

Case Western Reserve University
Information Technology Services
Planning and Advisory Committee
Minutes of the Meeting
April 8, 2008

In Attendance:

Caron Baldwin
Dwayne Bible
Roger Bielefeld
Rimis Biliunis
Tron Compton-Engle
Eileen Connell
Ly'Nette Cordero
Tom Franchina
Lev Gonick
Julia Grant
Jean Gubbins
Jeff Gumpf

Peggy Gup
Mark Hanuseck
Tim Hays
Don Hunt
Tom Knab
Bob Knight
Pat Kost
Joel Kraft
Tony Kramar
Mace Mentch
Frank Merat
Colleen Nagy

Margaret Nelson
Steven Organiscak
Juliet Peterson
Dave Pilasky
Beth Quinn
Wendy Shapiro
Penny Shelby
Tom Siu
John Smolik
Richard Sohn
Bob Sopko
Lora Veselsky

Lev Gonick called the meeting to order at 9:00 am.

Subcommittee Reports

Academic Computing: Wendy Shapiro

The second annual Research Showcase will be held April 16-17 at the Veale Center. This free, public exhibition features cutting-edge research taking place at Case, as well as collaborations in Ohio, throughout the U.S., and around the world. In addition to poster and booth presentations, there will be a wide range of forums, active demonstrations, and breakout sessions. A complete program can be downloaded from the Research Showcase web site. Many of the poster sessions will feature ITAC's innovative Digital Posters, which combine text, audio, video and animation to allow multiple layers of information to be presented. A collaboration project in Second Life is under way with colleagues in England. Case is ready to launch its own dedicated YouTube channel with over 100 videos including news, athletic competitions, concerts and research collaborations. Faculty, staff and students interested in adding content should send video clips to MediaVision. ITAC will award four to six videoconferencing opportunity grants (VOG) to eligible departments. The grant consists of a fully operational videoconferencing system worth \$14,000. Applications are due by April 30, and awards will be announced by May 15. The application form with eligibility requirements is available on the MediaVision web site. Adobe Connect, a state-of-the-art networked video solution, will go live at Case on May 1.

Student Impact/PeopleSoft Student Project: Colleen Nagy/Tony Kramar

The PeopleSoft Student project continues to go live with the following modules: *Academic Advising*, which allows students and their advisors to agree on a course plan; Admissions, the contact manager interface for Grad Studies is live. Medicine, which is the only school left, will go live in May. Financial Aid has been live since March 10, and over 1,000 students have registered since then. Quick reference guides will be made available for both faculty and students. The business case for ResNet needs to be ready for the May board meeting.

Applications Sub Committee/Data Warehouse Group: Colleen Nagy

Funding to support the financial and student environments has yet to be identified. Work is being single-threaded, and the Student Data Mart using Version 9 of the Data Warehouse is a priority. The search for a new subcommittee chair continues.

Customer Service and Satisfaction: Peggy Gup/Mark Hanuseck

The subcommittee met on March 17. The key issue was communicating the importance of using VPN when using the wireless network or working remotely, which ensures faster wireless speeds, security of credentials and transactions, access to library resources and reliability of sent emails. A new and improved help site has been deployed at help.case.edu. Improvements include a search function.

Research Computing: Roger Bielefeld

The HPCC will begin to differentiate between paying and non-paying customers regarding the level of services provided. The committee will review policies related to establishing the Core Facility in Advanced Research Computing at its next meeting later this month. Planning is underway to move the cluster from Crawford Hall to the Kelvin Smith Library in fall 2008. HPC will have a booth at the Research ShowCASE on April 17. There is an effort underway to bring an additional 128 processors to the cluster. Efforts to increase external sources of funding for the cluster have been successful, growing from 193 in May of 2007 to approximately 275 to date.

Information Security and Policy: Tom Siu

The new computer account closure policy has been endorsed by the Information Security and Policy subcommittee. It provides for closure of accounts for faculty and staff one day after the effective termination date. At present, the 180 day closure window for students remains in effect until the new student system is finished. Tom asked for ITSPAC's endorsement of the policy and it was accepted by a show of hands with one abstention. A draft proposal for a Social Security Number (SSN) and Credit Card Number (CCN) census is before the Provost and the Chief Financial and Administrative Officer. The census is a first step in the assessment of risk to the enterprise. An updated password change frequency policy is in the works at the faculty level. A recent ITS survey showed that 63% of respondents did not know what the new SSN Policy initiatives entailed.

