ITCC MEETING Summary Notes
January 21, 2010

Attendees: Pamela Beemer - Assoc VP & Chief HR Officer; Linda Bennett – Alumni Relations & Development; Rebecca Cooke – Feinberg School of Medicine; Janet Dobbs - University Relations; Sheila Driscoll – Student Affairs; Steve Green –Athletics; Kathleen Hagerty – Kellogg School of Management; Jake Julia – Academic Initiatives, Office of Change Management; Richard Lueptow – McCormick School of Engineering; Betty McPhilimy – Audit & Advisory Services; Rick Morris – School of Communication; Ingrid Stafford – Office of Financial Operations; Meg McDonald – Office for Research; Bob Trautvetter(for Stu Baker) – University Library; Patricia Todus – Assoc. VP and Deputy CIO, NUIT, Chair.

Absent: Stu Baker – Assoc. University Librarian IT; Coleen Coleman – School of Education & Social Policy; Simon Greenwold – Graduate School; Catherine Grimsted, Admin & Finance/WCAS; James Hurley, Office of Budget Planning; Rene Machado – School of Music; Michael Mills – Provost's Office; Brian Peters – University Services; Jean Shedd – Provost's Office; Mort Rahimi – VP and CIO, NUIT; Douglas Troutman – IT/Medill School of Journalism; Ken Woo – IT Director School of Continuing Studies;.

Guests: Harlan Wallach - Digital Media Architect Lead, NUIT Academic and Research Technologies; Bob Taylor - Director, Academic Technologies, NUIT Academic and Research Technologies; Al Cubbage - VP University Relations; Dan Blumenfeld – Audit and Advisory Services

Introductions of new Committee Members – Patricia Todus

Janet Dobbs, Web Communications Director at University Relations and Meg McDonald, Executive Director of Planning, Finance, & Communications in the Office for Research were welcomed as new committee members.

Presentation: Northwestern University Mobile Apps – Janet Dobbs and Harlan Wallach

Al Cubbage introduced the Northwestern University Mobile Apps presentation by Harlan Wallach and Janet Dobbs. He commented that it was evidence of another good partnership between University Relations and Information Technology. For the presentation, please follow this link http://nuamps.at.northwestern.edu/numobile/NU_mobile_FINAL_UR.pdf.

General Updates – Patricia Todus

Research Computing Cluster – Quest: Mr. Taylor reported the Quest research cluster is in operation for a select group of NU researchers this month and Quest will be opened up to the wider NU research community the first week of April 2010. Allocations for run time on Quest will be awarded to NU faculty during March 2010: small allocations (for workshops, testing, or education) are awarded quickly by a process of NUIT staff review; and large allocations (for development, for large research projects) are awarded by a faculty advisory committee on a monthly or quarterly basis.

Approximately 200 faculty, graduate students and post-docs, and occasional undergraduate users
are expected to be awarded Quest accounts during 2010. Approximately 20 research groups and 75 accounts are on Quest in January 2010. NUIT Associate Director of Research Computing Thomas Hauser is the lead for the Quest project and he manages the new team of high performance computing experts now in place at Academic and Research Technologies to assist NU faculty. Thomas Hauser is the contact for any general questions about the Quest system. A web site is also in place: https://researchcomputing.northwestern.edu

- **Status of Collaboration Services:** Ms. Todus reported on two issues that relate to email: *Email Refresh* – this project is focused on providing new servers to support the current email service. The various existing servers will be added to the new system in phases with the “Merle” server being the first. *Microsoft Exchange* – testing is in progress with faculty and staff to determine the transparency of Microsoft Exchange features with Apple products. Testing will be completed by April 1.

- **Document Management:** Scott Pitts, NUIT Manager for Collaborative Services shared a draft plan for the Document Management project with the Technology Leaders for their input. Ms. Todus will share the results at a later meeting.

- **Email Bulk:** Ms. Todus stated that a new Bulk Email system was launched on January 18. It improves the throughput and has HTML.

