CTC QUARTERLY BILT MEETING
Collin College, Frisco Campus
Aug. 14, 2012

<u>**Attendees**</u>
John Byers - Collin College
Edna Claus - Texas State Technical College
Ernie Friend - Florida State College , Jacksonville
Julie Hietschold - Collin College
John Huff - Polk State College
Tu Huynh - Comerica Bank
William Johnson - TDI Technologies
Eliazar Martinez - El Centro College
Lenny Portelli - Seminole State College
Kurtis Sampson - Philips Healthcare
Helen Sullivan - Convergence Technology Center
Ann Beheler - Convergence Technology Center
Leslie Engelmann - Convergence Technology Center
Judith Roberts – DOL
Heather O'Neil - Convergence Technology Center
Glenn Wintrich - Dell
Kim Yohannan - EMC Corporation
Craig Tidwell – Seminole State College
Karl Dietrick – Lansing Community College
Joselle Gatrell – Anne Arundel College
Elizabeth Halweg – Fox Valley Technical College
Earl Simpkins – Telecom Electric
Marilyn Barger - FATE

AGENDA

I. <u>Welcome & Introductions:</u>
- Helen – We will send out the recording with the Minutes for anyone who was not able to call in.
- Ann - Welcome everyone ! We did get approved for the National Center Funding and will address later in the agenda.

II. <u>INDUSTRY TRENDS:</u> **Glenn Wintrich, Dell**
- **Glenn:** Summarized the relevance of industry trends and explained the importance of focusing on advancement and looking forward for improvement. Every CIO is attempting to implement the "bring your own device" policies into play due to the number of personal devices in the work place that require security and mobility. Policy and security will need to be put into place in

order to prevent bandwidth from being overwhelmed. After speaking with numerous hospitals 63 % of Doctors are using tablets. Of that 63 % , 80% of them are iPads they use as their primary tablets. Virtual desktop is being used to control the data and enable the employee to be successful.

- **Ernie Friend:** Suggested the use of NDG Netlab. Virtual laboratory: Citrix is being added to ensure that students understand the importance of setting up the backend first so they can apply to mobile devices.
- **Glenn:** The changes are dynamic from previously. Communication On Wheels (COWS), was a computer on a rolling cart. It is important for future employees to have a skill set that is mature and diverse. Ensuring that the wireless network is as beneficial as the wired.
- **Ernie:** Agreed with Glenn and mentioned the Capstone course as a method to obtaining the skill set.
- **Ann:** Capstone course is currently offered by Collin. DOL supports virtual internship in capstone experience via GoTo Meeting or Webinar.
- **Glenn:** Other related trends : The younger workers are expecting the software to empower them as employees and expect applications to be tailored to their needs so they may be able to work remotely or from home offices. Dell has 20 % of their employees working remotely. The VPN is saturated quickly causing the IT support tickets to increase forcing thousands of dollars to be spent on IT trouble tickets that could be avoided. Well designed virtual desktops that are created with analytics and security in mind will help reduce these costs and students should be interested in taking course work around VPN operators and networks.
- **Ernie**: We need help to fund a way to apply pressure on a network to test and accumulate data will be useful.
- **Glenn**: Will be responsible for recommending a VPN traffic generator to help fix errors and predict symptoms. He will check into Sonic wall.
- **Glenn**: "Hollywood Model"– derived from the 40's and 50's: A lot of companies are beginning to fill necessary positions and tasks with contract employees. Because of this it would not be beneficial to provide devices, logins, etc to these employees. Instead, you would rely on the bring your own device model. The goal is to have the contract employee on the network through their own devices. However, there are a lot of security risks involved. Templates include a specific set up for each type of employee that is automated to streamline these contract employees.
- **Ann**: Carolyn Corban, resident futurist predicted this years ago. Tu, are you seeing this trend in your business?
- **Tu**: I see a different trend than everyone else. Financial instituting deal with this on the software development side being outsourced. They have to provide connectivity. Each business case will need to do a cost vs benefit analysis, however, this trend will be one that is continuously watched and considered.
- **Glenn** : Truly is interesting because before you would have a technician make quick changes and troubleshoot the issue. Now days, the change is demanding and people build scripts to make it efficient as possible. This allows personnel to be on boarded more quickly. This uses the customized approach.   Research is proven that customers' opinion of your company are directly correlated to the call center or customer service systems. Their IT and technology allows the service to be easier and has a positive impact to the point they will no longer worry about the issue at hand but rather be happy that they had such a great experience.   This is where social media is making a path for lower level technical issues that would usually be a ticket. Social media allows a group of peers to assist one another when possible. This is also quicker than calling the help desk or chatting about the issue online. This also saves on IT costs.

