

Quarterly Networking BILT Meeting Nov. 12th, 2013

Meeting Minutes

Attendance:

Helen Sullivan – Collin College
Jennifer McGarvey – Collin College
Mark Dempsey – Collin College
Ann Beheler – Collin College
Christina Titus – Collin College
Heather O’Neil – Collin College
Molly Guard – Collin College
Saydi Tillman – Collin College
Lewis Scaife – Collin College
Julie Hietschold – Collin College
Kim Elhert – Waukesha College
Lynn Jones – Moraine Valley
Tu Huynh – Comerica
Karl Dietrich – Lansing College
Leo Lorenzo – Cisco
Barbara Errickson – EDS retired
Ron Halbach – Juniper
Brian Smith – Dell
Jeff Wacker - Futurist

Matt Glover – AMX
Corey Kirkendoll – VCE
Lynn Mortensen – Raytheon retired
Kim Yohannan – EMC
Pam Betts – San Jacinto College
Dan Heighton – Clark State
Jon Huff – Polk State
Jim Meeks – San Jacinto College
Christine Schubert-Logue – El Centro College
Greg Teets – Clark State
Jill Thorton - Bellevue
David Keathly - UNT
Nic Xenos – Juniper
Candy Slocum – InterLink
Eliazar Martinez – El Centro College
Tina Sawa – Moraine Valley
Lynn Dohm – Moraine Valley

You may listen to the meeting by using the following link:

<https://nationalctc.webex.com/nationalctc/lsr.php?AT=pb&SP=EC&rID=7760137&rKey=82ff8b692155dd8c>

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Welcome and Attendance: Ann Beheler

I will go through the attendees that RSVP’d and then we will ask for anyone else who may have joined us. *Roll: call. We have an agenda and a set of slides to go through this morning. We need to make this interactive but please put yourself on mute if you aren’t talking. Thank you for joining us. This is our Quarterly BILT Meeting. The first item on the agenda is a discussion on trends that Matt Glover will assist us with. Let’s move into trends.

Discussion of Trends:

Matt Glover: Thank you. For 2014, the trends we are seeing are repeating themselves. As the trends continue, we get more information on them. The number one trend is the Software Defined Network (SDN). We all see the trend continuing but we don’t see it replacing or transforming our IT. Any input from the group on that?

Jeff Wacker: I fully agree that we are moving from hardware to software. We see more of the AI type of software more than anything.

Matt Glover: What you are talking about is the AI of enabling workloads on needs versus location.

Jeff Wacker: I'm talking about the physical networks and how they are more adaptive. There are various loads that need to be adapted to and the balancing that was once static needs to be dynamic. We always called it intelligence networks or smart networks.

Ann Beheler: As we go through the trends, let's try to see how we could, as educators, be better prepared for this in the industry. What changes will occur?

Jeff Wacker: The way you set up a network now, the analysis and the load factors are first. It is like saying I am expecting this and it has to be able to have a dynamic network. We can't keep the traditional.

Ron Halbach: I think we'll be seeing a more hands-on approach from people. I think you're going to see the rack, stack, and turn on, or it just turns on itself. The amount of interaction that one particular person will have to configure the network will drop. We will basically remove the human aspect of it until something goes wrong. "Zero touch." It will affect us a lot. If you look at all the things we need to do; now you got to ask yourself, do you want them to come out to set up? People are going to have to know about Puppet and Chef in the industry. It will be a better topic for those actually touching this network.

Ann Beheler: This might be something for a sub team to work on to get the details. If I'm hearing this right, our program would be obsolete.

Matt Glover: I don't think it will be obsolete but it will change how classes go. It is very much heading towards that controller based content and it will transform the types of employees that are involved in the network.

Jeff Wacker: It moves to the end instead of being continuous hands-on. You will be the exception or part of the planning. The focus will be in the front-most design on the network. The front end and the exception side. You need to know the basics before you could do the rest of this.

Matt Glover: I'm not sure how big of an impact it will be to your degrees since you are just teaching the basics. Problem solving and analytics would be very important elements. I'm not sure if that is what kids coming out of school will be doing but the awareness definitely needs to be there.

Ann Beheler: I'm wondering how the people will be transformed to do this, besides doing it while already on the job.

