

Case Western Reserve University

**Information Technology Services  
Planning and Advisory Committee**

Minutes of the Meeting  
September 13, 2005

In Attendance:

Caron Baldwin  
Jeff Bendix  
Roger Bielefeld  
Kevin Bracy  
Tron Compton-Engle  
Denise Douglas  
Kevin Fechter  
Carmen Fontana  
Lev Gonick  
Jeff Gumpf  
Peggy Gup

Caryl Hess  
Eric Johnson  
Priya Junnar  
Linda Karaffa  
Tom Knab  
Mike Kubit  
Pat Kost  
Nathan Lambert  
Rey LeClerc  
Liz Madigan  
Frank Merat

John Molnar  
Colleen Nagy  
Dave Pilasky  
Beth Quinn  
Tim Robson  
John Russell  
Wendy Shapiro  
Jessica Slifko  
Ian Spatz  
Jill Tatem  
Jonathan Wehner

Lev called the meeting to order at 8:35 am, welcomed new and returning committee members, and gave a brief overview of ITS's focus for the rest of the year. Collaboration is our primary theme, followed by the looming budget issues. We need to focus on aligning these two imperatives, while shaving \$2.6 million from the central IT budget.

ITSPAC is part of a university-wide planning effort undertaken between central IT and the rest of the University. ITS is entering year 4 of its 5-year strategic plan, and will shortly submit the annual report for last year.

Identification of Priorities

Priya Junnar reviewed the nine priorities identified at the ITS campus-wide retreat held in February, which will be addressed by ITSPAC during the breakout. These include:

Communications - Priya Junnar  
Student Impact - John Molnar  
Operations and Facilities Issues - John Russell  
Academic Technology - Wendy Shapiro  
Administrative Services - Colleen Nagy  
Finance and Administration - Pat Kost  
Technical Architecture - Jeff Gumpf  
Information Security - Rey LeClerc  
University Strategic Alignment - Lev Gonick

The facilitators reported out on committee members' feedback regarding goals and challenges shared during the breakout session:

Communications – Priya Junnar: Timeliness of notifications with departments during server outages, etc.; argue from non-technological viewpoint; establish baseline for critical services.

Student Impact – John Molnar: Primary objectives are more integration of student information; making the information available; making information secure; managing paper usage; e-portfolio status; improving everyday tools, i.e., making Blackboard previews available over the network for recruiting; the Portal; and Solar.

Operations and Facilities Issues - John Russell: CaseWorks; data center for researcher-owned equipment; move to the Halle Building; back-up including remote back-up if possible; VOIP reliability, consolidation of servers; disaster recovery/business continuity plans; Oracle Collaboration Suite (OCS) and capacity for collaboration.

Academic Technology – Wendy Shapiro: Technology Enhanced Classrooms (TECs), including more level 3 TECs; technology enhanced conference rooms; school-based faculty development and assessment; videoconferencing (videoconferencing for dummies); expand MediaVision courseware beyond freshman classes; distance learning—expand regionally; work on stability and functionality of Blackboard with a standardized platform; MediaVision studio; expanding and developing the Student Technology Consultants offering.

Administrative Services – Colleen Nagy: Portal reliability and speed; school-specific portals; guide to the CWRU portal; HCM groups; new student system (we have PeopleSoft student system and are working to get funding to implement); Admissions and recruitment systems; equipment in schools; Library and PeopleSoft procurement integration; Electronic document management system (EDMS); OCS; IDs for graduate and professional students and for admitted students; data warehouse – e.g., grants, institutional research, and sponsored research.

Finance and Administration – Pat Kost: Training in specific areas/functions; clarification of resources, i.e., PerceptIS –vs- Case ITS; fee structure (audit?); improve level of overall customer service; funding centrally –vs- by schools; the data warehouse integration.

Technical Architecture – Jeff Gumpf: Grid computing; VoIP reliability E2E; tighter integration/cooperation with University Hospital's network; NLR (National Lambda Rail) advanced network access; proactive apps integration (e.g., checking configuration issues with infrastructure changes); ensuring the accuracy of LDAP information for individuals; single sign-on (SSO); Oracle Collaboration Suite; upgrading the calendar; and server hosting.

Information Security – Rey LeClerc: Phase out the use of Social Security numbers; integrate University Circle into user creation, e.g., LDAP at CIA, CIM, Siegal College; insure the physical security of servers; education-education-education; access controls; conduct vulnerability assessments; improve communication and collaboration with stakeholders; Prioritizing issues based on risk; network segmentation.

Strategic Alignment – Lev Gonick: Input on West Quad plan; input on academic strategic plan; operational alignment; ITS input to campus master plan; regional application development and integration; Ingenuity '06 and MOCA, January '06; alignment of I-2/NLR/OneCleveland; Tri-C's new IT complex; museums; MediaVision; identify opportunities for strategic engagement

### MediaVision Courseware

Wendy Shapiro began with an overview and demo of MediaVision Courseware. The project began with one pilot course in the Fall of 2003 and has grown to 12 courses this Fall, including offerings in physics, chemistry, engineering, nursing, math, biology, and SAGES. MediaVision courses work with the LDAP and a student must be enrolled in the course to access the page. Video is streamed, can be clipped to make it searchable, and can be downloaded to an MP3 device. There is a courseware calendar, which links back to the lecture of the day. There is a template used to build the "shell" for the class. Evaluation and assessment: ITAC conducted two days of focus groups with faculty, staff, and students. Positive evaluations of the courseware include: increased student comprehension, better understanding of labs, additional help for special needs, helps students use time more efficiently, reduces attrition, and helps faculty get organized.

### Data Warehouse Report

Colleen Nagy discussed the current focus in the data warehouse project, which includes the financials data mart, the grants data mart and student accounts receivable. In the student area the data warehouse helps users get a better handle on the lists and reports generated by ISIS. In financials, the data warehouse aggregates information and provides assistance in decision-making.

The meeting adjourned at 10:00 am.