



CASE.edu

A NOTE FROM LEV GONICK



I am pleased to report a brief overview of results from the fall survey. Overall, faculty, staff, and students rated the Case Software Center, WebMail, and the Case wireless network as **very** useful, with high scores. The 24x7

Help Desk, ITAC services, and online automatic reminders about viruses, patches, and updates also received strong ratings. For complete results, please go to <http://www.case.edu/its/info/ITSurvey>.

Along with regular features, this issue of Case.edu highlights the new HR system and outlines several new ITS initiatives, including blogging and data warehouse services.

As always, I welcome your comments and suggestions.

Best wishes for the New Year.

IT Index* @ Case.edu

E-mails received**:	47,615,821
Viruses intercepted:	1,070,002
Spam identified**:	17,585,472
Software downloads:	17,523
Wireless user peak:	1,214

...from the Help Desk

Total calls/emails:	9,581
Average response time (seconds):	42
Cases created:	6,828
Cases resolved:	6,126
Same day resolution rate:	71%

*November 1 to December 31, 2004

**Post virus



HUMAN CAPITAL MANAGEMENT SYSTEM

FACILITATING HR FUNCTIONS AT CASE

First with financials, and now with Human Resources, Case is incrementally transitioning administrative functions from cumbersome databases to nimble management applications. The most recent transformation was completed on January 4, 2005, when the Human Capital Management (HCM) system was implemented campus-wide.

"HCM is a paperless, user friendly, and cost-effective system that impacts all faculty, staff, and student workers at Case," explains Anthony D. Kinslow, vice president for human resources at Case. "We in HR have worked closely with our colleagues in Information Technology Services to ensure that the system serves the campus community with optimal effectiveness."

The ITS team, along with PeopleSoft professionals and HR representatives, has been working full steam since early fall to ensure that the transition to HCM be seamless. The new system uses interactive and secure databases to streamline payroll and all HR-related functions at the university. It provides Case with improved payroll processing and benefits information that is consistent, effective, easy to use, and secure.

"Human capital is our university's most important resource, and the HCM system is part of our ongoing effort to make Case one of the most efficiently run research universities in the world," adds Hossein Sadid, Case's chief financial and administrative officer.

Immediate changes include:

- Direct deposit to employee bank accounts is the preferred method of payment for faculty and staff payroll disbursement
- Deposits may be distributed to as many as five different accounts
- Access to pay stub information is electronic only (network login and password required)
- Timesheet processing for exception time (holidays, vacation, overtime, etc.) is electronic only (network login and password required)
- Employee-specific benefits information is available to review online (network login and password required)
- Employee-specific contact information is available and alterable online (network login and password required)

For more detailed information about HCM, including how to get enrolled in direct deposit, please go to www.case.edu/projects/erp/hcm.html.

QUARANTINE MEASURES HELP SECURE CASE NETWORK



FACT: ABOUT 250 COMPUTERS WERE PLACED IN QUARANTINE FALL SEMESTER 2004.

With thousands of computers and servers registered on the Case network, wayward computer behavior presents a serious security concern on a daily basis. Often unbeknownst to the user, a computer can become compromised and endanger the health of the entire Case network. If a machine – generally identified by its IP addresses or host name – displays sustained signs of misbehavior, it should be quarantined in order to protect other users.

Compromised machines may be engaged in network scanning, sending excessive spam into the mail system, broadcasting viruses and worms, consuming excessive bandwidth, or attempting to hack into other computers on the network, or some combination thereof. These harmful activities can be caused by viruses or worms, a system security compromise (when a computer has been hacked), excessive file sharing, and, unfortunately, sometimes intentional user misbehavior.

Network security engineers monitor bandwidth consumption and other traffic patterns on the network to pinpoint potential problems, which when detected, must be dealt with expeditiously to curtail potentially harmful activities and network contamination.

“DATA INTEGRITY IS A SERIOUS ISSUE, ESPECIALLY WHEN MULTIPLE CO-DEPENDENCIES EXIST IN A NETWORK. LEFT UNCHECKED, A SINGLE CORRUPTED MACHINE CAN BRING A NETWORK TO ITS KNEES. UNDER CERTAIN CONDITIONS, A PREEMPTIVE STRATEGY THAT QUARANTINES A MACHINE - WHILE UNDENIABLY A NUISANCE FOR THE USER - IS IN THE BEST PROTECTIVE INTEREST OF EVERY OTHER PERSON ON THE NETWORK.”

