Leveraging a Collaborative Suite of Tools to Provide User Portals and Working Spaces

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October 15, 2008
Our Disclaimer

- This is a work in progress
- Purpose of today is to open a dialogue rather than present a finished product
Overview

- About MCNC and NCREN
- About NC State
- About MCNC Collaborative Tools
- MCNC Advisory Structure and Community Involvement
- Relationship between NC State and MCNC
- Working Spaces
- User Portals
- Next Steps
About MCNC

- Not for profit established in 1980 to further economic development and education in North Carolina
- We own and operate the North Carolina Research and Education Network – NCREN
- We own and operate a 4,500 sq foot Data Center
- We provide managed video conference services for many higher education institutions in NC; about 67% of hours in September represented course work and served 2303 participants
- We invest over 1M annually to discover the best collaborative services for the state
About NC State

- The largest member of the University of North Carolina system
- 31,000+ students; 8,000 of whom live on campus
- 8,000+ employees
- North Carolina’s land grant institution
- Home to *Centennial Campus*, which allows faculty and student researchers to collaborate with industry and government partners on cutting-edge, next generation, learning, research and development.
About Collaborative Tools at MCNC

- Two main goals:
  - Provide Working Spaces
  - Provide User Portals

- Everything leads to EdSpace:
  - Confluence (We call it EdSpace)
  - Provide views from other tools within EdSpace
    (JIRA and Footprints)
NCREN (R)Evolution

- Past Community
- Present and Future Community

*University*

*K12*

*Community Colleges*

*NCREN Community*

*University*

*K12*

*Community Colleges*

*K20 Education Community*
Our Overlapping Constituents

Constituents include:

- University of North Carolina System including the UNC CIO Council and the 17 Institutions (student, academic, teaching and research components).
- North Carolina Independent Colleges and Universities including NCICU and 36 Independent colleges (student, academic, teaching and research components).
- Community colleges including the North Carolina Community Colleges System Office and the 58 Community colleges in the State (student, academic and teaching components).
- Kindergarten through 12th grade public school system including the Department of Public Instruction, 115 LEAs, 2,400 Public Schools (student and teaching components) and Charter Schools.
- Government (ITS, DPI and State Board of Education, etc), Regional Coalitions, I2, NLR, E-NC, Commercial organizations (vendors, customers, and partners), Outside Industry (research and education networks, and other non-profits).

Overlap among constituencies will increase as North Carolina meets the challenges of 21st century education.
MCNC Governance by the MCNC Board of Directors; primarily business leaders in the education and technology arenas

Strategic advice by the MCNC Advisory Council (MAC); primarily technology leaders in the education environment.
  ◦ Understand the technical needs of the community
  ◦ Brief and advise the Board of Directors on status, opportunities and issues that are strategic in nature

Tactical/Operational collaboration with the K20 Networked Services Operating Committee; primarily technology managers in the education environment
  ◦ Provide operational input related to NCREN operations and services to the MAC and MCNC on tactical decisions.

Working groups and affinity groups; open to all constituents
  ◦ Provide input and deliverables on specific topics to the NSOC

K12, University, and Community College constituencies are represented and have input at each level of the advisory structure
Solicits Input
Requests Analysis
Responds to Input
Solicits Input
Requests Analysis
Solicits Input
Requests Analysis

NSOC
MAC
BOD

Analysis and Input
Analysis and Input
Analysis and Input

• Representative from each member institution
• Working group chairs (as “kitchen cabinet”)
• At least one MAC Member is a member, others are invited guests

• Ex Officio members
• Named/selected members
• NSOC Chair
• Represents community senior management

• Represents executive leadership from the community
• Appointed membership
• MAC Chair as invited guest

NCREN Community
Senior Managers
Executive Leadership

Communique/Interaction among Advisory Structure

EdSpace
Communications/Interactions with MCNC

**Community**
- Feedback on Services
- Working group/Affinity Group Participation

**NSOC**
- Operational Advice and Input

**Board**
- Fiduciary Oversight
- Direction
- Approvals

**MAC**
- Strategic Advice and Input
About NC State and MCNC

- NC State has multiple physical locations connected to NCREN
- NC State currently building 1000 node VCL cluster, which is located in MCNC’s data center
- MCNC reported 1800 hours of video conference coursework for NC State in FY08
- NC State is a key member of the NCREN community and MCNC constituent
- NC State provides significant **leadership** at every level of our Advisory Structure
  - Strategic direction on the Member Advisory Council (MAC)
  - Tactical and operational direction on the Networked Services Operating Committee, Chair - Greg Sparks
  - NCREN Architecture Working Group, Chair - Matt Valenzisi
About NCREN Architecture
Working Group

- Membership and History
- Role of Working Group Chair
- Focus is typically on technical, network-related topics
  - Recent Work - Core Router Evaluation
  - Also, in process of forming task forces assigned specific deliverables
- Working Space and Communication Needs
  - Easy for multiple members of group to access and contribute
  - Place to put agendas, minutes and working documents
EdSpace: Working Spaces

- For the BOD, MAC, and NSOC
  - Meeting minutes
  - Reference materials
  - Working group reports
  - Presentations and other meeting materials
- Working groups/Affinity groups/Task Forces
  - Collaborative space for achieving consensus and developing deliverables
- NCREN Community
  - Solicitation for input
  - Survey results
EdSpace: User Portals

- For the K12 Community – **Demonstration**
  - Public and private information
  - Knowledge Base Articles
  - Ticket Information
  - Technology Information

- Request to build for rest of community from NCREN Architecture Working Group
  - Opportunity to provide centralized view of network tools
  - Slightly different requirements for rest of community
  - Opportunity to provide K20 Community Portal
K20 User Portal Information

- How to get help?
- Maintenance Calendar
- Trouble Tickets - Currently RSS feed
- Community Meeting Schedule
- Troubleshooting Tools like Smokeping
- Latency Matrix
- Utilization and Latency Graphs
- Netflow Data - Arbor Peakflow
Next Steps

- Formalize requirements for K20 portal
- Communicate to community via Advisory Structure
- Gather feedback and additional requirements
Questions?
Comments?