



## INSIDE THIS ISSUE

- Support Statement for Windows 10 ..... pg 2
- Double Your Ram..... pg 2
- Microsoft Surface Pro 4 and Books ..... pg 3
- Research Desktop Solutions..... pg 3
- Isilon and Data Storage for CSU..... pg 4
- Which Shared Drive Should Be Used? ..... pg 4

## Ch-ch-ch-ch-Changes

by Ellen Glover

This summer we will be upgrading to a Java free version of myTime (Kronos), the university's time reporting system, eliminating the Java issues currently experienced by many.

Improvements to the new HTML web-based user interface include a new look, feel, and navigation. New features include dropdown menus, hover-over features, and streamlined navigation throughout the application. Training will be made available to help with the transition. More details to come.

## MagnusMart is up and running!

IS&T receives a good number of calls regarding the proper procedures to order items like Macs, software, keyboards/mice, replacement parts, etc.

Today with the implementation of MagnusMart, all Apple/ Mac computers, all software, non-standard products, and accessories need to be ordered directly through MagnusMart.

IS&T no longer orders Apple Macintosh computers, software or other computer related items. The standard computers we offer via our PC Procurement

Program are HP Desktops, HP Laptops, HP Tablets, and Microsoft Surface Pro 4 and Surface Books.



**MAGNUSMART**  
A SMARTER WAY TO PURCHASE

We will continue to order these units through our special program and ask that you direct all other purchases to MagnusMart.

## HP Commercial Grade Laptop Line Available

IS&T offers a commercial grade line of laptops in our PC Procurement Program. These commercial grade laptops are not the kind you will find in the big box stores or shown in the Sunday ads in a newspaper. These laptops are commercial grade and are built to deliver value for your investment dollars. All laptops pass the Military Standard series of tests known as MIL-STD-810. What do these tests mean to you?



Dusted with Arizona road dust for six hours then used to ensure they won't fail in harsh environments.



26 drops from 30" onto every side, angle and edge onto 2" of plywood over steel and concrete to ensure toughness.



Simulate the vibrations of 1,000 miles of ground transportation, jolted in six directions for a total of 18 mechanical shocks.



Simulated altitude pressure of 15,000' and exposed to a temperature change greater than 212° F.

# Support Statement for Windows 10

Our history of introducing a new Operating System to the CSU community is to test the new OS for about a 3-6 month period depending on several situations.

Here are a few reasons and tasks that need to be performed before we can officially support a new release of an Operating System.

Typically, the history of Microsoft Operating Systems has been poor. The initial release is always filled with bugs and our experience tells us to wait for the 10.1 or 10.2 release levels before we can be comfortable with the stability of the product.

We must wait for our major production application vendors to issue support and/or compatibility statements before we are convinced they have tested a new OS and plan to support this when we open tickets for their help. These applications include PeopleSoft (Human Resources, Finance,

and Student Records) Kronos, OnBase, and more.

Depending on the breadth of the changes, instructional materials or classes must be created.

We must build images for all student labs, and faculty and staff computers using the new OS and test this with all of our desktop applications like Office, Adobe, SAS and SPSS.

Finally, more than ever before, more user "telemetric" data are being captured and stored by Microsoft. We need to both inform our user community of this issue and/or instruct them on how to control or minimize this security impact.

There are other items, but to be direct and to the point, these are the major hurdles. Although this is being hyped heavily from Microsoft and the media, this

## It's free & Exciting

However, it will be sometime in the June/July timeframe that we can offer Windows 10 as a supported platform.

Here's why.

*Our support staff must work with this product for several weeks if not months to evaluate the differences, problems, unique new features, etc.*

is a critical tool in the effective and stable operation of major and minor systems used by CSU faculty, staff, and students on a daily basis.

We cannot afford to put a bug filled, unstable tool in the hands of our students and employees when the ability to do their work will be severely hampered.

IS&T will begin to test this product and evaluate the initial release as well as future releases until a time that we are comfortable enough to offer our full support for Windows 10.

## Make it a double

Need more RAM?? Who Doesn't??

IS&T realizes that many faculty and staff who use PCs on a regular basis are fine with a standard offering of 4 Gigabytes of memory (RAM). PCs with this amount of memory are a bit less expensive than their larger counterparts. Today this is our standard but we also realize that many people need more RAM, bigger hard drives, higher powered graphic cards, etc.

So addressing the RAM question has been made simpler. When you place your order for a PC or Laptop, just indicate you want the RAM doubled. It is that easy.

Or, visit [easy.csuohio.edu](http://easy.csuohio.edu), sign in and click on **Service Catalog** to place your own order. You can add RAM to your order with a click of a button.



Someday, 8GB of RAM will be our standard, but for now, we will let those that can get by with 4GB do just that and those that need more, just ask to double the RAM and it will be done.

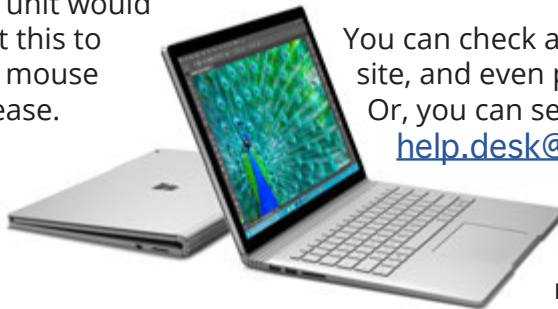
# Microsoft Surface Pro 4 and Books

Exciting news! The new Microsoft Surface Pro 4 is here as well as the new larger Surface Book.

IS&T was able to create an educational bundle for these units which includes the cover/keyboard (a \$100 option in the past) and a 3-year maintenance contract. Accidental damage protection is optional for these units but highly recommended.

