AUGUST UNIT REPORTS

UNM
HEALTH
SCIENCES
CHIEF INFORMATION
OFFICE

APPLICATIONS - RAY AVILA

SYSTEMS - PHIL MARQUEZ

TECHNOLOGY SUPPORT - RICK ADCOCK

FOR MORE DETAILS:

Marcia Sletten, msletten@salud.unm.edu

APPLICATIONS TEAM

ACCOMPLISHMENTS

- Shadowed and assisted UNMH with zoom technical matters for their two-day virtual Trauma survey
- Imported July TigerConnect data into EMEDShiftCount
- Created MD 2026 class in OMSA database
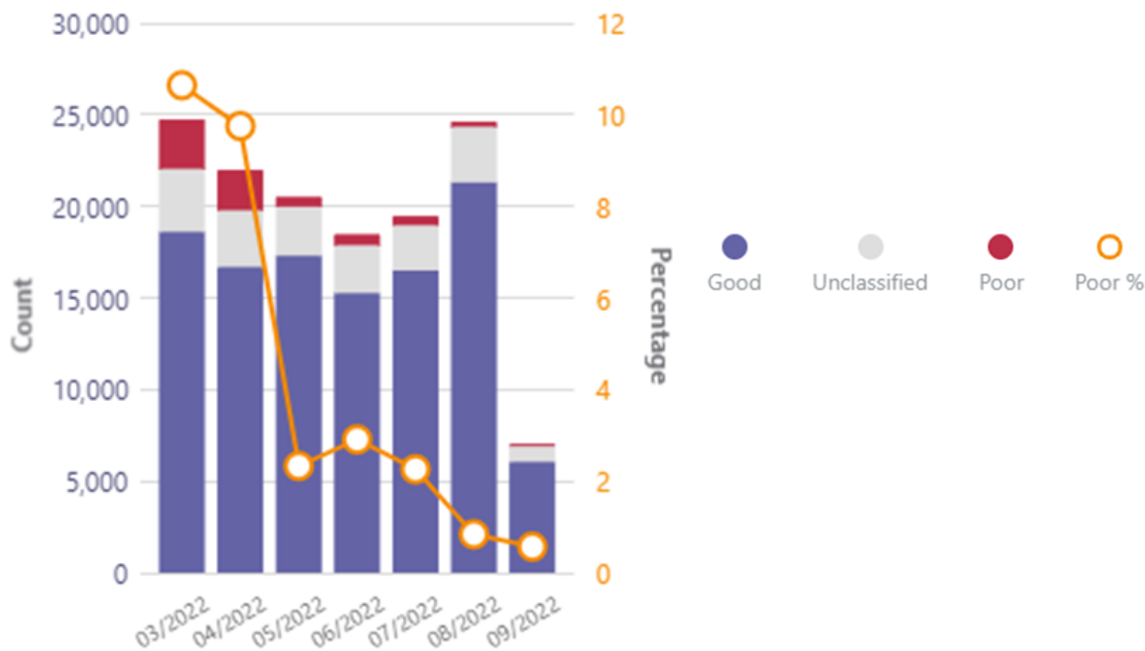- Initial build of Availability Groups, test databases for SailPoint

