

Information Technology Services Leadership Meeting

February 7, 2006

Minutes

Attendees: Fayaz Ahmed, Harry Berger, Roger Bielefeld, Kevin Bracy, Dave Dominish, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Barron Hulver, Priya Junnar, Pat Kost, Dave Kovacic, Tony Kramar, Mike Kubit, Mace Mentch, John Morton, Nate Murphy, Colleen Nagy, Steven Organiscak, Rick Parkin, Beth Quinn, Chet Ramey, John Russell, Ron Ryan, Wendy Shapiro, Tom Siu, Jill Tatem, Mike Thomas and Ben Woznicki

Pat called the meeting to order at 9:05 a.m. The minutes from January 6 were approved as written.

Fiber Backbone

Jeff gave a presentation on the fiber backbone. He shared a power point slide depicting existing, in-progress, and future fiber backbone runs. The north residential village and medical school simulation center were operational as of last week. Connections from Crawford Hall to the National Lambda Rail (NLR) site at East 40th and Chester are currently being implemented. The next connection will be to Blue Bridge Networks, then to the Halle Building (which is currently on hold). This work is being done by Wiltel through OneCleveland, and is expected to be complete around April 1. There are 312 fibers from Crawford to the Sterling Building (Blue Bridge); 144 for Case and the rest for OneCleveland. New infrastructure for south campus is being built into the new Adelbert Road bridge. Future plans include the replacement of the Cornell Road bridge.

Oracle Collaboration Suite

The second alpha should begin this week. Oracle Files is being used for the instant messaging pilot; any feedback should be sent to Ron Ryan. He estimates campus-wide deployment of IM around August 1 at the earliest.

Incident Response Plan

Tom Siu is putting together a security incident response plan, keeping in mind the infrastructure and cost challenges. The objective of the plan is to provide guidelines for an appropriate response in case of an information security breach. The working level plan includes building on existing processes, using lessons learned and identifying two teams, a technical response team and an executive response team. The plan covers all computer systems and networks connected to the Case network, including those of other University Circle institutions. Tom reviewed the generalized work flow, and shared the URL for his incident response wiki.

Dashboard/Scorecard

There are now 50 metrics being measured, of which 35 are automated. Metrics include information on Blackboard, email, the help desk, applications uptime and the E-store. Lev asked that the team make every effort to be sure that the statistics are correct, as this information will soon be available to the campus community. The scorecard is on the MyCase portal, and Tony asked that everyone take a look and give him feedback.

PerceptIS

Kevin introduced Ben Woznicki, who has been with PerceptIS a couple months. In an effort to streamline the help desk function, they are looking to implement "Right Answers," a self-help web page. The package would be integrated with Remedy, and eventually become a portlet on MyCase. Help.Case.edu will be transferred into the knowledge base, and each of the resolver groups will be asked to supply content for the knowledge base. Ben asked for volunteers to help define requirements and be available for testing.

Technology Enhanced Classrooms

Mike Thomas talked about ITAC's Technology Enhanced Classrooms. Case has 108 TECs, 71 of which are ITAC's responsibility. Sean Maxwell developed a tool to monitor classrooms 24/7 to keep ahead of any potential problems, which has not existed before in electronic classroom technology. Every 90 seconds, the monitored equipment sends status updates, for example, overflows, or lamp errors. Equipment can be remotely started and controlled. Lamp life, servicing cycles, and projected TEC room usage are also captured by the program.

There was no other business.

The meeting adjourned at 10:30 am.