

## Information Technology Services Leadership Meeting

November 14, 2006

### Minutes

**Attendees:** Harry Berger, Brian Christian, Dave Dominish, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Mike Kubit, Bonny Lafave, Irene Medvedev, Mace Mentch, Nate Murphy, Colleen Nagy, Jim Nauer, Steven Organiscak, Rick Parkin, Beth Quinn, Ron Ryan, Wendy Shapiro, Tom Siu, Bob Sopko, Tim Van Oss (via teleconference), and Lora Veselsky

Colleen called the meeting to order at 9:05 a.m. The minutes from October 17 were approved.

#### EMC Storage Project Update

Maintenance contract renewal cost on our 4-year-old SAN was very high. EMC submitted a revised proposal to replace this system with a single new system and refinance same, which was a less costly option. In June, all contracts were signed. The new EMC System will replace three lower-end system disk arrays and includes new hardware.

Centera Content Storage is a lower cost option for data that does not need to be accessed frequently, i.e., regulatory compliance purposes. The project consists of two phases: (1) Install three systems and migrate all data to them. (2) Move disaster recovery off campus to the Blue Bridge data center. At this point, the bulk of the migration is complete. Another portion of the data, 4 terabytes, is on the EMC NAS, ERP data, application data, etc. The UNIX portion move is complete. Novell environment is completely isolated. The move to Blue Bridge will happen immediately after phase

At present there is one non-ITS user of the Sun, University Libraries. Last spring, they asked for a 3 terabyte expansion; on the new Symmetrix, the cost was \$60,000, or 3 times what they had previously paid on the Clariion. ITS staff researched and proposed a low-end solution, Apple x-server array.

#### PMO Update

The latest iteration of the Program Management Office has been under way for several months. The mission is to identify the way that people do their jobs and to create and implement best practices to facilitate and manage positive changes.

In addition to Rick, Peggy, Bonny, Mike and Bob are on the team. They solicited input from coworkers to identify problems, and have analyzed the feedback. They will now develop potential solutions, outline business related benefits accruing from their implementation, identify PPM-specific action items, and document findings.

## Five-Year Strategic Framework

The Directors have been going through a strategic planning exercise and have been putting comments on a WIKI. Each director will summarize his or her thoughts, Lev will take it to the ITSPAC Strategic Planning subcommittee for feedback, and publish the next five-year strategic planning framework document some time in April.

Technology Infrastructure: Add space for and upgrade existing Data Centers, implement a systematic refresh program for production servers, introduce server redundancy for all critical services, continual upgrades to fiber backbone to include providing redundancy with new fiber pathways, develop plans for business continuity, business recovery, continuity of operations, disaster recovery, incident response, and for integration of IT plans with planning efforts across the campus. Since mobile communication devices will play a larger role in how users interact with ITS services, continual upgrades and expansion of the wireless data network need to be undertaken, as well as improvement in cellular coverage on campus and improving mobile access to applications and services.

Identity Management: The university is transitioning away from using Social Security Numbers as identifiers in most instances. Recommended strategies for creating and implementing a centralized identity management include: identify key data indicators to support user access to Case IT resources, evaluate current middleware architecture for strengths and weaknesses, evaluate vendor platforms for suitability, identify non-ITS stakeholders for conflicts, create an incremental delivery program, and create policies to apply to common IT resources.

Administrative Systems: Investigate feasibility of migrating to Oracle Fusion, create methodology and timeline for keeping systems up to date with patches, bundles, maintenance packs and versions, continue to provide applications to support faculty, staff, students and affiliates, implement the Student Information System, improve business intelligence, upgrade data warehouse and budgeting to v. 9.0, upgrade financials to v. 9.0, upgrade HCM to v. 9.0, and refresh hardware.

Education and Research: Develop formalized relationships with deans and the provost's office, identify and recommend technological tools that support Case's academic mission, develop a sustainable funding model, maintain expertise in emerging technologies, secure external funding for HPC, and increase awareness of HPC resources via lectures and workshops.

IT Governance: Work with ITSPAC to improve communications and effectiveness, prioritize projects and process improvements as short, medium and long-term projects, determine priorities for staffers who have multiple functions, add depth on the human resources side, work with PerceptIS to

coordinate response times, in cooperation with technology partners, ensure that Case is on the leading edge of technologies for higher education, and provide documentation and training for ITS staffers and other users.

STA: The STA group suggested investigating shared services between Case and other University Circle institutions. Case would need to communicate the nature of the IT resources which could be shared and a fee-for-services structure needs to be developed. The agreement could be formalized via a Memorandum of Understanding.

#### Proposed Five-Year Budget

Lev shared a document entitled, "Proposed Minimum Baseline Structure of Information Technology Services Budget FY08-FY12, and discussed some of the parameters thereof. (For details, see Lev's November 13 email/attachment.)

The meeting adjourned at 10:40 am.