The Surface line can truly serve as a tablet, laptop or desktop computer. An optional docking unit would allow you to connect this to your office monitor, mouse and keyboard with ease.

Imagine having one and only one computer that can serve as all three



form factors.

**To order:** log into [easy.csuohio.edu](http://easy.csuohio.edu), click on Service Catalog on the left hand menu, and click on the box on the right titled "Computers".

You can check all pricing at this site, and even place your order.

Or, you can send an email to [help.desk@csuohio.edu](mailto:help.desk@csuohio.edu)

with the details of your order and an account number.

## Details: Surface Pro

- Entry, advanced and research levels, consistent with all of our other product offerings.
- Intel M3, I5 and I7 processor, RAM that ranges from 4GB, 8GB and 16GB, and Solid State Drives that range from 128GB, 256GB, and 512GB and a 12.3 inch screen.

## Details: Surface Book

- Entry, advanced and research level.
- Intel i5, or i7 processor, 8GB to 16GB of RAM, 128GB, 256GB and 512GB Solid State Drives and a 13.5 inch screen.

## Please Note:

Windows 10 has not yet been approved for support by our major software vendors.

Unfortunately, we have recieved word that the Surface Pro 3 model has been discontinued and is no longer available.

## Research Desktops

Serious researchers need more power and IS&T understands those needs. Our "standard" computer offerings used to provide an "economical", "standard", and "research" level offering. Recently we have expanded those offerings to move from research desktops to almost server class machines.

Today, what used to be our biggest and most powerful research desktop is at the bottom of the line as three other stronger models have been added to the program.

The Z230 workstation, our entry level research desktop, provides a 1TB drive, 8GB RAM, an Intel i-7 processor and a 1GB graphics card.

We realized that even this was not enough for some researchers.

We added three new models that all use a Xeon processor, a server class processor ranging from E5 to E7 levels. Their drives include either a 256GB Solid State Drive or 1 to 2TB hard drives. Two of these models include 4GB graphics card for serious graphical modeling and displays.

If more powerful or special needs are required, we can have HP quote a custom model to your exact specifications. Whether your needs are small or high-end, we can provide a computer for you as part of our PC Procurement Program.

# EMC Isilon and Data Storage for CSU

by Mike Dever

Over the past few months, IS&T's Technical Services Group brought an EMC Isilon online for the CSU campus community. This new technology hosts VIKE, CSU1-FINANCE, LANYARD, FMS4, PPLSOFT-NT2, and other CSU network file shares. This update was made to improve performance, decrease backup time, and ensure the possibilities of business continuity in the case of a disaster.



The transition to the new platform is complete. Growing pains were felt by some during the first few weeks of use, but to our knowledge all consequence issues have been resolved. Anyone with departmental storage issues, please call the Help Desk at x5050.

For the user, EMC Isilon provides a similar experience as the former file sharing appliance. Existing departmental data shares are reached the same way and hold the same data they did in the previous environment. The best news is this device costs the university significantly less money to operate.

As many of you will remember, the cost per year for one gigabyte (GB) of storage was \$6 to operate and maintain our network shares. As of this posting, the new price is only \$4 per GB per year. Yes, that's right; \$0.34 per month per GB. The access speed of the data on this device appears to be approximately 7 times faster

than the last unit. Shortly, this device will be replicating all network file systems stored locally to our disaster recovery location so the university will have extra protection with zero added cost.

Under the hood of the four-node cluster, new tiered storage technology makes the system faster. Data is first processed by 192GBs of high-speed random access memory (RAM), then passed down to two tiers of disks. The fastest, more expensive tier is a 1024GB of solid state drives. The larger, less costly, but slower tier is 54,000GB of Serial Attached SCSI (SAS), 10,000 rpm drives. The combined-hardware format allows for performance when you need it as well as quick access to long-term storage space. This unit also scales to petabytes of possible future storage space.

A LANYARD share is free but limited to specific employees and workstations on campus. The shares are only set up to hold data that need this level of security. If a department has a LANYARD share and also needs to store departmental data, the departmental data should be stored separately on VIKE.

## Creating New Shares

There are three ways to begin the setup of a new departmental data share:

- Call the Help Desk at x5050 and ask for a Vike share.
- Email [easy@csuohio.edu](mailto:easy@csuohio.edu) with the subject line "Server Management" and ask for a Vike share.
- Visit: <https://easy.csuohio.edu>, select Service Catalog on the left column, and select Request Vike Access.

In order to set up the share, please let us know:

- the name you would like the share to have
- who the data custodian will be (the specific person who defines the list of employees who need access.)
- who can access the data
- how much data storage is needed
- PeopleSoft account to be billed

At the university, the data that we use largely defines us as an institution. The Isilon system allows us to keep our data maintained, retrievable in case of accidental deletion, and secured so that all appropriate employees can readily access it.

Please let us know how we can help with any new storage initiatives or training.

## Which Shared Drive Should Be Used?

1. **Public data** can be lost, stolen, shared or destroyed with no consequence. This data can be left on a desktop, laptop, mailed freely, stored on a thumb drive, copied on a blank CD, left lying in the sun or rain.
2. **Private data**, necessary for business continuity, should be stored in a networked file share with restricted user access. On campus, that would be the VIKE drive. The VIKE drive is handled directly by CSU personnel and its cost is now \$4 per gigabyte per year of storage.
3. **Sensitive data** is extremely private or government-regulated. This data includes

birth dates, Social Security numbers, home addresses, etc. The loss or theft of this data would generate the worst sort of newspaper articles for the university and possible fines. The data in this category therefore needs to be stored in our most restricted space, the LANYARD share.

For more information on the university's Administrative Data Policy, visit:

<https://www.csuohio.edu/sites/default/files/3344-8-02%20with%20appendices.pdf>