Adobe Connect

ITAC has been testing Adobe Connect collaboration software for a while, and will open it up for campus wide use on May 1. Adobe Connect is a secure, flexible web-based videoconferencing system which enables the user to provide enterprise web conferencing, training and online collaboration. Mace talked about the advantages of web conferencing and provided a demonstration with colleagues Mike Kubit, Sue Schick and Wendy Shapiro. The software features built-in templates, mark-up tools, and a built in media recorder.

Google Apps

Google Apps is a collaboration suite of services that includes a case.edu email account, calendar, a customizable start page, the ability to share documents, spreadsheets, and presentations, and a team sharing/web authoring site. This is Case's first entry into cloud computing, which is internet-based development and use of technology. The plan is to roll out Google email to new incoming students (both freshmen and transfer students) in fall 2008. Over time, we would move staff and faculty with the goal of getting everybody off of the legacy system by January of 2010. A proposed resolution was distributed regarding moving faculty, staff, students and alumni to Case Google Mail, and ITSPAC was asked for its approval. The resolution was approved with one dissention and three abstentions.

Survey Results

Technology Enhanced Classrooms: In February, a survey was distributed to the 665 faculty members using technology enhanced classrooms; of these, 183 completed the survey for a response rate of 28%. The purpose of the survey was to gauge efforts in meeting customer needs, determine the impact of TECs on teaching and learning, and garner support for refresh and maintenance. Ninety-six percent of respondents prefer to teach in TECs, and use the technology in the classroom 49% of the time. Most popular technologies include the built-in computers, DocCams, laptop computers, and DVD players. Telephone and videoconferencing were the least used. In 2008, 76% of respondents felt their teaching has changed as a result of teaching in a TEC, versus 86% in 2006. A majority felt that the technologies provided are easy to use and dependable.

ITS Measures of Success (preliminary): Each year, ITS circulates an annual survey of customer satisfaction known as the Measures of Success project. Input from users is very important in evaluating technology needs and expectations and in shaping the future of technology and support services. Overall participation was down slightly from 2007. In all three categories surveyed, faculty, staff and students, well over 90% of respondents feel that technology is either important or very important, which mirrors results from 2005, 2006 and 2007. Seventy-five to 80% of respondents are satisfied to very satisfied with ITS resources and services.

ITS Budget Update

In fiscal year 2008, ITS's budget was \$18,000,000, up \$3,000,000 from the year before. Activities for FY 08 fell into four broad categories, Academic, Administrative, Infrastructure and Strategic Services. Budget reporting will become part of our annual report to the campus, and will go out as part of the minutes. Budget guidelines for ITS's 2009 budget were detailed for each department.

Collaboration Technology and Engaging the Campus 2008

Lev extended an invitation to all to attend ITS's first annual Collaboration Technology event to be held on Thursday, May 8 from 9:00 am - 4:00 pm at Thwing Center. This day-long summit is sponsored by UCITE, Information Technology Services, and the University Libraries. Corporate underwriting comes from Cisco, Dell, PerceptIS, EMC, Sprint, and Mobile Discovery. Keynote speaker is Anthony D. Williams, co-author of the best selling book "Wikinomics." Topics include Adobe Connect and WebEx, Data Warehousing and Decision Support Tools, Executive Dashboards,

Google Apps, Wikis, Blogs, Mash Ups, iTunes U You Tube, Second Life and 3D Virtual Worlds, Wireless Community Access, Mobile Wireless and Next Generation Videoconferencing.

Campus Strategic Plan Update

Lev introduced Dick Baznik, Director of the Institute for the Study of the University in Society, and member of the University Plan Steering Committee. Dick spoke on the University's strategic plan at ITSPAC's December meeting, and agreed to share a progress report.

The Steering Committee, which consists of ten faculty members, nine senior administrators, four students, four staff and one alumna, will present the plan to the Board of Trustees in June. They have been working on the plan, which will outline priorities and initiatives through 2013, since summer of 2007. There will be another round of drafts and forums in April and May. Dick shared the mission statement and the vision statement for the plan, and the following goals:

- Enhance education, research, scholarship and creative endeavors;
- Develop a vibrant and diverse university community;
- Engage and expand the University's links with the community;
- Ensure the long-term financial health of the University;
- Enhance institutional assessment to respond to needs and opportunities.

Each goal included several initiatives to undertake to accomplish the goal. Plan documents and regular updates are available on line at www.case.edu/provost/uplan.

The next ITSPAC meeting will be held in September. The meeting adjourned at 10:35 am.