IN-PROGRESS

- Zoom Security Enhancement
- M365 Intune Implementation
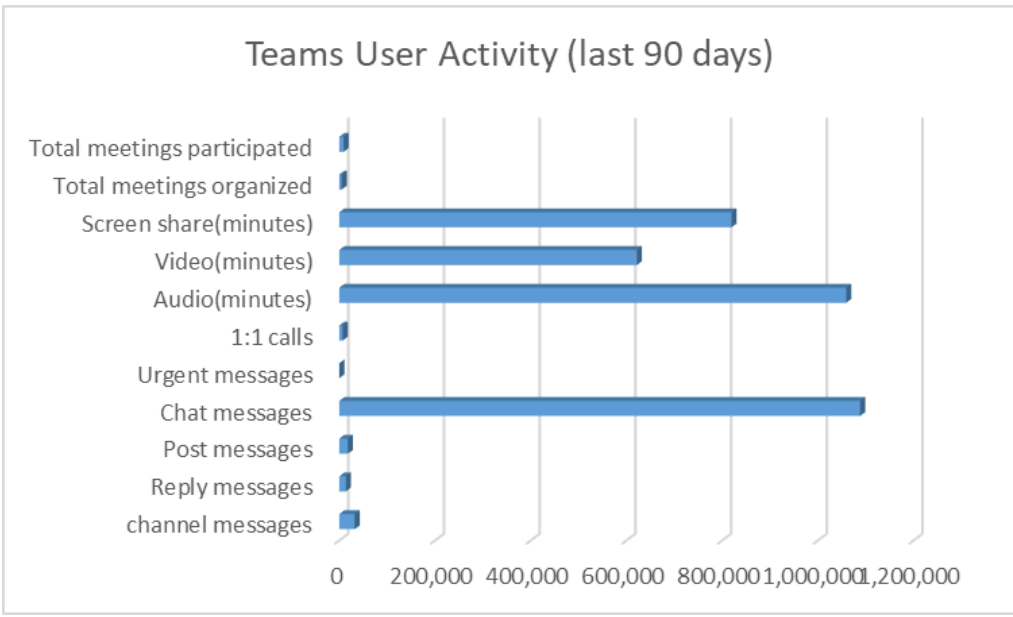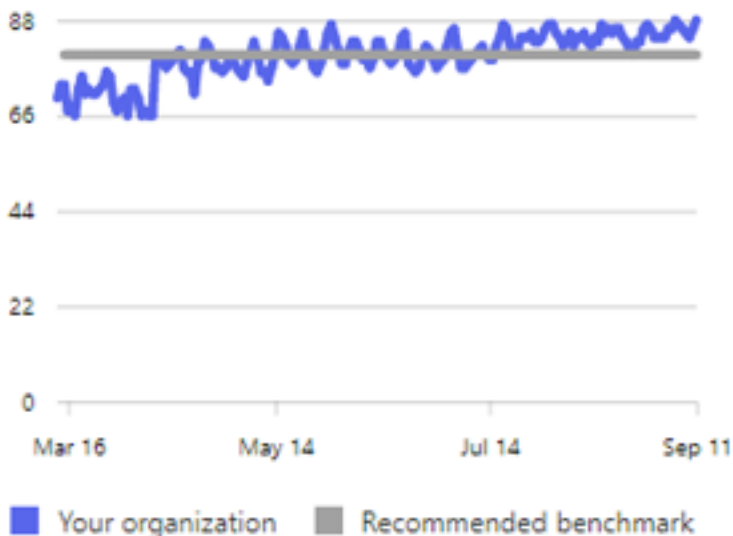
METRICS

- M365 Teams Call Quality Improvement:

Audio Streams Monthly Trend

METRICS *(CONTINUED)*

Network connectivity

Exchange, SharePoint, and Microsoft Teams performance depends on your network architecture. Review and update your network settings to improve connectivity.

■ Your organization   ■ Recommended benchmark

Teams User Activity (last 90 days)

SYSTEMS TEAM

ACCOMPLISHMENTS

- No new major projects in August
- On Site Network Attached Storage replacement (Pure Storage)
  - Final migrations of network folders from NetApp (H:\Home) to new Pure Storage appliance still pending. Will complete in next maintenance window
- Offer made and accepted for backfill position for Systems/Network Analyst 3
  - Scheduled start date September 12.
- Metallic cloud backup
  - Removed duplications, modified retention plans to reduce overall storage requirements to within the estimated 250TB to manage 165 FET (front end terabytes) of covered data
- Completed August Monthly maintenance period – 7/16/22 from 7-9am
  - Complete additional \Home directory cutovers
  - PACS server reboot
  - Additional Hyper-V migrations to Nutanix
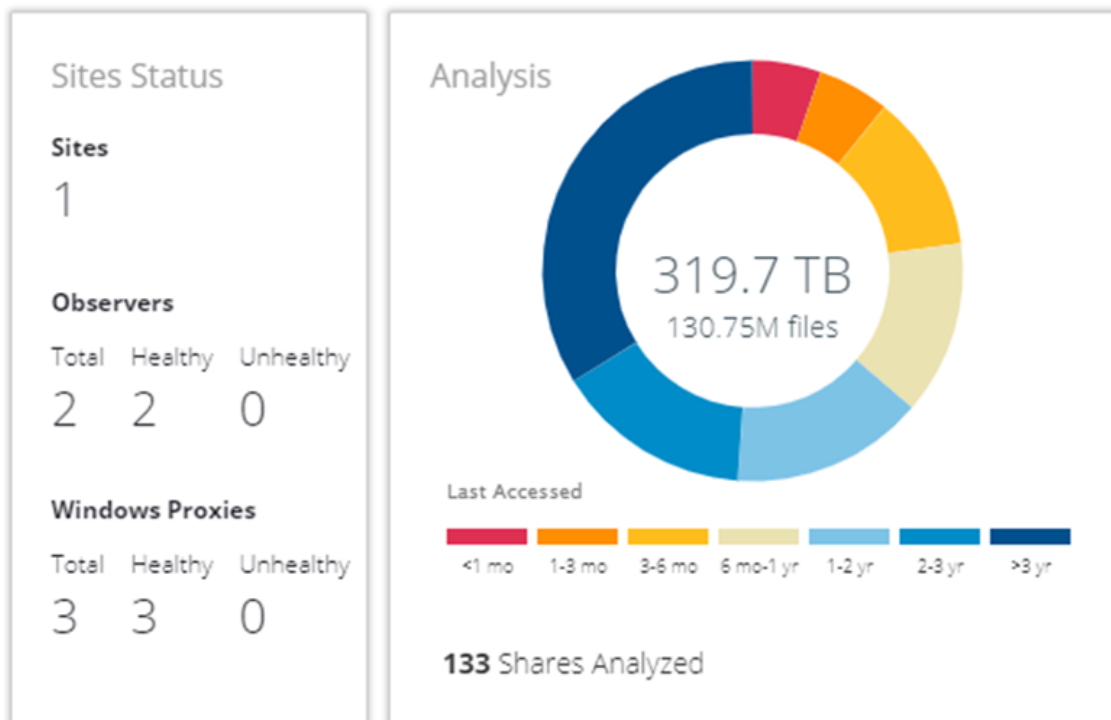
IN-PROGRESS

