

Information Technology Services Leadership Meeting

September 6, 2005

Minutes

Attendees: Fayez Ahmad, Harry Berger, Roger Bielefeld, Kevin Bracy, Dave Dominish, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Barron Hulver, Priya Junnar, Tony Kramar, Mike Kubit, Rey LeClerc, Mace Mentch, John Morton, Nate Murphy, John Morton, Colleen Nagy, Steven Organiscak, Rick Parkin, John Russell, Ron Ryan, Wendy Shapiro, Jill Tatem and Lora Veselsky.

Lev Gonick called the meeting to order at 9:00 a.m. The minutes of the August 2nd meeting were approved.

Updates:

Unified Messaging was launched over the Labor Day weekend. Peggy welcomes comments or suggestions.

Rey announced that there would be a security assessment of centralized ITS servers.

The new portal will be active October 1st.

The HTML DB agreement was signed for Facilities and Psychology, with a special thanks to Roger Bielefeld. Lev suggested that Alan do a demo of the HTML DB for the next meeting.

Oracle Collaboration Suite is underway. Ron and John Sully are preparing for the Oracle OpenWorld Conference later this month.

Benelect Open enrollment is upcoming. Faculty pay and contracts are also being worked on.

Archives continues to work on the dorm life digital scrapbook. Helen Conger has been elected to the Staff Advisory Council.

Nate reported that SOLAR performed well for add/drop, and that any problems were related to the mainframe.

Work continues on CASEworks and the Desktop Backup system.

Rick said that Assessment/Management was stabilizing and that Payroll cross charges is in production.

The Software Center is increasing the number of licenses due to the increase in students.

Wendy advised that there are now 12 full classes in Media Vision Courseware. ITS will participate in Case Community day with Digital Story-telling at Judson Park and at Ronald MacDonald House. MediaVision Construction starts today with asbestos abatement.

Jeff said that QLS was turned on for TV-over-IP on Friday.

John Morton reports that the redundant Link was brought up and that they are working through trouble tickets.

Chet reported that we are now up to 200mb per second and that the NRV network is working well; just 2 years ago we were only at 56mb. There are no large numbers of systems being quarantined and outbound packets have increased ten-fold with the opening of the NRV.

Roger reported that the pilot cluster is being used by faculty. He attended an NSF workshop that focused on soliciting funds.

Priya announced that the first year student survey was about to be sent out. She had sent out the ebuletin last week. President Hundert's video message went out successfully. Over 2,000 people have listened to it, 977 on the previous Wednesday alone.

Kevin announced that 100 people had signed up for Care Packages recently, and Lev asked that he track people over the course of time. There is an backlog of 350 trouble tickets, as opposed to 640 last year at this time.

The blog this month hit an all time high of 50,000 views, which has doubled from May.

Lev received some pushback on the VoIP billing. Some CTO's raised concerns that the billing was flat. The budget office didn't indicate to them that the subsidies are now going back to the schools. He asked that they tell the stories back to their department chairs.

MediaVision Courseware

Wendy, Mike and Mace presented a demonstration of the Multimedia Courseware. This project began with one course in the Fall of 2003, and has grown to 12 courses this Fall. The courseware includes a template that allows creation and review of classes. Wendy demonstrated how to clip and make a video searchable. Mike gave an overview of the technology required to produce a courseware session, and Mace discussed how the courseware adds to the learning experience. A student survey will be conducted at the end of the semester.

Data Warehouse in the Financial Area

Colleen Nagy and Fayez Ahmed presented a demonstration of the Data Warehouse Project. The purpose of the Data Warehouse is to support general reporting, present a structure for easy retrieval of data, and to integrate Financials, Human Resources and Student Information. Access is limited by user requirements and is based on PeopleSoft Financials Security. Next steps include encumbrances and pre-encumbrances, grants and purchase orders.

Back-to-School Realities

On August 21 (move in day) there were 140 calls; 80% of problems were resolved at move in. There were 300 contacts per day the first week of classes. The top reason for calls was network registration. Kevin suggested that next year we provide additional communication on the self-help tools and investigate automation of network id setup. He reminded the leadership team that all outages should be called in to the Tech line at 368-5955, and that any problems or suggestions should be emailed to improve-support@case.edu

Team Track

Rick and Dave demonstrated the Team Track program. This program replaces PR Tracker and controls application development tasks from start to finish. It uses LDAP authentication and is rolling out across the division. The program is web-based, very secure and user friendly. Future plans include coordinating Team Track with Remedy, and investigating its value to the PeopleSoft Security request process.

The meeting adjourned at 10:45 am.