

ITS Quarterly Goals Meeting

April 25, 2007

Location - Adelbert Hall, Toepfer Room

Meeting opened by Joan McFaul

Present:

Harry Berger, Roger Bielefeld, Bill Bradfield, Brian Christian, Dave Dominish, Pat Greene, Jeff Gumpf, Peggy Gup, Dave Kovacic, Mike Kubit, Joan McFaul, Irene Medvedev, Mace Mentch, John Morton, Nate Murphy, Colleen Nagy, Jim Nauer, Steven Organiscak, Rick Parkin, Chet Ramey, Dennis Risen, Brian Rosen, Ron Ryan, Wendy Shapiro, Tom Siu, Bob Sopko, Tim Van Oss

Opening Remarks:

1st or 2nd round approved BRPs, that are outstanding, should be accounted for and processed now. A couple more BRPs will be processed, and there are a few others ITS wants to get done this year. Joan presented a proposal to Lev for ITS to collaborate with a local consulting company that is specialized in higher education and information technology. Her proposal puts management and technical tracks, and salary bands in place. With Lev's approval, Joan presented the company's proposal to Tony Kinslow in HR. Joan has not received a response from HR.

With the exception of ITAC, salary corrections, modifications, adjustments, etc., have been completed. The one-time adjustments were approved by ITS, and HR will process the adjustments in April. There are approximately 6 more, primarily in ITAC, that will be processed in May.

If anybody has any questions, please feel free to go to Joan to talk about it.

Introduction to Goals:

Joan asked the Directors to briefly explain their goals for this quarter, which ends June 30, 2007. Next month, the managers will provide the update on their goals. This will provide focus and communication on the quarterly accomplishments. It is all about sharing and communication. When explaining to colleagues, and if the information is highly technical, please provide an explanation that can be understood by everyone.

At the All Hands Meeting in May, Joan and Colleen will formally launch the PMO if things are completed. The Directors saw a demo of eProject. eProject is a tool to track projects. Joan feels it's a powerful tool, yet simple to use, and the goals can be placed into eProject for future tracking.

The goals should be posted where people have ready access to them and can view them, update them, make comments, and note progress. It should be accessible for Lev to share with colleagues. The wiki was suggested for posting the goals. eProject is preferable, but not yet available.

In May, we will talk about progress.

EAS Goals presented by Colleen Nagy:

In the student project, EAS is working on the student administration interface to HCM. EAS needs to create an interface for the employee ID and make sure infrastructure is working correctly. It is not yet decided if the employee ID will be the student ID in the system, or if another ID will be created with a crossover in the system, but verification will the SS# in the employee ID is necessary.

EAS went live last week with online course evaluations. Standard questions were asked in the evaluations. The results go to faculty on May 14th. One thing mentioned was the need to get word out

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to the students because they do not read Case Daily. EAS is trying to get them to move on a communication plan.

The next piece is to go live with a course catalog so faculty can go in and put in their changes or offerings for next year. As of March, the academic structure was in place. Case is the 1st to go live with this.

In May, Blackboard will be upgraded. There is the degree verifying process, which is being outsourced by the Registrar.

In June, there is the SAGES course Selection Process and the student technology fee. The technology fee is straightforward for undergraduates, but due to the legacy system, it becomes complicated for graduate students.

EAS is working to build the data warehouse team. There are 3 positions to fill. Colleen Meneely-Kobe started a few weeks ago, Evan starts next week, and another position will be filled May 14th by a student that graduates in May.

EAS is supporting the budget system connected to data warehouse. The goal is to load the budget into the general ledger before June 30th. There is a goal to get the letters out and in to HR for the fiscal year end faculty reappointments. Another goal includes the academic year student job mass termination. And efforts are underway to send out email to principal investigators or faculty when grants are in deficit.

The department is working to print monthly project expense statements to send to faculty. The HCM to 10g conversion was completed, but the financials still need to be converted. EAS plans to downsize the tape library on the mainframe and deploy Microsoft Vista on the Software Center. There are huge issues with the Microsoft deployment because of Microsoft's licensing.

