# Enterprise Section Projects Report May 2017

### Summary

We are still working around the 10Gbit network switch issues in order to continue working on the Openstack and VDI projects. The outstanding actions to be completed with that build will need to be done before we can go into service.

We have been engaging with Softcat to understand the requirements and scheduling of the Apps to user devices project. There is some more clarity and timescales are slightly clearer than before and hopefully will not clash with the SAN acceptance testing.

A contractor job description has been created for work on the staff mail directory work which we are bringing forward to provide infrastructure to support [uun@ed.ac.uk](mailto:uun@ed.ac.uk) mail aliases for all users in the mail directory and making the IDM the gold master of preferred mail aliases. We will approach the framework suppliers for a contractor shortly.

We are trying to get agreement from colleges on the work needed to migrate the service from the old load balancers to the new ones. This is proving difficult. At the moment I cannot guarantee any date or any out of hours work. What I need to do is to get agreement from the business to when the work can be carried out and I have been waiting for feedback on that for some weeks. I will then contract someone to assist with the work from Citrix. When it actually happens will depend on Citrix’s ability to provide a contractor for the period we ask for and even then I cannot force the Citrix contractor to work out of normal working hours. I can only request it. If they won’t do it then we will have difficulty in scheduling this.  
  
The current netscalers are dropping off maintenance on the 28th May. After that date, assuming no action, we would be running this service on unsupported hardware and we would not be able to migrate to the new server easily (if at all). I can probably extend the maintenance on a per monthly basis but I need to know how many months I would need to purchase. I am also working around staff availability within my own section with a number of major projects needing to be managed over the next three months, annual leave and a budget constraint of money having to be spent by the end of July.

### **ENT009 SRM and resilient filestore**

### **Achievements in Last Period**

There has been no activity on this project this month due to other project activity and also another investigation into service resilience architecture that may provide a better solution to the one being developed here.

The issue we now have is that in order to make SRM work we would need to rearchitect our entire cluster to not present the storage at both sites. Since we are likely to be building a metro-stretch cluster for high availability, this calls into question our strategy of using SRM. The project scope is likely therefore to change without a deployment of a live service and will just report on the issue with a recommendation for further work if we want to use SRM.

​**Issues and Risks**

* Timescales are affected by the above and milestones have been adjusted as a result though the project is still on track to deliver by the end of July.
* Testing has shown the failover process to be less automated than may be wished and an alternative approach is being looked at.

### **Next Steps**

* Continue testing the new storage configuration to see if it resolves the problem.
* Contact Dell to have it confirmed what we have found.
* Produce an options report for future deployment based on the restrictions we have encountered and if necessary change scope and milestones.

Status: AMBER

### ENT0010 Private cloud provisioning

### **Achievements in Last Period**

* Openstack packages are installed on all the servers.
* Working on back up and restore process for the software stack. Backup is configured to backup the VIO components we need to backup to rebuild the service. The restore test has yet to be done. We have yet to configure backups of the non-VIO additional components .
* Configuring object store has been started.
* Multiple tests of spinning up virtual machines have been undertaken.

### **Issues and Risks**

* 10GB network infrastructure has not yet fully been delivered by CIS but we have sufficient connectivity to keep the project on track.
* An installation requirement was encountered requiring an A record in the root of the DNS pointing to AD. This is not something we can easily do but we think we have a workaround identified.

### **Next Steps**

* Complete testing and familiarisation of the installation and upgrade process. VMware will be attending on site to assist.
* Check restore of configuration from backup. Another week to complete.
* Complete build and configuration of object store. Probably needs two weeks work.
* We will redeploy it all again on test with on the test virtual hosting vCentres and PSCs. On Martin to do. End of May earliest.
* Testing infrastructure resilience e.g. taking nodes in and out. Gordon will do this - not started yet. Two weeks probably.
* Customising the UI to add logos and stylesheets. On Gordon. Two weeks.
* Monitoring to put in place. How to get zenoss to monitor it. Undefined amount of work. On Barry. Four weeks. Might be rolled into the Zenoss work for Jane (or someone).
* Netscaler configuration and SSL certificate management needs to be worked through. On Gordon and Martin. End of May.
* VMware update manager needs built - needs Windows Server with SQL server on it. Neil to build. Three days work. End of May.
* Subversion repo for our client scripts/management scripts. On Gordon. Two weeks.
* Document the installation
* Pilot service
* Complete 10GB network infrastructure build

Status: AMBER.

