

Case Western Reserve University
**Information Technology Services
Planning and Advisory Committee**
Minutes of the Meeting
February 5, 2008

In Attendance:

Roger Bielefeld
Rimis Biliunis
John Blackwell
Ruth Cannon
Tron Compton-Engle
Eileen Connell
Ly'Nette Cordero
Denise Douglas
Lev Gonick
Julia Grant
Casey Green

Jeff Gumpf
Peggy Gup
Mark Hanuseck
Don Hunt
Tom Knab
Bob Knight
Jamie Knue
Joel Kraft
Tony Kramar
Nathan Lambert

Colleen Nagy
Margaret Nelson
Beth Quinn
Tim Robson
Wendy Shapiro
Penny Shelby
Tom Siu
John Smolik
Shelli Snyder
Bob Sopko
Lora Veselsky

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

Subcommittee Reports

Academic Computing: Wendy Shapiro

Media Vision Courseware is now utilized in 30 classes with over 2400 students, half of the undergraduate student population, participating. More than 134,000 video streams have been viewed. Usage trends indicate an increase in review sessions, self-paced learning and better management of students' time. In late February/early March, ITAC will award four video-conference grants to fund display and videoconference units to be distributed among the schools. The Technology Enhanced Classroom survey will go out this week. The focus of upcoming ITAC Advisory Committee meetings will be the future of course management systems, as well as exploring faculty participation in YouTube and iTunes.

Student Impact: Colleen Nagy

The removal of the residential network from the main university network is supported by Glenn Nicholls, Vice President of Student Affairs. The team will meet with a vendor this week as work on the business case continues.

Student Project: Tony Kramar

Work continues on the PeopleSoft Student Project. Milestone dates include: Searchable Schedule of Classes – February 18; Self Service Registration – March 12; Accounts Receivable, Billing, Cashiering – May 5; Official Transcript – May 12. A campus wide information session for staff and faculty was held on February 1; a student session will be held on February 8. Sessions will be taped and available for review online.

Customer Service and Satisfaction: Mark Hanuseck

As of January 16, the PerceptIS call center is based in Cleveland. Five new, dedicated analysts are available during daytime business hours, and one+ analysts on nights and weekends. Analysts have computing backgrounds and receive two weeks of training from PerceptIS prior to deployment. Busy times will be staffed as-needed. Updated Primus scripts are now in "knowledge database," and Mac related scripts will be added soon. There is a new Remedy email option for resolvers, a new help.case.edu web site with advanced search functions, and new reporting capability.

Applications Sub Committee/Data Warehouse Group: Colleen Nagy

With the departure of Eric Cottington, the subcommittee is looking for a new chair. Funding to support the two environments (financial and student) has not yet been identified. Work is being single-threaded, and the Student Data Mart using Version 9 of the Data Warehouse is a priority.

Research Computing: Roger Bielefeld

The next subcommittee meeting is scheduled for February 8. Discussion continues regarding cost recovery and service prioritization for the HPCC in the context of the Core Facility definition, including hardware acquisition. The subcommittee is working with the research office to get the core facilities and others onto their website. The HPC cluster now has 119 user accounts. Since its May, 2005 inception, the cluster has provided 114.4 CPU-years of computational effort (25,697 jobs); since January 1, 2008, it has provided 15.0 CPU-years of computational effort (3,623 jobs).

Information Security and Policy: Tom Siu

The security policy for Tier I information (public information) will be submitted for ITSPAC's approval today. The policy for Tier II is in the works for faculty endorsement and Tier III controls are in their second draft form. Work also continues on the Account Closure policy for departing staff and students, and the SSN replacement identifier project. The eDiscovery procedure is finalized.

The Tier I baseline security controls were previously approved by the Security and Policy Subcommittee. After reviewing the policy for the committee, Tom called for ITSPAC's endorsement; Tim Robson moved that they be approved and Don Hunt seconded the motion. The policy was accepted with no dissensions and one abstention.

Five Year Infrastructure Plan

Jeff and Margaret shared the first high-level overview of network upgrades covering the period 2008-2012. The overall objectives of the plan are to remediate problems, mitigate risks, enhance reliability and performance, follow industry best practices, and architect for the future. The redesigned data center network will improve functionality, security, reliability and enhance performance by adding 10 Gbps connections and incorporating Cisco's recommendations for best practices. The redesigned firewall, which requires no equipment changes or additions, will improve security, reduce rule complexity, and create separate security contexts by application. The network edge refers to how we connect to the outside world. New routers, firewalls, and intrusion detection appliances will provide for a separate, redundant off-campus connection, establish multiple layers of perimeter security, and simplify perimeter security policy. Wireless upgrade plans call for establishing a modern, controller-based wireless environment by the addition of new controllers and location servers, and replacing access points and supporting modules. Upgrades and additions to the access, distribution and core layers will result in

enhanced performance from 1 Gbps to 10 Gbps between the access and distribution layers and from 10 Gbps to 100 Gbps between the distribution and core layers. Unified Communications Manager will be upgraded to version 6, resulting in improved security and reliability of the voice system, licensing flexibility, enhanced collaboration tools, improved integration between unified messaging and VoIP, and improved support for mobile integration, which will be significantly enhanced. In the videoconferencing arena, WebEx conferencing services and Cisco Unified Telepresence will be deployed to facilitate video/audio conferencing. Internet Protocol version 6 (IPv6) will run simultaneously with the current IPv4, allowing gradual adoption of the new protocol and removal of the old over the next couple of years. Security monitoring will benefit from upgraded MARS service, an intrusion detection system (IDS) at the network edge, and protocol and traffic monitoring at the access layer. Network admission control (NAC) appliances will provide the ability to limit access to certain parts of the network and assure that user systems meet minimum standards prior to allowing access to the network. The residence hall network will be separated from the academic/administrative network by reconfiguring the existing equipment. This will allow for separate network administration and policies, and will improve security and reliability.

Digital Case

Tim Robson talked about Digital Case, a leading-edge, permanent archive consisting of digitized collections of KSL and University Archives, faculty working papers, preprints, etc., papers and collections from Case departments, research centers, curated "digital exhibits," text, images, audio, video and data sets. The project was undertaken over 3 years ago with funding from a Provost's Opportunity Grant. Permanent funding is now in place. Digital Case is based on Fedora, an open-source digital repository software developed by Cornell and the University of Virginia. There is no cost to the depositor for "reasonable" amounts of content; for very large storage demands, the Digital Case staff will work with the depositor to seek funding if feasible. Authors retain the copyright for all content, and are free to reuse the content elsewhere. Content deposited to Digital Case is considered permanent, and is only removed under extraordinary circumstances, usually for legal reasons. Collections include patents submitted by Case, electronic theses and dissertations, Freedman Center video tutorials, and Encyclopedia of Cleveland History text. Projects for 2008 include developing a mechanism to display and play back archived web sites, updates to indexing protocols, and experimentation with an open access/peer review electronic journal publishing platform.

Campus Computing Project

Casey Green, founder and director of The Campus Computing Project, presented the results of CCP's 18th annual survey of computing and information technology in American higher education. Key themes for 2007 were security and services. The survey found that wireless is in 60 percent of campus classrooms, most schools are lagging on IT disaster planning, continued ambivalence about Open Source, and ongoing pressure for data to inform assessment efforts and outcome mandates. The single most important IT issue moved from instructional data integration to network and data security. His entire presentation, including Case -vs- peer institution data, can be accessed on his web site at www.campuscomputing.net.

The next ITSPAC meeting will be held on April 8. The meeting adjourned at 10:35 am.