PMO Goals presented by Colleen Nagy:

In the PMO, Peggy Gup is working on the business case for IM, email, and calendaring. She is primarily looking at Google Apps and working on 4th floor / 5th floor Crawford moves, which will be done next week. Phone services are being transitioned to Dennis Risen. The PMO and eProject training will be completed in June. Steven O. and Bob Sopko are working on a proposal for mobile voice and data services and contract renewal with Sprint. Steven is working to finalize the designs in KSL and Crawford and completion of the RFP.

Rick Parkin will finalize the project management templates. Rick is nearly done. He's been working with Megan Linos and Mace Mentch on the PMO web site. They're working with the managers so they can quickly go out and find things. The methodology is being finalized and will, hopefully, be rolled out in May. Rick Parkin is configuring eProject. Bob Sopko is testing applications to make sure PeopleSoft works with Vista. He's testing not only the web application, but the client side as well. Hopefully, this is the last time to use Solar.

Bob Sopko plans to provide updated communication for students and parents in the orientation brochure. He's working on two dimensional codes with Sprint. Two dimensional codes is a technology used in Asia, Japan, etc., It allows a person to take a picture with a cell phone, and the picture takes the person to a web site for more information. Such as if a person was walking down a subway and saw a movie poster. The bottom of the poster could have a code. A person could punch the code in and receive an informational clip. The same thing could apply at a grocery store and other locations. We'll use it for a scavenger hunt and that sort of thing.

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ITAC Goals presented by Wendy Shapiro:

The goals in ITAC start with some assessment work they're doing. This project will continue on and on. A lot of work is going into Media Vision courseware survey. The survey went out and now the analysis needs to happen.

Along with that, Mace Mentch is working with professors to determine ways that technology influences. Mace is working on this model with faculty. Mace is working with a group of students to analyze ways students search video to help ITAC design search ability for this.

A lot of work has been done with Second Life. The goal is to determine how does this relate to how a student learns?

The next step is the operating efficiencies of Media Vision. These include installing and working with editing systems, large SAN purchases that need to be stabilized, dvd authoring and indexing, encoding, etc. all of this goes into what ITAC does with video. ITAC will upgrade the media servers with SAN expansion and upgrade the MCUs they have to get them in place for multi-videoconferencing.

ITAC will prepare the eCurriculum for the Medical School for the next academic year. A new crop of students will be here July 1st. Everything is brand new this year and needs to be ready for the new crop of students while, at the same time, upgrading what currently exists. Irene Medvedev is the eCurriculum architect. Wei Wang is designing and implementing a whole new portfolio for students in the Dental School. This will be ready July 1st.

ITAC is working to improve the foundation of the medical system and how it integrates with the hospitals. It is not actually the hospital system, but the students that work with the hospitals, who they work with, how it gets tracked and evaluated.

There is an upgrade for Blackboard from version 6.3 to version 7.1 and instruction will be provided to faculty.

Questions for ITAC:

Are you using a commercial ePortfolio project? No, it's unique to the School of Medicine. We're writing it locally. Ultimately, they would like the students to reflect their objectives to achieve and reflect on how they achieve these. For evidence, have a link to their piece of work to show what they've done. It is not a suite of applications, but a specific function. This is a small part that relates directly to the new curriculum.

Will this work for the Dental School? The Dental School piece is duplication of eCurriculum designed for the Dental School because their curriculum has shifted to be problem-based like the Medical School's curriculum.

PerceptIS Goals presented by Bill Bradfield:

In the last 18 months, PerceptIS learned that the process of reacting to tickets is not the best model, especially for clients like Adelbert Hall. They have come up with a new service, PRO-Active service, which puts people on site as opposed to a walk-in center. PerceptIS does a lot of scheduled maintenance now. This was rolled out at Adelbert. A dedicated technician is at Adelbert 4 days a week now and this will expand to 5 days in May. PerceptIS is working to do the same thing with Weatherhead, and they're talking to the Medical School as well. The intention is to increase customer satisfaction on desktop support.

PerceptIS is initiating an end of school year QRT ticket reduction. A definitive management structure was put in place to knock down the backlog of tickets by fall semester. When PerceptIS

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started, they had 240 tickets. It's now down to 86 tickets, and the goal is to be down to 50 tickets by June 30th.

