[U]Tech New Employee Orientation

Wednesday, August 10, 2016

WELCOME

TO

[U]TECH

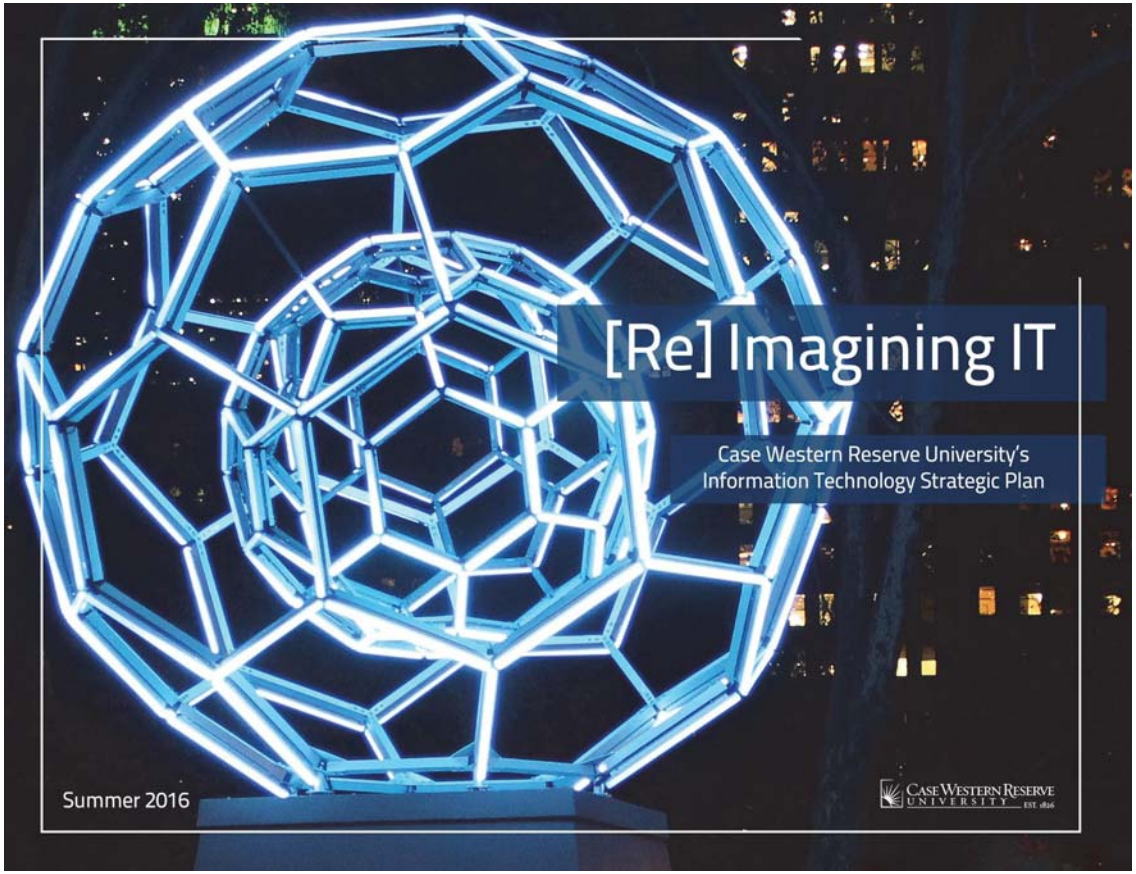
UNIVERSITY TECHNOLOGY

Ice Breaker - Who Do You Know?

[U]Tech - New Names, New Faces, New Talent

[U]Tech - New Names, New Faces, New Talent

[U]Tech Strategic Plan - Sue B. Workman



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

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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