- **NU Validate:** NU Validate using the Sun system has replaced the homegrown SNAP system. The team is in progress of “cleaning up” known problems and then will begin working on the prioritized list of new functions.

- **Service Manager Implementation/Help Desk:** NUIT is in the initial stages of the project to bring all NUIT help desks into one Service Center using the HP Service Manager product. This product, using ITIL standards, will improve service levels and allow us to have greater statistics on this important function. Once it is adopted by NUIT, it will be made available to other parts of the University. The HP product offers more than just Help Desk technology. The next phase is to deploy change management to improve NUIT service delivery and contracts administration within NUIT.

- **Course Management System Upgrade:** The system is in the process of being upgraded to 9.0 which will provide more functionality and be compatible on all browsers. Release date is June 2010.

- **Northwestern University Information Technology Strategic Plan and NUIT Annual Report:** The Strategic Plan for Fiscal Years 2011-13 and the Annual Report have both been posted on the NUIT website. Hard copies are available upon request.

**Roundtable**

- **Rick Morris (School of Communication):** Mr. Morris mentioned that the school has added asynchronous web courses to the list of class offerings along with the previously established synchronous web courses. The first course is titled *Phonetics*.

- **Sheila Driscoll (Student Affairs):** She asked about the status of virtual desktops. Ms Todus reported that they are developing an assessment tool to determine the best areas for virtual desktops within the University.

- **Bob Trautvetter (NU Library):** He mentioned that his department has been working with NUIT to host virtual desktops there and are close to launching.

- **Jake Julia (Office of Change Management):** Mr. Julia updated the members on the search process for the VP & CTO position. The search committee (comprising of
faculty, deans, and students) has been working with a national search firm. The search committee requests that any names of potential candidates be forwarded to him.

- **Ingrid Stafford (Office of Financial Operations):** Ms. Stafford commented that the Enterprise Systems Steering Committee (ESSC) has been recharged and is working towards making recommendations to ESEC regarding enterprise system efficiency and integrating institutional funding/investment priorities across the enterprise system on all campuses.

- **Rebecca Cooke (Feinberg School of Medicine):** The School is actively searching to fill a Director position for NUBIC (Northwestern University Biomedical Informatics Center) which brings together biomedical informatics researchers and clinical informatics leaders. They hope to have the position filled by spring. The individualized faculty conflict of interest forms has been uploaded onto the website and is being referred to as “Professional Relationships”. Feinberg is one of five medical schools in the country that provides this information.

- **Meg McDonald (Office for Research):** Ms. McDonald reported that faculty conflict of interest issues will be handled at the institutional level. The Office for Research wants to set this in place and be ahead of the funding agencies timeline.

- **Dan Blumenfeld (Audit and Advisory Services):** Mr. Blumfeld noted that he is working on an institution-wide process for dealing with outsourced vendors.

- **Betty McPhilimy (Audit and Advisory Services):** Ms. McPhilimy noted that her office has been working on contract placement – a substantive amount of work has been focused on revisions to contract policies that put the University in harms way. Instead, policy will be oriented to do what needs to be accomplished in the University’s favor. The Office of Auditing continues to review and assess policies regarding outsourcing of services.

- **Pam Beemer (Human Resources):** Search firm contracts have been reviewed. The office is available to provide information for negotiating contracts as necessary. I-9 and eVerify has been launched. Because of a major effort from the HR staff they are expecting 100% compliance, and the new software has improved the I-9 process. The new electronic time keeping system was launched and they have not heard any complaints. Next project is the HRIS system upgrade.

- **Janet Dobbs (University Relations):** Ms. Dobbs said that in addition to working on the launch of the Northwestern Mobile Apps, Web Communications has also been working to migrate web sites from the Serena Collage Web Content Management System to the Hannon-Hill Cascade Web Content Management System.

---

**Next meeting:**

**Thursday April 22, 2010**

**9 – 10:30 AM**

**Rebecca Crown Center – Hardin Hall**