ITCC MEETING –
7/16/09

Attendees: Michael North – University Management Library Services; Linda Bennett – Alumni Relations & Development; Rebecca Cooke – Feinberg School of Medicine; Sheila Driscoll – Business & Finance/Student Affairs; Steve Green – Athletics/Finance; Ruth Rheingold – Admin & Finance/WCAS; Jim Hurley – Office of Budget & Planning; Jake Julia – Academic Initiatives, Office of Change Management; Richard Lueptow – McCormick School of Engineering; Dan Bloomfield – Audit & Advisory Services; Michael Mills – Provost’s Office; Rick Morris – School of Communication; Brian Peters – University Services; Jean Shedd – Provost’s Office; Ingrid Stafford – Office of Financial Operations; Douglas Troutman – IT/Medill School of Journalism; Ken Woo – IT Director School of Continuing Studies; Patricia Todus – Assoc. VP and Deputy CIO, NUIT, Chair.

Absent: Coleen Coleman – School of Education & Social Policy; Simon Greenwold – Graduate School; Kathleen Hagerty – Kellogg Administration; Don Workman – Research Operation, Office for Research; Mort Rahimi – VP and CIO, NUIT.

Guests: Thomas Board – Assoc. VP Cyberinfrastructure, NUIT; Shezhad Amin – Telecommunications & Network Services, NUIT; Julian Koh, Telecommunications & Network Services, NUIT.

General Updates – Patricia Todus

- **Status of High Performance Computing Cluster:** Mr. Board said the High Performance Computing (HPC) system has arrived. The staff is working with IBM through the self-testing & burn-in processes over the next three weeks. Early adopter use should occur sometime towards the end of August. He is very encouraged over the progress that is being made thus far.

- **Status of Decision on Collaboration Services/Current Mail System Changes:** Ms. Todus updated the Committee on Collaboration Services by noting that the Enterprise Systems Steering Committee (ESSC) has made its recommendation to the Enterprise Systems Executive Committee (ESEC) to consider an in-house solution. Jim Konrad, University Procurement, is heading up the bid process. The Evaluation Bid Team will be meeting next week to review the responses from the two vendors – Microsoft and Zimbra. Ms. Stafford, who chairs the ESSC said she thought this process would be completed and a decision reached by the end of August.

- **Proposed Policy Process:** The Policy Group of Betty McPhilimy, Internal Audit and Advising Services, Amy Mayber, Office of General Counsel, Jim Hurley, Budget and Planning, Pam Beemer, Human
Resources, Don Workman, Office of Research and Patricia Todus, NUIT have reviewed the Policy on Policy template and are also reviewing a revised Electronic Resources Policy and a Data Retention Policy. A process for the review and adoption of University policies is being prepared for officer approval.

- **Greening of IT:** NUIT has placed information on the NUIT website about environmentally friendly, energy-efficient, or green, choices in dealing with computing electronics. Ms. Todus encouraged the committee to share this information within their units.

- **NUIT and ITIL:** NUIT is focusing on using the Information Technology Infrastructure Library (ITIL) for managing infrastructure, development and operations. One of the outcomes will be clarification of service delivery. For instance, it will align data center services with customer expectations and the University’s need for reliable service. The impetus for adopting ITIL within NUIT organization is to improve the reliability, sustainability and provide consistent service levels.

**Cyberinfrastructure Reorganization – Thomas Board**

(see attached presentation)

Comments/questions –

Ingrid Stafford: Is it your intent to go back to redo or re-engage as necessary the Cyberinfrastructure organization with certain business objectives?

Tom Board: All transitions and hand-offs of the reorganization will be occurring within the next 90 days. After that, we will begin to engage the business units to explore the needs and service level expectations. That should begin in four to five months. From those processes, plans for meeting expectations can be created and, where necessary, proposal for funding can be developed for future budget years.

Sheila Driscoll: Would you please give us names of who have taken the new/revised director positions shown in the reorganization chart?

Tom Board: The PIM Director is currently unfilled. The Monitoring and Management Systems (MMS) Director is Dana Nielsen, and the Service Operations (SO) Director is Ruth Ann Ostrowski.

Patricia Todus: I want to add that at the same time, we are working on unifying the various help-desk functions within NUIT. There are currently seven help-desks that we are going to consolidate. The software selected also provides Change Management which is an important component of ITIL success in the data centers and throughout NUIT. An RFP was sent to approximately 20 vendors and HP has been selected and contract negotiations have began. This
week we presented our plan to the ERP System owners and will be providing a demo of the software in the near future to a broader University audience.

Mobile Device Reimbursement – Ingrid Stafford
With Departments and units across Northwestern University looking for guidance regarding cell phone and PDA device reimbursements, Ms. Stafford and Joan Sherman (Business Systems Project Manager) have been drafted a policy that will be in line with IRS standards as they are today. The Law has not yet been passed, however it is important to adhere to the IRS standard. This compels us to get our policy and practices right and in order to mitigate the possibility of passage of the Law and to clarify these reimbursements for our schools and departments. Ingrid and Joan have developed three scenarios:

1) Department/unit reimburses end user each month at an amount determined to be an average allocation. No record keeping is necessary. Benefit is that the end user is responsible for securing a plan and the device.

2) The person keeps track of and documents all use and the department reviews and retains the documentation. Again the user is reimbursed only that which relates to work items. The department must prepare and adhere to its procedures.

3) Group Plan: Pay directly and bill individuals for personal use.

On balance, ultimate goal is to have a uniform policies across the University. We are willing to let each unit ultimately determine how fast to enact the policy within their department. Purchasing Services is working on preferred vendor contracts and preferred volume contracts. There will be separate recommendations for senior officers. The University is not interested in determining the level of record keeping, purchasing, or determination of the cell phone plan. It is up to each unit to decide how to handle the reimbursement. The policy will go into effect on September 1, 2009.

Richard Lueptow: I think it in the best interest to give the faculty a strong parameter of what is allowed for reimbursement and what isn’t.

Ms. Stafford continues: On a similar topic, providing faculty and staff with laptops continue to be up to the individual departmental business decision whether to provide a laptop or desktop computer. Home computing cost is up to the individual to cover, not the University, with some exceptions (research, emergency, disability).

The University standard is to provide each faculty and staff member with a phone, computer, and office.

Presentation: Enabling the Next Generation Campus Communications - Shazhad Amin, and Julian Koh (see attached presentation)
Meeting end: 10:30 am