Corey Kirkendoll: We do this on a daily basis. You have to break down how you train a student. Not everybody will be on the big data side. There is still a need for where they won't have all this smart intelligence area. It is coming fast to us. It is all about application awareness in the data center. It

doesn't matter if you have Hyper-V: it will move, transform, and adjust what you have in your data center. It is going towards the application stack. Just be aware that it is coming fast. If we assume that we need to train everybody to do everything in the data center, we are wrong. There is still a lot of need at the edge of this.

Ron Halbach: It's not all data center, but the automation aspect of it is what is going to change it. SDN is such a major topic that it is all encompassing.

Matt Glover: A second point, one of the Software Defined Networks is it will disrupt our licensing. Number two, software defined storage. This will enable it to store info where needed. Three is hybrid cloud services. There is a lot of hype around the cloud but it is clear that it is not the answer for everything. Number four is integrated systems, five is application acceleration (you don't need a lot of data centers for everything), six is the internet of things, seven is open compute projects, eight is intelligent data centers, nine is IT demand from a digital society, ten is real impact to training and it is the disruptive workforce. There's gray at the top and millennials on the bottom. The leadership in IT needs to learn how to manage a different type of worker. Any items you want to discuss?

Ann Beheler: Was that printed somewhere?

Matt Glover: This was referenced in Fierce CIO and Gartner, which I ran across at a conference in Orlando, FL.

Ron Halbach: The one thing you mentioned is licensing. People won't buy software for too long but instead they will be renting it. Disruptive workforce, I don't know if we need to do anything to prepare. SDN is going to be huge, you can't avoid it. The internet of things is good and whatever comes from that. Everything you can think of can have a connection. Those are just the few that stand out to me.

Matt Glover: Anybody else have top 4?

Jeff Wacker: Where is mobility? The whole mobile content is a trend making an impact.

Corey Kirkendoll: Gartner did their Top Ten Technologies: mobile device, etc. was three of the ten. In terms of a new trend, it's not so new. In terms of compelling trend, it is there.

Ann Beheler: What would you do in respect of courses?

Jeff Wacker: We're seeing with the healthcare act, security is the biggest concern. The security aspect will continue to grow as a concern. I'm not sure if you build it into every course but it could be a stand-alone course for those interested in gaining the knowledge. There needs to be a general awareness and knowledge of security.

Matt Glover: I think security needs to be involved in every course.

Jeff Wacker: I just think it needs to be made an emphasis. I think most people miss how to secure the system.

Matt Glover: They build the wall but leave the door open.

Ann Beheler: I didn't think we could do everything without security but I'm glad you guys mentioned it.

Jeff Wacker: The internet of things is an emerging trend. The problem is that it is not an easy thing to create a curriculum for. It is pervasive and inside of the devices, freezer, etc. How do you train for that when you have an intelligent refrigerator? It is not something easy to train to.

Helen Sullivan: Jeff, so because it has so much going on, is there anything that is being taught to prepare for that?

Jeff Wacker: You are starting to see the element of intelligence. You start at the sensor technology. At the local device level, it goes back to the early days of PC. Compute continues to go back to the device. They are preparing people for sensor technology and linking them. Where do all of those devices connect to the network and how those sensors talk to themselves? You need adapted networks when these devices start communicating to the home device.

Matt Glover: The internet of things can't actually occur until we get passed IPv6.

Jeff Wacker: Agreed. It is the silent Y2K if you will.

Leo Lorenz: One of the things that my group does is work through virtualization. We work with the monitoring for the applications and info structure. We share the materials if you need any of that.

Ann Beheler: That is great. We will be talking to you.

Matt Glover: Any other questions?

Ann Beheler: Can Jeff talk about business intelligence?

Jeff Wacker: The idea is that we're building in analytics. You can't run all the data into one central cloud. You have to start building rudimentary analytics. It needs to call for help, call the repairman, etc. We need to think about this as micro analytics. That basically says there is a basic theory on intelligence, the devices, the actions, etc. that will be self-regulating itself. The whole concept of how to build intelligence. There is also the whole aspect of analytics. One of the top five trends is analytics.

Matt Glover: Any of the other items that people want to touch on?

Barbara Errickson: I retired from Texas Instruments; to me, I have been studying the open source, and semantics amongst all of those things, there has to be a common semantics to even make it possible to have all of this. If nothing else, there needs to be some focus on understanding that.

