LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Academic Affairs	Sam Attoh	Absent	HSD	Steve Bergfeld	Attended
	David Prasse	Attended	President's Office	Tom Kelly	Attended
	Patrick Boyle	Attended	HR	Winifred Williams	Attended
Advancement	Fr. Justin Daffron	Attended	ITS/Facilitator	Susan Malisch	Attended
Facilities	Kana Wibbenmeyer	Attended	ITS	Jim Sibenaller	Attended
Finance	Rob Munson	Attended	Student Development	Jane Neufeld	Attended
Finance	Andrea Sabitsana	Absent	UMC	Kelly Shannon	Attended
Guests – Steve Christensen, Dan Vonder Heide					

Welcome, Meeting Purpose & Agenda

The minutes from the July 1st meeting were approved as written. The agenda will include a debrief of the Email Outage (September), revisit and decision of the Mobile Stipend Policies, Video Conferencing solutions update, Anytime Anywhere Access update and feedback on the ITS Scorecard.

Email Outage

Dan explained that network changes being made on the morning of September 10th triggered the failure of Loyola's email system. A detailed report, attached, was discussed with the group. A discussion ensued about the communications of campus emergencies and what determines a campus wide alert that is not life threatening. In this case, UMC and ITS provided regular updates to LOCUS, Sakai, the LUC and ITS home pages, and social media. Steve Christensen was confident that a majority of the LUC community were aware of each update despite the inability to use email and voicemail as communication mechanisms. Susan was also in regular communication with the Provost's Office, Tom Kelly, and UMC. Dan explained with the new Lynx (panic button) system, there is a capability to send broadcast messages to approximately 2,000 machines (we're looking into implementing. It was decided by that Loyola Alert was currently used for crisis or life threatening issues. David suggested the email outage should have been communicated via Loyola Alert and recommended clarification on when to use this system and when "does something become an emergency". It was determined that this would be brought to the BCDR committee and to Greg Pritchett about developing an escalation procedure based on the CPO Tracker data and also to ensure there are alternate email addresses and phone contact information for the Leadership Team. Steve advised he would prefer to have a texting solution that did not need permission to be used.

Mobile Device Policy

Susan has brought this back to the committee for further conversation and decision. There was a discussion on what the other AJCU schools are doing. Rob doesn't feel there would be a cost savings and it may be the same spend or more in some cases but does prefer the stipend approach. It was agreed that Rob and Susan would bring the stipend proposal to the Cabinet to get their opinion and decision, however, Rob would like to defer because there are a number of other policies queued up for Cabinet review.

Video Conferencing solution

There is a prioritized initiative to identify video conferencing options that are easier to use and require less intervention, including 1:1 meetings as well as conference room to conference room. The desired outcome would facilitate better remote meeting experiences across campuses as well as to other institutions and international sites. There are pilots underway that are using a cloud-based video conferencing service. ITS would like to identify a few people and do some training and help document their experience. ITS will outfit a computer and local conference rooms and begin collecting the data. Zoom and Skype are both being considered based on user experiences at Loyola. Dan does feel there is value in our Skype solution but does want to explore other options such as Zoom. Pat Boyle, Steve Bergfeld, Jane Neufeld and Kelly Shannon volunteered their areas to participate. Patrick Boyle advised China does not use Skype.

AAA update

An update was provided on the current state and future state and definitions for the Anytime Anywhere Access technology strategy. The ITS Leadership Team has been identifying metrics and projects required to move the direction forward. Next steps will include alignment with University initiatives and priorities, as well as the definition of projects and development of the relevant metrics.

ITS Scorecard Feedback

The annual ITS Scorecard has been used for a number of years to foster discussions about the relative health and effectiveness of various aspects of technology at Loyola. The ITESC was asked to confirm that this is still a useful tool and exercise or whether we should be looking for alternative ways to present and review. The general consensus was that it is still a useful tool, however, it would be okay to simplify or streamline the process so it doesn't take so much effort. Ways to do this will be investigated prior to the next meeting.

