ITCC MEETING SUMMARY NOTES

THURSDAY JANUARY 27, 2011
9 – 10:30 am
Hardin Hall, Rebecca Crown Center – EV campus

Attendees: Stu Baker – IT/NU Library; Pamela Beemer, Human Resources; Rebecca Cooke – Feinberg School of Medicine; Janet Dobbs - Web Communications/University Relations; Sheila Driscoll – Student Affairs; Steve Green – Athletics; Monica Gerlach (for Simon Greenwold) – Graduate School; Eric Wachtel (for James Hurley) – Office of Budget Planning; Rene Machado – School of Music; Shirley Davis (for Paul Matijevic) – OARD; Meg McDonald – Office for Research; Betty McPhilimy and Dan Blumenfeld – Audit & Advisory Services; Rick Morris – Finance & Admin/School of Communication; Brian Peters – University Services; Jean Shedd – Provost’s Office; David Takehara (for Ingrid Stafford) – Office of Financial Operations; Patricia Todus – Interim Vice President and CIO, Assoc. VP and Deputy CIO/NUIT, Chair.

Guests: Scott Pitts, Collaboration Services Project Manager, NUIT; Wendy Woodward, Director Technology Support Services, NUIT.

Absent: David Austen-Smith – Sr. Assoc. Dean Faculty and Research/Kellogg; Coleen Coleman – School of Education & Social Policy; Catherine Grimsted – Admin & Finance/WCAS; Jake Julia – Office of Change Management; Richard Lueptow – McCormick School of Engineering; Michael Mills – Provost’s Office; Douglas Troutman – Medill School; Rita Winters – Admin & Fin/Law School; Ken Woo – IT /School of Continuing Studies.

1. GENERAL UPDATES:

Patricia Todus introduced Wendy Woodward NUIT Director of Technology Support Services, and Scott Pitts, NUIT Collaboration Services Project Manager who will be presenting at the meeting.

UPDATE FROM ENTERPRISE SYSTEMS STEERING COMMITTEE (Patricia Todus on behalf of Cathy Grimsted)

Enterprise Systems Priorities Assessment

Since September 2010, the Enterprise Systems Steering Committee has laid the groundwork for the FY12 priorities assessment process. This has included advancing the schedule to earlier in the budget planning process, developing a new structure for input from Deans and Vice Presidents, and updating the methodology for input from Enterprise Systems Owners.

Deans and Vice Presidents have been asked to provide input on enterprise systems through a specific set of questions in the Provost’s budget planning call letter. The responses from Deans and
Vice Presidents have been received and ESSC members have begun review of the materials. Enterprise Systems Owners have developed a uniform methodology for structuring input and assessing priorities, based on input from the ESSC. The completed materials were due to ESSC by January 7th.

The ESSC Committee will be meeting three times within February to discuss and evaluate materials. The Committee is planning to provide a report to ESEC by mid-February, so that this material can be considered by the Planning and Budget Group by late February.

**Implementation of Northwestern’s Collaboration Services Project**

The ESSC has been reviewing progress on the Collaboration Services Project at its regular meetings. We understand that an important identified issue regarding email data storage capacity is currently being assessed.

**Wendy Woodward reported on DESKTOP BACK UP AND MANAGEMENT:**

**DESKTOP BACKUP**

- NUIT had a long-standing agreement for PC and laptop data backup and retention with Iron Mountain, an off-site data storage company.
- Because of some difficulties with the performance and stability of the Iron Mountain service, an RFP was processed.
- Code 42 has been selected as the new preferred vendor and contract negotiations are underway. The Code 42 service provides onsite, offsite and cloud data backup solutions for enterprise systems.
- NUIT will be contacting University customers to inform them of the new options for PC and laptop data backup.
- Once the Iron Mountain contract is terminated, existing data will be retained for up to 90 days while transitioning to the Code 42 service.
- By utilizing the Code 42 customers will realize a considerable cost savings.

**DESKTOP MANAGEMENT SOLUTION**

- Altiris is a service-oriented management solutions provided by Symantec that offers a modular approach to managing highly diverse and widely distributed IT infrastructures. It is an open solution that enables lifecycle integration of client, handheld, server, network and other IT assets with audit-ready security and automated operation.
- When contracted as a desktop, it will decrease endpoint management cost and effort. The solution facilitates remote desktop management and software updates.
- Provides increased end-user flexibility and productivity.
- The solution allows for centrally managed workspaces (desktops, applications, data and profiles) in heterogeneous virtual environments.
- If interested in Altiris, please send Wendy an email and she will contact you with more details.
DAVE TAKEHARA: Are there any limitations, such as with active directory or job updates?

