

AIS Team Leads Meeting Minutes

PLACE OF MEETING

UTC EPC 302 Cedar Conference Room

DATE AND TIME

June 20 2006 2:00PM-4:00 PM

ATTENDEES

Team Leads Members: Pam Hunt-Carter, Michael Mc Cawley, Tchad Sanger, Greg Gaither

Absent Members: Ann Draper, John Bartlett, Jim Moore, Kim Manss, Connell O'Donovan

Steering Liaison: Greg Gaither

Guests: Nathan Donovan, Peggy Kelly, Terry Seehart, Alison Manning, Penny Davis, Sheryl Aronson, Rick Dawson, Jennie Kulczyk, Sharita Javier

Student Financials Representatives: Joanne Noble

Graduate Admissions Representatives: Erica Simpkins

Financial Aid Representatives: Patrick Register

Announcements

Tchad Sanger will chair the meeting while Pam Hunt-Carter is on vacation.

Review Previous Meeting Minutes & Agenda Review

No changes were made.

I. New Issues

06-3 Production Bug

- Enrollment Issue GSC case, awaiting data-fix from PeopleSoft.
- A code-fix is available in Bundle 14.

II. Outage Discussion

Overview:

6/2/06

Blue Arc raid controller failed, causing all environments to fail. The database that serves the enrollment database crashed as a result.

6/6/06

Main controller system board memory filled, crashed, and rebooted causing the system to come down again.

Discussion Points

- Any data saved at the moment the system went down would be lost.
- The amount of data loss is not known.
- Outages were unpredictable and random.
- Updating firmware will help prevent the outages in the future.
- Updating firmware requires bringing down all SA affected systems.
- A cost benefit analysis was done, results determined that the price of a redundant NAS server was outweighed the cost of AIS being down for 8-12 hours.
- The Project Management office is talking with vendors to determine a data storage center. If the center is not ready for AIS, within the next year it may be worth purchasing a redundant NAS.
- Saturday, the system will be brought down.
- System clock is not running on time.
- Regular system maintenance window schedule to be determined by the Team Leads committee.
- App/DBA team is looking into a database system monitoring software to show the status of each system.

III. Outage Communication

Discussion Points:

- Communicate to users that if they had entered data and not saved it or saved data when the system crashed they should go back check that the data is in the system.
- Email message to the teamleads@ucsc.edu with the outage bug ID.
- If it is not possible for a system to be up for a specified amount of time, that time should be communicated to the campus.
- Firm times will be sent by email.
- Planned outages need to be communicated to Lisa Bono from ITS.

IV. Release 06-4 Calendar

Summer Releases

- Release 06-3
- Release 06-3.1 Bundle 14 only
- Release 06-4/GARP

Discussion Points:

- Bundle 14: Grad Plus loan, Smart and ACD loans, Financial Aid, Student Records & Campus Community

changes.

- Bundle15: Parent and Student calculation changes requiring repackaging of all students whose parents have businesses.
- Bundle 15 arrives 8/15/06.
- Bundles require SA downtime.
- 9/23 time period is the busiest usage time to the system.
- GARP has to be available to the campus 10/1/06.

V. Student Records / Summer Session PTRs

Grades in Evaluation Headers PTR

- Will be reassigned as a bug.

Tuition Calc Tables PTR

- Internal Audit is mandating Student Records and Summer Session limit the access to each areas respective files.
- Team Leads Approved.

SS 202 Summer Session Searchable Schedule of Classes

- Team Leads Approved with changes.

Report TIE categories to the University of California Office of the President (UCOP).

- Team Leads Approved.

VI. Segue Training

Discussion Points:

10 people are required to have Segue training at UCSC

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- November, potential training date.
- Erica will attend training in July.

Decisions

- AIS Outages
 - Every outage will be assigned a bug in Sluzzilla, all communications regarding the outage will be available in the bug.
 - Suzanne will send teamleads@ucsc.edu outage bug IDs.
 - Announce the earliest a possible time that a system will be brought up, or if it is known that the system will not be up for at least a specified amount of time.
- Remove Prep testing for the 06-3.1 release, and test the process for possible use with future releases.
- Eval/Grade PTR will be addressed as a bug.
- Team Approved:

- PTR, TIE to UCOP files
- PTR, SS-202
- PTR, Tuition Calc Tables
- Suzanne will continue to work with functional offices and Segue to arrange training on campus in November.