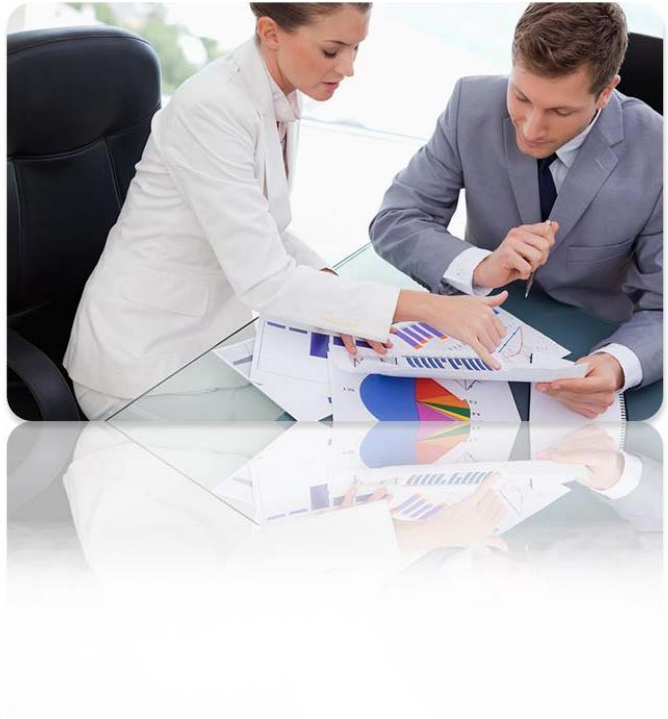
Serving students, faculty and staff is our reason for existing. We continually seek to understand the needs of those who depend on us and strive to exceed their expectations.

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.

