

## IS&T Changes and Issues

### Known Changes This Week - July 13, 2009

Area	RFC	Description Change Scope/Systems Affected/Effect of Change	Change Impact/Change Category	Reason for Change	Customer Contacted	Implementation Date	Implementation Time
<b>Student Systems, GoSolar, Banner</b>	490	<u>Changing the process of refreshing the Banner Reporting instance (BREPT) from snapshot backup to RMAN backup:</u> New process of refreshing BREPT from BPROD will go live.	Scheduled - No Service Impact, System Wide, Software	Infrastructure Upgrade	Yes	July 18, 2009	12:05 AM
	492	<u>Critical Thinking Through Writing - Modification:</u> If student doesn't have a matric term then use admit term if the student doesn't have any institutional credits.	Scheduled - No Service Impact, System Wide, Software	User / Customer Request	Yes	July 14, 2009	
<b>Classroom/Lab Support</b>	481	<u>Reimage all Open Access Labs and General Use Classroom computers:</u> In a need to ensure proper continuity amongst computer lab and classroom computers, IS&T will be reimaging all computers in the IS&T labs and classrooms listed under the general course catalogue for the upcoming 2009 Fall Semester. All settings and programs on these computers will be reset to a default installation status. Faculty and Staff will be notified via an approved email. IS&T requires a two week lead time to properly test and install software before making it available on a classroom computer. In order to assure that your software is installed prior to August 17, 2009, we will need to have your Software Installation Request submitted to the Help Center no later than August 3. Again, please do not submit requests for the software listed below, as these titles are automatically installed via Altiris, IS&T's remote management software tool. To see the list of classrooms affected by this process, please visit <a href="http://classroomstatus.gsu.edu">http://classroomstatus.gsu.edu</a> . All rooms on this list are under the general course catalogue.	Scheduled - No Service Impact, Faculty / Staff, Classroom	Patching and Upgrades	Yes	July 1, 2009	

<b>Desktop Management</b>		No issues, No Changes					
<b>E-Mail</b>		No issues, No Changes					
<b>GIL/GALILEO</b>		No issues, No Changes					
<b>GSU Instructional Support - uLearn</b>		No issues, No Changes					
<b>GSU Web</b>		No issues, No Changes					
<b>Help Center Numara</b>		No issues, No Changes					
<b>PeopleSoft HR, Easyview</b>	486	<u>Apply Tax Update 2009-B and 2009-C to the HRMS Production database per Customer:</u> Apply Tax Update 2009-B and 2009-C to the HRMS Production database per Customer.	Emergency - Service Impact, University Wide, Routine Update	User / Customer Request	Yes	July 9, 2009	7:00 AM
	487	<u>Apply Tax Update 09 B and C to HPROD:</u> Mandatory Tax Update needed to Process July 11th Payroll. This tax update includes minimum wage increase.	Emergency - Service Impact, University Wide, Software	Business Requirement	Yes	July 9, 2009	7:00 AM
<b>Identity Management</b>		No issues, No Changes					

<b>Institutional Software Liscensing</b>		No issues, No Changes					
<b>Library Support, Electronic Reserves, DSPACE</b>		No issues, No Changes					
<b>TOC AND System Hosting</b>		No issues, No Changes					
<b>Network-Voice, Video and Data</b>	485	<u>Upgrade Communications Manager Software</u> : Need to upgrade telephone system software, specifically CM 5.1.2 with service pack 2, bring C-Lan boards from version 31 to 32. Upgrade is service affecting during the reboot phase. Work begins at Midnight 12:00am Thursday, July 9, 2009. After upgrade has completed, I will make test calls to confirm service has been restored. Back out plan will be to revert to previous version of CM 5.1.2 service pack 1 if upgrade fails.	Scheduled - Service Impact, System Wide, Telecommunications	Patching and Upgrades	Yes	July 12, 2009	12:00 AM

<p>...continue Network-Voice, Video and Data</p>	<p>493</p>	<p><u>Restore GSU 432 strand single-mode fiber cable to original path on Fairlie Street:</u> Earlier this year the GSU owned 432 strand single-mode Fiber cable had to be temporarily re-routed around a section of Fairlie street that was undergoing underground tunnel construction. The tunnel construction has progressed to a point where a new permanent replacement conduit path is now in place. So the temporary fiber cable detour needs to be removed and the original GSU 432 fiber route restored to its original Fairlie Street path. STI (the fiber cable contractors) have a two week permit from the city of Atalanta to work on restoring the fiber cables starting Monday evening on July 20th 2009 and continuing into the morning of Monday August 3rd. The permit generally allows for working in a 7 hour window starting at 11:00 PM up to 6:00 AM. GSU's 432 strand cable will be one several cables that will be restored over several of these 7 hour service windows.</p> <p>Most of network services provided across the GSU 432 strand single-mode fiber cable have redundant paths so there will be virtually no impact to those buildings during the cutover. There are a few sites/locations that do not have fiber redundant paths. We will identify and work with the admins of those particular sites to minimize impact during the fiber restoration.</p>	<p>Scheduled - Service Impact, University Wide, Infrastructure</p>	<p>Infrastructure Upgrade</p>	<p>No</p>	<p>July 20, 2009</p>	<p>11:00 PM</p>
<p>Research Computing</p>	<p>489</p>	<p><u>Ursa Expansion 7/12-7/26:</u> We are expanding the Ursa system by installing two new frames. We have decided to have the expansion coincide with the UPS power outage scheduled for Sunday 7/12 as the system will be down and user's jobs will be stopped. This change request has been entered as emergency priority due to the fact that the persons and situations required to make the expansion happen could not confirm their availability until earlier this week (post the normal priority change ticket requirement). The users have been notified and the Help Center has been alerted. The impact of this change is zero connectivity for the users of the URSA system for the duration of the expansion install. We are allowing 2 weeks for this process (per the advice of the IBM Software Engineer) but hope to have the install completed sooner.</p>	<p>Scheduled - Service Impact, Other, Hardware</p>	<p>Infrastructure Upgrade</p>	<p>Yes</p>	<p>July 12, 2009</p>	<p>7:30 AM</p>

<b>Security, Anit-Virus, Desktop Firewall</b>		No issues, No Changes					
<b>Financial Systems Spectrum</b>	488	Return to service - Spprodbatch01: Restarted the processes on the Spectrum Plus batch server due to running out of disk space from a large running trace file.	Emergency - Service Impact, University Wide, Server Maintenance	Incident / Problem	Yes	July 8, 2009	8:30 PM
<b>UIS Database Administration</b>		No issues, No Changes					
<b>USG Georgia View</b>		No issues, No Changes					
<b>Technology Planning and Futures</b>		No issues, No Changes					
<b>Netware Windows System (File Server)</b>		No issues, No Changes					
<b>Unix</b>		No issues, No Changes					

<b>UIS Internal IS&amp;T System</b>		No issues, No Changes					
<b>Networking Planning</b>	494	<u>University Common's Building Router replacement</u> : The University Commons building router, which is currently an Extreme 450X, is being replaced with an Extreme BD8810 to allow for needed redundancy and future expansion already planned for this building.	Scheduled - Service Impact, Other, Infrastructure	Infrastructure Upgrade	Yes	July 16, 2009	
<b>Other</b>		No issues, No Changes					