

Case Western Reserve University

**Information Technology Services
Planning and Advisory Committee**

Minutes of the Meeting
February 14, 2006

In Attendance:

Iwan Alexander
Caron Baldwin
Jeff Bendix
Roger Bielefeld
Kevin Bracy
Tron Compton-Engle
Denise Douglas
Kevin Fechter
Carmen Fontana
Tom Franchina
Lev Gonick
Jeff Gumpf
Peggy Gup

Tom Horn
Priya Junnar
Linda Karaffa
Tom Knab
Jamie Knue
Tony Kramar
Nathan Lambert
Liz Madigan
Chris Masotti
Mace Mentch
John Molnar
Colleen Nagy
Tom Nosek

Julie Petek
Dave Pilasky
Beth Quinn
Tim Robson
John Russell
John Reilly
Wendy Shapiro
Tom Siu
John Smolik
Tom Sonderegger
Jill Tatem
Heidi Wagner
Stacy Williams

The meeting was called to order at 9:05 am. Minutes from the November 16 meeting were approved.

Assessment of MediaVision Courseware

ITAC has been using MediaVision Courseware (MVCW) for about two and a half years, and was looking for a formalized assessment tool to validate their findings. The courseware project was funded using one-time dollars, so permanent funding needs to be identified in order to continue. MVCW enables students to view entire class lectures or to search the lecture by key word, key concept or visual storyboard. Online access to the lectures, handouts, practice quizzes, homework assignments, etc. is available 24/7.

The survey was designed to identify how the courseware is used, how effective it is, and how it impacts student success and retention. The survey was conducted November 29 through December 2. Thirty-five percent of students in MVCW courses responded. Over 80 percent of respondents agreed that MVCW is easy to use, helps to improve class performance, bolsters confidence, and fosters a greater understanding of course concepts; 96 percent of respondents would recommend courses which use the MVCW. Priya suggested placing a story in the Observer and adding this component to ITS' own Measures of Success survey.

Interactive Virtual Reality Simulation

Stacy Williams, Professor of Communication Sciences, talked about a new technology and its application in teaching and clinical treatment. She is spearheading an initiative to build a virtual reality simulator lab, which combines three high-end movie screens and three 2-D movies to provide an immersive environment similar to that of the Cave. This will be located in a new, 180-degree movie theatre projecting the 2-D movies with hyper-branches to integrate the changing scenes on the movie screens. Movies will be used as therapy for adults with speech and language problems and as training modules for graduate students in speech and language pathology. A biofeedback system will enable the therapist to monitor what is going on with respect to the patient's anxiety level, heart rate and pulse. Virtra Systems, a Texas technology company, built the system for Case and the Cleveland Hearing and Speech Center. Dr. Williams received a W.P. Jones award to travel to Phoenix along with Wendy, Mike and Tom Knab to learn production techniques for the movies, which can cost up to \$20,000 apiece. The virtual reality simulation lab, which will be located in room 414 of the Cleveland Hearing and Speech center, will be operational in April 2006.

Data Warehouse

Heidi Wagner shared how the data warehouse improved the way information was reported to the Registrar's Office. Degree candidate lists used to be submitted in several formats by the various schools. Thanks to the data warehouse, data is now reported in one, easy to reconcile format. In the student area the data warehouse helps users get a better handle on the lists and reports generated by ISIS. In financials, the data warehouse aggregates information and provides assistance in decision-making. The data warehouse is updated nightly. We are now at a point where we can offer this service to departments; if anyone is interested, please contact Heidi.

Information Security

Lev introduced Tom Siu, our new Chief Information Security Officer, who started at Case on January 17. Tom came to us from NASA, where he was a network security analyst for the past five years. He has over 15 years of experience in IT security, beginning in 1990 when he implemented the first IT security program for an operational aviation squadron for the US Navy. He was also on the Chemistry faculty at the US Naval Academy and a flight officer. Tom's first challenge is putting together a security incident response plan, keeping in mind the infrastructure and cost constraints, to provide guidelines for a cohesive response in case of an information security breach. The working level plan includes building on existing processes, using lessons learned and identifying two teams, a technical response team and an executive response team. The plan covers all computer systems and networks connected to the Case network, including those of other University Circle institutions. Tom reviewed the work flow, and shared the URL for his incident response WIKI.

Dashboard/Scoreboard Results

One year ago, ITS initiated this project to collect data about our services and projects and make it available to the campus community. There are now 50 metrics being measured,

of which 35 are automated. Based on feedback, 10 more will be added. Metrics include information on Blackboard, email, the help desk, applications uptime and the E-store. Every effort is made to be sure that the statistics are correct, as this information is now available to the entire campus community. The scorecard can be found on the MyCase portal. Tony Kramar encourages any and all feedback.

Subcommittee Reports

Academic Technology: At the last subcommittee meeting the following three high priority areas which require a Budget Request Proposal (BPR) were identified: (1) Technology Enhanced Classrooms, (2) The costs inherent in faculty development/faculty support, and what we need to continue to fund these services, and (3) The MediaVision Studio and Oracle Collaboration Suite.

Administrative Systems: Colleen and Jack plan to invite the ERP Advisory team to sit on the ITSPAC Administrative Systems subcommittee. The next big push will be the PeopleSoft Student System implementation.

Communications/Customer Service: The committee met and will have the Measures of Success survey ready to go out after spring break.

Finance and Administration: The committee has not met, but continues to look for a mutually convenient date.

Operations: Jamie reported that they are working in conjunction with an existing university committee, the Council of Technology Officers (CTO). Their three BPR priorities are (1) Creation of a data center at University West, (2) Oracle Collaboration Suite, and (3) Creation of a service library listing both baseline and supplemental services provided by central IT with details on pricing structures, SLAs, etc. Further detail is available on their WIKI.

Research Computing: This subcommittee met yesterday. The highest BPR priorities are growing the existing pilot project, consisting of 18 nodes, to an additional 18 computer nodes, and to increase storage.

Student Impact: The committee meets on an as-needed basis. The RA Association conducted a student survey and John Molnar will meet with John Russell and Priya to discuss the results.

Technical Architecture and Security: Highest priorities include a new data center, centralized data storage, improvements to the network backbone, and implementation of the Oracle Collaboration Suite.

University Strategic Alignment: No report.

Priya advised that the second annual retreat would be held on Friday, April 21. Details will be out soon. She also asked the CTOs to remind those who have not yet changed their passwords to do so as soon as possible.

The meeting adjourned at 10:25 am.