- Metallic cloud backup
  - Still working to add licensing to provide Metallic backup for remaining unprotected data. All data on NetApp filers was retained with shadow copies, versioning, and replication. This will extend cloud backup and ransomware protection to include that data as well.
- Still awaiting delivery of Hyper-V h/w for HA cluster. Continue planning for September install.
  - Pending delivery of Shared Storage Array

RECOGNITION

- Jason Barnes for his work with MRN to co-locate their Qumulo backup storage in BRF.
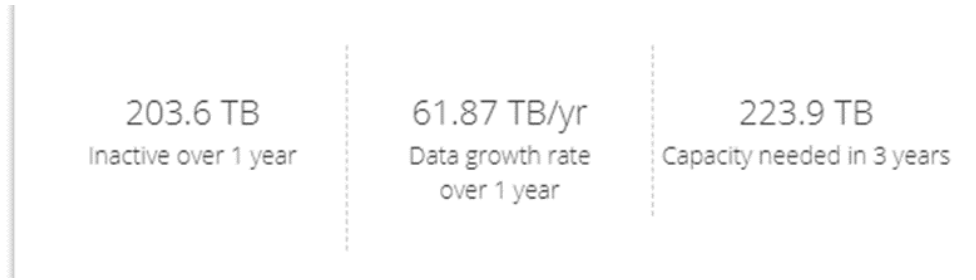
METRICS

- System availability
  - Departmental shares (N:\ or O:\ drives) degraded performance
    - We had repeat issues of severe slowness on the HSC on site storage appliance for departmental file folders (Network attached file shares)
      - Initial occurrence: 8/19 a.m. reports of slowness
      - Initial occurrence recovered – 8/24 p.m.
      - Second occurrence - 9\01, 8:00 a.m.
      - Final issue resolution – 9/01, 11:40 a.m.
    - Solution:
      - This was the first reported issue/bug of this type (Case Zero)
      - Vendor was able to isolate and reproduce in their lab
      - Vendor updated code and installed on 9/01 when initial recovery action failed.
    - Still working After Action Review with vendor on support
- This month's updates from Komprise Data Analysis tools showing metrics across all data stores
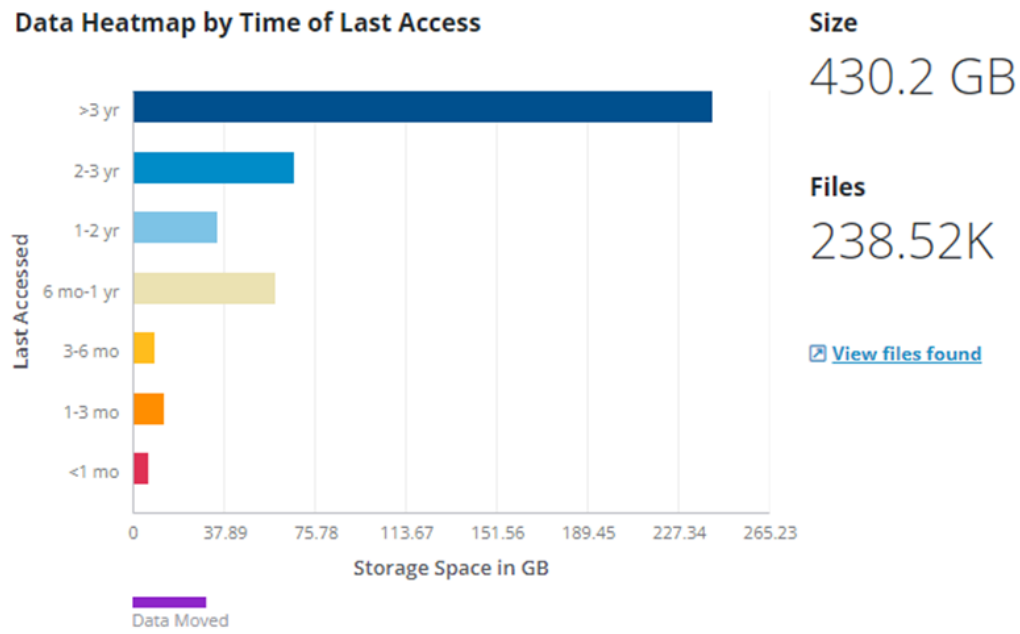 - Aging reports showing data volumes by Last Accessed Dates

