

Case Western Reserve University

**Information Technology Services
Planning and Advisory Committee**

Minutes of the meeting
December 19, 2006

In Attendance:

Caron Baldwin	Tony Kramar
Roger Bielefeld	Bonny Lafave
Elaine Borawski	Nathan Lambert
Tron Compton-Engle	Liz Madigan
Denise Douglas	Nathan Murphy
Tom Franchina	Colleen Nagy
Julia Grant	Steven Organiscak
Theresa Grigger	David Pilasky
Jeff Gumpf	John Reilly
Peggy Watts-Gup	Charles Rosenblatt
Paul Jarc	Matt Russell
Dana Jankus	Ron Ryan
Barb Juknialis	Wendy Shapiro
Linda Karaffa	Tom Siu
Tom Knab	John Smolik
Jamie Knue	Jeff Wolcowitz

- Call to Order

The meeting was called to order at 9:05 am by Colleen Nagy

- Approval of Minutes

The minutes from the October 26 meeting were reviewed and approved by show of hands.

- Subcommittee reports

1. Academic Technology: Reported by Wendy Shapiro. An overview of the Media Vision Courseware survey results was shown. Some of the highlighted questions were discussed:

Videos helped me learn the material better than in class

results: 35% disagree or strongly disagreed.

The availability of courseware to make it more likely to miss class

results: 78% agree or strongly disagreed. The plan is to make Media Vision a verb now.

2. Research Computing: Reported by Roger Bielefeld. Faculty Survey on Research Computing is not complete. Sent to faculty on November 3, 13% had responded as of December 13. Some of the initial findings are:

Services viewed as important to the research mission of the University

Need Improvement in awareness.

The committee met on December 14 and approved two new cluster usage applications, suggesting changes to the existing form. Members will assist in awareness campaign. Review of the draft business plan.

3. Customer Service and Communications: Reported by Bonny Lafave and Peggy Watts-Gup.

They have been holding refresher training sessions for responding to Remedy tickets and creating and editing Primus scripts. PerceptIS is hoping to get Microsoft certification for some employees. Plans for spring include cross training for ITS and PerceptIS staff. PerceptIS is scheduled to move in March, 2007.

4. PeopleSoft Advisory Board: Reported by Barb Juknalis. Working in HCM trying to get employee information consolidated with accurate sick and vacation time entered. Feedback question: Consider suggestion button on page.

5. IT Budget and Facility Planning: Reported by Colleen Nagy. Budget allocation model expected by February, 2007. Provost office asking for input from FSCIR on how to allocate indirect costs for supporting IT to each of the management units. Formula: responsibility based management

6. Strategic Alignment: Reported by Colleen Nagy. Work on Strategic Plan Outline and Draft continues. Why Strategic Planning Matters, Where We've Come From, Current State of IT@CASE, Assessment of Challenges and Opportunities, Framework for Strategic Planning 2007 – 2012: Inversing the Pyramid, Visions of Where we Need/Want/Must be in 2012, Measuring Outcomes, IT Planning and Goals for Schools/Colleges/and Distributed Units

7. Council of Technology Officers: Reported by Steven Organiscak. Reported on agreements with Dell and IBM. A brief discussion on Software licensing with the upcoming Vista and Office 2007 upgrades becoming available. Office 2007 should be available sometime in January, 2007. Vista is a major upgrade so it is now in the planning phase. Feedback question: Is there a discount given on Dell?

8. Information Security and Policies: Reported by Colleen Nagy. Case Provost has commissioned the Subcommittee to develop an SSN use policy, with these objectives, create a simple policy document, develop a transition plan to convert, propose needed resources based on transition plan. Targeted delivery of policy is April of 2007

9. Student Impact: Reported by Tony Kramar. IDP Sessions are almost complete. They are currently wrapping up the build sessions with the individual schools. They are currently building test cases to validate the prototype, scheduling validation sessions regarding how students get help with IT services and course evaluations. They have developed an in-house online system that will link directly from MySchedule portlet. This will provide customizing and reporting features.

Course Evaluation Demo: Presented by Nathan Murphy and Paul Jarc. Gave a demonstration on the Course Evaluation Program to be rolled out sometime this spring for selected courses.

APEX Demo: Presented by Elaine Borawski, Dana Jankus, Matt Russell. Showed the two projects they have implemented using the system. Steps to a Healthier Cleveland. Ohio Tobacco Research and Evaluation Center

The meeting adjourned at 10:35