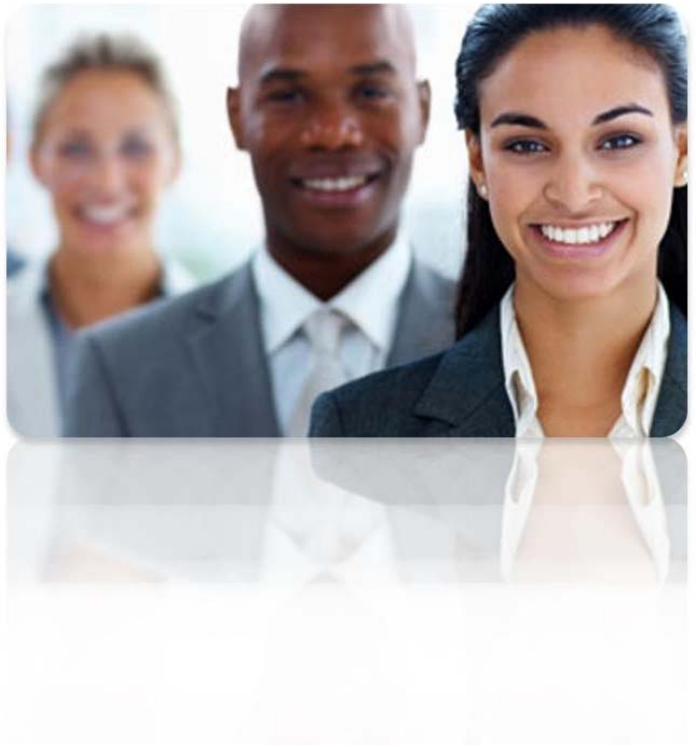
Innovation

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

I nnovation

I ntegrity

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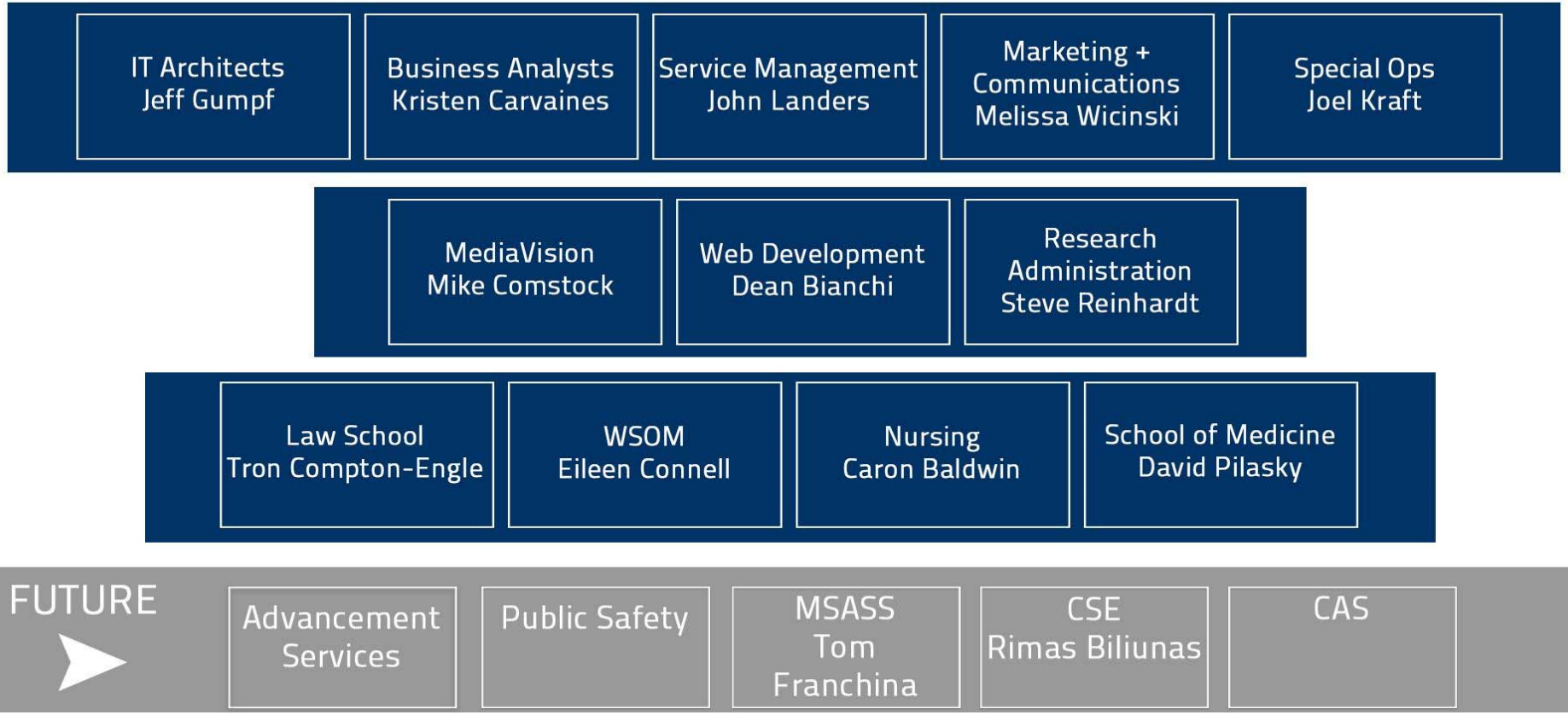
Source: www.LookupTables.com

Introduction to the DCIO Team - Michael Kubit



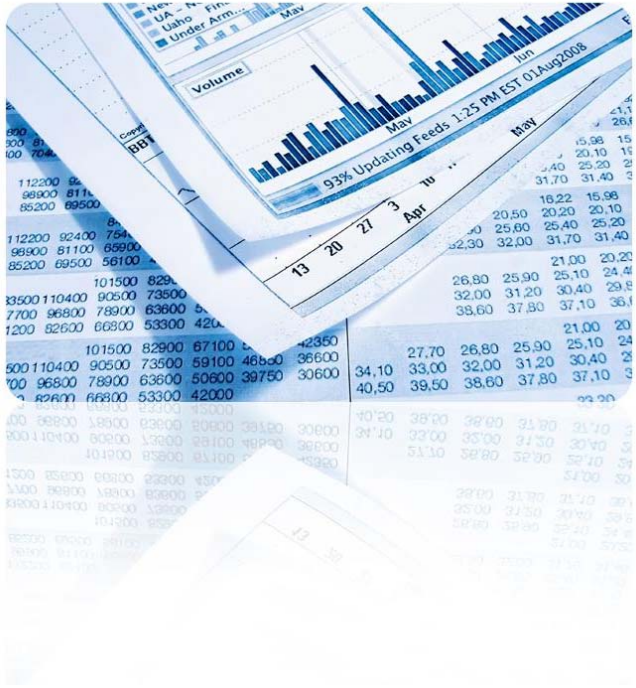
Introduction to Finance + Administration - Lolita Hines

