 5 part-time students to help with minor tickets submitted (i.e., basic IT how-to).
- **Wireless Connectivity:**
 - Since last summer, 351 Aruba products were introduced in several residential buildings, mainly Bld 38-39.
 - Aruba vs. Ruckus (which are the widely used products in campus): Aruba more performant (5 Ghz vs 2.4 Hz) but it gets inhibited by walls, kitchen, beds, which is why they were installed in each floor.
 - During break, 80 more units will be dispatched: 16 per each building (Bld 33, 34, 35, 37) + 8 in buildings 30-31.
 - ITS were informed of the issues that exist in the academic area; ITS will work on upgrading the infrastructures.
- **Office 365:**
 - Faculty and staff don't use features (i.e., SharePoint, Teams, etc.) as much as students ==> need for CLT to provide trainings.
 - Templates for personal webpages on SharePoint —> switching info from website to SharePoint (i.e., professors displaying their updated information on their webpages).
 - Intranet.aui.ma will combine between Jenzabar, Office 365 features, service desks (ITS, G&M, etc.).
- **WiFi Issue:**
 - Service provider made a mistake a week ago: instead of connecting to the core, he connected to a switch.
 - The service provider will come on Wednesday to fix the issue.
- **Audiovisual services will go from ITS to Dev&Com**

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- **ITS:**
 - Open to providing as many access points as needed.
 - Improve the service desk and proceed to hire 5 part-timers to facilitate ticket handling.
 - ITS will work on upgrading the infrastructures around the academic area.
 - ITS will provide view-access to SGA to the service desk dashboard, bandwidth and connection monitoring websites.
- **The SGA will:**
 - Communicate future student complaints about connectivity and help pinpointing recurring wireless blindspots.
 - Meeting to discuss bandwidth: 7Mbs/user → 10Mbs/user.
 - Consult on Peer-2-Peer and proxy.
 - Hold weekly meetings with Dr. Harroud to consult and provide student perspective on ongoing projects.