

## Information Technology Services Leadership Meeting

September 19, 2006

### Minutes

**Attendees:** Fayaz Ahmed, Harry Berger, Dave Dominish, Lev Gonick, Peggy Gup, Alan Hauptman, Dave Kovacic, Tony Kramar, Mike Kubit, Bonny Lafave, Irene Medvedev, John Morton, Nate Murphy, Steven Organiscak, Rick Parkin, Beth Quinn, Chet Ramey, and Tom Siu

Lev called the meeting to order at 9:05 a.m. The minutes from July 24 were approved. The following updates were provided by the committee members:

#### EAS:

- The grants data warehouse was demo'd
- Charity Choice modifications were well-received
- Preparing for Benelect enrollment -- Qualchoice is no longer an option
- SAS is not on the software center yet; awaiting response from the attorney's office
- Student system hardware needs are being identified
- Going live on the next version of PeopleSoft in December or January
- Finalizing charter for the Project Management Office, and looking at various methodologies, structures and tools out in the marketplace
- Doing security checks on the database; last upgraded to Oracle 10G

#### TIS:

- Dropping things into place for the NLR connection; Cisco equipment should be here today and power is ready
- Reevaluating spam and virus protection tools and looking at new vendors
- Working with Bonny on training scripts
- Lots of ID issues
- Data Center planning is coming together
- Backbone is in the planning phases

#### ITAC:

- Broke the 250 hours barrier for coding
- Doing 30 classes for WSOM

#### PerceptIS and ITS: Partners in Providing IT Customer Service at Case

One of the goals that came out of our last session was working more effectively with PerceptIS by putting together a team to ensure a high level of customer service. Bonny and Peggy will head up this effort, and their number 1 priority this academic year will be to improve customer service to faculty, staff and students. They will strive to improve

communications and relations between ITS and PeceptIS so that customers perceive a seamless service. The following activities will be undertaken to achieve these goals:

- Analyze root causes of repeatable tickets
- Prioritize, plan and implement process improvements
- Create calendar with set dates to:
  - Review all Primus scripts
  - Update resolver groups and escalation lists
- Analyze baseline and goals for SLAs

The following will be determined to improve ticket flow:

- Is the Help Desk collecting the right information for the resolver group to solve each problem?
- What issues should be resolved on the spot by the Help Desk using Primus scripts?
- Is the Help Desk sending the ticket to the correct resolver group? Who "touches" tickets?
- When tickets are sent to ITS, how quickly does ITS assign the ticket to an individual, assign a priority, resolve the ticket, confirm with the end user that the issue is resolved?
- Is the ticket is resolved within the SLA?

They will look for year-over-year improvements in ITS' Measures of Success survey this spring.

#### Orientation and Welcome Days Wrap-Up

Bonny reported on the support metrics for Orientation and Welcome days for the time period August 19 thru September 1. Contact volume was down versus last year (2,346 vs. 3,417) which was attributed to:

- Elimination of email as a point of contact (spam elimination)
- Installation of copper wire in the dorms
- No major service outages
- Savvy student body
- Self-registration package

Seventy percent of issues were handled by the call center, resulting in fewer tickets being escalated to non-PerceptIS groups.

#### Campus Solutions Update

Tony presented an overview, timeline, project milestones, status and next steps for the PeopleSoft student system implementation. The student system touches every facet of student life, from enrollment to graduation and beyond. Three 2-way interfaces will be created: admissions, financial aid and DAR. Planning and prototype building will go on through the end of 2006. Development, testing and phased go-lives will occur from January,

2007 through August, 2008. Once the prototype is built, the team will take it across campus and "show it off."

#### October is Cyber Security Month

Given budget constraints, Tom plans a low-cost, easy-to-implement plan that will reach the broadest audience possible. The two themes are (1) laptop theft and data protection, and (2) general awareness-raising. There were 16 reported stolen or lost laptops at Case in 2006, none of which have been recovered, which could potentially represent a significant data loss. Raising general awareness includes disseminating information about password security, worms and viruses, phishing, care in opening email attachments, and spyware and surveillance. This will be done via web links, enhancing existing content where appropriate, articles in the Observer, notes in Case Daily, posters, plasma displays, chalking at locations where laptops have "walked," and a UCITE forum on October 19 at Allen Library. In response to a question, Tom advised that equipping laptops with GPS chips would cost \$70 per year per machine.

Tom is also a coordinator for the Avian Flu Pandemic Plan. Case's plan will be based on plans from NASA and Johns Hopkins. This may be put into the PMO.

He advised that there will be an Information Security Summit on October 26-27 in Independence. Cost is \$275 per person. He also reminded everyone that the ITS staff password change policy is effective October 1.

The meeting adjourned at 10:20 am.