CoLIT Summary: 2011-12
Report to Senate

June 5, 2012

CoLIT Membership

Members:

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<tr>
<th>Member</th>
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<tr>
<td>Peter Anderson</td>
<td>College of Engineering</td>
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<td>David Bruenger</td>
<td>School of Music</td>
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<td>Jose Diaz</td>
<td>University Libraries</td>
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<td>Rich Hart, Chair</td>
<td>College of Engineering</td>
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<td>Tim Rhodus, Vice Chair</td>
<td>College of Food, Agriculture and Environmental Sciences</td>
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<tr>
<td>Cindy Selfe</td>
<td>College of Arts and Humanities</td>
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<td>Lewis Ulman</td>
<td>College of Humanities</td>
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<td>Bryan Ashton</td>
<td>Undergraduate Student Government</td>
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<td>Nick Messenger</td>
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oCIO Support:

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<tr>
<td>Mike Hofherr</td>
<td>Office of the CIO</td>
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<td>Mike Green</td>
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<td>Teri Ryan</td>
<td>Office of the CIO</td>
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Libraries Support:

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<td>Larry Allen</td>
<td>University Libraries</td>
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<td>Quanetta Batts (CoLIT Secretary)</td>
<td>University Libraries</td>
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<td>Beth Warner</td>
<td>University Libraries</td>
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Meeting Dates/Locations and Major Topics:

**Monday October 3, 2011 3:30-5pm, Thompson Library Room 204**

Review June 2011 Minutes
OSU Libraries Overview: Carol Pitts Diedrichs, Director of University Libraries
2011 Issues and Goals for the Council
Review of the duties and responsibilities for CoLIT as found on the University Senate website. Review of the 2011/2012 topic list and solicitation for additional items to add to the list.

**Monday November 14, 2011 3:30-5pm, Science & Engineering Library, Room 070**

OCIO Overview: Kathy Starkoff, Chief Information Officer

The full presentation is available at:
http://library.osu.edu/staff/administration-reports/OCIOCoLITUpdate110811.pptx

Standard Loan Period Changes: Carol Pitts Diedrichs, Director of University Libraries

The proposed changes are specified below:

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<th>Current</th>
<th>Proposed</th>
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<tr>
<td>Faculty/Staff - 70 days</td>
<td>Faculty/Staff - 120 days</td>
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<tr>
<td>Grad Students - 70 days</td>
<td>Grad Students - 120 days</td>
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<td>------------------------</td>
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<tr>
<td>Undergrad Students - 21 days</td>
<td>Undergrad Students - 42 days</td>
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<tr>
<td>Courtesy - 21 days</td>
<td>Courtesy - 21 days (with unlimited renewal)</td>
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In addition, the recall period for print materials will not change. CoLIT voted to approve changes.

**OhioLINK Budget and Collections: Carol Pitts Diedrichs**

Because the State of Ohio has not had a capital budget for some time, OhioLINK is facing a $4.5 million gap in funding needed to pay for their portion of the electronic journal content for 2012. More than $30 million in funding for this content comes from the individual university and college libraries in Ohio. Carol Diedrichs and Karla Strieb have been working with OhioLINK to determine options for moving forward. Options to close the gap include: assessing OSUL and other OhioLINK members additional costs, negotiating with publishers to reduce fees, seeking funding through the Ohio Board of Regents and/or reducing content.

Because the University has provided the Libraries with additional recurring funds, we have been preparing to replace the bulk of any lost content for ourselves or to pay additional costs assessed by OhioLINK. The OhioLINK Advisory Board (chaired by the Chancellor of the Board of Regents) has been re-established and held its first meeting to consider the current budget issues and help lead the organization in the future. Carol represents OSU on the board and is joined by library deans/directors and chief academic officers from other OhioLINK member universities. Chancellor Petro supports maintaining all current content and is working with OhioLINK to finalize a solution. The final decision is expected in early December 2011.

**Library and Course Related Texts**

Peter Anderson led a discussion about automating the notification to OSUL when professors order textbooks for courses in the coming semester. These notifications might trigger OSUL’s purchase of a textbook if appropriate or allow librarians to be proactive in moving a textbook to reserves.

Peter also shared information about the internal system used in the College of Engineering that provides useful information about textbooks being used for the quarter.

There was a general discussion about linking the textbook to a Carmen course page and a discussion about the potential of having a course pack that might include chapters from various books, articles, etc., available for faculty members and students.