End users want more information on the job tickets. End users want access to see the status of the ticket, the work that was done on the ticket, and who performed the work. PerceptIS wants to provide good customer service by enabling the customer to see what is in the ticket.

As a quarterly goal, Bill Bradfield suggested a joint ITS/PerceptIS end-of-year barbecue to celebrate the end of the year and start of summer.

Research Computing Goals presented by Roger Bielefeld:

Research Computing is currently dealing with the hardware installation of new cluster nodes. Right now, 15 new servers out of an order for 42 computers are being installed. Brian Christian, John Morton, and Jason Dolan of netServe are all involved in some way whether it is power, data issues, or server installation.

The software configuration is another major cluster related project. Dave Backeberg, a student employee, is working on the RedHat 64-bit implementation. Currently, we're running a 32-bit environment. More and more, we're defining our own cluster. By necessity, we have to move job scheduling and resource management from current versions to Torque/Maui.

There are two emerging database projects. Originally, Yuhong Wang was expected to be involved, but that has changed. Roger is identifying alternative resources. One project involves Dental School Orthodontics and the creation of a searchable research database that ties to images. Initially, the project team will create a pilot project to enable the professor to get serious funding. At some point, this will go national. The second project involves the Medical School and a genetics expert. The project team is looking at a pilot implementation to prove it can be done here and to get additional funding to make it work.

Dennis Risen and Roger are creating a project plan Materials Science and Engineering involving real-time data capture and analysis from their device to the computational resources in the cluster. The goal is to identify what, if any, costs are required and to suggest the necessary level of funding.

Questions for Research Computing:

Is it on campus? Yes, it would be a campus network modification.

Security Goals presented by Tom Siu:

Policy goals: The big deal is the social security policy commissioned by the Provost. The subcommittee got information together, and the draft goes to the Provost on Friday (April 27th). This will spawn a lot of other subprojects in ITS. The subprojects are undefined, but the goal is to get rid of social security numbers. The main principal is that SS numbers will be in a database in PeopleSoft and not in data systems. This should all line up under identity management strategic goal. These are foundation pieces for that.

Procedures and standards need to be redefined. The goal is to re-establish newly updated network and firewall policies. The big thing since October is SMTP and mail transfer. It will now go through the mail record; all mail will go in and out of the gateway. Tom will also be looking at DNS routing as well. No one can put a machine outside or in Case and call it Case. This is an issue because there were swooping routing systems and UDP connections.

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The last part of policy goals is the information architecture. The 3 main goals for the architecture include 3 tiers, one for public information, one for University business, and the third is restricted information. These tiers will drive identity management.

Security goals: For security, it is important to be high level architecturally and not be too distinct. One goal is to hire an information security analyst. This is dependent upon the skill set they bring to the job, whether it be software or network. This is intended to be a transitional job; someone that has not done security for awhile or ever, but brings transferrable skills. It might even turnover every 2-3 years.

The second security goal is to establish system configuration requirements. Tom wants to start at the highest end and come up with configuration guides for all platforms and operating systems that are common. This will also include servers and where they are located, and what firewalls are protected. This will affect other departments such as Pathology. They had a spambot on their server. They do not have the necessary support, and ITS gets problems that result because necessary work is not being done.

Another security goal is flu pandemic planning. ITS core value is that we will not risk lives and health of people because we are not healthcare providers. ITS' main core function is to ensure health and welfare of IT staff. If something comes up and there is an outbreak, staff are able to all stay home. This is an operational goal that needs to be pushed through. We can look at ways to do our jobs remotely. The main goal is to set a couple of key elements and find the critical path. ITS needs to identify who can be trained to remain on campus and then the rest of staff can work at home. Eventually, Tom would like to have a simulated work-at-home day.

SSE Goals presented by Jeff Gumpf:

The Server group plans to hire a UNIX engineer. Currently, there is a vacancy that needs to be filled to increase support productivity. SSE needs to finalize their BRP orders such as for the virtualization project and the blade server order. The group is finishing up server and storage orders for the ERP student project. The hardware was delivered, which was the big piece. There are still some minor pieces to be completed.