Sites Status

Sites

1

Observers

Total	Healthy	Unhealthy
2	2	0

Windows Proxies

Total	Healthy	Unhealthy
3	3	0

Analysis

319.7 TB
130.75M files

Last Accessed

| <1 mo | 1-3 mo | 3-6 mo | 6 mo-1 yr | 1-2 yr | 2-3 yr | >3 yr |

133 Shares Analyzed

METRICS *(CONTINUED)*

- Capacity projections

203.6 TB
Inactive over 1 year

61.87 TB/yr
Data growth rate over 1 year

223.9 TB
Capacity needed in 3 years

- Space consumed by Top Shares

Data Heatmap by Time of Last Access

Last Accessed	Storage Space in GB
>3 yr	
2-3 yr	
1-2 yr	
6 mo-1 yr	
3-6 mo	
1-3 mo	
<1 mo	

0   37.89   75.78   113.67   151.56   189.45   227.34   265.23

Data Moved

Size
430.2 GB

Files
238.52K

⤢ View files found

TECHNOLOGY SUPPORT

ACCOMPLISHMENTS

- Intune enrollment for Mac devices and imaging documentation – go live
- Updated Standard Dell Workstation Quotes for price adjustments

IN-PROGRESS

- Testing soft-phones for off-site access to the Automated Call Distribution system
- Continue Microsoft Intune implementation
- Deployment of the next Windows 10 standard image
- On-going development of Device IQ
- AV introduction for classrooms and digital signs in new CON/COPH building

RECOGNITION

- Rob Cole and Nick Rendon for the organizational change between Tier 1 and Tier 2 support staff in order to enhance service delivery.

METRICS

- Workstations enrolled in Microsoft Intune
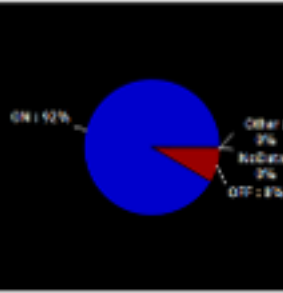 ◦ Enrolled Total 9088
  ◦ Remaining Targets 4234

METRICS *(CONTINUED)*
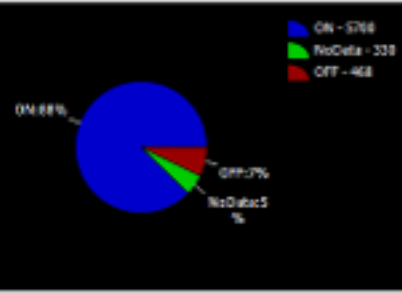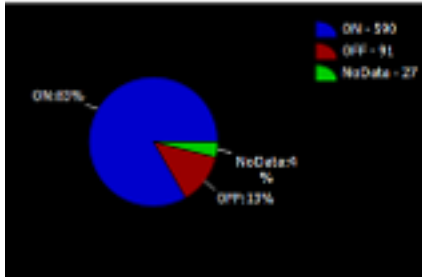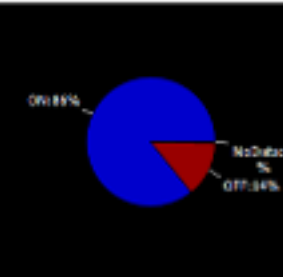
Encryption Report - Global
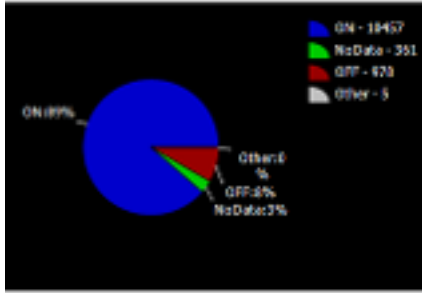
Total Overall, HSC, UNMH, SRMC, UNMMG, Unknown encryption report pie charts