**Monday, December 5, 2011, Central Classrooms Building, room 311**

**OCIO Technology Presentation:**

Rob Griffiths, Mike Hofherr and Eric Todd led a discussion about the technology available in the Central Classrooms Building, room 311. The university traditionally allows technology upgrades every five years, but with the rapid changes/upgrades to technology the Office of the CIO may revisit this cycle.
All 350 classrooms in the classroom pool include some technical capability. “Technology light” rooms include a projector with hook-up cables for a laptop. Full technology rooms include a podium/projector set-up. The vision for the classroom pool in the future is to allow faculty and staff the same experience in every classroom, including the podium/projector set up and mobile ability among other things. The OCIO will partner with CoLIT to explore technology needs.

Comments were made about moving in the direction of full technology in the classroom and potential training for faculty members and TAs.

**OSU Libraries Strategic Plan:**

Carol Diedrichs presented the Libraries new vision and mission. She reviewed the draft strategic plan including five strategic themes: Services, Collections, Library as Intellectual Crossroads, Innovative Leadership and Infrastructure. How to manage research data is a strategy in the plan that faculty might be particularly interested in. Although specifics are not spelled out, the Libraries will focus on developing a plan to deal with research data and storage in particular.

**Monday January 9, 3:30-5, Thompson Library – Room 204**

**OCIO Budget:** Kathy Starkoff, Chief Information Officer

Brief review of university goals and OCIO strategic goals.

Kathy highlighted some key initiatives around mobility, digital delivery of educational materials, Apple Center for Innovation, and enhanced learning spaces (labs, classrooms, etc).

For enhanced learning spaces OCIO is looking at 3 tiers (minimum tech, normal tech, and high tech). They also hope to implement a 3 year refresh cycle instead of a 5 year cycle. OSU is currently in the bottom 3rd of the Big Ten in terms of E-Learning spaces. (Specifically cited that the consistency in core classroom technology is near the bottom 3rd).

There were questions and discussion about where research fits into the OCIO overall framework. Kathy explained that managing research data is not one of the core competencies of the OCIO, but believes that that her department can provide the secure infrastructure and “space” for research data. Carol Diedrichs mentioned that that OSU Libraries, the OCIO and the Office of Research have already begun preliminary discussions about how to store and manage research data.

There were questions and discussion about why Apple was chosen for the partnership. Kathy explained that Apple is focused on enhancing higher education and partnering with institutions, not just selling hardware. Diedrichs mentioned the shift where over 50% of students now have Apple products (Mac, MacBook, iPad, iPhone).

The committee would like additional information about the technology for level 1, 2, and 3 classrooms.

There were questions and discussion about business processes around the university and the systems that are not user friendly for faculty. Kathy acknowledged that the systems can be approved and/or simplified (e-request, purchasing). Reporting from the systems is difficult also (Ulman), i.e. how much is in a grant, or how much is left in a particular budget, etc.
Carol explained that the University has increased its audit compliance under these new systems. There were questions and discussion around secure data. Kathy explained tiered levels of data and the tiers determine how secure the data must be. Kathy welcomes comments, thoughts and recommendations for the OCIO’s budget request/presentation. Q will send this out in the next meeting announcement.

OSU Libraries Budget: Carol Pitts Diedrichs, Director of University Libraries
Carol provided an overview of budget challenges for 2012 and beyond. Specifically, increases to the cost of content (acquisitions budget), paying salary and benefit increases in 2011, the need for additional faculty and staff, and POM increases.

Carol highlighted OSUL’s ARL ranking for total library materials expenditures. We slipped from #33 in 2008 to #40 in 2010, but expect that to rebound in 2011. She also reviewed models for recurring funding for acquisitions and explained that these models are used to predict the needed inflation increase for the annual budget request process with the Senate Fiscal Committee. Based on these models, OSUL will ask for $850,000 - $1 million. OSUL will ask for an additional $1 million to cover the increase in OhioLINK costs in FY13. This is due to a recalculation of the formula which distributes the current cost for the OhioLINK electronic journal content. Carol also highlighted ARL data on the number of professional and staff positions in the OSU Libraries.

Carol highlighted staffing desired to increase the Libraries effectiveness and support provided to OSU faculty and students including: transforming digital library capacity; hiring additional subject librarians; additional staffing in the Teaching & Learning Department; records management (specifically with a focus on digital archiving); and additional hires to staff the new Billy Ireland Cartoon Library and Museum (which will open in 2013).

