

Case Western Reserve University
Information Technology Services
Planning and Advisory Committee
Minutes of the Meeting
December 19, 2007

In Attendance:

Caron Baldwin
Dick Baznik
Roger Bielefeld
Rimis Biliunis
John Blackwell
Tron Compton-Engle
Eileen Connell
Ly'Nette Cordero
Cindy Creegan
Denise Douglas
Lev Gonick
Jeff Gumpf
Peggy Gup

Mark Hanuseck
Don Hunt
Barb Juknialis
Don Kamalsky
Tom Knab
Bob Knight
Joel Kraft
Tony Kramar
Nathan Lambert
Shawn LeHue
Frank Merat
Chris Mihos

Colleen Nagy
Margaret Nelson
Steven Organiscak
Dave Pilasky
Beth Quinn
Tim Robson
Wendy Shapiro
Penny Shelby
Tom Siu
Bob Sopko
Lora Veselsky
Jeff Wolcowitz

Lev Gonick called the meeting to order at 9:30 am.

Subcommittee Reports:

Academic Technology

MediaVision Courseware: There were 30 classes using Media Vision Courseware this fall, and 134,000 video screens crossed the network touching virtually all of Case's incoming student population. A survey was sent out to students, and 600 replied. Eighty-two percent of respondents agreed that MVC was very good, and 97 percent would recommend MVC courses to other students. Technology Enhanced Classrooms: There are no plans to upgrade any TECs over the break. The Mandel Center is now fully TEC compliant. Web Conferencing: We are doing extensive analysis of various web conferencing tools, i.e., Adobe, Cisco Telepresence and WebEx offerings. Cleveland + Second Life: Several very successful activities were sponsored in Second Life during the fall semester. Seven islands in Cleveland + will be complete by mid-January.

Council of Technology Officers

The CTO is exploring web conferencing capabilities, experimenting with Adobe Communicator and WebEx's offering to share presentations, documents and chat in real time, and real time audio and video to stimulate teaching and meeting involvement. TIS is taking a look at WebEx; a number of different groups are already using it, and it could save money to make service available to the broader community. Tom advised that their faculty search committees conducted over fifty video-conferences for initial interviews, adding that good support was received from Dwayne and Palmer.

Student Impact

Peoplesoft Student Project: The project continues to move forward in the Admissions area. WSOM went live in mid-November, and Dental Medicine is scheduled for January 2008. In the records and enrollment arena, training for Schedule of Classes is complete, as is the program plan conversion. Customizations for student and faculty self-services are in development. Look for campus-wide information sessions later in January. Registration is scheduled to go live in March. Further information can be found on the ITS web site. ResNet: Colleen, Joel Kraft and Bob Sopko put together the business case for ResNet, consisting of Strategic Fit, Options, Affordability and Feasibility. In January, the team will survey faculty and staff to determine requirements, and by February they hope to define options, including pros and cons as well as their recommendation. The total cost of ownership matrix will go together in March, and high-level risks and milestones for the project will be completed in April. By May, they plan to present a draft of the Executive Summary to ITSPAC.

Customer Service

Plans for January include updating Primus scripts to handle the maximum number of issues by phone, enhanced Remedy reporting (tickets by resolver group and ability to run customized reports), upgrading help.case.edu with a cleaner format and advanced search functions, displaying the top 5 help desk issues, and continuous updating of the Help Web Page. The Measures of Success survey in the spring will track these and other issues. PerceptIS will share customer satisfaction data on a regular basis. WARN is Case's new emergency notification system. In case of a major campus emergency, this text and voice messaging alert system will be used to communicate with faculty, staff and students. WARN is an opt-in system, and so far over 2,100 individuals have signed up. Campus-wide testing of the system will be conducted in January. Student Affairs is heading up a Calendar Task Force to assess current campus-wide event calendaring, and to recommend a new calendaring system by the start of fall semester.

Information Security and Policy

New Policies: Tom reviewed the changes to the network account closure policy for staff or students who terminate their affiliation with Case. The current policy allows a 180-day grace period before the account is closed. The new policy will aim for next-day closure for terminating staff and a 30-day closure for students. A second draft of the Tier I (Public Information) Baseline Security Controls document will be presented to the CTO and the ITSPAC Security Subcommittee. Ongoing Programs: Only 15% of the Graduate Student Senate were aware of the new SSN usage policy. A university-wide SSN census is proposed for the January 2008 timeframe.

Applications/Data Warehouse

Colleen introduced Penny Shelby, the new Director of Enterprise Applications Services, who will take over the PeopleSoft liaison group in January. The Data Warehouse Steering Committee met in November. Their top priority is the student data mart, followed by the financials data mart which is currently in the requirements-gathering stage.

Advanced Research Computing (ARC)

The committee met in October and November. They reviewed and endorsed a revised definition of Core Facility in ARC; endorsed a budget proposal for ARC; endorsed a list of supported software for HPC; discussed cost recovery for HPC, participation in awareness programs and participation in NSF and NIH proposals. A new, 314-processor cluster was put into operation. Roger introduced his colleague, Chris Mihos, Professor of Astronomy and chair of the ARC subcommittee, who presented the next agenda item.

Core Facility Definition

Research Computing has taken off across campus. Initiatives are underway in Arts & Sciences, the Medical School and Engineering. Funding is available from NASA, the DOE, and NSF. The problem for faculty involves the time and effort to put together their own clusters. With a core facility, these efforts do not have to be duplicated. Lacking an ARC cluster restricts our ability to get funding and/or grant dollars, and can hamper faculty recruiting efforts. The ARC Committee supports funding ITS's efforts to help grow and maintain the cluster. They endorse this model and are looking for confirmation from ITSPAC. Dr. Blackwell added the support of the Faculty Senate Committee on Information Resources. Lev, Roger and Steven have been working with Facilities Planning to acquire sufficient square footage for the facility. Important decisions are upcoming regarding NLR and I-2.

Academic Strategic Planning

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 planning process at ITSPAC one year ago, and agreed to share a progress report.

Strategic planning is strategic thinking plus a budget and staff. It has timelines and parameters, and the number one timeline is June, when a draft strategic plan must be presented to the Board of Trustees. The University Plan Steering Committee consists of ten faculty members, nine senior administrators, four students, four staff and one alumna. A subset called the "working group" reviews all suggestions initially and makes recommendations to the larger group. There are ten issues task forces charged with smaller, more specific duties such as research, assessment, enrollment and putting together recommendations. The schools have already started their own planning process. Some are using a consultant, some are not, and some are picking up on processes already in place. All are being guided by a set of five fundamental questions, three at the institutional level and two at the divisional level.

A web-based survey given in late November garnered 2,600 responses, which in turn generated 30,000 separate entries. This afternoon the Committee will hear from the working group and task forces regarding these responses, and in January the Steering Committee will formally share feedback with the campus community. An extensive web site which includes plan documents and regular updates is available at www.case.edu/provost/uplan.

The next ITSPAC meeting will be held on February 5. Lev urged subcommittees to meet during January.

The meeting adjourned at 11:00 am.