

Case Western Reserve University

**Information Technology Services
Planning and Advisory Committee**

Minutes of the Meeting

November 16, 2005

In Attendance:

Chris Ash
Caron Baldwin
Paula Baughn
Kevin Bracy
Tron Compton-Engle
Joanne Eustis
Kevin Fechter
Nick Fischio
Tom Franchina
Lev Gonick
Jeff Gumpf

Peggy Gup
Vern Harley
Tom Horn
Priya Junnar
Linda Karaffa
Tom Knab
Jamie Knue
Pat Kost
Nathan Lambert
Liz Madigan
Chris Masotti

John Molnar
Colleen Nagy
Julie Petek
Dave Pilasky
Beth Quinn
Todd Rasmussen
Tim Robson
John Russell
John Reilly
Tom Sonderegger
Wendy Shapiro
Jill Tatem

The meeting was called to order at 9:00 am by Pat Kost. The minutes from October 11 were approved as written.

ITS Dashboard (Scorecard)

The purpose of the dashboard, or scorecard, is to collect and share information about ITS. The dashboard measures 47 metrics, each of which relates to the ITS strategic plan. These can be accessed on the MyCase portal. Areas measured include administrative/financial, communications, help desk, infrastructure performance, instructional technology, security, the Portal, research computing, and storage/ backup. Key performance indicators include application uptime, media vision courseware, email statistics, help desk response time and customer satisfaction, numbers of e-store and p-card transactions, number of visitors and web hits. The scorecard is ldap enabled for access control purposes.

John showed metrics for email spam, e-store purchases, finances, ERP, help desk, p-card purchases, help desk customer satisfaction and same day resolutions, media vision, minutes of video conference and network bandwidth. This may be available campus-wide as early as January.

Integrated Planning Effort

Chris Ash introduced Chris Masotti, formerly of Internal Audit, who is now the Assistant Vice President for Strategic Planning in the office of University Budget and Planning.

A Core Planning and Budget Committee has been established to develop and deliver a five-year integrated resource plan and budget that guides and supports strategic decision making. There are six subcommittees:

Endowment and Debt
Development
Research Outlook
Facilities and IT
Enrollment and Tuition
Operating

Case has done five-year and multi-year budgeting before, but now the budget will be linked to the strategic plan. The CPBC is still waiting for the academic strategic plan to be published, but will work in the interim with various other plans which can be built upon, such as the Master Plan, school plans, ITS plans and accreditation plans.

The CPBC hopes to a preliminary plan for the president by the end of December, after which focus groups will be put together. All plans will be given a "reality test," including the move to Halle, a new data center, replacing the student information system, West Quad, etc. What is mission critical--what do we do to make Case a destination university? The committee will construct the model to follow over the next number of years.

Library Initiatives

Digital Case is an electronic repository which stores, disseminates and preserves faculty research in digital format. It contains both original digital materials and historic materials which have been digitized. KSL provides metadata tagging, authority control, a secure environment and preservation, resulting in an easily accessible forum for integrating academic resources in University Circle. The beta version of Digital Case went live last Monday, and is available on the Library's web site.

Backup Service Outreach

ITS needs to do a better job of marketing the new computer data backup service which replaced Harbor. This new storage area network (SAN) provides 10 gigabytes of storage space free of charge to Case faculty and staff, with storage beyond this amount provided at a nominal cost. Backing up data is critical to the university's mission, and we need to increase participation in the SAN service. Priya invited feedback from committee members.

Subcommittees are encouraged to meet at least once before the next ITSPAC meeting in February.

New Business

John Molnar recommended that Case present "one face" when recommending computer specifications to incoming students and their parents. They should be able to buy one computer that will last four years. Please send any feedback to John; he would like to finalize the specs before Thanksgiving.

The meeting adjourned at 10:35 am.