

Case Western Reserve University

**Information Technology Services
Planning and Advisory Committee**

Minutes of the Meeting
October 11, 2005

In Attendance:

Caron Baldwin
Roger Bielefeld
Kevin Bracy
Tron Compton-Engle
Joanne Eustis
Kevin Fechter
Carmen Fontana
Lev Gonick
Jeff Gumpf
Peggy Gup

Tom Horn
Priya Junnar
Tom Knab
Jamie Knue
Pat Kost
Nathan Lambert
Rey LeClerc
Liz Madigan
Frank Merat

Colleen Nagy
Tom Nosek
Dave Pilasky
Beth Quinn
Tim Robson
John Russell
John Reilly
Wendy Shapiro
Jill Tatem
Chris Ursich

The meeting was called to order at 8:40 am. Lev called for additions or corrections to the minutes from September, and there being none, the minutes were accepted as written.

Security Audit and Review

Chief Information Security Officer, Rey LeClerc, and Kevin Fechter, Manager of IT Audits in the Audit Services department, gave a presentation on IT Security, Disaster Recovery and Business Continuity. The University has had a number of information security assessments performed over the last 18 months, both internally and externally. Among the issues identified were the lacks of: internal network access controls and segmentation, a security awareness program and communication of policies, password controls, disaster recovery/business continuity planning, formalized change control process, and an information security strategic plan. Based on these findings, a number of follow on actions were implemented, including beefing up firewall protection at KSL and Crawford, developing a formalized incident response plan, updating Case's Acceptable Use Policy, incorporating security awareness into new employee orientations, and planning for a one-time required password change. Audit Services will give this same presentation tomorrow to the Board of Trustees Audit Committee. Both ITSPAC and the Council of Technology Officers hope to develop a business continuity plan.

First Impressions of Case IT

ITS distributed a survey electronically to approximately 1,250 first-year undergraduate students; 289 responded. The objectives of this survey were to: review the effectiveness of ITS' communications; assess the penetration of the eStore and Software Center; gauge the satisfaction and usage of key IT services; and evaluate trends and patterns to enable sound policy making and investments. Overall satisfaction was high, with 26% of respondents indicating that their initial experience with ITS was better than anticipated, and 69% indicating that their experience was about as anticipated. Among the more surprising discoveries was that 80% of respondents use a

laptop as their primary computer, and that about 27% claim not to have had any prior experience with basic technology tools. It was suggested that next year we survey incoming graduate and professional students.

ITSPAC Governance

The following changes to the ITSPAC meeting schedule will be effective with the next meeting in November. The full committee will meet four times per year, in September, November, February and April. Subcommittees will meet in October, December, January and March. A campus-wide retreat will be held in May, and no meetings will be held over the summer. A sign-up sheet for subcommittee service was distributed, and committee assignments will be finalized for the November meeting.

Budget Update

Lev, John and Pat talked about the recent budget cuts. ITS' operating budget, which is just over \$17 million, took a \$1.23 million hit. As a result of this haircut, filling of 2 Enterprise Applications positions has been delayed, hiring of one faculty support person and one VoIP engineer has been delayed until next fiscal year, security infrastructure and enhancements will be delayed or cancelled, email upgrades will be delayed, LDAP improvements will be delayed, electronic documents management will be delayed, training has been cut, PC refresh is on hold, central printing of monthly statements will stop, DB2 will be shut off in December, collaborative tools development work has slowed, and work has stopped on the NewMedia production studio. Work on the new Data Center has not stopped, but we cannot get anyone to sign off on requisitions.

Operational Updates

Technical Infrastructure/Technical Architecture: Faculty, staff and students should notice a reduction in the amount of spam received. TIS took advantage of a protocol that spam sites generally follow and introduced a delay in connecting to Case's email system. Most spam sites do not tolerate such delays, and this resulted in some 700,000 messages being discarded rather than reaching Case email boxes. In response to a question about the delay, Jeff explained that this does not affect on-campus email traffic, only mail coming to Case from off campus. They also improved the performance of systems that do anti-spam and virus protection functions and fixed an algorithm to screen out "false positives." Beginning soon, when resetting passwords the user will be asked to select a question and provide an answer. This will replace social security numbers and dates of birth as identity verification. Over time, email will be sent to those who have not changed passwords in conformance to the one-time password change policy advising that they must do so.

Enterprise Applications: Charity Choice contributions can now be designated online through PeopleSoft HCM. Benefits Open Enrollment will be available online via self-service through PeopleSoft HCM next month. Details will be forthcoming. The MyCase Portal has been upgraded with new hardware and is now running on a multi-machine load-balanced configuration. Software has been upgraded to Oracle Application Server 10g release 2. The login page has been redesigned with access to email, calendar and many popular Case sites, and it is easier to make changes to meet personal and academic needs. An improved user interface and additions to the portlet repository are in the works and will be launched soon.

The meeting adjourned at 10:00 am.