Common Systems Group (CSG)

April 27, 2004
Meeting Summary

CSG Attendees: Steve Duim, Bill Jepson, Carol King, Greg Kitch, Robert Konishi, Max Kopelevich, Michelle Lew, Tom Phelan, Nick Reddingius, Terry Ryan, Mike Schilling, Marsha Smith, Eric Splaver, John Talbert (for Kathleen O’Kane), Steve Wesson, Esther Woo-Benjamin

Guests: John DeGolyer (OIT)

Agenda:

1) Update on Project to Bring SRDB into Data Warehouse Architecture

The Registrar’s Office has provided an inventory of the campus wide uses of SRDB. Nick Reddingius is in the process of categorizing the inventory and talking to SRDB users to understand their business needs and use of the service. He will be developing scenarios for proceeding.

2) Travel Express

Production rollout of Travel Express, an online travel expense reporting system using the Extensity Expense Reports application began in March 2003 and now has been rolled out to 80% of UCLA and approximately 75% of UCOP. The system has processed over 5000 travel expense reports for 1500 – 1700 active users. Steve Duim, project manager for this application responded to specific CSG concerns about the application:

Client Issues

- Dependence on MS JVM, an obsolete and unsupported platform - The goal is to upgrade to a new release of Extensity software that is not dependent on MS JVM – this is expected to alleviate most problems. Extensive testing and pilot of Extensity 6.1 is being planned, with implementation expected after January 1, 2005. In the interim Microsoft has extended support for JVM through 2007.

- Interoperability with other Java applications – For BruinBuy, if the Sun JRE is not set as the default Java runtime environment, both can co-exist without problems. For NPEAR, a fix has been implemented. There are no other known interoperability problems.
• Pop-up blockers – Most blockers have the ability to add sites to a Whitelist and this is the recommended solution.

Server side Issues

• Proxy/FAU Issues – Performance with initial load of data is being addressed and a fix will be in place soon.

• Slowness in launching applications – The production server is being re-configured and an upgrade will be in place in 2 weeks.

Other Problems

• Mac support – More testing is being done to understand slowness and functionality with older OS versions.

There was additional discussion and general agreement that:

• A new business process cannot be made mandatory when significant technical problems are unresolved. In the case of Travel Express, Steve affirmed that Finance goes to each department to verify that the application is working. Otherwise, they will not force implementation.

• Campus standards are needed to guide technology decisions (e.g. host based systems vs. download vs. thin clients). Nick Reddingius is currently working on developing draft campus technology standards based on UCLA’s environment. He will bring a straw man document back to CSG.

• There is need to understand transfer of costs (to distributed units) and cost/benefit to the institution as a whole. The CSG asked Steve if in the future he could provide this analysis for Travel Express.

• Any mandated campus-wide application must go through the ITPB Project Development Flow Process. Those developed before this Process began should still be brought into the framework of the Process in order to understand impacts. Nick Reddingius, Marsha Smith, and Don Worth are working to address this issue, starting with developing a list of campus-wide projects.

Actions:

• Nick Reddingius to develop draft campus technology standards and bring a straw man document to CSG for review.
• Nick Reddingius, Marsha Smith, and Don Worth to develop list of campus-wide projects.
3) Security

The documents: Final UCLA Security Resolutions and Draft Network Security Incident Handling were approved. The CSG suggested the following changes (underlined) to the Draft UCLA Minimum Connection Standards document:

- **#11:** IT departments must have the ability to identify sources of traffic and have the ability to control the flow of traffic from specific sources or disconnect specific sources.

- **#14:** Computers that are not institutionally owned or not part of the UCLA community such as visiting scholars represent an exception to these minimum standards and unit service providers should take necessary steps to secure departmental networks while allowing outside users.

- Ensure consistency of language – there are references to both ‘unit’ and ‘department’.

If no other changes are submitted within two days after this meeting, these three documents will be considered ‘official’ and will be prepared as a package to present to the ITPB.

There was a question regarding the status of eEye. Since this was not on the agenda, the update was brief. The contract has been signed and rollout will be done in phases. A meeting with eEye representatives has been scheduled for May 5th in the Sandbox. More details will be provided at the next CSG meeting.

**Actions:**

- John DeGolyer to go through security documents to ensure consistency of language and make suggested changes.

4) IS-3

The objective of the information gathering is still unclear. The problem still needs to be scoped and questions developed that align with the scope. OIT will work on these issues.

**Actions:**

- Marsha Smith and Esther Woo-Benjamin to scope IS-3 issues and develop survey that aligns with scope.
### Meeting Schedule for Remainder of 2004:

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<td>May 25</td>
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