- **Helen**: Cha Cha sites are becoming more popular for that reason. They eliminate the frustration by putting a time limit of 20-30 seconds for an answer.
- **Tu** : Bring your own device trend: Concerned with the security of this trend and would like to discuss this a little more with Bill Johnson if he is on the line ?
- **Bill** : Thanks Tu, the challenge is multi-faceted. For me, accessing the business requires portal or VPN but our business is so small I don't have a lot of experience. Thank you for the opportunity to speak about this however there might be others that can address this in more depth. Have not heard of any solid solution. Dropbox is easy to use and keeps things in sync however I am questioning this method.
- **Glenn**: Training and education and policy is very important. We have also recommended having recommended sites for employees. They are only as good as the training and policies put in around them.
- **Bill :** I agree but even as a professional we have been fooled into putting ourselves at risk. Even with training errors can be made. Personal example of a fictitious government site that you fill out application for EIN and then it reveals there is a fee to acquire. Dropbox was previously acquired to assist in protection but once information is out there you cannot be completely secure.
- **Ann:** That is right, Bill. There is a more secure option out there called Box.com. We do not know all of the details but the services that are out there are recognizing the need for security. Box.com is supporting only encrypted connections. The evaluator for the DOL grant will need to track personal information about the students that will have to be very secure.
- **Bill:** I am aware of Box.com however it took 2 days to get a business quote and even then they required me to speak to someone else who I had to repeat my needs for the second time.
- **Glenn:** Has any one seen any trends in regards to storage, I know Kim with EMC is on the line. Has there been any changes?
- **Kim:** I think absolutely, the more virtual, they need more shared storage. EMC is doing well financially and continuing to excel quarter over quarter. Even on the academic side the virtual labs are requiring their own mini, private cloud. Think of the storage we have on a personal level and expand that to fit a business model: with all the devices and remote activity more storage is required.
- **Glenn:** One of things that you mentioned is the use of the word "convergence". Now people have integrated shared virtual servers. This will allow you to streamline all network, server, storage etc. into one convenient access point that will merge with all devices.
- **Kim:** Companies have options to eliminate multiple vendors and such by purchasing basically a cloud in a box. This makes it much easier to support and maintain.
- **Glenn :** Look at where the new businesses are coming from – small and mid-sized business. Huge productivity and cost savings boost to small businesses, choreography and orchestration between the towers in order to streamline the capability to merge. HP and Dell are running fast to catch up with the mid-market. The future employees will need to understand this and develop skill set that compliments the trend.
- **Kim -** EMC transforms your business to transform yourself. Still need to understand virtualization and storage. Cross- Skilling required having a foundation or you won't stay relevant, especially in mid-market. Now have schools that joined us, storage courses are coming along. Students should understand the need.
- **Ann :** Collin has courses for MS server, Linux, particular brand names for server operating systems, beginning to teach Windows 2008. 2012 is out, should we be focusing on those things, or switching to a different mindset? When to start 2012?

