

## Information Technology Services Leadership Meeting

October 17, 2006

### Minutes

**Attendees:** Fayaz Ahmed, Harry Berger, Roger Bielefeld, Brian Christian, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Dave Kovacic, Mike Kubit, Bonny Lafave, Mace Mentch, John Morton, Colleen Nagy, Steven Organiscak, Rick Parkin, Beth Quinn, Chet Ramey, Ron Ryan, Wendy Shapiro, and Tom Siu

Colleen called the meeting to order at 9:05 a.m. The minutes from September 19 were approved.

#### Project Management Update

The team received good feedback in the forums. An alias has been set up in the mailing list manager: pmofeedback@case.edu.

#### Operations Calendar

Peggy shared the Summary of Planned Outages of ITS Services. This calendar is updated and distributed weekly to ITS staff, PerceptIS and the Council of Technology Officers.

#### Flu Pandemic Preparations

Tom attended a meeting of the Flu and Emerging Infections Committee. Their role is to create a plan in case of a flu or other pandemic, and ITS will create a plan to support university operations based on the above. Staffing assumptions include up to 50% absenteeism, implying triple redundancy in essential functions. Communications pathways will be among the highest operations priorities. The committee looked at 3 scenarios: worst case, limited operations and reduced operations. The ITS plan is based on the following:

- Appoint senior manager and field expert
- Establish ITS working team
- Identify essential operations and functions
- Identify required skill sets and staff allocation
- Identify relevant issues for plan activation
- Develop conops plans/ideas for risk management
- Test the plan

Major risks include a failure of regional and/or local support infrastructure, lack of depth in certain ITS functions, and the possibility of a pandemic occurring before critical path plans are established.

### First Impressions—Freshman Survey

For the past three years, ITS has surveyed first year undergrad students regarding IT services in order to:

- Review effectiveness of pre-arrival communications
- Assess the penetration of the eStore and Software Center
- Evaluate trends and patterns to improve strategies and investments

The survey was open from September 25 – October 6. It was distributed electronically, and 428 out of 1,033 students (41%) responded. Highlights include:

- 92.7% brought laptops to campus, representing 20% growth year-over-year
- Almost 73% have had previous technology experience
- Over 63% connected their computers to the campus network on their own
- While Dell is still the #1 brand, the number of Apple computers has doubled to over 16%
- 96% brought a cell phone to campus; of these 85% were on a family payment plan
- Verizon is the most prevalent carrier at 42%, followed by Cingular at 24%
- Wireless usage continues to grow

### ITSPAC Subcommittee Reports

Academic Technology: The subcommittee focused on two themes, first, the learning environment, which includes all aspects of the technology enhanced classrooms, the physical/virtual desktop, collaborative on-line tools, and studio spaces. Second was to clarify and focus faculty development initiatives in order to align ITS strategy with faculty needs, and communication of best practices and possibilities.

Research Computing: At their 9/28/06 meeting, the subcommittee approved requiring application for cluster time and requiring acknowledgment in publications. They discussed a presence for research computing on the Case home page, applying for grant funding, consolidation of HPC installations, seeking investment from the Deans, and putting together an external review board.

PeopleSoft Advisory Board: This subcommittee “merged” with the PeopleSoft User Liaison Group, which meets monthly.

Customer Service and Communications: Their goal is to establish relationships between the ITS/PerceptIS customer service group and staff at the schools/departments. Quarterly “listening” meetings will be set up in order to understand customer requirements and issues, and process improvements will be identified and implemented based on feedback.

Information Security and Policy: The subcommittee built on work that was done over the summer on the Acceptable Use Policy (AUP). They recommend that this latest version be submitted to ISPEC for comment and approval after the subcommittee votes on it. A

comprehensive FAQ section is included. The subcommittee also discussed privacy and social security identifier issues.

University Strategic Planning: This subcommittee includes representation from the faculty senate research and libraries committees, and external relations. The principal objective is to provide input for the ITS five year strategic plan (2007-12). By mid-November, a draft of all internal five-year business planning work will be complete; the subcommittee will have the opportunity to review and respond. The strategic plan will be issued in the May time frame.

Council of Technology Officers (CTO): Active Directory has been implemented across the campus. A second request was to get Oracle Collaboration Suite (OCS) out in beta by the start of school, which was also met. The committee will meet in November, as well as attending the PC RFP process meetings.

Student Impact: No report.

IT Budget and Facility Planning: Only 3 subcommittee members attended the meeting. In the goals statement, they concluded that theirs is more of a long-term focus role for with respect to overall IT spending on campus.

The meeting adjourned at 10:25 am.