WENDY WOODWARD: Active Directory will be provided.

STU BAKER: This tool will replace many of the tools we currently have in place to effectively manage our Library environment.

2. **COLLABORATION SERVICES (Scott Pitts):**
   - On schedule and under budget.
   - Testing different areas, Production and Development servers are being built out and will be in place by end of February.
   - Active directory uploading first.
   - Change management systems are disk recovery upfront so there are no issues.
   - NUIT pilot – May 19th for the early adopters.
   - Looking at larger email box size of 8 Gigabits. Patricia Todus confirmed that the Steering Committee has recently agreed to go forward with 8 G and it will be placed into the budget planning process on February 8, 2011.
   - For end users access to larger mailboxes will be seamless. With a primary mailbox and a secondary mailbox, a user will have access to all the documentation
   - Second mailbox will not be available offline.
   - With the data available centrally legal can do searches very quickly and efficiently.

STEVE GREEN: Could you clarify what availability there is on an airplane?

SCOTT PITTS: It is the one place you will not be able to access the secondary mailbox (old documents) because it is one of the few places the internet is not available.

MEG MCDONALD: What if you need more than 8G?

SCOTT PITTS: As you need more it’ll be managed in the back and will be available seamlessly. We are currently looking at the process of attaining more space. Some units will not require this much space and the extra can be transferred to others who need more.

REBECCA COOKE: It would be helpful to solidify policies on data storage and email retention, including email privacy and who has access. This is especially important to faculty.

PATRICIA TODUS: The Policy Review Committee is currently reviewing this issue. A Task Force with University wide representation is focusing on the storage needs at the University. A survey has gone out to the community, the results are being reviewed.

SCOTT PITTS: Also, we are looking at Symantec and Microsoft for spam solutions. Decisions will be made in time for an April roll-out.

RICK MORRIS: The exploding use of Macs across the campus is apparent. What is the status for incorporating them into this picture?
SCOTT PITTS: The Mac users have the same functionality as a PC user if they use Mac Client. We continue to work with Microsoft on the Mac2010. They have committed to March to have fixed. It is recognized that the Apple mail client isn’t robust enough, Microsoft is committed to fixing it as well.

MEG MCDONALD: What if there are corruption issues?

SCOTT PITTS: In the production environment we have backups. We will have up to 7 days to take the Lag copy and find the corruption. If someone deletes their mail, we will have up to 28 days to go back into the system and get it back for them.

COMMUNICATIONS AND TRAINING PLAN (Wendy Woodward)

- Wendy Woodward and Paul Corona are co-Chairs of the Communication and Training Working Group for the Collaboration Services Project.
- See attached presentation.

SHEILA DRISCOLL: Has there been a solution for transferring information from Meeting Maker to the Outlook Calendar?

Wendy Woodward: Alan Wolfe and MEAS students are able to get the data out of Meeting Maker, but are still challenged getting the data into MS Exchange. If we do not have results by the end of January, the Project team has another solution should MEAS not provide a valid solution to transfer meeting data from MeetingMaker.

MeetingMaker users should be prepared for the changeover on July 11 by deploying Office 07 or 2010. By July 18 the Outlook Calendar will be available to everyone. Outlook training is encouraged, including the various aspects of calendaring on the new system. Users are encouraged to go to University’s online training website for tutorials: http://www.northwestern.edu/hr/training/lynda/.

STU BAKER: What are the major differences between the exchange environment and the current environment?

SCOTT PITTS: Your smartphone email contacts, to do’s, etc. will sync wirelessly. Whatever you do at your work station will be what you see at home and will be identical.

BETTY MCPHILIMY: What will be happening between the 11th and transition on the 18th?

SCOTT PITTS: On the 18th the campus will switch over to Outlook. Early adopters won’t be able to use the new calendar system any sooner because of the difficulty scheduling rooms presents. Meaning, you cannot have two calendar systems at one time. This interferes with booking rooms and attendees. This needs to be a ‘big bang’.
3. **Review of Northwestern University Information Technology Strategic Plan** (Patricia Todus)
The NUIT Strategic Plan 2012-2014 is now available on the NUIT website, and hard copies will be available in the next few weeks. See attached document: [http://www.it.northwestern.edu/strategic-plan/strategic-plans.html](http://www.it.northwestern.edu/strategic-plan/strategic-plans.html).