Next Meeting Agenda

(None specified)

Future Meeting Agenda Items

- Campus Community Update, Pam Hunt-Carter
- Low Security Role Update, Penny Davis
- John Wescoat, Penny Davis: Checklist Demo
- Greg Gaither: Functional Capacity Assessment
- Functional Calendar
- Eric Goodman: IdM Update
- John Bartlett: SJSU Messaging Mod
- System Maintenance dates, Raji Sabbagh

Review Action Items

<i>Action Items</i>	<i>Assigned To</i>	<i>Date Assigned</i>
PM to team leads list		
Follow up with Segue if they can teach an accelerated class.	Suzanne Willis	6/20/06
Enter Eval/Grade information into a bug.	Sharita Javier	6/20/06
Look into PTR ID #'s	Pam Hunt-Carter	6/20/06
Look into moving the GARP release date back and bring a new potential date back to the Team Leads committee.	Greg Gaither	6/20/06
Determine 4 quarterly dates for system maintenance and bring back to team leads.	Pam Hunt-Carter	6/20/06
Contact Suzanne Willis regarding on campus Segue training.	Team	6/6/06
Send FA bundle dates to ais-teamleads@ucsc.edu.	Ann Draper	6/6/06
Provide suggested times at the 6/20 meeting for the 06-4 release.	Team	6/6/06
Send Portal Document to Team Leads	Suzanne Willis	6/6/06
Follow up with Customer Connection.	Penny Davis	6/6/06
Clarify if summer quarter will be shown as a result of PTR SF-213	Rick Dawson	6/6/06
Research International student US home address.	Penny Davis/ Sheryl Lee/ Peggy	5/16/06
Review NSI survey questions and provide feedback to Pam Hunt-Carter.	Team Leads	5/16/06
Modify the Campus Community View Role and present to Team Leads.	Penny Davis/ Tchad Sanger	5/16/06

Send Team leads ITS Help Desk Role description.	Nathan Donovan	5/16/06
Meet to discuss the long term integration of Health Center into AIS.	Robert Antinino, Pam Hunt Carter	5/16/06
Contact Health Insurance company regarding Online time-out settings, and Insurance Co. validating students.	Robert Antinino	5/16/06
Check HEUG for Health Center information.	Robert Antinino	5/16/06
Revise PTR SF-216 to clarify modification request (distinct from config/set up issues which don't require modification)	Sheryl Aronson	5/2/06
Add Process Managers in AA, SBS, SR, and FA to slugzilla ticket for the Mass Email Variable.	Tchad Sanger	5/2/06
Add additional Process Manager recommendations to the Mass Email Variable slugzilla ticket	John Wescoat	5/2/06
Send an email to Team Leads regarding feedback regarding the HEUG PAG.	Tchad Sanger	5/2/06
Search Match Post: open a slugzilla, assigned to herself.	Elina Aguilar	5/2/06
Erica will contact the Univ. of Baltimore to inquire about whether or not they will send us their duplicate ID query code.	Erica Simpkins	5/2/06
Send the Team Leads a list of the users granted this "wide-open" access in SATST.	Nathan Donovan	5/2/06
Set up a meeting with Raji to discuss file transfer process with the Process Managers from units that are affected.	Penny Davis	5/2/06
Revise PTR SS-202.	Pam Hunt-Carter	4/18/06
Create work around and verbiage to address SLRRQ Residency Status/ FA changes.	Penny Davis,	4/18/06
People not participating in the testing plan contact Greg Gaither.	Team Leads	4/18/06
Communicate to Kim Manss the expectation that she will present Student Financials PTRs to the Steering committee.	Rick Dawson	4/18/06
Send PTR by Thursday to Greg Gaither and Alison Manning with info on whether SF212 functionality is included with PS 9.0	Rick Dawson	4/18/06
Restructure SF 213 to include an option for using a portion of the All Transaction page.	Mary Masters	4/18/06
Follow up on having portal timeout information listed on the portal.	Elina Aguilar	4/4/06
Contact Eric Goodman regarding IdM Update to Team Leads.	Tchad Sanger	4/4/06
Modify the PTR template to reflect discussed changes	John Bartlett	4/4/06
Post Portal timeouts on the Portal	Elina Aguilar	4/4/06
Contact Penny and Check PS Customer Connection. Email trigger action.	Connell O'Donovan	3/21/06
Add the training environment (SATRN) to a quarterly refresh cycle. Discuss NES refresh cycle.	Nathan Donovan	3/21/06
Create a staffing analysis methodology.	Ann Draper	3/21/06
Schedule a meeting to discuss the bundle docs.	John Wescoat	3/21/06

once the docs. are available.		
Discuss the role of CFG and when it should be refreshed.	Quality Team	3/21/06
Call a meeting with Michael McCawley to discuss enrollment and transcript holds.	Pam Hunt-Carter	2/21/06
Modify SR-1004 Online SLR.	Penny Davis/ Pam Hunt-Carter	12/6/05
Organize a Search Match Post meeting with Admissions, Grad, Student Records, and Summer Session.	Elina Aguilar	12/6/05
Create release management documentation and distribute to Team Leads.	Nathan Donovan	12/6/05