



**Steering Committee for Administrative Computing
AGENDA, NOTES AND ACTION ITEMS**

September 7, 2004

Members Present: Calvin Eckel, Candy Bacon, Sarah Bickel, Fred Estrella, Max Davis-Johnson, John Campbell, Pat Haeuser, Patrick Martin, Ron Pitt, Sue Stefanko, Diane Verkest, Terri Eckel, Kathy Savage, Matt McGlamery, Dug Tryon.

Members absent: Robert Norton, Fred Hurst, David Bousquet, and Sue Mckinnon.

Call to order 3:35pm.

- I. Review and approve prior Minutes – July 2003.
- II. A draft ITS Strategic Plan was presented by Fred Estrella. Fred is seeking comments and approval from the SCAC and PACAC. Discussion about budget reduction impact now and the future. Discussion about adding items for upgrading the system and data cleanup. Adding an emphasis on training in the plan was also discussed. NAU Strategic Initiatives needed to provide funding for IT initiatives that are affected was asked to be included also. Comments were noted and incorporated when appropriate. *Note: Fred incorporated comments and distributed to SCAC on 9/8. Document is posted on SCAC web site.*
- III. Louie System Capacity and Performance on the first day of classes was discussed. Max and Matt talked about the concerns and what ITS is doing to address LOUIE system performance during peak loads. Matt presented historical and current graphs showing the peak system loads during the first week of classes for the last three semesters. See SCAC web site for graphs. There is a definite pattern. Discussed what can be done to change student behavior – conclusion was difficult. The major concern for ITS and NAU is do we configure the system to handle a peak load for a 4 hour period 2 times a year and have excess capacity for the rest of the year? The steps that will be taken by ITS are:
 - Servers will be properly configured, i.e., heap size and SSL keep alive.
 - Further testing based on processor speeds will be done. The bottleneck is the web servers for LOUIE. We have 5 currently. One of the servers is twice the size of the others. If we increase the speed of the smaller web servers will this help overall system performance? Based upon the testing and the need for keep alives to be turned off we will need to upgrade the CPU capacity of the web servers. This can be accomplished by:
 1. Adding additional servers
 2. Replacing additional servers with faster servers.
 3. Upgrading the Cisco Local Director to handle ssl offloading.
 4. Adding SSL offloading cards to each web server.



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- IV. Systems Nightly and Extended Hours On-call Philosophy Change was presented by Max. Because of the nature of PeopleSoft being more functional driven including the processing it makes more sense to contract the appropriate business analyst or functional office staff when it is necessary for operations during nightly processing. Developers will still be contacted by the BA's or functional staff when appropriate. Concerns about burnout for areas when only one BA is available. Volume of calls is infrequent. Worse case is 2-3 times a week and that is because of unusual processing. Details and mechanics of the change in philosophy will be developed. Patrick asked to be included in the planning.

- V. Max discussed the PeopleSoft 8.9 upgrade. It is a major release of architectural enhancements and improvements in usability and functionality for both SA and HR. Schedule release is late 4th quarter 2004. NAU does not want to be the first – we want to let other people bleed. Effort is big but somewhat unknown. Best guess is about 12 months. We may need consultant help and/or additional resources. There will be training and documentation needs also. We will be evaluating the release as more information becomes available. We will tentatively start the summer of '05 with an implementation date of summer of '06.

The rest of the items were tabled until the next meeting.

Moved to adjourn.

Meeting adjourned 5:12 pm