

## **2014-2015 ANNUAL COMMITTEE ON INFORMATION SERVICES (CIS) REPORT TO THE PROVOST AND ACADEMIC SENATE**

The committee reviewed and discussed a number of IT- and computing-related issues of importance to the faculty. Agendas and meeting summaries are available at <https://cis.usc.edu> with a USC NetID login. Below is an overview of the key topics covered.

**Collaboration Services** – The committee discussed use cases, documentation, and policy issues for various collaboration services including Google Sites, the Sympa mail list tool, Office 365, Google Drive, and Google Apps. The committee endorsed making Google Sites available to faculty and staff and a USC-related rebranding of the default Office 365 Web App interface.

**Blackboard Migration Project (Technology-Enhanced Learning, or TEL)** – The TEL group requested the committee’s feedback on the timeline for the migration of USC’s learning management system, Blackboard, to the new Blackboard Managed Hosting environment. The committee discussed concerns and communications related to the migration, particularly the effects of a short summer downtime.

**Research Software Survey** – Assistant CIO for Learning Technologies Joseph Cevetello presented the results of a faculty survey about software offerings. The survey revealed the most-often used programs (including Microsoft Office, MATLAB, SAS, and SPSS), as well as faculty interest in qualitative research software and a possible site license for the Adobe Creative Cloud. The committee discussed ways to better communicate to faculty about the software available on campus.

**Information Security Initiatives** – The committee discussed a number of security initiatives, including the new USC NetID account website, the deployment of multi-factor authentication for high-risk users across the university (i.e., those with access to sensitive or restricted USC business information), and the accelerated USC cybersecurity enhancement plan. Chief Information Security Officer David Shaw also presented an educational initiative to provide faculty and staff with access to online training materials in information security. He discussed ITS’s and the university’s response to the Anthem data breach and advised the committee on the types of information compromised in the breach and how to take advantage of credit monitoring services offered by Anthem.

**University Course Evaluations** – The committee organized a discussion about the online course evaluation systems in use across the university and the Keck School of Medicine. The committee discussed, with members of the Office of the Provost and Keck’s medical education department, evaluation questions, guidelines for students to ensure constructive feedback, response tracking, and uses of the data for both course and faculty evaluation.

**Center for High-Performance Computing (HPC)** – HPC Director Maureen Dougherty gave a presentation to the committee about the supercomputing services offered by HPC, then ranked

as the tenth-fastest academic supercomputer in the U.S. She presented information about the infrastructure, the types of research conducted on the system, and available faculty support.

**USC Digital Repository (USCDR)** – Sam Gustman gave a presentation to the committee about the services offered by the USC Digital Repository, including digitization and preservation of materials, cataloging and indexing of collections, media asset management, and file-server services for large assets. The committee discussed the services provided to support National Science Foundation and other grants, including data management services.

**ITS Strategic Plan** – The CIS participated in ITS’s external stakeholder interview process to support the development of the ITS strategic plan. Committee members provided input on which IT services faculty considered most important and what additional services they anticipated faculty would need within the next few years. Additionally, Academic Senate President John Silvester and Committee Chairs Ray Mosteller and Geoffrey Middlebrook worked with ITS to develop an online faculty survey to gather information on the faculty’s IT needs.

**Search Process for Assistant CIO for Enterprise Infrastructure and Services** – Committee members participated in the search process for ITS’s assistant chief information officer for enterprise infrastructure and services, a position responsible for oversight of networking and telecommunications, external networking, enterprise middleware applications, operations, and customer support, which includes an emphasis on innovation and partnership with the USC faculty and IT communities. The search was successful; David Galassi began his appointment on March 16, 2015.

**ITS Service Center** – Representatives from the ITS Customer Support Center (CSC) presented a plan for transforming the current ITS help desk into a new, flexible service center, including plans for outreach, walk-up service, customer communication, CSC associate training and certification, the use of social media tools, and the deployment of a mobile service cart. The committee discussed ways of optimizing these services for faculty and students as well as the possibility of bringing these services to the Health Sciences Campus.

## **Committee Membership**

### Committee Chairs

Geoffrey Middlebrook, Dornsife College of Letters, Arts and Sciences  
Raymond Mosteller, Keck School of Medicine

### Members

Pauline Marcia Aranas, Gould School of Law  
Amy Chatfield, Health Science Libraries, Health Affairs  
David Gerber, School of Architecture  
Karen Howell, USC Libraries  
Juliet Musso, Sol Price School of Public Policy

Lars Perner, Marshall School of Business  
Rick Schmunk, Thornton School of Music  
Brian Shepard, Iovine Young Academy  
Geoffrey Shiflett, Viterbi School of Engineering  
John Silvester, Viterbi School of Engineering  
Burghardt Tenderich, Annenberg School for Communication  
Julie Tilson, Herman Ostrow School of Dentistry  
George Tolomiczenko, Keck School of Medicine  
Brendesha Tynes, Rossier School of Education  
Richard Weinberg, School of Cinematic Arts

Ex Officio

Peter Siegel, chief information officer and vice provost for Information Technology Services  
*(through April 2015)*  
Tim Bessolo, assistant provost for Student Affairs  
Joseph Cevetello, ITS assistant CIO for learning technologies (Technology-Enhanced Learning)  
Maureen Dougherty, director of HPC  
Leyla Ezdinli, ITS director of organizational and strategic initiatives  
David Galassi, ITS assistant CIO for enterprise infrastructure and services  
Sam Gustman, chief technology officer for USC Shoah Foundation Institute for Visual History and Education and associate dean, USC Libraries  
Derek Lazzaro, ITS assistant CIO for strategy, policy, and planning  
Joshua Lee, chief information officer for Health Science campus  
Premkumar Natarajan, executive director, Information Sciences Institute  
Richard Nelson, director, information processing center, Information Sciences Institute  
Catherine Quinlan, dean, USC Libraries  
David Shaw, chief information security officer

Committee Support

Matt Bordas, ITS organizational and strategic initiatives  
Connie Roque, Academic Senate