Matt Glover: I think of that as standardized power plugs in America. We can communicate with people across the world and we have different power plugs.

Barbara Errickson: You need to be able to run the metrics of the system. As you figure out that you didn't predict it in the right timeframe, you could run the analytics to get the right answer.

Matt Glover: Not only do we want that intelligent action, we want the capability to have the system to do those analytics.

Barbara Errickson: Self-diagnosing. The reality is that we could do those ten years ago so it is doable.

Matt Glover: Any other items on trends?

Ann Beheler: Great discussion. Are we ready to move on?

Matt Glover: Yes.

National BILT, Regional BILT, College BILT

Ann Beheler: The next item is to talk conceptually about what the leadership team is moving towards. What has come up is that the KSAs are the national standard that might not fit in a particular region. I would offer that we could either do a regional BILT team or a local one for the college itself. My thought would be that they would take what this national team has come up with and work with it in a regional or local setting. I don't think the local one would be as effective because you can't have the right people involved that deeply. I will say that it does get people more involved. The reason why I don't think a local BILT would be efficient is because I don't think Matt, for example, would be able to go to 14 different regions. You just can't get the right people involved if we do it locally. Can this national BILT say where these trends will be locally?

Jeff Wacker: I think these are universal trends. You may not like them, but they will happen. You have to incorporate this into your curriculum. I don't see these as critical as they were in the past, they are pretty pervasive. It is a technology that will be in everything you do. It will affect you either way. I think there is universality so the need for localization is not necessary.

Ann Beheler: I think it comes down to the KSAs we decide to address. Trends are more conceptual and it is more about the skills taught.

Helen Sullivan: I believe we are discussing two different things, a national trend and a trend used locally. It is important for the local students to be educated and prepared for the local job which takes the trends discussion one step further.

Jeff Wacker: What you are saying is an emphasis aspect? From that perspective, I would say we don't need Matt to go to each area because that is looking at local requirements.

Ann Beheler: I wouldn't say the technologies are different but those local areas might require something different when looking to hire and hiring usually happens locally. For example, we are fortunate to have worked with many companies in North Dallas and it has been great in mentoring and assisting with job placement. If the KSAs come from a national standard and the colleges just accept them without dealing with local need, we are shortchanging students.

Lynn Mortensen: We need to have a relationship with the chamber of commerce. We might need to have a different level relationship besides just the businesses themselves.

Ann Beheler: We can share the info with them but the CTC partners that brought this up are not here.

Karl Dietrich: The national trends are coming but in the central Michigan area, we are two years behind Dallas. We can't just put a new trend out when there is no demand in our area.

Kim Yohannan: I think you guys are on the right track. I work with a lot of students. It is all about the timing and the focus on your area. There are ten different areas so you need to focus on what that area needs.

Ann Beheler: It is good to still have a regional or local group. I like the regional better because you could get the right people involved in it. I just do like the idea of validating the KSAs locally and getting them more engaged locally. We just want the students to walk off with the right certificates.

BILT referrals to other businesses for BILT membership and/or hiring grads

Ann Beheler: With this said, we want more referrals. We have a great turnout today but one of the designs for the BILT is to have one new member in a quarter. If you could email referrals to me or Mark, fabulous. If you know people in your employers that are in some of the areas for our partners, please let us know. That would help everyone in terms of more connections for our students. Any comments on that? I suspect you all have connections that can be shared. Is the whole concept make sense? I agree on the Metroplex Business Council but I don't think everybody has that.

Latest KSA list

Ann Beheler: The KSA list, we went over it and you all agreed to it. We have sent you the list and, if you could, email us back some feedback. We do want you to know that we did listen to you with what you asked of us in September.

DOL grant update: doubling of certificates at Collin, report card against goals

Ann Beheler: DOL update. We can say that at Collin, we have an anecdotal approval that what we're doing is working. The career coach, virtual labs, etc. is working. We also never had tutoring in IT at Collin, but now we do and it is being readily used. We have a doubling of certificates from 2011-2013. We are trying to have our students leave with certificates. We're behind in terms of the schedule but the silver lining is that all of us are behind. We have applied for a no cost extension which puts us right on time. The no cost extension has gone in and we will know sometime in December if it was approved. If it is, we will be in business until September 2015. Having the programs, aligned appropriately with you, results in having people placed and employed and it is all due to you.

