

Information Technology Services Leadership Meeting

March 7, 2006

Minutes

Attendees: Fayaz Ahmed, Harry Berger, Kevin Bracy, Dave Dominish, Peggy Gup, Alan Hauptman, Shane Hunter, 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, Wendy Shapiro, Tom Siu, Jill Tatem and Lora Veselsky

Pat called the meeting to order at 9:05 a.m. The minutes from February 7 were approved.

Project Portfolio

The project portfolio has been up for about 6 months and has logged over 300 projects. A new tab has been added to the portal for ITS Project Portfolio, which can be viewed by week, date and department, department history, completed projects and last reported change. John gave a brief demo of the portfolio's capabilities using the Archives' records management system. At the weekly senior management meetings, the "reds and yellows" are carefully reviewed to see if stalled projects can get moving again. At some point, the rest of the university will be able to tie into the portfolio, and the look and feel will change slightly to accommodate listing by speed types. The upcoming version 2 will have the managers' names entered into the grid directly. John will arrange to expand access so everyone on the ITS Leadership Team can take a look at it.

Baseline IT Security Curriculum

Tom added some identified security risk items to the security WIKI. He advised that according to a new Ohio House bill, if Case has a security breach that compromises personal data, it must be disclosed to affected parties within 45 days. Work on training for incoming students continues.

Updates

TIS: Working on air conditioning maintenance at KSL. Cleaning and decommissioning servers in Crawford and KSL. Operations continues to work with various faculty groups to deliver IT. Looking for information on how we can use rooms 13-14 Crawford temporarily. With regard to the south side dorms, we are trying to identify an alternative to putting a switch in every room. We would like to get a copper solution, which is much cheaper and will pay for itself in equipment alone. Work on Oracle Collaboration Suite continues with a fit gap analysis between the existing mail server and the Oracle mail server. We have just

installed and started to work with Oracle Certificate Authority, and will be looking at PKI across campus. Deployment of the single-sign-on server is ramping up. Chet wrote up a short explanation of the current bandwidth policy including where people can go for more information and passed it along to PerceptIS. Fiber to West Quad is in place so they are moving forward with the engineering to convert the machines to fiber. Work continues on issues with University Hospitals and the private link between the two institutions. The Data Center project is still alive despite the lack of clarity on funding. Steven is doing a full inventory of current data centers and working up a cost estimate to move forward, as well as getting the data center at Blue Bridge up and running and working with the MedSim Lab to get it on line. NRV and PBL were in place last Friday.

EAS: Work continues on the PeopleSoft student project. It will go to the Board of Trustees this month, and if it is approved, will launch on July 1. Student Accounts Receivable is currently in test mode. We have another data mart for DARS for various schools. We are waiting for the budget office to give us a go live date to open this up to over 200 users across campus. The financials data mart is making progress and has been tried by some users. Colleen and Fayez are working with the Grants group to build a data mart. There is a test universe for users to start looking at the data. HCM is finally closing out '05—the last tax requirements are being processed this week. We are starting the faculty reappointment process, and getting ready for July 1. Dave is awaiting Counsel's response on the MicroSoft campus agreement. He continues to work on site licenses, the Software Center's budget and funding for the Academic Select Agreement. Fall registration begins next week for the graduate schools and work on financial aid is ongoing. Every year the software changes as government regulations change. Right Answers was integrated into the portal. Wrapped up two projects for Arts & Sciences and provided research to the Registrar on linking class lists to grade reports.

ITAC: Planning continues for the New Media Consortium Annual Meeting, which takes place here in Cleveland on June 7-10. Bi-weekly conference calls are taking place with NMC, and 12 or 13 presenters from Case have been identified. Mike's team is gearing up for work on the next round of Technology Enhanced Classrooms—they are currently waiting for budgetary sign-off. Work continues on the digital poster project for the upcoming Research Showcase, April 5 and 6. A digital poster is a 60", interactive plasma screen. Four faculty members would like to do digital posters this year, but unfortunately there is only one screen, so they will need to cycle through them. ITAC is building a template consisting of three basic posters so faculty will be able to construct their own. Last week, focus groups were conducted in connection with the ongoing survey of Media-Vision courseware; reaction was informative and generally positive. Support for the new medical curriculum is "looming."

Archives is currently piloting a records disposition project. The goals of this project are to ensure that records are kept only as long as needed, that information can be efficiently retrieved, and that unneeded records are disposed of in accordance with governmental and university guidelines. Additional information can be found on the Archives' web page. Although the project is running about 2 weeks behind, Archives hopes to circulate a policy soon. The year 2006 marks Case's 180th "birthday." Archives has commemorated this milestone with a presentation of "180 Events from 180 Years" on their web page.

Communications: Priya has been focusing on the Measures of Success survey. Directors saw a prototype over the weekend. The survey will go out around March 20, and we will again offer Ipod Shuffles as incentives. Results will be analyzed and available at the ITS retreat on April 18 (Note: the date was subsequently changed to April 21). Priya has been working with Lora on the next ITS newsletter.

VOIP: The Voice over IP deployment is complete. The Unified Messaging system is well under way, with the dorms, Kelvin Smith Library, MSASS, Arts & Sciences, Engineering, and Adelbert, Crawford and Yost Halls already complete. The professional schools will be done in April, miscellaneous buildings in May, and the Medical School complex in the June-July time frame.

The CaseWorks pilot is finished, and has been formally approved by the University for implementation within ITS. An email from Human Resources will be going out soon to the campus community. The department assistants have begun a project to identify operating efficiencies in routine administrative tasks—please forward any suggestions to your respective DA.

PerceptIS: Password reset activities are winding down. Approximately 25,000 passwords were changed over the last two months, and only around 2% resulted in calls to the help desk. The rest were apparently able to work successfully with the materials supplied. The new Care Package materials are out; PerceptIS will price out support for PDAs separately. “Right Answers” is being implemented as the replacement for help.case.edu. As of March 1, they have stopped accepting help.case.edu mail for problem submissions in an attempt to eliminate unnecessary tickets generated by spam. Kevin introduced Shane Hunter, who oversees the call in centers. He reported that Help Desk call volume and ticket backlog are both down across campus. They are working with WSOM on a disaster recovery plan. WSOM will submit an audit form and they will offer recommendation(s) on how to proceed.

Pat reminded everyone that the annual retreat is April 18 (this was subsequently moved to Friday, April 21.) The RFP for Cisco gear went out yesterday. The University is requiring us to solicit bids for desktop/laptop computers.

Budget Discussion

Pat has been working with Directors to put together a budget. That budget will probably not be approved, so we need to identify cost savings rather than have the budget office tell us where to make reductions. We also want to make clear to the University what impact any cuts will have. The University has been quiet on how much is going to be cut. Pat hopes to know more by mid-March, and have a budget submission by mid-April.

Meeting adjourned at 10:36 am.