Financial Management	Procurement/ Contract Management	Human Resources	Software Center	Space Management

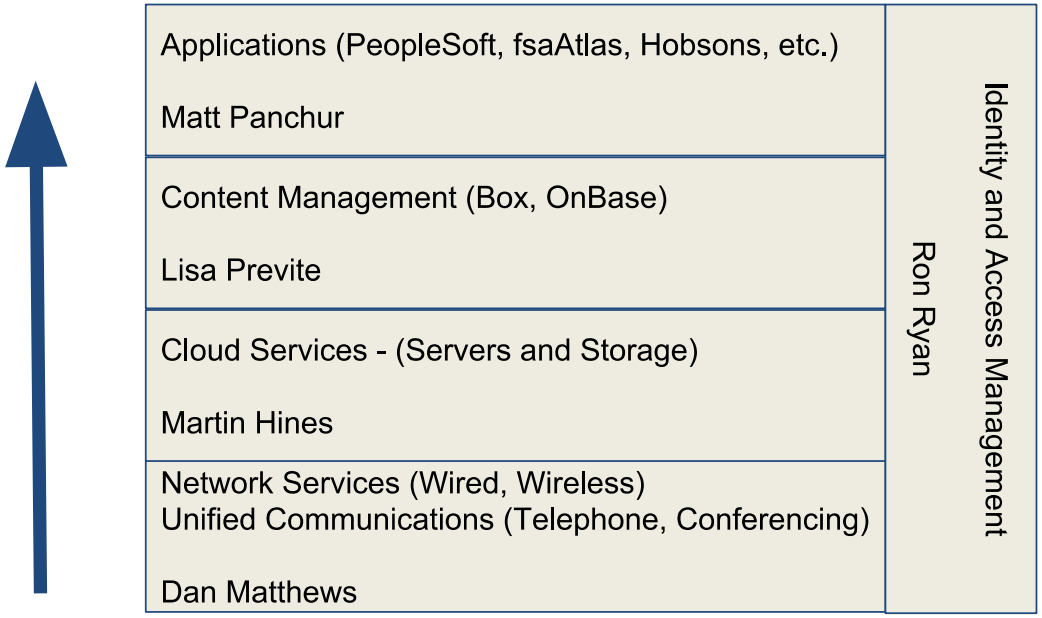
Introduction to Finance + Administration - Lolita Hines

[U]Tech Financial Overview

Salary	12,450,925
Non-Salary	10,877,653
Total OpEx	23,328,578
Capital	6,000,000



Introduction to Enterprise Systems - Colleen Nagy



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

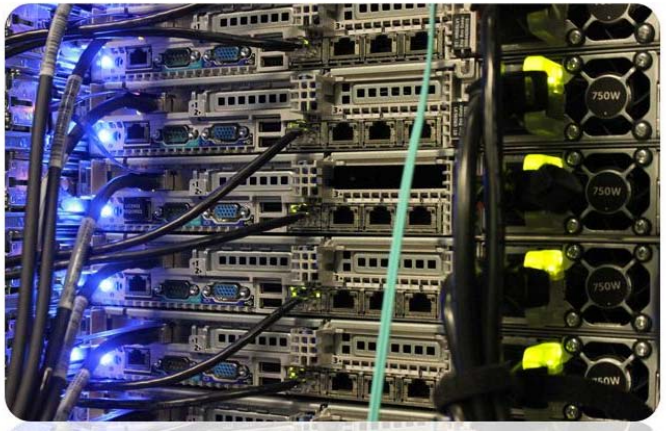
Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

Current Staff

Daniel Balagué	Sanjaya Gajurel
Roger Bielefeld	Matt Garvey
Brian Christian	Theresa Grigger
Hadrian Djohari	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)

Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

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)

Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

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 2008-2 6.2)
- Research Computing Newsletter (since 2016) (ITSP 10.1)