Respectively submitted by;
Sondra Heine

Summary

Just before 6 A.M. on the morning of 9/10/15, maintenance on the wireless network caused the entire lake shore network to go offline for several minutes. While similar issues have happened in the past, this particular event resulted in Loyola's email system for faculty and staff going offline for a significant period of time.

Incident

Loyola's email system for faculty and staff consists of 6 servers, hosting 53 databases, which controls email for over 8,600 mailboxes. These 53 databases are replicated across the 6 servers, with 3 at Lake Shore and another 3 at Water Tower. At any given time, each of the 3 physical servers at the Lake Shore Campus will control a third of active databases, with passive copies replicating across the other 5 servers (see Figure 1). The intent is to provide both high availability and disaster recovery protection. Typically, when database or server level issues are detected, mailboxes are activated at other locations without intervention. Depending on the type of failure, mailboxes will activate on one of the 3 servers at Lake Shore or one of the 3 servers at Water Tower.

Figure 1
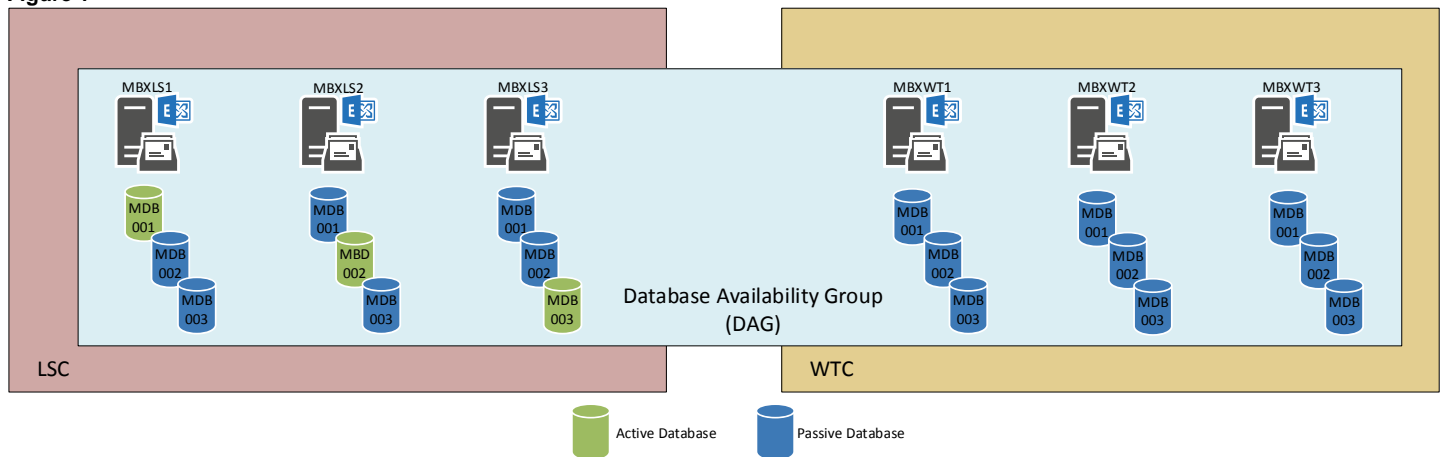
When the network became unavailable on 9/10, the email system should have activated automatically at the Water Tower Campus. Automated failovers to Water Tower have occurred several times in the past few years, most recently on 8/12/2015. However, this time, automated failover did not occur and we believe there are several variables that contributed to this failure.

After reviewing the events from 9/10, an analysis of all available logs and in depth discussions with the implementer (SWC) that helped deploy Loyola's email system, we believe the following occurred:

1. A network outage triggered a failure event for the email system.
2. The service that controls email failover (Database Availability Group or DAG) was in a locked state and unable to activate servers/databases at Water Tower.
3. The combination of server reboots along with the locked state mentioned above, resulted in all databases reporting an unhealthy status. See Figure 2.