

## Information Technology Services Leadership Meeting

April 4, 2006

### Minutes

**Attendees:** Fayaz Ahmed, John Anderson, Harry Berger, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Priya Junnar, Pat Kost, Dave Kovacic, Tony Kramar, Mike Kubit, Mace Mentch, Nate Murphy, Colleen Nagy, Steven Organiscak, Rick Parkin, Beth Quinn, Chet Ramey, Ron Ryan, Wendy Shapiro, Tom Siu, Joe Smucny, Jill Tatem, Lora Veselsky and Ben Woznicki

Pat called the meeting to order at 9:05 a.m. The minutes from March 7 were approved.

#### Pachyderm

This project started over three years ago at the San Francisco Museum of Modern Art. Five museums and five universities, including Case, participated in the project. Pachyderm is built on flash-based templates, ten of which are already in use. The San Francisco Museum of Modern Art has reprogrammed it as an open-source package, so we all have access to it. Wendy provided a link and a quick demo of how to set up an account. The Medical School has expressed interest in using Pachyderm for its new curriculum.

#### PWC Audit

The PWC audit meetings are complete. A couple of follow up meetings may be scheduled after their internal testing is complete. We have already cleaned up the program changes; only a few minor issues remain.

#### Update on Oracle Instant Messaging

A conference call with Oracle has been set up; hopefully we are only a few days away from some bug fixes. The OCS alpha is not yet ready to start. Oracle Files is not performing—it should be fixed soon. We are looking at IM/Voice and single click video; Oracle is working on the client.

#### Provost's Update

Provost John Anderson reported that senior administration, in cooperation with the Board of Trustees, is trying to finalize where cuts can be made in central administration and school budgets. He will meet with the Deans next week to present the UGen budget and discuss the impact of budget cuts. On the revenue side, there are problems with development and research which need to be addressed. We are 25% below where we could be with regard to the number of students. On the expense side, there is a lot of redundancy. Outsourcing of services will be explored. The 2008 budget must balance, so we need to get close in 2007. There will be changes to the budget office staff; 3 positions will not be filled. Senior

management now gets monthly reports from the problem schools, and quarterly reports from others.

### Changes at PerceptIS

Joe reported that PerceptIS offers a new self-help tool, new knowledge-based tools, and new integration tools. Right Answers integrates with the ticket tracking system to provide a higher level of services. He introduced Ben Woznicki of the performance management team, who works with a new set of dashboards that track performance. Lev requested that they integrate the PerceptIS reports into the ITS dashboard. They have opened an enterprise service center downtown, which consists of a help desk and customer service depot. Bruce Richards is managing the build out of the service center. Kevin Bracy is now based out of Tucson, and Joe will assume his duties at Case. John Haprian, Karen Romoser and Shane Hunter will take on new responsibilities as a result of these changes.

### Measures of Success

The MOS survey was sent out last week. To date, 1,137 students, 230 faculty and 700 staff have responded. In general, people seem satisfied or very satisfied with ITS services. High visibility, high satisfaction services include academic technologies and VOIP; we need to work harder to promote the blog, WIKI and back up services. The Software Center is popular; the portal received a 75% satisfaction rating. Ninety-five percent of students use the portal for academic purposes. Perennially problematic SOLAR earned over 50 percent satisfaction this year. Most people understood the need for the robust password change. People use and like VPN. A full report on the MOS will be forthcoming. Lev encouraged Priya to use last year's report as the basis for this year's.

Lev talked about results of the EDUCAUSE survey, which again indicates that Case is at the bottom of its peer group when it comes to IT spending. Only one measure, expenditures per student head count, approached average. We need to make sure that the Budget Office knows that we are below our peer group nationally. We need to look for replication of services in ITS and the schools, and make sure that it is addressed. This will be discussed more fully at the retreat later this month.

### Updates

Jeff advised that this morning the DB Prod server developed hardware problems. DB Prod-2 has been turned over to bring the production databases back up. Sun was called.

Tom advised that there was a break in on the 6<sup>th</sup> floor of Crawford over the weekend, and a laptop was stolen. Entry to the locked office was accomplished by breaking a window. This underlines vulnerabilities which can occur when work takes place outside of business hours and normal security procedures are not followed.

The meeting adjourned at 10:30 am.