CTC grant update: CCN Degrees and Certificates report (see attached), Winter Working Connections, vCloud report

Helen Sullivan: CTC update. Mark sent out the degrees and certificates from our colleges in our Convergence College Network. What the spreadsheet does is show you the college, geographic locations, certificates and degrees offered for those students. We will send a link out for your reference. What it doesn't have is contact info for the colleges, if you want to contact them for physical

internships, virtual internships, please contact Mark or myself and we can send that you. Does anyone have feedback or questions about it?

Ann Beheler: What we tried to do is give you certificates and degrees that matched to the college. There really is not a big difference but we got all of the data together. The idea is for you to know and distribute it throughout your companies. We can add the contact if you'd like.

Helen Sullivan: We were asked for this information a year ago and it turned out to be really helpful for everybody to get it all together. The next thing is Winter Working Connections.

Mark Dempsey: That is running for two and a half days in December 16, 17, 18th. We have 29 registered so far. Four tracks. Registration ends the 6th of December.

Helen Sullivan: It is a smaller event. Some of them are supposed to be samples of certain topics. It has worked out really well. Last thing, Georgia Southern will be teaching a cloud course and that was sent out to you as well. We are also sharing this for the colleges in our network.

Ann Beheler: What do you think about this course?

Jeff Wacker: I think it is relevant and I like it.

Leo Lorenz: I like it as well. I know other companies do the same so I don't think we should limit it.

Ann Beheler: A given college either chooses one of the vendors because the lab requirements, faculty, etc. is difficult to handle the different types of information.

Eliazar Martinez: We do have a generic course that covers awareness and is taught to all students.

Leo Lorenz: We're getting ready to teach the VMware courses. We are in the process of hiring someone that is qualified to teach that.

Ann Beheler: It is getting better but it does get difficult to hire people to teach all that.

BILT survey

Mark Dempsey: We prepared a survey so you can tell us what you like that we're doing and you can tell us what we can do better. I will be sending that out as soon as this meeting is over. You can put your name on it or not. Your suggestions and feedback are important.

Ann Beheler: Before we quit, thank you to several people. Tu Huynh spent some time at a conference speaking on our behalf. He spent quite a bit of time getting to Atlanta and at the actual conference.

Tu Huynh: I ensured that other colleges understand the leadership team works nationally and locally.

Ann Beheler: Jeff and Carolyn were the closing keynotes at the ATE Conference. We got some really good feedback from that.

Jeff Wacker: It was a great conference and we appreciate the opportunity to speak. We were able to talk about change and much of the attendees were in the mindset for change which is good. It was a receptive audience and we got a lot of personal comments about it.

Ann Beheler: We really do appreciate it. Matt Glover was participating at the same NSF conference. We asked questions about how we were doing to produce graduates that were ready for the industry.

Matt Glover: It was a great session and we had a great group. They took the info positively and many come up to me afterwards and they felt it was refreshing to hear what we spoke about. I hope that everybody learned from it because I know I did.

Ann Beheler: This Friday, Candy Slocum is holding a discussion during the luncheon, Candy will discuss trends.

Candy Slocum: We are going to have Charlie Bess and Scott Veibell, with Helen Sullivan and me speak during the event. We will talk about the skills needed for the trends coming up. We're really excited to speak to everybody that will attend.

Ann Beheler: It is great and we're excited to have us represented. Glenn Wintrich is in Scotland but we truly appreciate him and him always being willing to do things for us.

Next BILT Meeting is Tuesday, Feb. 11th, 2014 at 8:30 a.m. CST via webinar.

Ann Beheler: The next BILT call will be February 11th. It has been our experience, that when we make this call later, you don't attend so it is another early morning call. We do appreciate your participation.

Barbara Errickson: Once a year we welcome people such as Laura and Jenna Bush, the mayor of Dallas to attend High Tech High Heels. The goal is to enhance the success of kids in the Dallas school district. One of the primary focuses is success in STEM.

Ann Beheler: When does that occur?

Barbara Errickson: It happens once a year and this years was two weeks ago. It involves focus on education that focuses on technology. The Texas Instruments program focuses on STEM for students that are nominated and focuses on females being in IT. TI has actually funded \$350,000 to make it a national program. It is about bringing young people into the picture earlier, even before college, so that they get that experience.

Meeting adjourned 9:57am