Rich would like to discuss budgets again in February and asked Carol and Kathy to provide bulleted list of proposals that might get an up or down support of the COLIT.

Review New CoLIT Website: Tim Rhodus, CoLIT Vice Chair and Quanetta Batts, CoLIT Secretary

Monday February 6, 3:30-5, OCIO Kinnear Road Center

OCIO FY13 Budget Requests: Mike Hofherr and Mike Green, Office of CIO
Budget request and priorities for Learning Tech in FY 13 will include:

- Implementing a three year classroom refresh to ensure that technology in classrooms will be upgraded on a three year cycle. Traditionally, technology upgrades have been made every five years if funding is available; however, there are over 75 rooms that have not been updated in over five years.

- Expanding the university’s use of Adobe Connect which provides the capabilities needed to create and deliver online courses, virtual classes and effectively manage training programs. This tool allows
faculty members to have a class via web-conferencing where students can interact with the live classroom or view it later.

- Beginning a pilot project involving Lecture Capture which combines the instruction, visuals, video and the professor into a seamless environment that can be viewed anywhere, anytime, by all students. This is the number one request by students and faculty.
- Infrastructure improvements for Streaming Services which enables users to include audio and video and other multimedia elements seamlessly into a web environment.
- Implementing a mobile device purchase program for students and faculty.
- Beginning a pilot project involving Digital Text.

**OCIO Infrastructure FY 13 Budget Request and priorities** were presented by Mike Green and include:

- A modern university data center that is capable of supporting high power density compute loads. The center would be in a suitable location in Columbus that is secure and able to withstand weather events. The center would also be highly available (engineered redundancy for reliable power and cooling needs), scalable for current requirements and extensible for future needs, and must have a design capability with less than 2 hours of unplanned outage per year.
- The current center is nearly 50 years old with limited support of high power density compute loads, vulnerable to weather events, non-optimal location, limited redundancy of critical electrical and cooling systems, capacity constrained, and the design capability is approx. 22 hours of unplanned outage per year.
- Disaster recovery protection for critical university systems to include an alternate disaster recovery location outside of the Columbus area.
- One University Network (wired and wireless). With this network users can securely access assigned resources without regard to location. The network security is role-based to provide a consistent user experience. The technology is standardized and networks are centrally managed from device to device.
- Unified communications to include voice, video, email, texting, conferencing, and collaboration

**OSU Libraries FY13 Budgets Request:** Carol Pitts Diedrichs, Director of University Libraries.

- Inflation funding for the materials budget - $850K to $1M
- New OhioLINK formula funding costs that will likely require OSU to pay more than what we currently pay.
- Salary and benefit increases
- New positions to advance the libraries strategic plan including a cluster hire of subject librarians, expanding the libraries digital
efforts, and additional faculty/staff for the new Billy Ireland Cartoon Library & Museum which will open in 2013.

- Operating/POM increases

Monday March 5, 3:30-5, Fine Arts/Cartoon Library – Seminar Room

Statement of Support for OCIO and OSUL Budget Requests: The committee reviewed the draft statement provided by Chairman Rich Hart. This statement would be shared with the Senate Fiscal Committee and included in the CoLIT annual report. After some discussion about the statement the council voted (4 yes, 0 no, 1 abstain) and approved the statement as drafted below:

*During the 2011-12 meetings of CoLIT, the committee has had presentations of Strategic Planning and budgeting challenges and needs from Kathleen Starkoff, CIO, and Carol Diedrichs, Director of University Libraries.*

For Information Technology, key opportunities include making IT a competitive advantage at OSU for: Teaching Enablement and Student Experience; Secure and Integrated IT Environment; Streamlined Business Processes; and Decision Support and Information Management. Key risks include: plan for data center and disaster recovery; challenge of enterprise security with increasingly distributed systems and data; and financial sustainability.

For the libraries, planning themes include refining user-centered services; managing the evolution of the collections and information resources; enhancing the library as the intellectual crossroads; developing innovative leadership; and infrastructure. Key risks include the increased costs of library materials including acquisitions and the cost of membership in OhioLINK; the need for personnel and expertise in digital library content, support for research and teaching; and sustainable funding sources.

Although the Council on Information Technology and Libraries does not have the background to weigh specific priorities and needs against other needs in the University, we recognize that both of these centrally-funded organizations are essential to enable the academic missions of the university to thrive, and we are very supportive of the budget priorities requested by the CIO and the Director of University Libraries.

