

# SUNYNET

## Technology Services

SUNY TECHNOLOGY  
CONFERENCE

JUNE 21 2017, 1:00PM



# Agenda

- Introduction
- SUNYNet Service Portfolio Abstract
  - Spotlight on Secure Networking
- Project Update: 2016-2017
- Services in Development
- Open Questions

# SUNYNet Services Abstract

- Secure Networking

Wide area networking to guarantee encrypted communications between campuses, regional offices and datacenters.

- Mediasite Hosting

Webcasting and video content delivery platform through a multi-tenant service agreement with Sonic Foundry hosted at System Administration.

- Managed DNS

Resilient primary and secondary DNS via distributed, secure, IP Anycast+ DNS Services. Managed and co-managed options.

- Videoconferencing

SIP registration to a SUNYNet-managed controller granting integration to a U-wide address book. SUNYNet manages edge and controller hardware.

# SUNYNet Services Abstract

- Network Planning Support

General consultation, analysis and collaboration with campus personnel to assist with planning, operations, and design.

- Managed Firewall Services

Co-management of campus firewalls to reduce TCO on third party services.

In Development

- Reporting & Alerting

On-demand or scheduled usage and availability reports of SUNYNet endpoints and service delivery. Optional alerts

- Network Performance Monitoring

Detailed dashboard views of campus edge networking hardware from SUNYNet's perspective.

In Development

# Spotlight: SUNYNet Private Networking



VPN Peering



Dedicated  
ISP



# SUNYNet Projects 2017-2018

Migration to DNS Made Easy

Replacement of SUNYNet Devices

Adoption of ITIL Best Practices

# SUNYNet Projects 2017-2018



Migration to DNS Made Easy



Replacement of SUNYNet Devices



Adoption of ITIL Best Practices



# Migration to DNS Made Easy

## Migrate Secondary Zones

- Audit and Review Current Zones (Complete)
- Transfer Zones to Provider (Complete)
- Migrate Campuses to New Service (95% Complete – Anticipated June)



## Prepare and Transfer Primary Zones

- Communicate & Schedule with all Remaining Campuses
- Freeze and Transfer all Zones



## Move to Production

- Engage Vendor Support Services
- Verify Integrity of Transferred Zones
- Update Needed Registrars



