

Information Technology Services Leadership Meeting

October 7, 2005

Minutes

Attendees: Fayez Ahmad, Harry Berger, Roger Bielefeld, Kevin Bracy, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Barron Hulver, Priya Junnar, Pat Kost, Dave Kovacic, Tony Kramar, Mike Kubit, Nate Murphy, Colleen Nagy, Steven Organiscak, Rick Parkin, Beth Quinn, John Russell, Ron Ryan, Wendy Shapiro

Lev called the meeting to order at 9:05 a.m. The minutes from September 6 were approved; from now on the approved minutes will be posted on the ITS web page in the interest of full disclosure.

He introduced Pat Kost, our new Assistant Vice President for Finance and Administration, who starts on Monday. From now on, Pat will act as facilitator for the ITS Leadership Team meetings. Today's agenda includes briefings for Pat by the Directors.

Priya began with a bird's-eye view of the department, reviewing the ITS mission and elaborating on the ITS "pyramid" of services including the role that each division plays in furthering departmental goals.

Technical Information Services (TIS) consists of three segments: Network Engineering and Security; Server and Storage Engineering; and Middleware Engineering. TIS objectives include enhancing collaboration and productivity through increased network capacity, and providing/supporting the infrastructure to enable reliable, secure and efficient communication services. Among the projects currently under way are VoIP/UMI deployment, OCS deployment, network backbone expansion, backup system deployment, planning/implementation of a new data center, and a variety of security and identity management improvements. These projects represent \$10-12 million in capital improvements over the next few years.

Enterprise Applications Services (EAS) provides Student, Financial, Human Resource, Database Administration, Data Warehouse, Enterprise Applications and Portal services. Division objectives are enabling productivity and efficiency through Oracle/PeopleSoft ERP applications, the Data Warehouse, the Software Center and the Portal. Current focus is on ERP, ERP, ERP. Financials and HCM are in, and they are working on open enrollment and W-2s, financials and grants data marts, student accounts receivable data warehouse, shutting down DB2 on the mainframe, upgrading Adastra, Appworks, Changeman and the student calling center. The focus is on licensing and controls at the Software Center, where last fiscal year there were over 100,000 downloads. Case pioneered the network delivery model, including the hard work of getting vendors to agree to this method of distributing software. Both Microsoft and Adobe use this model in dealing with other universities. Over 80% of Arts & Sciences faculty uses the portal extensively, and 63% of students go to the portal every

day. In March 2005 the portal registered 5,000 unique log-ons; in September that number jumped to over 10,000.

Research Computing aims to leverage state-of-the-art technology resources with Case's powerful research capacity by facilitating support for high performance computing and grid computing. Accomplishments this past year include forming a faculty advisory committee, getting a pilot HPC cluster up and running, providing information on server, storage and backup services, database hosting, building a web site, launching a monthly newsletter, and focusing on external funding. Current projects include formulating HPC policies and internal SLAs, developing new ITS service offerings, identifying both internal and external funding opportunities, and increasing awareness of HPC both on and off campus. Challenges include researchers in non-Case buildings, OCS, buying terabytes and coordination with the new data center. We have 36 processors; the cluster needs to be ten times that size.

Instructional Technology and Academic Computing (ITAC) is a smaller group which focuses on faculty. ITAC's mission is to support teaching and learning with technology by not only providing electronically advanced spaces and software, but also meeting one-on-one with faculty members in a consulting capacity to insure that they understand how to best use these offerings. Ongoing projects include MediaVision courseware for streaming technology, level 1, 2 and 3 technology enhanced classrooms (TECs), faculty support, videoconferencing, and the MediaVision Digital Studio. This state-of-the-art production studio, a collaboration among ITS, Arts & Sciences and University Relations, is on hold now due to budgetary constraints. Asbestos abatement is complete, and we will attempt to identify funding to begin moving forward again.

CaseWorks: John reported that the CaseWorks Committee has been meeting every Wednesday, the Web site is up and running and is being updated. TIS and EAS have been experimenting with staff working from home, and this is providing a lot of good feedback. CaseWorks training sessions facilitated by Julie Rennecker have been well received. A work-at-home agreement between employees and management is in the draft stage.

Lev finished up with announcements. The quarterly budget forecast is just ahead of us, and we will be doing some mid-course correcting. A memo is forthcoming with procedures for getting contracts approved by the Office of Counsel and proper signature routing. Major agreements with Sprint, Cisco, EMC, etc. will be expiring in 2006 and it will be important to keep contract renewals on track. In an effort to simplify the governance model, ITSPAC will meet 4 times per year, ITSPAC subcommittees will meet 4 times per year, and a campus-wide retreat will be held in May. No meetings will be held during the summer.

The meeting adjourned at 10:40 am.