[U]Tech New Employee Orientation

Wednesday, August 10, 2016
WELCOME TO [U]TECH UNIVERSITY TECHNOLOGY
Ice Breaker - Who Do You Know?
[U]Tech Strategic Plan - Sue B. Workman

[Re] Imagining IT

Case Western Reserve University's Information Technology Strategic Plan

Summer 2016
Initiative I: Support Student Success + Enhance the Student Experience
Initiative II: Facilitate Effective + Innovative Teaching + Learning
Initiative III: Enhance Research, Scholarship, Creative Activity + Academic Innovation
Initiative IV: Strengthen IT Foundations, Infrastructure, Operations + User Experiences
Initiative V: Manage Information Security, Regulatory Compliance + Technology-Focused Business Continuity + Disaster Recovery
Initiative VI: Support + Expand the Use of Institutional Data in Decision-Making
Initiative VII: Investing + Funding Information Technology Strategically
Initiative VIII: Attract, Retain + Empower Technology Team Members
Initiative IX: Centralize University-Wide IT Services + Resources
Mission, Vision + Core Values - Michael Kubit
Mission - We support and enhance the academic and research mission of Case Western Reserve University through responsive service, enabling infrastructure, effective administrative systems and innovative solutions.
**Vision** - To be a preeminent organization that empowers CWRU's transformational teaching, learning and research.
Adaptability

We are committed to remaining flexible and responsive to change. We value the input from all global sectors that employ IT, higher education colleagues and those across our own university. We execute on existing and new initiatives with a focus on excellence in assisting university constituents with teaching, learning and discovery.
Service Excellence

Serving students, faculty and staff is our reason for existing. We continually seek to understand the needs of those who depend on us and strive to exceed their expectations.
Collaboration

We work in a collaborative, cooperative, team-driven environment that encourages both individual and shared excellence in striving to achieve our goals. We value the mutual respect that true teamwork entails.
Innovation

We thrive in a culture that is dynamic. We seek, develop and test new ideas to advance the university.
Integrity

We revere honesty and adhere to the highest ethical standards in our daily work. We strive for transparency in our operations.
Adaptability
Service Excellence
Collaboration
Innovation
Integrity
Introduction to the DCIO Team - Michael Kubit

IT Architects
Jeff Gumpf

Business Analysts
Kristen Carvaines

Service Management
John Landers

Marketing +
Communications
Melissa Wicinski

Special Ops
Joel Kraft

MediaVision
Mike Comstock

Web Development
Dean Bianchi

Research
Administration
Steve Reinhardt

Law School
Tron Compton-Engle

WSOM
Eileen Connell

Nursing
Caron Baldwin

School of Medicine
David Pilasky

FUTURE

Advancement Services

Public Safety

MSASS
Tom Franchina

CSE
Rimas Biliunas

CAS
Introduction to Finance + Administration - Lolita Hines
## Introduction to Finance + Administration - Lolita Hines

### [U]Tech Financial Overview

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
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<tbody>
<tr>
<td>Salary</td>
<td>12,450,925</td>
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<tr>
<td>Non-Salary</td>
<td>10,877,653</td>
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<tr>
<td>Total OpEx</td>
<td>23,328,578</td>
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<tr>
<td>Capital</td>
<td>6,000,000</td>
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## Introduction to Enterprise Systems - Colleen Nagy

<table>
<thead>
<tr>
<th>Applications (PeopleSoft, fsaAtlas, Hobsons, etc.)</th>
<th>Matt Panchur</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Management (Box, OnBase)</td>
<td>Lisa Previte</td>
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<tr>
<td>Cloud Services - (Servers and Storage)</td>
<td>Martin Hines</td>
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<tr>
<td>Network Services (Wired, Wireless)</td>
<td>Dan Matthews</td>
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<tr>
<td></td>
<td></td>
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<tr>
<td>Identity and Access Management</td>
<td>Ron Ryan</td>
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</tbody>
</table>
Introduction to Enterprise Systems - Colleen Nagy

• Operations First!
  – Service excellence by choice, not chance
    • Delight the customer beyond expectations
    • Solidify the IT Foundation
    • Protect our university
    • Simplify

• Projects Second!
  – Network Access Layer upgrade
  – Storage + Backup implementation
  – Servers to the data center
  – Identity and Access Management implementation
  – Box implementation
Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

Current Staff

Daniel Balagué  Sanjaya Gajurel
Roger Bielefeld  Matt Garvey
Brian Christian  Theresa Grigger
Hadrian Djobhari  Mike Warfe
Emily Dragowsky  Lee Zickel
Jeremy Fondran (Cyberinfrastructure Engineer) (TBH)
Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

What Do We Do? Provide Research Technology Services

- HPC Cluster (since 2004-2005) (ITSP 6.1)
- Research Data Storage and Archiving (since 2011-2012) (ITSP 6.1)
- Science DMZ / Research Network (since 2013-2014) (ITSP 6.1)
- Secure Research Environment (since 2015) (ITSP 6.1)
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What Do We Do? Engage with Researchers on Technology

- Research Database Programming and Management (since 2008) (ITSP 7.2)
- Workshops and Bootcamps (since 2010)
- RCCI staff embedding (since 2015) (ITSP 7.2)
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What Do We Do? Awareness Activities

- Cyberinfrastructure Day (since 2015) (ITSP 10.1)
- Research ShowCASE (since 2006) (ITSP 10.1)
- XSEDE Campus Champions Program (since 2008-2016)
- Research Computing Newsletter (since 2016) (ITSP 10.1)
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What Do We Do? Engage with Researchers on Technology