MWE Goals presented by Jeff Gumpf:

Middleware plans to complete the opt-in process for the beta release of Google Apps domain. This allows members of campus to choose to participate or not to participate in the Google Apps beta. The group plans to complete the beta setup of VTFileman, which is a file sharing system that uses WebDav protocols to share files across campus. Middleware plans to migrate the LDAP groups to Active Directory. MWE has been working on deploying the postprob web pages into production. This is nearly complete, but there are a few problems due to bugs in the blog software. The bugs will be addressed with the next upgrade.

NO Goals presented by Jeff Gumpf:

Network Operations is working with Plant and external contractors on the data centers in KSL and Crawford in preparation of the data center remediation. Operations plans to update the 27000 series specifications. These pertain to Construction's specifications that Plant and Facilities uses to bid out construction projects.

Questions for NO:

Will the data center infrastructure be completed by July 1st? No, the tentative schedule is by mid-June we should have a contract with a design firm. The design and specifications are expected to

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take about 3 months. The work has to go out to bid, which will probably be end of October or early November. The work probably won't be completed until next summer. A huge complication of this project has to do with how you logistically handle the servers while construction and remediation take place. If the floor and racks are replaced, the servers must be taken down, shut down, moved, and that has complications since applications are running on the servers. For example, if we want to take down the ERP Financials, we probably would not do that in the June, July, or August timeframe. A consultant will be hired to help with logistics.

UNIX Goals presented by Jeff Gumpf:

The UNIX group plans to complete the storage Project 3 NAS migration, which eliminates the last Clariion that is in service. The group is also working on the ERP Student server & storage implementation. And the group is working to test the iSCSI client (initiator) in Linux & Solaris. This allows a person to use Ethernet interface to access storages systems as opposed to putting in HVA and running fiber channels.

Questions for UNIX:

Is iSCSI preferred? For a lot of things, we prefer iSCSI because it's a much lower cost. Fiber channel ports cost a lot of money, but iSCSI allows us to run access to the storage system over an Ethernet channel as opposed to a separate fiber channel.

Will it change performance? Some, but most doesn't matter.

NESG Goals presented by Jeff Gumpf:

The Network Engineering and Security group is working on the Cisco Call Manager 5 upgrade. It is scheduled to be rolled out across campus after graduation. NESG has a project to upgrade memory in all core and distribution routers to begin running the same version of IOS. The group plans to replace the PIX 525 firewall with a pair of more powerful PIXs (535s) that will operate in failover mode.

DBA Goals presented by Jeff Gumpf:

The Database group is working on Oracle 10g upgrades and plan to get the upgrades on as many systems as possible. The DBAs have been involved in RMAN Investigation and Implementation and hope to flesh out some best practices and develop basic backup and recovery scripts. The DBAs are working on the evaluation and recommendations of Oracle Enterprise Manager Grid Control. During this quarter, their goal is to have a decision as to the viability of Grid Control in our current environment, and to determine if additional time and effort should be expended with the GC tool.

WS Goals presented by Jeff Gumpf:

Web Services is working on the Unified portal project. It has to do with MyCase '07 and eventually, migrating the current web server, and making new services and capabilities available to the campus community. WS is working on the integration of the PeopleSoft Student Information System and using the capabilities of the portal to interface into the student system.

Windows Goals presented by Jeff Gumpf:

Originally, the Windows group set a goal to order virtualization software and hardware. This goal is completed. The group also set a goal to determine the Windows systems that are due to be refreshed in '08. Jeff thinks this is done.

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Closing Comments:

As each quarter is completed, Joan will extract the completed goals. We will keep track going forward. This means that what was used in the past will not be used anymore. ITS will go towards this in eProject. When asked what quarter to call this, it was decided to call it the 4th quarter goals, based on the fiscal year.

Closing Questions:

How do we add new initiatives that come up before the end of the quarter? Joan advised not to add them. We have our goals, and if something special comes up, talk to Joan or your Director. If a change comes up, whether it is relying on a vendor or something else, it should be noted on the comment section.

Reminder from Colleen Nagy:

All staff reviews are due June 1st. The reviews need to be in by June 1st so that HR can process the reviews and have the changes reflected in the July 1st paychecks.

Questions about Reminder:

Will Linda send around the paper work? We haven't received it yet. Usually, they just send 1 page because the forms are online.

Do we submit them online? No, it's not online, but it's something they want us to do. Please submit a hard copy to Colleen.