REY LECLERC
CASE CHIEF INFORMATION SECURITY OFFICER

New quarantine processes, based on industry best practices, have been incorporated into the Case security protocol. Isolated machines are automatically redirected to the “quarantine network,” where a number of corrective steps are outlined and remediation tools available. These include anti-virus patches, Windows patches, the Help Desk website, Software Center, and WebMail. Machines are released from the quarantine network and redirected to the general Case network when certified as no longer posing a threat.

BLOGGING@CASE

In pilot since mid-fall, Blog@Case is now available in open beta mode for Case faculty, students, and staff. The new service at Case is easy to set up and use, and naturally it’s free for Case users.

Much simpler to set up and maintain than a traditional website, web logs or blogs have become extremely popular in a short period of time. As 2004 presidential hopefuls and then the media quickly discovered, blogs represent an easy and efficient method of on-line publishing and facilitate the exchange of ideas – personal, political, and professional. An interactive tool, they encourage dialog and collaboration with colleagues, fellow students, and people around the world and across disciplines.

Based on the Moveable Type® platform, Case’s blog offers some powerful enhancements such as the ability to personalize the look and feel of your blog, create topic areas, engage in cross-blog conversations with comments, display digital albums, etc.

To explore Blog@Case and to get started with your blog, go to <http://blog.case.edu>.

WANTED: UPDATED AND MULTI-FUNCTIONAL MAILING LISTS AT CASE

SOLUTION: SYMPA, A WEB BASED MAILING LIST MANAGER THAT INTEGRATES WITH THE CASE DIRECTORY

- Sympa offers numerous customization options and ease of administration in the creation and upkeep of mailing lists
- Sympa automatically populates and rebuilds departmental lists
- Sympa allows users to easily subscribe and unsubscribe to mailing lists, to create new mailing lists, and to add users or groups to existing mailing lists
- Sympa supports mailing list repositories for sharing documents and attachments

ETA: Now at <http://lists.case.edu>

HISTORY BYTES FROM THE CASE ARCHIVES

May 24, 1916 – Pioneers in the early use of the transcontinental telephone line, alumni gathered for a Case School of Applied Science dinner spoke via telephone with fellow alumni at simultaneous gatherings in New York City and San Francisco. The atmosphere was electric.

DATA WAREHOUSE INITIATIVE

The successful launch of the student data warehouse last month marks the first phase of Case's ambitious data warehouse initiative. The ITS team worked closely with the University Registrar's office to help define the parameters of the student data warehouse, which includes student administrative and enrollment figures.

Information in the warehouse is updated nightly and is currently accessible by Registrars, their staffs, and select individuals across campus. New user groups will be added incrementally; however access to the student data warehouse will be restricted to users with appropriate administrative clearance.

"BEFORE THE DATA WAREHOUSE, THE ONLY WAY TO RETRIEVE STUDENT DATA WAS TO BECOME A PROGRAMMING EXPERT. AS A RESULT THE REGISTRAR'S OFFICE CREATED AND DISTRIBUTED REAMS OF STANDARD AND AD HOC HARD COPY STUDENT DATA REPORTS EACH SEMESTER. THE DATA WAREHOUSE TOOL GIVES US A MORE SECURE AND FLEXIBLE DATA DELIVERY MODEL AND WILL ALLOW US TO ENABLE SELF-SERVICE REPORTING FOR DEPARTMENTS ACROSS THE UNIVERSITY."

AMY HAMMETT
UNIVERSITY REGISTRAR

New subject areas will be added through an iterative approach that will involve coordination and collaboration with various user groups. Finance and HR subject areas will be incorporated into the warehouse later this spring.

The Case data warehouse will consolidate, simplify, and expedite data processing and reporting at Case by creating a single source for data retrieval. A central data warehouse also will help eliminate redundant silos of data and provide administrators with a comprehensive view of critical information.

"THE DATA WAREHOUSE WILL BE AN INFORMATION REPOSITORY FOR THE UNIVERSITY. IT WILL OFFER A SINGLE, HIGHLY-ACCESSIBLE, ACCURATE SOURCE FOR CONSISTENT, WELL-DEFINED DATA FOR ANALYTICAL, OPERATIONAL, AND BUSINESS DECISION-MAKING PURPOSES."

JIM PRINCE
MANAGER, DATA WAREHOUSE PROJECT

TECHNOLOGY INNOVATORS @ CASE

CRAIG ALLEN NARD

Many universities sponsor law and technology centers, but few except Case have recognized the role technology often plays in artistic endeavors or the artistic influences inherent in technology development.

"Our mission is rare, if not unique," says Craig Allen Nard, professor of law and



Craig Nard trains students to navigate the intersection of law, technology, and the arts

director of the Center for Law, Technology & the Arts at the Case School of Law.

