

UCF Faculty Senate
Information Technology Committee

Minutes of **January 27, 2020**
Business Administration I, room 230A

Melanie Guldi, chair, called the meeting to order at 2:05 pm. The roll was called orally.

In Attendance: Anya Andres, Lee Dotson, Dawn Eckhoff, James Gallo, Steffen Guenzel, Melanie Guldi (Senate Liaison), Joseph Harrington (Sterring Liason), Tameca Harris-Jackson, Pieter Kik, Viatcheslav Kokoouline, Robert Macy, Heath Martin, Matthew Nobles, Michael Sink (ex officio), Francisca Yonekura (ex officio), and Stephen King (guest, Senate Personnel Committee).

Minutes: Motions and seconds made to approve the minutes of each of December 6, 2019 and January 6, 2020. The minutes were approved.

New Business

- Per the chair's request Michael Sink (ex officio member) provided an overview of why UCF was without internet access for one hour on 1/22/2020. He indicated that: "We have redundant fiber connections that form a ring around our geographic sites in Orlando. The ring connects East (main) campus, Datasite (our new offsite datacenter), Lake Nona, downtown campus, and our connection point (Maitland) to our internet services and research network. Due to a lot of construction in greater Orlando, we have fiber cuts occurring almost monthly. Normally, the fiber cuts cause a few seconds, maybe up to a minute, for traffic to reroute along the redundant path. Today [1/22/2020], an equipment failure from our service provider at our Maitland node was causing the connection to go up and down so rapidly that the redundant link didn't have time to reroute before the primary came back up (then back down, so on). Our provider struggled to get the equipment to manually fail over to our secondary link, so we were without either path for close to an hour. This is extremely rare (this is a first since I have worked with them beginning in 2011), because we have so much redundancy throughout our fiber ring and network. We will work with our provider to see if there is a way to prevent such an occurrence from happening again. Depending on what can be changed and how much investment it will take will determine what changes we will make. We continue to chase zero downtime and zero impact."

Joe Harrington asked what is being done to prevent this happening in the future. Michael Sink indicated that there is an open ticket with Cisco to help determine more specifically what happened and how to prevent it in the future. Joe Harrington asked whether there is a penalty for the internet being out for this long, and Michael Sink indicated that there is, but that UCF is an equity partner with the provider, Lambda Rail, (as are other state universities). Melanie Guldi and other members asked whether it would be possible for the mobile alert system to be used to alert the campus community of future outages, should there be a future outage that lasts for an extended period of time (~15 minutes+). Michael Sink indicated that this was typically a system reserved for emergencies, but they are in communication with Campus Safety regarding this question. Melanie Guldi indicated that with the shift to internet-based telecommunication, it is important for the UCF community to be aware of prolonged internet outages in case there is a need to call 9-1-1 (so this is more of a safety issue today than it has been historically). Last, Michael Sink indicated that, regarding the network side, the campus is doing an upgrade over the next 10-12 months to help minimize the impact.

- Resolution regarding broadcast and no-reply E-mail – The committee discussed a newly revised draft resolution regarding broadcast and no-reply E-mail. The resolution was edited by the committee. The committee voted to approve the resolution as amended and the chair forwarded it to the Steering Committee. [The vote was conducted electronically on 1/29/2020.]
- Resolution regarding E-mail for separated employees – The committee discussed a newly revised draft resolution regarding E-mail for separated faculty members. During this discussion, Stephen King (Senate Personnel Committee) indicated that his committee has been discussing complementary issues regarding email, but more focused on Emeritus Faculty. He made several points including that today’s communications are different from the days when communication was via paper mail. Access to the original email address, or at least the ability to receive messages that arrive at the original email address are important for the faculty to remain in communication with academic and research communities. He also indicated that the nature of academic work is different from other careers in the need to stay in touch via email. He mentioned forwarding for 2-5 years seems reasonable. The committee supported these statements. The resolution was edited by the committee. The committee voted to approve the resolution as amended and the chair forwarded it to the Steering Committee. [The vote was conducted electronically on 1/29/2020.]

Old Business

- None

Other Business

- None

ADJOURNMENT

The meeting adjourned at 2:57 pm.