An important component was incorporating the University’s strategic planning into the Information Technology Strategic Plan to support the University’s strategic objectives with the technology needed to achieve the objectives. After reviewing the Northwestern University Information Technology Plan with the ITCC she asked that the ITCC members review the Plan and send thoughts, comments and suggestions to her.

SHEILA DRISCOLL: Where are we in terms of the Vice President of Information Technology search?

PAM BEEMER: An announcement will be made shortly. It is a matter of timing and logistics before we can announce.

4. **Roundtable**

*Monica Gerlach (Graduate School)*: The Graduate School is in the process of hiring an IT consultant who will be charged with reviewing and making recommendations on our IT systems. We are looking at both internal and external candidates.

*Betty McPhilimy (Audit and Advisory Services)*: asked for an update with regard to the recent Data Center outage and possible enhancements to current processes. Ms. Todus noted that the short-lived outage did not require invoking Business Continuity plans. She discussed the related communications as well as the process for assessing “lessons learned” and stated that NUIT is making enhancements to processes including communications.

*Pam Beemer (Human Resources)*: Commented that the progress on the Collaboration Services project is wonderful. She is particularly pleased with the seamlessness of the systems. The FASIS project is also progressing and significant attention is being given to developing standards, quality assurance and process improvements. HRIS upgrade should be finished in March, and we look forward to communicating the new features and enhancements that will be possible with the upgrade.

*Sheila Driscoll (Student Affairs)*: Student Affairs launched Living @ NU site before the Christmas break. Shortly after launching the front page was revised and improved. Living Off Campus site is next and will be launched shortly.

*Dave Takehara (Office of Financial Operations)*: Financial Operations is working with Sharlene Mielke and Ameya Pawar to pilot the next phase of Business Continuity Planning. The initial focus is on the integration of BCP plans and the management of cash in individual departments. Additional departments will be invited to participate as upstream/downstream cash management process issues are identified, such as Payroll disbursements. Our first meeting will occur in the EOC at 2020 Ridge.
Meg McDonald (Office for Research): The Office for Research is currently analyzing and strategizing IT systems in the Office for Research for better communication, compliance, and to transform business processes. Three systems in particular have been addressed: Research safety communication, the system input for clinical trials, and the processing of Import/Export system for animals. All systems were greatly enhanced and improved upon.

Brian Peters (University Services): New project is evaluating web based club membership software with Athletics/Recreation. We currently use Access to manage our 1800 members to the River East Club but would like to be able to use a management tool used by SPAC in order to have redundant in-house knowledge. We are currently looking into options for licensing and software to aid in this endeavor.

Janet Dobbs (University Relations): Web Communications has launched websites in Cascade for NU-Q, Bienen School of Music, Northwestern magazine, NUCATS, and a top-level site for the new Elder Residential Community.

We recently worked with NUIT to upgrade the development and production servers for Cascade to be in line with the new requirements (4 GB memory, 2 CPUs, newest version of VMware tools) and to address some performance issues we were seeing as more sites and users are added to the system. In the coming weeks, to further improve performance, a new virtual machine will be provisioned to host the SQL Server database used by Cascade.

We are also looking for help from NUIT to upgrade Apache 2 on the development and production servers that house PlanIt Purple, the offices directory, maps, and GSA onebox.

Finally, we are working with NUIT to upgrade the NUINFO platform, on which many of the university's websites reside. E-mails should be going out from NUIT Communications to interested parties in the near future.

Stu Baker (NU Library): The Library has been working with Janet’s group updating the Library’s website using the Druple software program.

The process of making digital copies of tens of thousands of Northwestern University Library books began late last year for the Google Books project. Once a book is digitized, the online catalog will not only provide information on the print copy but will also provide a link to the digital copy. Books in the public domain will be accessible and highly searchable in digital form on a 24/7 basis from anywhere in the world.

A satellite video of the Shoah Initiative is going up with the help of NUIT Cyberinfrastructure group. It will be ready for classes in the spring.

Rebecca Cooke (Feinberg School of Medicine): Echo’s Pam’s remarks regarding the wonderful work the Collaboration Services project has provided to the University. The vulcanized system at the Medical School presents interesting challenges. At the recent ESSC meeting, projects were prioritized maximizing the use of existing systems by using financial analysis and improved efficiencies.
Steve Green (Athletics): Integrating iPad technology with LDAP information systems, phones, and desktop has become high priority.

Next meeting:

April 21, 2011

9 – 10:30 AM in Hardin Hall