Research Computing Newsletter: August 2016

What's New

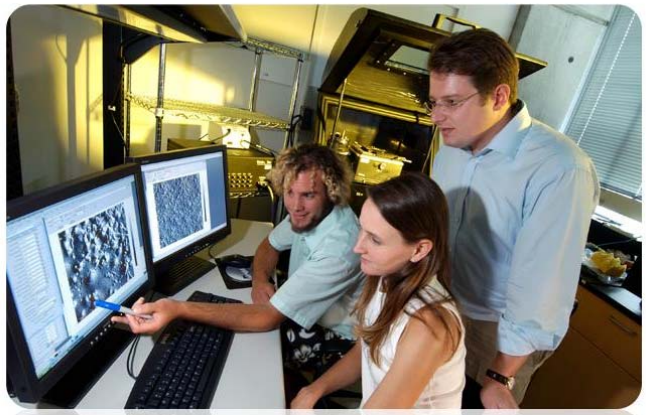
Fall Semester! The Research Computing team is gearing up for a new academic year and looking forward to interacting wit the research community. Be on the lookout for training opportunities this year on-campus around using RedCat (our high performance computing cluster), Hpcdata (our experimental hadoop cluster), the Secure Research Environment, Data Management and Storage options, Getting the most out of your file transfers, and other training opportunities through XSEDE and the Ohio Supercomputer Center (OSC).

It is our pleasure to announce that Daniel Balagué Guardia has joined our Research Computing team. In his role, Daniel is responsible for extending Research Computing services to our community through active collaboration, and by architecting solutions t leverage the university's investment in its cyberinfrastructure. Daniel holds a Ph.D. in mathematics from the Universitat Autónoma de Barcelona and has held a variety of positions most recently as an Assistant Adjunct Professor at UCLA at the Program in Computing (PIC) in the math department.

We're also hiring! Research Computing has an immediate opening for a Cyberinfrastructure Engineer, with a heavy networking and systems concentration, to work directly with research groups, including in our Great Lakes Energy Institute, Cente for Membrane and Structural Biology, Comprehensive Cancer Center, Institute for Computational Biology, Center for Imaging Research, and Center for Computational

Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

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

Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

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)

Introduction to Research Computing + Cyberinfrastructure - Roger Bielefeld

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

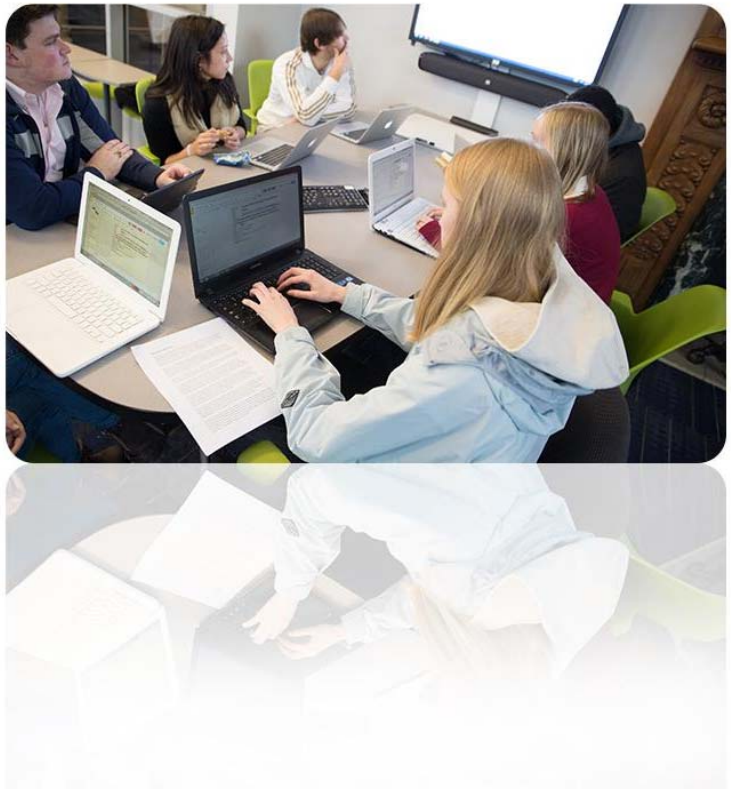
Who We Are: Instructional Designers + Technologists, F2F, Blended + Online Learning Specialists

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



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

Introduction to Security - Tom Siu

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.

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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

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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!