# SUNYNet Projects 2017-2018

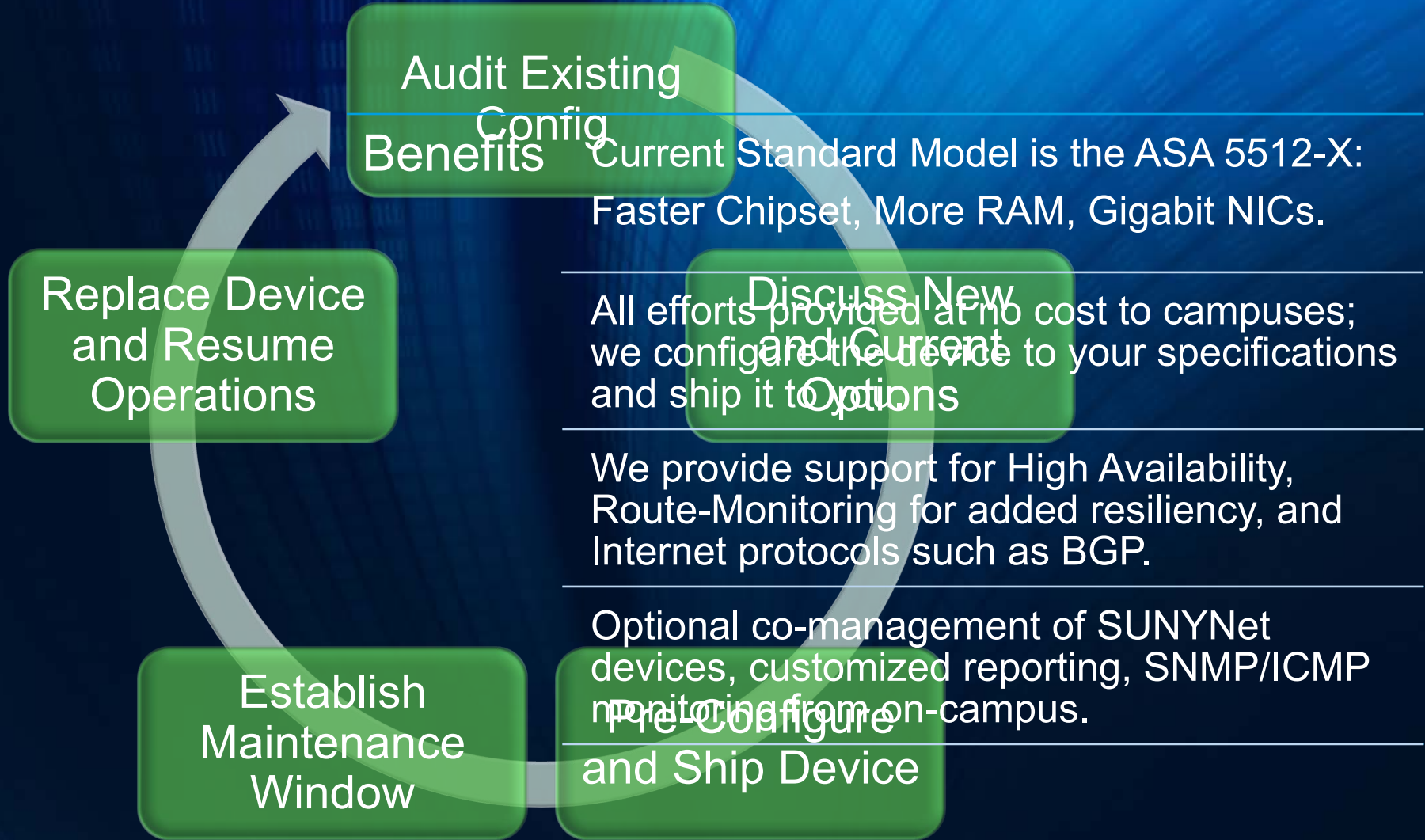
Migration to DNS Made Easy

Replacement of SUNYNet Devices

Adoption of ITIL Best Practices



# Replacement of SUNYNet Devices



# SUNYNet Projects 2017-2018

Migration to DNS Made Easy

Replacement of SUNYNet Devices

Adoption of ITIL Best Practices



# Adoption of ITIL Best Practices

-  Focus on Value
-  Design for Experience
-  Start Where We Are
-  Work Holistically and Iteratively
-  Observe Directly
-  Be Transparent
-  Collaborate



# Adoption of ITIL Best Practices



## Transparency

- Documentation
- Open Communication
- Published Materials
- Service Level Agreement



## Collaboration

- SUNY Blue SharePoint Repository
- Customer Facilitation
- Communications Plan

# Early Look: Services in Development

## MANAGED FIREWALL

Eliminate or reduce the need for outside vendor agreements by leveraging SUNYNet staff to operate and manage your campus-owned Cisco firewall device.

We will be designing this service through FY 17-18 and are looking to gauge interest from our customers.

Scope of services is to be determined.

## PERFORMANCE MONITORING

Is it a network problem? Sometimes an outside perspective can help.

Provide SUNYNet with SNMPv3 credentials to select devices and we will do the rest.

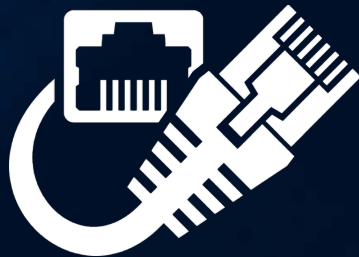
Gain real-time monitoring and alerts, historical data and reporting, all with a customizable dashboard.

We are looking for early adopters!

# Questions?

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**SUNYNET**  
Technology  
Services



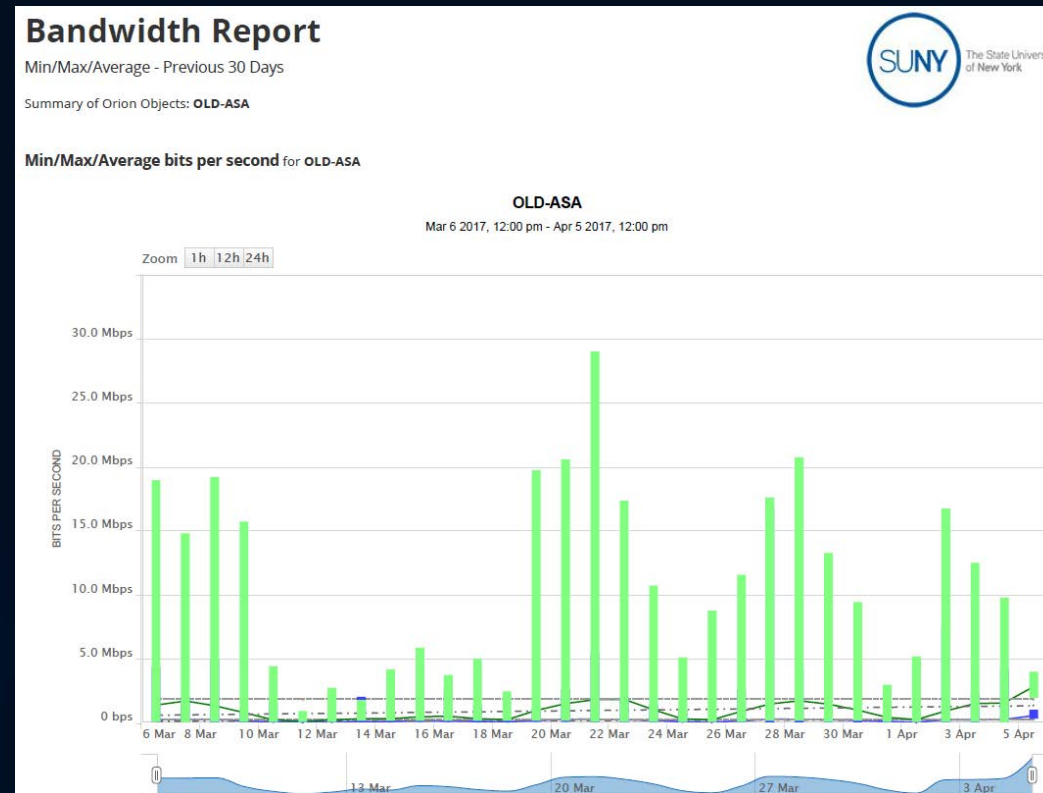
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# Sample Output: Reporting



On-demand or scheduled reporting options are available.