Established in 2002, the center was designed to provide an interdisciplinary education and expose students to the legal issues that surface when art, science, and business intersect – for example, applying patent law to developments in the life sciences, trademark law to domain names, and copyright law to digital music and art. In addition to 25 legal courses, the center offers a lecture series, a yearly symposium, and several experiential learning opportunities.

"Law and technology and law and the arts are burgeoning fields that present some of the most exciting, important, and complex issues facing not only our legal system, but also the business and technology communities," says Nard, who practiced intellectual property law in Dallas and was the Julius Silver Fellow in Law, Science & Technology at Columbia University School of Law. Nard, who taught at Marquette and Rutgers universities before joining Case in 2001, is also a lecturer at the World Intellectual Property Organization Academy at the University of Torino in Italy.

Establishing the Center for Law, Technology & the Arts distinguished Case internationally, but recognition wasn't the motivating factor. "As a top research university in the heart of a culturally rich region, Case needed the center to study the intersection of law, technology, and the arts to enrich our students and also the community at large," notes Nard. "We are a resource for the community as well as the university."

The center's two clinics enable Case to benefit the community directly while providing students with practical experience in the field. Students participating in the Intellectual Property Entrepreneurship Clinic serve as legal counsel to business students enrolled in the Weatherhead Engineering Entrepreneurship Program. Participants in the Law & the Arts Clinic with the Cleveland Museum of Art are cataloging the museum's intellectual property and interpreting new legislation and recent decisions affecting its online use of digital assets.

"We are preparing students for leadership in the fields of intellectual property, technological innovation, and artistic rights," says Nard. "At the same time, we're adding value to the Cleveland community."

VoIP QUICK TIPS



MEET COLLEEN NAGY...

- Pressing the iDivert key on your IP phone lets you immediately divert all incoming calls, including call waiting calls, to your voice mail.
- To go directly into someone's voice mailbox without ringing their phone, lift the receiver, press star (*), and then dial the campus phone number.
- You can manage many IP phone features, including speed dial lists and call forwarding, at phonesetup.case.edu
- For more information, go to case.edu/its/voip

Having the following information about your computer will help expedite service when you contact the Help Desk.

- IP address of your computer
- MAC address (media access card) of your computer
- Operating system and version
- Faceplate number that you use to connect to the network
- Network user ID
- Host name of your computer

If you are not sure how to get this information, go to <http://www.case.edu/its/info/comp-specs>.

<http://help.case.edu>
368-HELP
help@case.edu

As director of ITS' Enterprise Application Services (EAS), Colleen leads her 34-member team in deploying and managing administrative applications such as accounts payable, purchasing, payroll, registration, financial aid, the portal, Blackboard, and more.



Director,
Enterprise
Application
Services

TECHNOLOGY QUESTION

Q: Are internet music downloads illegal?

A: Odds are that if you download copyrighted music without paying for it – such as from a peer to peer site – you may be violating both federal copyright laws and Case policies.

Federal law prohibits the unauthorized reproduction, adaptation, or distribution of sound recordings and other copyrighted materials. Engaging in such activities just because it is technically possible or considered by some as free advertising for the artist is not a defensible position in a copyright infringement suit.

A number of web-based music distributors such as iTunes offer legal access to copyrighted music. These sites – that allow you to sample the music before you purchase it

– offer a vast selection of singles and albums that can be purchased on-line and then legally downloaded for your personal use.

Note that it is also generally considered fair and reasonable for you to rip (a.k.a. record) your own music CDs to your personal computer or MP3 player (like an iPod). But the legality of these activities is not free from doubt, and it is possible that some of them may violate copyright.

Some sites claim to offer free music legally, but you should take care to read the fine print.

To find out more about this important topic, please go to <http://www.case.edu/its/info/music>.

Over the last year alone, Colleen and her team, in coordination with stakeholders across campus, have successfully rolled out several large - scale campus wide projects, including an overhaul of the Software Center, enhancements to student services through the MyCase portal, a new Blackboard wizard, the data warehouse initiative, PeopleSoft Financials, and, most recently, the PeopleSoft HR implementation.

An IT professional with over 21 years of professional experience, Colleen has been in higher education for 17 years, including 12 years at Case. She has been the director of EAS since 2001.

Colleen earned her B.S. in Systems Analysis from Miami University. She and her husband, Paul, have 2 teenage children: Allison and Doug. Colleen is active with the Girl Scouts and has been a Girl Scout leader for 10 years.

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CASE

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