

Case Western Reserve University

**Information Technology Services
Planning and Advisory Committee**

Minutes of the Meeting

October 26, 2006

In Attendance:

Caron Baldwin
Roger Bielefeld
John Blackwell
Tron Compton-Engle
Lev Gonick
Casey Green
Jeff Gumpf
Jeremiah Heilman
Tom Horn
Barb Juknialis

Don Kamalsky
Linda Karaffa
Tom Knab
Tony Kramar
Mike Kubit
Bonny Lafave
Nathan Lambert
Walter Lambrecht
Pam Lebold
Frank Merat
Colleen Nagy

Steven Organiscak
Dan Ornt
Dave Pilasky
Beth Quinn
John Reilly
Jeff Robison
Wendy Shapiro
Tom Siu
Lora Veselsky
Jeff Wolcowitz

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

Research Computing Adoption Items

The following recommendations regarding the High Performance Computing cluster were unanimously adopted by ITSPAC:

Access to central HPC resources to be awarded on recommendation of the Advisory Committee on Research Computing based on a short proposal. This application process will provide more information on the kinds of research supported. To be open to faculty and students/postdocs with faculty sponsorship.

Users of central HPC resources should acknowledge any award of access to the resources and use of the resources in any publication making use of results obtained through that use.

Acceptable Use Policy

The latest draft of the AUP, which now includes a FAQ section, was distributed in advance of this meeting. After some discussion, the draft passed without further comment.

Subcommittee Reports

- Council of Technology Officers: ITS is implementing improvements to Active Directory which were requested by the CTO. Beta testing of Oracle Collaboration Suite is underway. Plans for an external service for end user backup are moving forward. The CTOs will provide input for updating Case's personal computer standards. Feedback question: What type of collaboration tools would be useful to you?
- Academic Technology: Strategic priorities include all types of technology enhanced learning environments, i.e., the technology enhanced classrooms, studio spaces, collaborative online tools, and the physical/virtual desktop. Strategies for faculty development initiatives must be aligned with faculty needs, and best practices need to be identified and shared. Feedback question: Do our learning environments and instructional strategies live up to our students' expectations and technological abilities?
- PeopleSoft Advisory Board: Committee recently completed an A/P examination and are reviewing recommendations. The focus now is on HCM business processes, and they plan to identify 5 positives and 5 things they need to work on, which will include recording sick time/vacation time, student employment, and customer service for PeopleSoft processes. Feedback question: What business processes in Student Employment would you like to see improved in regards to PeopleSoft?
- Research Computing: The subcommittee will establish a research computing presence on the Case home page, will assemble an external review board to report on the state of research computing at Case, will pursue federal, state and private grant opportunities, attempt to consolidate existing small HPC installations and seek investment from the Deans. Feedback question: How to convince the Deans and the owners of existing small HPC installations to participate in a central resource.
- Customer Service and Communications: Goals are to establish a relationship between Case staff and ITS/PerceptIS customer service, set up quarterly "listening" meetings to better understand customer requirements and issues, determine process improvements and potential projects working with the PMO, hiring talent, developing an internal and external communication plan, and communicate the partnership of ITS/PerceptIS as the provider of service and support for all ITS services. Feedback question: What information can you and your organization provide to PerceptIS that would improve our level of customer satisfaction?
- Information Security and Policies: Top priorities include finalizing the aforementioned Acceptable Use Policy, transitioning away from the use of social

security numbers as identifiers, and the formulation of security policies in connection to ongoing risk management. Feedback question: Consensus on SSN use—where is it “essential” and where is it “convenient.”

- Strategic Alignment: ITS is preparing its second five-year strategic planning document. Key areas for this planning framework include the customer experience, self-service, student needs, instructional support, innovation and R & D, collaborative services, business process improvements, identity management, security services, and organizational development. Feedback question: One item that you would like to have feedback from.
- Student Impact: Strategic themes and priorities include the new PeopleSoft Student Administration System, updating online registration, online access to student academic transactions and other student data, moving course evaluations online, DARWIN versus PeopleSoft Academic Advisement, and developing a communication plan for the student system. Feedback question: How to promote and support student led initiatives (start.case.edu, usg.case.edu).
- IT Budget and Facility Planning: During their last meeting, the committee defined what is appropriate for inclusion in their mission statement. IT planning and forecasting, space planning for enterprise data centers, and planning for new construction and renovation were deemed appropriate for the Committee to address. Restructuring of the ITS budget and reallocation of IT costs to Case departments were deemed not appropriate for the Committee. Feedback question: What is your understanding of the “IT Tax” structure and the services financed by this tax?

Cyber Security

October is National Cyber Security Awareness Month. In the interest of promoting laptop safety, ITS and PerceptIS will provide property labels to Case faculty, staff and students. Stop in at either PerceptIS walk-in center or watch for the table at Sages. Further information can be found at <http://securityaware.case.edu>

Campus Computing Survey 2006

Dr. Kenneth Green founded the Campus Computing Project in 1990. It is the largest ongoing study of the role of information technology in American higher education. This year, 540 respondents at the CIO/CTO level participated in the survey. Seventy-four percent of the 2006 respondents participated in 2005, bringing a strong internal consistency to the data. The single most important IT issue cited by all institutions was network and data security, followed by instructional integration and upgrading/replacing ERP. Additional information about the Campus Computing Project is available at www.campuscomputing.net.

The meeting adjourned at 10:00 am.