

Case Western Reserve University  
**Information Technology Services**  
**Planning and Advisory Committee**  
Minutes of the Meeting  
September 21, 2007

In Attendance:

Caron Baldwin  
Roger Bielefeld  
Tron Compton-Engle  
Cindy Creegan  
Dave Dominish  
Tom Franchina  
Jack George  
Lev Gonick  
Jeff Gumpf  
Peggy Gup  
Sam Harmon  
Mark Henderson  
Pam Hlavin

Don Hunt  
Don Kamalsky  
Linda Karaffa  
Tom Knab  
Jamie Knue  
Joe Koontz  
Joel Kraft  
Tony Kramar  
Mike Kubit  
Shawn Lehue  
Nathan Lambert  
Mace Mentch  
Colleen Nagy  
Margaret Nelson

Steven Organiscak  
Julie Petek  
Dave Pilasky  
Beth Quinn  
Tim Robson  
Alan Rocke  
Wendy Shapiro  
Sue Shick  
Tom Siu  
John Smolik  
Bob Sopko  
Lora Veselsky  
John Wheeler

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

He welcomed new and returning committee members, reviewed the ITSPAC charter, and called for questions. He advised that ITS's second five-year plan has been issued. The plan was assembled on a WIKI page where it was accessible to all, and campus-wide input was solicited throughout the process, including the Faculty Senate Committee on Information Resources, the ITSPAC Strategic Planning subcommittee, Deans and senior administrators, and multiple focus groups. To conserve resources, the document was published and distributed electronically in late May. Priorities covered in the five-year plan include Engagement and Collaboration, Structured Innovation, and the 3 C's, Core Technology, Continuity Planning and Compliance.

New Initiatives for Back to School 2007:

Case Google Apps (Peggy Gup)

A number of individuals in the Case user community use a web browser to retrieve email. We are off-loading some of the forwarded emails to Case Google Apps, a superior interface which offers a mailbox 10 times larger (2 gb vs. 200 mb) than the Case web mailbox. Uptake thus far is over 700 participants. Wendy and Jeff are currently developing some "how to" pages. Further information can be found on the ITS web site.

Campus 2007 Portal (Pam Hlavin)

The portal has been upgraded to a more robust version which includes increased speed and reliability, pervasive navigation, an emergency campus notification system, new portlets and single sign-on. An "executive tab" is being developed for salary grades 17 and above. The team continues to strive for more integration with the campus web server.

### Docshare and Spark Instant Messenger (Sam Harmon)

Docshare allows users to share documents and files between multiple users and multiple computers, and provides ease of use adding access for people from outside the University to facilitate collaboration. Files can be manipulated via web interface or by mounting folders as remote folders on your computer. Docshare is an open beta, so anyone with a valid Case user ID and password can sign up for space. See the ITS web page for further information and links.

Spark IM is the preferred instant messaging client at Case, featuring support for group chat and robust security. Spark offers gateways to other IM networks and one can use the Case-branded custom client or the Jabber client of your choice (iChat, Pidgin, etc.).

### Software Center (Dave Dominish)

On July 24, the new version of the Software Center page was rolled out. The portal has been redesigned and updated for improved reliability and user-friendliness. The user will now see only what they are entitled to see based on vendor agreements. Windows Vista was added to the Software Center, and Spark IM and Symantec AntiVirus were updated.

### Carbonite Backup Solution (Bob Sopko)

Case has engaged with Carbonite, a backup solution that offers unlimited capacity at a reasonable cost. Over 300 employees have already signed up for the service. Once the software is installed, back up occurs automatically whenever your computer is connected to the Internet. A Macintosh version is "on the way."

### Case TV (Mike Kubit)

Case TV, which rolled out in January, is a functional archive of all the video resources of the University, from sports to the Presidential Investiture. There are currently over 300 assets on Case TV, including lectures, department events, USG meetings, etc. In September, the department launched a feature which enables the campus community to upload their own videos. The next phase will include a 24/7 web-cast channel featuring a combination of live and prerecorded content.

### Second Life (Sue Shick)

Second Life is an online, 3D virtual world. Over the summer, Case hosted a 2 ½ hour meeting in Second Life for IBM, which included a streamcast presentation, power point presentation, and teleportation to two remote breakout sessions at the Cleveland Clinic and the Rock and Roll Hall of Fame, which are both located on the Cleveland Plus island. Also, Case, Cleveland State, OneCommunity and the New Media Consortium collaborated to present the first live digital simulcast of Red, an Orchestra, in concert on April 14. Next up is a Halloween costume party in Second Life.

### ITSPAC Subcommittees:

The ITSPAC subcommittees meet during the alternate months when the full Committee does not meet.

### Administrative Technology. Wendy Shapiro and Julia Grant

The group consists of ITSPAC members and faculty with an interest in innovative technologies.

Research Computing. Roger Bielefeld and Chris Mihos

Membership includes the Advisory Committee on Research Computing and the Faculty Senate Committee on Information Resources. They are tentatively scheduled to meet the second week in October.

IT Governance and Budget. Lev Gonick and Joe Randazzo

This will be discussed later at today's meeting.

IT Architecture/CTO. Jeff Gumpf, Margaret Nelson and Tom Knab

The Council of Technology Officers delivered the requirements to implement Active Directory and Oracle Collaboration Suite.

Customer Service and Satisfaction. Peggy Gup and Mark Hanuseck

Peggy continues to work with Mark Hanuseck to ensure a high level of customer service by improving communications and implementing process improvements.

Information Security and Policy. Tom Siu and Pam Lebold

Membership includes University department representatives. Strategic issues include Social Security number use policy, business plans and business processes, building a timeline for transition, creating a log-in banner policy,

Applications Subcommittee/Data Warehouse Group. Colleen Nagy, Eric Cottington and Barb Juknialis

The two groups are meeting quarterly, and are working to get the Data Mart up and running. The Data Warehouse group now has five new people.

Update of Student System:

The third successful go-live for the Student System took place on September 17 with the Admissions Campus Community and Schedule of Classes modules. The first and second modules debuted in February and in June. The campus community module is the central repository for student biographic and demographic data, and the schedule of classes module enables the university to store and manage each term's course sections. In total, there are five undergraduate admissions interfaces, and the goal is to be entirely complete by March of 2008.

Faculty Technology Showcase:

ITAC is hosting a Faculty Technology Showcase on Tuesday, October 30 from 10:00 am – 4:00 pm in the Thwing Ballroom. The showcase will highlight emerging technologies and innovative uses of technology in teaching, learning and research by Case faculty. Sessions will be simulcast in Second Life. Proposal forms can be accessed from the ITAC web page; submissions are due October 1.

Renewal of IT Governance Discussion:

Lev posed the following comment/question, and asked for feedback. "The ITSPAC Charter does not anticipate an 'executive' or 'executive sponsoring' group. Do you think ITSPAC could/would be

more a more effective governance body if we re-formulated ITSPAC to have an executive structure with a reformed role for the general membership?" In the conversation that followed, committee members expressed the opinion that more faculty involvement needs to be encouraged.

The next ITSPAC meeting will be held on October 31 at 9:00 am.

The meeting adjourned at 10:30 am.