Academic Computing:

a) The council discussed the potential need for a campus tool that will allow research groups (involving OSU and non OSU researchers) to exchange and archive data. Specific discussion was around constraints with our current systems that place limitations on access for non OSU researchers. Currently, researchers are forced to use publicly available tools on-line or create their own tools which may or may not be secure or compatible with other OSU systems. Questions for the council to consider include: Should this be a centralized university solution? Do researchers need assistance with their data management plans?

b) The council discussed cloud storage. The OCIO’s office reported that they are currently investigating commercially available options with cloud storage.

OSU Enterprise Security (Julie Talbot-Hubbard) Julie briefly
discussed and described the characteristics of data breaching. She showed OSU vulnerability management and the good work that has been done to decrease the critical breaches over the past year. Data loss prevention is needed to protect our intellectual property and research data, protect the OSU brand.

Next steps:
- Establish awareness and communication program for data loss prevention.
- Define success metrics with Information Security Advisory Board
- Begin initial deployment in FY 12 with 3-5 departments/colleges with a small number of key policies
- Create implementation timeline for FY 13 and beyond
- Define incident response workflow based on team capacity

**University Email & OSU Mail Delivery (Mike Green)**

Mike reported that 31.4 million messages are exchanged via the Central Email (Exchange) per month. Internet Bound messages are roughly 15.5 million per month.

133.9 million messages a month come into our system. We reject 105.2M messages and only 28.7 million are delivered. The question raised by a council member was why are OSU mail messages blocked from delivery to columbus.rr.com accounts. Mike explained that all email service providers have different filters for blocking emails. If there is a security breach at OSU Road Runner might for example, block all OSU messages from a specific OSU server for a certain time period.

The key is to prevent data breaches. Reactive measures include identifying and shutting down compromised accounts, daily monitoring of message rejection logs and working with email providers to remove restrictions on osu.edu servers as needed.

Proactive measures include the New Identity Management system (90-day password change and strong passwords) and limiting the network locations from which our outbound message servers can be used. Future plans are to continue to lock down our services to minimize possibility of unauthorized use, continue to deploy centralized email, reduce the need for independent outbound email relays and move toward One University Network.

**Monday April 2, 3:30-5, Thompson Library – Room 204**

**Research Computing Survey Results**

John Heimaster, Director of Scientific Computing and Chair of Research Computing Committee presented preliminary results of their survey.

The Research Computing Committee was formed approximately two years ago and was charged with increasing the university’s competitiveness for research dollars. The first project for the committee was to develop a survey to assess research environment and challenges on campus. The survey was administered this winter and over 1700 responses were received. The committee will produce a formal report sometime during the spring quarter.
Two-thirds of the survey respondents were faculty, and over 400 responses came from Medical colleagues. Broadly speaking respondents were moderately comfortable with the current state. Improvements sought in storage, hardware, and staff support. Respondents were least happy with education and training. They also expressed interest in additional software specifically laboratory notebook software.

Regarding policy there was some concern over security and respondents felt they had little influence over policies that affect their research and research dollars.

Strengths are needed in other areas besides information technology, for example artificial intelligence, hardware integration, etc.

Most research projects are interdisciplinary and multiple institution. This makes it difficult for OSU to develop its own standards when it comes to research, storage, data management, etc.

There are currently discussions among the CIC institutions each month regarding these topics and most of the institutions are struggling with the same issues. A centralized solution is doubtful although centralized research service was asked for in the survey results.

The final report from the committee will identify opportunities for support and collaboration, recommendations on how to proceed and determine how to leverage the data. The report will also identify human investments needed, desired skills and a suggested approach to take advantage of the things that we can do.

CoLIT can help by spreading the word. We can discuss this again once the report is ready perhaps at our June meeting or our first meeting of the 12/13 academic year. John will let us know if there are other ways CoLIT can help.

Carmen:

Mike Hofherr, OCIO led a discussion of how to foster shared course structures and outreach that is difficult to accomplish on Carmen and other issues with open and proprietary platforms.

