

Case Western Reserve University
Information Technology Services
Planning and Advisory Committee
Minutes of the Meeting
April 24, 2007

In Attendance:

Caron Baldwin
Roger Bielefeld
Rimas Biliunas
Tron Compton-Engle
Eileen Connell
Steve Cook
Eric Cottingham
Denise Douglas
Kevin Fechter
Tom Franchina
Jack George

Lev Gonick
Julia Grant
Jeff Gumpf
Peggy Gup
Amy Hammett
Mark Hanuseck
Jeremiah Heilman
Barb Juknialis
Linda Karaffa
Jamie Knue
Nathan Lambert
Joan McFaul

Frank Merat
Colleen Nagy
Steven Organiscak
Dave Pilasky
Beth Quinn
Wendy Shapiro
Sue Shick
Tom Siu
John Smolik
Bob Sopko
Lora Veselsky

The meeting was called to order at 9:00 am by Colleen Nagy.

SSN Use Policy

Based on experiences at other universities, the Security and Policy Subcommittee put together a draft policy on the discontinuation of use of Social Security Numbers as identifiers. Guidelines were deliberately broad, and outlined where SSN use was permitted or required, identified a transition strategy, and defined controls to assure appropriate use. Tom asked for feedback. Lev called for adoption of this draft policy, and it was unanimously adopted.

Year-End Review: Reports from Subcommittees

- Research Computing: The high performance computing cluster experienced strong growth in the last year. The user population grew from 39 users in 11 departments to 94 users in 20 departments, and jobs run grew from 1,000 to 8,000. The total number of CPU hours provided by the cluster went from 100,000 to 285,000. Hardware growth more than doubled from 36 to 78 servers, and by August there will be 304 servers running in the cluster. Most of the funding for the HPC was provided internally by ITS and the Provost's office, but external funding efforts have been undertaken and by August a sizeable portion of the funding will come from outside the university. Active database and analytics services projects are under way at the cancer center, psychiatry and epidemiology and biostatistics, and

discussions are under way at the Schools of Medicine and Dentistry. Efforts to improve staffing, resolve technical challenges and expand external funding sources will continue.

- Instructional Technology: Case currently has 159 Technology Enhanced Classrooms (TECs), and an additional 10 will be added over the summer. ITAC now has ongoing support to maintain and upgrade these classrooms. The MediaVision Courseware project began in 2003; this fall, there were 15 undergraduate courses and 1 medical school course in MediaVision, and this spring 2 more undergraduate courses and 1 more medical school course were added. Additional services such as review sessions, expert videos and distance learning are being explored. Case TV is an archive for streaming the university's video assets. It currently features over 150 selections, including lectures, department or student-sponsored events, Undergraduate Student Government meetings, Career Center tours and information, class lectures, and entertainment. Videos are available 24/7 to anyone who has Internet access. On May 19-20, Blackboard will be upgraded to version 7.1. Changes include an improved discussion board, text editing and spell checking. This year's Research Showcase once again featured Digital Posters, which present research by combining text, audio, video and animation. ITAC is looking at a template to make this available over the web. Faculty Development projects included support for ACES and nanoBook. This year ITAC will host a Faculty Showcase featuring technology projects. Assessment efforts, including surveys and focus groups, are ongoing. The Medical School eCurriculum group is now a part of ITAC. A OneCleveland island has been established in Second Life, a virtual world where you can interact with others. A similar project for Undergraduate Admissions enables admitted students to interact with Case's student ambassadors. On April 14, ITAC worked with Red, an Orchestra, to tape a concert at the Masonic Auditorium and stream it through Second Life.
- Customer Service: Peggy announced that PerceptIS has moved from their Juniper Road location to 11424 Bellflower Road, the former Montessori House. She advised that Microsoft Office 2003 will be taken off the Software Center on May 1 so anyone wanting to download it must do so before then. Office 2003 is also available directly from Microsoft. She introduced Mark Hanuseck, the new Operations Manager at PerceptIS. Mark talked about his highest priority items for the near term, i.e., completing preparations for the Vista OS upgrade by June 30, improving times for help desk ticket management so that no ticket is older than 48 hours, increasing the number of student technicians, implementing security advisories to incoming students, and proactive visits to users.
- ERP User Liaison Group: This subcommittee met several times this year. Significant accomplishments include officially submitting enhancements for the payment request to purchasing, creating a list of HCM enhancements, and identifying several reports for the data warehouse committee.

