Meeting was called to order at 1:35 pm

In attendance:
- E. Borkowski, M. Parlett-Sweeney, F. Davis, A. Morris, R. Koopmann, A. Major ’12

Absent:
- S. Cotter (proxy for A. Ramasubramanian), T. McFadden, K. George

1. Review and approval of Minutes from 4/8/2011

2. Follow-up discussion about Linux
   Felmon requested some time to report his experiences using VPN on his Linux systems and to make a proposal about how ITS might offer Linux users significant and mutually beneficial support.
   - He has tried VPN on three systems, a netbook (Samsung N150 Plus), HP Pavillion dv2000 laptop and home-built desktop running Linux Mint (netbook), Debian Squeeze (desktop) and Debian Lenny and then Squeeze (laptop). Felmon is mostly interested in the AnyConnect client which would allow ssh and sshfs.
   - VPN AnyConnect worked almost without a hitch except on the laptop. Felmon tried booting the netbook to Windows 7 Starter and seeing if he could get configuration data from the '.pfc' file but he couldn't find such and guesses Cisco no longer provides one. Such data might have allowed changing the configuration or using a different client.
   - Felmon would like to have a secure server space which he could access from the 'world' – whether in the office, at home or abroad. The student-run VU is not reliable enough and is not appropriate for storing confidential information such as grades or personnel materials.

Felmon agreed with Mark Wunderlich's suggestion that there should be someone on the ITS staff who can serve as a Linux 'point-person'. This person could assist with configuration issues, provide advice on security, help users keep systems updated as needed. Other thoughts would be that the ‘point person’ could review Linux information posted on the Moodle site for the Linux Users Group or even set up/provide some information sharing.
Ellen briefly spoke about the open position within Academic Computing. The plan has been to have someone with Linux knowledge to fill the position. Mary asked if Felmon and Becky thought that a 'point-person' could be someone who was interested in learning Linux rather than someone with extensive experience with Linux; this was more than agreeable to Felmon and to Becky.

3. IBM Cluster
Ellen discussed the cluster computer that is expected as a grant/gift from IBM for the high-performance computing lab (Kelly Advanced Computing Lab) in the Wold Center. At the moment, it is configured with 1056 cores. The final location for the cluster has not been identified; while it was hoped that it would go into the equipment room connected to the Kelly Advanced Computing Lab, the cluster configuration as now specified cannot fit into Wold as it exceeds the available power and cooling resources.

Several Union projects that align with ongoing IBM projects such as the Smart Planet initiatives have already been identified as part of the grant process. Other projects are being considered and a new hire in biology is interested in using a cluster (he was negotiating for a smaller cluster). RPI and the CCNI (Computational Center for Nanotechnology Innovations) has offered to provide access to their cluster resources for Union faculty who might want to jumpstart the learning process.

Associated with the cluster is the Kelly Advanced Computing Lab, a classroom/teaching lab which will showcase a Cisco telepresence unit for online conferencing. Some students on Terms Abroad in Zurich and China under the aegis of IBM will be among the first to use the teleconferencing facility.

4. User Support
Ellen discussed the fact that she is looking at a reorganization within ITS; the initial impetus had been the open position within Academic Computing which had led to a larger review of User Support. One of the themes that had come out of her initial conversations with the VPs was the idea of consolidating the support process and eliminating the separation between academic and administrative users. One of the first ways to do this would be to simplify Help Desk calls to a single point of contact instead of separate methods for academics, administration, etc. There is a lot of planning required for such a redesign and Ellen will keep the Committee updated as it progresses.

Ajay asked about the role that USTAR would play. One possibility is to route calls from students to the USTAR group. Mary remarked that students are often unaware of USTAR and some students feel that USTAR's office (Steinmetz 101A) is far away from the center of
campus. Ellen did say that the role of USTAR and other student employees within ITS was being considered during the plans for reorganization.

Becky asked about how the user support reorganization would affect electronic classroom help. Since those calls are normally urgent, Jim Strohecker normally gets paged by cellphone to respond in such cases. Ellen and Mary are well aware of the need to maintain some method of contacting classroom support and are making sure that will be considered.

5. New Business

- The search for a senior web developer is in process. The position will focus on web page development needs of faculty, staff and students. Ellen and Steve Dare crafted a Memorandum of Understanding (MOU) that helps to identify the areas of responsibilities for ITS and the Office of Communications & Marketing that will allow them to collaboratively provide web services to the College. The Office of Communications & Marketing will continue their focus on the external audience, promoting the College and communicating information to the external audiences using the web, while ITS will focus on the internal Union community, supporting the implementation of web applications for academic departments and administrative offices.

- Felmon raised the issue, again, of making the work of the Liaison Committee better known. Andy asked whether this came as an impulse from the FEC but Felmon maintains this has been a concern of his for some time now – often faculty are not even aware they have representatives on the Committee or of the Committee's existence. There was some mild agreement that one might spam the campus with notifications that the minutes of the Committee are available and include some attractive text that might drive attention to them.

- Mary is still working on the logistics for setting up Open Forums to invite conversation with the diverse constituencies ITS serves, as well as to spotlight Ellen's advent. There seemed to be agreement that one could still hold one or two meetings this term if the appropriate venues can be found and scheduled. Some possibilities are the Humanities Lounge (Livia Carroll is scheduler) or perhaps the new atrium in the Wold Building.

The meeting was adjourned at 2:34 pm

Reminder: LCACT website: [http://minerva.union.edu/accsc](http://minerva.union.edu/accsc)