Desire to Learn/ Carmen. Access to outside users is limited (a high school for example) because security issues and licensing agreements. iTunes University might be a great alternative. iTunes U has options to allow access to a specified group of users. OCIO is looking into web posting service for students and faculty that are currently available and might offer another alternative solution that would allow outside groups/individuals to access course info. Looking to expand the suite of learning tools and will investigate what faculty and students really need. Hopefully it will be a suite of tools (Adobe Connect, Carmen, iTunes U, etc).
Digital First Initiative: Kathy Starkoff and Mike Hofherr provided an overview of this new initiative in the OCIO’s office. The goal of the Digital First Initiative is to enhance teaching, learning and research. There are four areas of focus: Teaching & Research, Health Care, Cross-University Enablement, and Student Experience. Under the first three areas, this initiative aims to promote innovation in teaching and research, encourage digital content, provide access to apps and an OSU “look” for portable devices, and foster knowledge sharing community of users. For the student experience, the aims are to promote the value of tablet devices and provide access to apps and an OSU look.

Review of OCIO IT survey results: OCIO Poll 2012: Bob Corbin provided an overview of the 2012 OCIO Poll. The poll was conducted in Feb/March 2012 and included a random sampling of faculty, staff, and students. There was a 19% response rate from the sampling of 2000 faculty, 2000 staff, 2500 graduate students, and 2500 undergraduate students, for a total of 1,685 responders.

The survey identified six services with positive change since 2010 including the student information system, email service, buckeye link, buckeye bar, the digital union and Carmen. Six service areas showing negative change since 2010 include OSU wireless network, OSU wired network, security of electronic data, media services, student computing centers, and 8-help. Overall satisfaction was showed minor improvements from 2010 to 2011 and stayed the same in 2012.

The OCIO’s office also conducts the following surveys to measure the overall effectiveness of the office:

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<td><strong>Customer Satisfaction Surveys</strong></td>
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<td>Voice of the Campus Community</td>
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<td>Voice of the Users</td>
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<td><strong>Voice of the Sponsors/Stakeholders</strong></td>
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<td>Sponsor Survey</td>
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<td>Post Production Implementation</td>
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<td><strong>Employee Satisfaction</strong></td>
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<tr>
<td>Voice of the Employee</td>
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Report to the Senate:
Chairman Rich Hart shared a draft of this CoLIT Summary: 2011-12 report that will be shared with the University Senate. The report shows a brief summary of each meeting with the June 2012 summary to the document before submission (below).

Planning for 2012-13:
The council engaged in a lengthy discussion of topics for the coming year to enable proactive planning for the coming year’s agenda.

The potential topics include:
- E-Learning inventory and overall e-learning strategy (role of classrooms, labs, central classrooms, digital first, etc.) for the university
- Cloud data use policy
- OCIO policy review (OCIO’s office has approximately 6-7 policies)
- Research data, follow-up with John Heimaster: how can CoLIT advance some of the identified issues?
- Knowledge Bank update
- Classrooms (refresh cycle)
- CoLIT endorsement of budget priorities for OCIO and Library (following information about priorities) as was done in 2011-12

Budget Update:
Carol provided a brief update on the OhioLINK changes that will be implemented next year. Because of the postponement, the additional funding initially requested for the coming year will not be needed now, although additional funds will likely be needed for the following year to continue Ohio State’s participation in OhioLINK. OhioLINK has not worked out the final details yet, but will do so soon so that we will have a year to plan.

Although the final budgets for the coming year have not yet been communicated to the OCIO or Library, both Kathy and Carol thought that the CoLIT participation and endorsement had been helpful in the process.

Election of Council Chair for 2012-13:
There were 2 nominations for the CoLIT chair for the coming year: Peter Anderson and Cindy Selfe. Following discussion and a closed ballot election, Peter Anderson was elected.

The Council decided to wait until the first meeting in the Autumn to elect a Vice Chair when the new members are named.

Rich has received several suggestions for additional members; the Senate has also identified new members. Rich will send the additional names to the Senate
Secretary to be considered by the Senate Steering Committee for assigning membership.

**Wrapup**
Rich thanked the membership for their participation during the year. The considerable help from Kathy Starkoff, CIO, and Carol Diedrichs, Director of University Libraries is greatly appreciated. In addition, the excellent job of our Secretary, Quanetta Batts, was gratefully acknowledged.
Primary Venue for CoLIT Communication:
A new domain name, COLIT.osu.edu and server space on the OSU server to set up the Atrium project for COLIT was established by Tim Rhodus, Vice Chair, in October 2012, as the primary mechanism for CoLIT communications (agenda, minutes, presentations, handouts). It has been used extensively since January 2012. A current view of the Notebook:

In addition, minutes from the meetings are available on the Senate website.