- Financial/ Budget/Contract Update: Accomplishments include reallocation of IT costs to Case departments, allocation of operational budgets for servers and network maintenance, and continuation of the 10-year infrastructure budget for backbone maintenance. \$3.1 million has been earmarked to refurbish data center server rooms. Renegotiated partnership agreements have been inked with Dell for personal computers and IBM for network equipment. The fiber backbone for the NLR connection is complete, this will boost us to 1 gigabyte. Fiber was installed from the north residential village to both the Medical Simulation Lab and to West Quad. Installation of fiber backbone along Euclid Avenue from East 105th Street to the East Cleveland border will be coordinated with the Euclid Corridor project. Fiber was replaced across the Adelbert Road bridge, and replacement across the Cornell Road bridge is in process. The project to remediate KSL and Crawford server rooms is approved. Lev advised that Steve and Bob negotiated extending Case's favorable Dell pricing to our alumni for the first time.
- Student Liaison Update: Academic Structure, the foundation for all student administration modules, went live on March 23; Case is the first school to go live with A/S. The course catalog and schedule of classes is scheduled for June, 2007. Eventually this will be opened up to the schools so they can enter data themselves. Two liaison committees have been formed, one for students and one for faculty. SIS is expected to go live in March, 2008. Online course evaluations have replaced the former paper-and-pencil system. Evaluations will be open from April 19 through May 2 and are accessible from the MySchedule Portlet on the Portal. As of April 23, there were 2,879 evaluations from 914 students for 858 courses.
- Technical Architecture and Security: The Council of Technology Officers offered a series of recommendations regarding Active Directory. Work is ongoing to respond to these requests. The CTO is also preparing a set of recommendations regarding collaboration functionality needs, and these are expected soon.
- Security and Policy: Principal initiatives include the aforementioned SSN Use Policy, the Acceptable Use Policy (AUP), Network Policy and Security Policies. The Provost asked that the draft SSN policy be in his hands by April 30. The AUP, updated in December, 2006, was submitted to the Faculty Senate Committee on Information Resources to present to the Faculty Senate. Network and security policies are about to go live.

Bob Sopko reported on information for incoming students. This year, almost nothing went out to the students via U.S. mail; all communications were handled electronically. Enhancements to the student brochure include: blogs and wikis, Absolute software computrace option, Carbonite backup service, and Second Life. The recommended computer configuration information is kept separately on the web. On Monday, May 14, there will be a "touch the technology" event for faculty and staff from 10:00 am – 1:00 pm at Thwing Center. Representatives from Sprint, Dell and PerceptIS will discuss and demonstrate the latest in mobile technology. Look for details in Case Daily.

Strategic Plan

The ITS Strategic Plan for 2007-2012 is in the final stages. The plan is being compiled on the Case WIKI, and there have been 1,230 viewings to date. With budgetary constraints in mind, the Strategic Plan will not be distributed in hard copy, but will be available as a PDF document which can be downloaded and printed from the Case web site. The three broad themes for the plan are structured innovation, engagement and collaboration, and the "three Cs," core technology, continuity planning and compliance. Within these themes are 20 initiatives, which were winnowed down from over 300. Lev distributed a handout which expanded on the three broad themes and 20 initiatives. The draft is available on the WIKI and information on how to access the completed Strategic Plan will be forthcoming.

Lev announced that ITSPAC was in recess until fall.

The meeting adjourned at 10:20 am.