

Case Western Reserve University  
**Information Technology Services**  
**Planning and Advisory Committee**  
Minutes of the Meeting  
October 31, 2007

In Attendance:

Caron Baldwin  
Roger Bielefeld  
John Blackwell  
Ruth Cannon  
Tron Compton-Engle  
Ly'Nette Cordero  
Cindy Creegan  
Lev Gonick  
Jeff Gumpf  
Peggy Gup

Mark Hanuseck  
Don Hunt  
Don Kamalsky  
Linda Karaffa  
Tom Knab  
Tony Kramar  
Nathan Lambert  
Colleen Nagy  
Margaret Nelson  
Steven Organiscak

Julie Petek  
Peter Poulos  
Beth Quinn  
Tim Robson  
Wendy Shapiro  
Tom Siu  
Richard Sohn  
Bob Sopko  
Lora Veselsky  
Jeff Wolcowitz

The meeting was called to order by Lev at 9:05 am.

He introduced Ly'Nette Cordaro, Associate Vice President and Deputy CIO, who joined ITS on Monday, and briefly outlined for her the roles of ITSPAC, FSCIR and the CTO. He shared an update on the progress of our Project Management undertaking.

Subcommittee Reports:

CTO (Tom Knab): The subcommittee has not met since the last ITSPAC meeting in September; they are scheduled to meet on November 13. Their goal is to build on their strategic planning process from last year and move forward on the key items identified. The mobile RFP project is being driven by Steven Organiscak and Bob Sopko.

Architecture 2.0 (Jeff Gumpf) They are working with IBM and Cisco to update network infrastructure, including the data center, campus connectivity to the outside world, and wireless. Planning for IP Version 6 is ramping up, as well as looking at teleconferencing support, and updating the call manager and voicemail system. The goal is to revisit the overall network architecture at Case.

Communications (Steven Organiscak): The mobile phone RFP was sent to 15 vendors and three chose to respond: Sprint, AT&T and Verizon. Sprint and AT&T were able to meet all requirements. After evaluating the feedback, we will work with Purchasing to identify which vendor (or possibly some combination of both) we will choose. We anticipate this will be completed by the end of the year.

Academic Technology (Wendy Shapiro): The subcommittee met on October 18; 12 committee members were present. There are now 166 Technology Enhanced Classrooms and as of the Fall Semester, use of Media Vision Courseware has expanded to 30 courses. Case TV is an archive of all the video resources of the University which currently includes over 300 lectures, special events,

meetings, etc. Future plans include a 24/7 web-cast channel featuring a combination of live and pre-recorded content. Yesterday ITAC held its first annual Faculty Technology Showcase, which was well received by participants and attendees. A collage based on highlights of the event will be compiled and posted on the web site. ITAC continues to develop and implement assessment strategies for its projects and services.

Advanced Research Computing (Roger Bielefeld): The subcommittee met on October 11. They reviewed a draft definition of a proposed ARC core facility; approved a list of supported software on the HPC cluster; discussed cost recovery for HPC usage; and explored ways to expand awareness of ARC resources and services. New cluster hardware will go into production on November 5. The next subcommittee meeting will be held on November 13.

Governance and Budget (Lev Gonick): Lev discussed the results of ITS's key performance measures as indicated by the overall satisfaction of students, faculty and staff, ITS staff satisfaction on the annual Quality of Workplace survey, and customer satisfaction with PerceptIS. Surveys were conducted both department-wide and university-wide. Network uptime and email server uptime were given high marks, and workload measures such as the number of users using IM, the WIKI, Case blogs and the portal showed increases. The increasing numbers of log-ons to financials, HCM and Campus Solutions are indicators of increasing administrative efficiency. Detailed results for these and other metrics are available on the ITS Dash Board.

Customer Service (Peggy Gup): PerceptIS is developing an updated reporting method to pull metrics directly from the Remedy ticket database. They have begun moving the help.case.edu web pages to an updated web engine so that changes can be made without programming experience. They anticipate that the project will be done by January 15. The WARN Emergency Notification System is a joint project of ITS, University Relations, Security, and Student Affairs. Engineering created a web sign-up page and batch processing to pass information back and forth with WARN. Service went live on October 17, and approximately 1,600 individuals have signed up to date.

Applications Subcommittee (Colleen Nagy and Tony Kramar): Their first meeting of the PeopleSoft Liaison group will be scheduled in November after the new EAS Director is on board. The Data Warehouse group is chaired by Eric Cottington. Current areas of interest include improving business intelligence analytics via development of the data warehouse, and marketing the value to the end-users. The Student Impact area is headed up by Bob, Joel, and Colleen, and met earlier this month. They are working with Student Affairs and the USG information technology committee developing a business case for ResNet, the student residential network. By year end they hope to finalize an RFP for segregating students from the network. Tony shared progress on the PeopleSoft Student project. Several more modules were added; in September they went live with Undergraduate Admissions, and on October 1 with MSASS and the Nursing School. In November, WSOM, the international student interface, and schedule of classes will go live. Campus-wide information sessions are planned for January. Registration will go live in March, and around the May-June timeframe it will be completely transitioned over to PeopleSoft.

#### ITS Projects Quarterly Review:

Overall, 30 percent of IT projects are successful. The goal of our Project Management Office (PMO) is to deliver projects on time and on budget. Managers were asked to pick two or three things each quarter that will get done, and currently 103 different quarterly goals are on the list, which Colleen shared.

### First Impressions Survey: Incoming Students 2007:

This survey was open from September 25 through October 5, and was electronically distributed to 1,282 first year students; 566, or 44 percent responded. Two iPod Nanos were raffled off as incentives. The aim of the survey was to measure the effectiveness of pre-arrival communications, assess the penetration of eStore and Software Center, evaluate any discernable trends and patterns, and to gather information to help gauge needs and expectations. Results indicated that providing information via email or on Admission's web site were preferred methods of communication. At 91%, laptop computers were the clear preference this year, and Dell continued to lead other brands with Apple gaining share. Seventy-five percent of students were able to connect to the campus network on their own or with assistance from another student. Sixty-six percent of freshmen at Case use the network between 16 and 40 hours per week, versus 34% nationally.

### Cyber Security Awareness Month Review:

Tom Siu gave an update on security initiatives undertaken recently, including a refresh of Case's login banner, finding and reducing SSN data in daily operations, a SSN Use Forum, "Phishing Expeditions", and a summary of security incidents in 2007.

The next meeting will be held on December 19.

The meeting adjourned at 10:30 am.