### **ENT012 SAN procurement**

### Achievements in Last Period

* Completed contract negotiations and decision made on contract
* Further planning of delivery, deployment and testing

### Issues and Risks

* Some time has been lost during contract negotiations - reducing time for testing
* No room for further delay to ensure that payment is made by late January

### Next Steps

* Complete contract signing
* Commence installation of replacement hardware
* Further planning of implementation and testing

Status: AMBER.

### **ENT013 BCP for Enterprise Services**

### Achievements in Last Period

* Meetings to clarify templates & reports held with project team

### Issues and Risks

* None reported

### Next Steps

* Continue writing DR plans for appropriate services

Status: GREEN

### ENT016 Automation of Infrastructure Deployments

**Achievements in Last Period**

* None

**Issues**

None

**Next Steps**

* Complete design stages and ratify internally
* Assign subtasks to complete milestones to individuals.

Status: GREEN

**ENT017: AD Platform Driver**

### **Achievements in Last Period**

* IEqIA is almost done (it's been to Viki, and come back with some things to add/change), hopefully be done in the next few days
* UAT, Internal done, had feedback, made  changes, had a request for a Windows 10 profile reset form IS Consultancy... implemented.
* Service delivery and Helpline have been given access to the tools for real world texting and feedback. (had some, fixed a bug)
* Viki recommended EqIA should include some feedback from UAT.

​**Issues and Risks**

* None

### **Next Steps**

* Complete EqiA and final testing
* Deploy into live service
* Close project

Status: GREEN

### ENT019 Authentication and authorisation reviewing

Achievements in Last Period

* Initial interview with project sponsor
* Initial interview with CISO undertaken
* Interview with IS Apps developer undertaken
* Initial interview with IS Apps Enterprise Architecture and IS Apps Development Section heads undertaken
* Request for volunteers to identify themselves for invitations for interviews made to CCPAG - other people will be contacted directly
* Request for assistance from USD Consultants to gather an end-user group for a workshop to gather feedback from end-users

Issues

* No major issues at this point.

Next Steps​

* Schedule meetings with key personnel and execute
* Schedule visits/webexes with key peer institutions e.g. St. Andrews, UCL, Leeds, Manchester

Status: GREEN

### ENT020 Centralised logging

**Achievements in Last Period**

* Evaluation of Elastic Search and Splunk completed - Elastic Search has been chosen
* Development and support has been procured
* High level implementation plan drafted

**Issues**

* None

**Next Steps**

* Get project brief signed off
* Project plan signed off
* Continue  designing the standard templates and reports required

Status: GREEN

### ENT021 EASE Website refactor

### **Achievements in Last Period**

* Project Brief updated.
* Technical implementation is being progressed.

### **Issues and Risks**

* No open issues.
* No risks to be managed.

### **Next Steps**

* Planning to be completed.
* Complete functional build in the "Proj EASE" environment

Status: GREEN

### ENT022 Datacentre Efficiency & Expansion

**Achievements in Last Period**

* Information provided to Aecom to assist with their report
* Aecom engaged on preparing their report

**Issues**

* None

**Next Steps**

* Recommendation report from Aecom reviewed and agreed
* Plan fleshed out and delivery on IT parts commenced
* Any equipment required is procured

Status: GREEN

### ENT023 Windows Server 2016

**Achievements**

* Project plan for Work Package 2 - Domain Controller – signed off
* DirSync replaced with Azure AD on test AD infrastructure which allows the work with work package 1 to upgrade the Office 365 hybrid servers to proceed.
* Work plan for upgrade of Domain Controllers in work package 2 is 2/3 complete
* Project plan for Work Package 3 – Student profile and servers drafted but requirements for quota increases may mean that we might wish to review how this service is delivered if future requests for quota increases were to come forward
* Continued engagement with IS Apps on their decommissioning plans and alignment with this project - bi-monthly catch up meetings

**Issues**

* None

**Next Steps**

* Sign off on the project plan for Work Package 3 (Staff/Student/Home Profiles) with allocated resources which will be completed during the Summer Term
* Engage with Schools and other areas out of scope to ensure the implications of these areas not undertaking their own similar projects
* Monitor implementation of Work Package 1 and 2 through weekly meetings

Status: GREEN

### Projects being kicked off:

None