



CAMPUS MEMO

Date: May 11, 2015

To: Administrative Council

From: Ken McClure, Vice President for Administrative and Information Services

Subject: **Master List of Distributed Servers**

In late September of 2014, I directed Computer Services to work with distributed IT support staff and Facilities Management to create and maintain a master list of all distributed servers. This process is being performed in accordance with energy conservation initiatives and information security policies, as well as the University's Eight Major Goals for 2014-2105 under Section VI. *Responsible Stewardship*:

- 1) *"Manage University-wide risk effectively... identify risks, evaluate risk management tools and implement risk management solutions."*
- 2) *"Continue to more efficiently heat and cool buildings through responsible space scheduling practices and cost effective environmentally friendly building practices."*

Technology has advanced the capability to store large quantities of data on smaller, more affordable servers and, many areas within the University have taken advantage of this opportunity to enhance technology-related services by adding distributed servers. Realizing this trend will continue, this initiative to maintain a master list of distributed servers will be an ongoing process.

I am pleased to report the master list has been created and many activities have occurred regarding the housing and maintenance of distributed servers.

Please see the following for an update on progress made thus far:

- Computer Services staff members met with the distributed IT staff members at the monthly Campus User Support Committee (CUSC) meeting to discuss the directive and strategy to achieve it.
- The Enterprise Systems Unit of Computer Services designed and wrote a software application to collect information relevant to the University's distributed servers.
 - Information collected includes primary server contact, server purpose, data sensitivity level, location, and other relevant server information.
- Server inventory information was collected from all distributed IT staff members resulting in an unexpectedly high number (163) of servers being identified.
- Computer Services worked with primary server contacts to analyze the collected information and identified 54 servers that contained restricted, private, or unknown data sensitivity levels.

- These 54 servers are maintained by 18 distributed IT support staff members and reside in 22 rooms within 13 buildings on the Springfield campus.
- All servers on the West Plains campus are maintained by the Information Technology Services department and reside in three rooms within three buildings.
- Servers containing only public information, or identified as test servers or servers in the process of being removed, will be reviewed later in the process due to having a lower perceived risk.
- Due to data sensitivity and information security concerns it was determined a committee was not appropriate as mentioned in my initial memo. Following information security best practices, it was deemed more prudent to work with individual primary server contacts in the initial analysis phase.
 - Seven of the 54 servers were identified as hosting unknown data and were the first scheduled for review. The Information Security Unit of Computer Services immediately reviewed these servers to classify the data and worked with the primary contacts to ensure appropriate access controls are in place. Analysis on the remaining 47 servers is proceeding.
 - The Enterprise Systems Unit of Computer Services worked with each of the 18 primary server contacts to review their server environments, checking specifically on power consumption, cooling requirements, and physical security.
- While the initial analysis phase was occurring, Computer Services Networking and Enterprise Systems staff members procured and installed two new server racks in the Cheek Hall computing center, these racks are specifically reserved for housing distributed servers.
 - A pricing model was developed for situations requiring sever relocation and is designed to only recover the expenditures of racks and associated services necessary for the relocation.
 - Servers from the following areas are in the process of being relocated to the computing center.
 - College of Arts and Letters
 - College of Education
 - Counseling and Testing
 - Athletics
 - The Media Film and Journalism server environment was relocated from Strong Hall 110 to 104.
 - This is estimated to save \$10,000 annually in air-conditioning and electrical costs.

Moving forward we will continue by:

- Working with the distributed IT support staff to maintain an accurate distributed server inventory.
- Coordinating with distributed IT support staff to relocate appropriate servers.

Action required to provide a suitable environment for all University servers:

- Review Cheek Hall, Blair Shannon, and Lybyer computing and telecommunications facilities to:
 - Investigate proper hot aisle and cold aisle air return benefits.
 - Explore the feasibility of connecting air-conditioning units to existing chilled water coils.
 - Confirm appropriate physical security.
 - Determine if adequate electrical capacity is available.

Action required to manage University-wide risk effectively:

- Continue meetings with IT support staff and IT governing entities to review, discuss, develop, and implement effective IT policies and information security best-practices.

In conclusion, I appreciate the contributions made by the Facilities Management, Distributed IT Support, West Plains IT Services, and Computer Services staff toward this important initiative.