- **Glenn :** 2012 portion of the question is easier. Adoption rate is a slow process not as easy at downloading at home. When you change then you change applications and make changes to system or things don't work anymore. Unless there is something dramatically valuable, then you wait for upgrade cycle in over 3 years. Some companies still running Windows XP, because of work with applications. They leapfrog and skip a generation of s/w upgrade. When do we take away an old course and replace with a new one? Need to focus on what broader base is doing.
- **John :** When do we start training our students? Technicians?
- **Glenn:** Difficult question. Base it on whether you want to give your students cutting edge or broader spectrum to handle the majority.
- **Ernie :** We wait about 2 years. Keep teaching 2008, slowly implement 2012. Mid to large is a 2 year lag and do backend testing. Will teach in two years.
- **Glenn :** A good way for middle of the road solution is a year out for students who have graduated and company is going to new version, as an elective. Integrate into general curriculum when critical mass in the marketplace.
- **Ann :** Should we still teach in this market?
- **Glenn**: Yes, if you have 15 years of experience, you can figure it out, but with new grads, you don't have the skills yet to be able to do that. Just in time learning works better for senior technician.
- **Ann** : Any other trends?
- **Ernie :** Getting requests from companies on ITIL methodology. Feedback?
- **Ann:** We have been discussing it
- **Glenn :** We've discussed for 2 ½ years not as core but desired in market place, 32 to 40 hours, one semester course. I would want to combine with basic Six Sigma processes for data centers to operate effectively. ITIL is necessary in converged data center, but needs to be flexible, change management, order entry, root cause analysis, etc. Just need a more modern set of examples for this highly desired course.
- **Karl :** When we revised our network curriculum 4 yrs ago that was an IT foundations course as elective, as new stuff came in, something had to go, and it went away. It didn't fit in a two year program. Maybe a four-year topic and not two year.
- **Glenn :** We've trained every person in the company to have those skills. Need to understand what you do impacts others. Part of two year but not core curriculum. My son, every person he interviewed with was impressed that he was certified.
- **Julie :** At Nortel we all got ITIL training
- **John :** Good to offer in corporate college environment. Come in non-credit or Continuing Ed.
- **Glenn :** Companies selling, $2000 to $3000 for a five day course.
- **John :** I can do it for $600.
- **Glenn:** At Raytheon and then at Dell, great opportunity to offer in a shorter period of time. This is a cash cow right now. Highly valuable on resumes.
- **John:** 4 week classes, corporate college, once there is a need we add curriculum. We plan to follow what Ernie is doing at Florida State.
- **Joselle :** Not familiar with ITIL, issues of change management, trouble shooting, to me this is like a version of soft skills at a higher technical level. I would rather someone understand this than the latest operating system. They need to think about the impact of what they do.

- **Glenn :** Create a course that could be taken online, would be nice if online rather than webinar,
- **Ann :** From DOL, we have curriculum development money, I'll report what we can do at the next meeting.
- **Glenn :** Head of all ITIL training for Dell, Chip Maxwell would be glad to sit down and talk about curriculum. Act as mentor etc.

III. Job Skills Validation – **Ann Beheler**

- **Ann :** We did use virtualization list of skills, Helen worked with Florida group in April. Will run it by you the next meeting.
- **Glenn :** How we can scale without adding people. We may want to look into social media, Facebook, or Linked In where people are set up for RSS feeds and people post questions, and there is a great deal of learning that can take place.
- **Ann :** That is one of the goals of the new grant. Community of practice using social media. DOL will use Base Camp, Facebook site having a bit of a problem because don't want to link their personal IDs to Facebook. Maybe a public and private persona.
- **Glenn :** This is one of the things that is driving things in the innovation office. Some people publish white papers on things we are working on. People would flock to our site to see new material published.

IV. National Center status – **Ann Beheler**

- **Ann :** We were finally approved. We have 8 partners in grant, Collin, El Centro, UNT, Orange Coast, Florida State, Fox Valley Technical, Lansing, Georgia Southern. Thursday we will be meeting with all partners. Officially grant starts tomorrow, but we are starting financials Sept. 1. Thank you for your work. It's been a collaborative effort. We knew since the end of January, but have been working out details since then. The name is officially the National Convergence Technology Center.
- CCN is becoming a mesh network.

V. National BILT Job Skills meeting- **Ann Beheler**

- **Ann :** National BILT meeting in May, under auspices of DOL grant, 80 people came for meeting, focused on skills for all IT works, resume writing, soft skills, etc. Job skills from CTC, Cyber security system, GIS and Programming. Focus on database and business intelligence and mobile app development. All KSA lists are nearing the finish line
- **Ann:** Sent out special "Thank You" for what you all did last November for the CTC face to face. Will be meeting Aug. 22 with faculty and taking skills list and cross reference to courses. What you provide is actually being used, will ID what needs to be updated and submit to fall curriculum cycle.

VI. Upcoming activities and events and meetings- **Ann Beheler**

- **Ann:** Next meeting Nov. 15. Morning at 8:30 a.m. and next day yearly technology forum, The Cloud Summit, that will be Nov. 16 and everyone is invited. Sending people from new partner network to CEDIA conference in September. Ann also reported the Fall conferences where we are presenting: NCPN, NCWE, ATE and STEMTech.

- **Eliazar, El Centro:** Summer events, recruit on West Dallas campus, attended conferences in Denver and CompTIA and changes to A+ curriculum.