• Cyberinfrastructure Day (since 2015) (ITSP 10.1)

• Research ShowCASE (since 2006?) (ITSP 10.1)

• XSEDE Campus Champions Program (since 2008-2009) (ITSP 6.2)

• Research Computing Newsletter (since 2016) (ITSP 10.1)
Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

What Do We Do? External Research Funding

- External funding support (since 2008-2009) (ITSP 7.1)
  - PI on two successful NSF awards
  - PI on several other NSF proposals
  - Co-PI or Co-I on several NSF, NIH, DoE proposals
  - Other roles on many other proposals
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Future Directions

- Expand embedding program with research groups. (ITSP 7.2)
- Research Repository - collaboration with ORTM and KSL (ITSP 9.1)
- Expanded use of the Secure Research Environment (ITSP 17)
- Storage for Active Research Data - More Options (ITSP 6.1)
- Assessing Case Connection Zone for future viability (ITSP 6.3)
- Engagement with “non-traditional” users of research computing (ITSP 6.3)
- Collaboration with Interactive Commons (ITSP 6.4)
- Continue to improve web presence and awareness of services (ITSP 10.1)
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Statistics (As of July 1)

- HPC
  - 1295 users (253 faculty sponsors) have been provisioned
  - 3120 CPU cores, 58,880 GPU cores, 11.8 TB RAM, 170 TB parallel storage
  - 999 active users in 237 research labs during FY 2016
  - 2 million HPC jobs used 10 million CPU hours in FY 2016
  - 52 publications cited the cluster in 2015 (38 so far in 2016)

- Approximately 1 PB of research data is stored using UTech services
- $48 million in external funding proposals with RCCI assistance in FY 2016
- Approximately 17% of RCCI salaries were externally supported in FY 2016
- Cyberinfrastructure Engineer (TBH) will be 100% NSF-funded
Introduction to Teaching + Learning Technologies Systems - Tina Oestreich

Who We Are: Instructional Designers + Technologists, F2F, Blended + Online Learning Specialists

Tina Deveny Oestreich
Mike Kenney
Mike Thomas
Stacy Stevenson
Eddie Bolden
Heather Bolden
Yolanda Cunningham

Victor Quinto
Genevieve Mathieson Kilmer
Jim Petras
Scott Plummer
Paul Satzgeber
Sue Simonson Shick
Katie Skapin

Teaching + Learning Open House
August 24 - Sears 200
JOIN US!
Introduction to Teaching + Learning Technologies Systems - Tina Oestreiche

What We Do

- Classroom technologies and support
- Face-to-face, blended and online learning support
- Training of instructional technologies
- Innovative uses of technology in education (+ faculty consultation and fellowships)
- Design of hybrid and online learning modules and courses
- Assessment of instructional technologies, learning environments and methods
Introduction to Teaching + Learning Technologies Systems - Tina Oestreich

Current Projects

- Echo360 upgrade
- Learning Management System Evaluation
- Innovative instructional design (e.g., HoloLens, active learning, online)
- ActiveLearning + Fellowship
- Online program support
- Assessment of innovative technologies in education
Introduction to Security - Tom Siu

Information Security

- Mission and FY17 Goals
- Organization
- Interactions
- Responsibilities of UTech staff for Security
Introduction to Security - Tom Siu

Mission: PMRR
Protect, Monitor, Response, Risk Management

- Identify, Analyze and Manage Risk
- Vulnerability Management
- Security Threat Monitoring
- Incident Response
  - Tactical and strategic
  - Investigations
  - Emergency Communications
- Business Continuity Planning + Disaster Recovery Planning
- Security Compliance Activities
- IT + Security Policy Management
Organization Structure

- **Security Program Management**
  - Risk Management, Committees, Governance, BCP/DR
  - Security Awareness + Education
  - Consulting

- **Security Operations**
  - Incident Management
  - Liaison with Network Security (engineers)
  - Identity + Access governance
  - Monitoring and future SOC
  - Asset management, endpoint standards, vulnerability management
Introduction to Security - Tom Siu

Team Members

- Gary Burkholder
- Ruth Cannon
- Erin Fogarty
- Mike Maltbie
- Tim Spiker
- Future hires
  - Clinical area analyst
  - 2 compliance analysts
  - 2 vulnerability/risk remediation analysts
Introduction to Security - Tom Siu

Reaching Us

- ciso@case.edu
- security@case.edu
- Bellflower 11424 location
- Sysadmins meetings: We chair the discussions and networking
Introduction to Security - Tom Siu

What to Expect

- Use of security tools and standards expected of IT users
  - Expect 2FA to access infrastructure you manage
- Reporting of issues
- Security Awareness Training: SANS Securing The Human Account
- Testing of new security controls before campus-wide deployment
- Targeted security training on OPSEC, encryption, security threats, etc.
New [U]Tech Team Member Introductions

- Name
- What do you do?
- How long have you been at CWRU?
- Where did you grow up?
- How many siblings do you have?
- What was your first job?
TIME FOR A BREAK
Introduction to [U]Tech Ambassadors + Interactive Exercise

- What are some specific actions you recommend be taken now to get traction on the further evolution of IT?
- What is one idea you would like to see get traction?
- What are some ways, forums or next steps to follow up on this exploration?
Questions + Answers
Thank You!

[UTech]

UNIVERSITY TECHNOLOGY