April 17, 2012

Hilton Inn and Convention Center

Stevens Point, Wisconsin

Attendees

WiscNet update

Administrative Video Conference Network update

Procurement update

IAM Steering Committee MOU

May 17th CIO Video Conference

2013 Tentative CIO Meeting Schedule

**Attendees**

<table>
<thead>
<tr>
<th>CIOs and their Representatives</th>
<th>Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nancy Crabb</td>
<td>Lorie Docken</td>
</tr>
<tr>
<td>David Dumke</td>
<td>Paula Ganyard</td>
</tr>
<tr>
<td>Nick Dvoracek</td>
<td>Ruth Ginzberg</td>
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<tr>
<td>Chip Eckardt</td>
<td>Chris Liechty</td>
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<tr>
<td>Lee Goldesberry</td>
<td>Paul Moriarty</td>
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<tr>
<td>Erich Matola</td>
<td>Brian Remer</td>
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<tr>
<td>Ed Meachen</td>
<td>Michael Schlicht</td>
</tr>
<tr>
<td>Kathy Pletcher</td>
<td>Peter Zuge</td>
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<tr>
<td>Elena Pokot</td>
<td>Beth Schaefer</td>
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<tr>
<td>Stephen Reed</td>
<td>Sara Solland</td>
</tr>
<tr>
<td>Mary Schoeler</td>
<td>Ed Deneen</td>
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<tr>
<td>Mohamed Elhindi</td>
<td>Bruce Brubacher</td>
</tr>
<tr>
<td>Bruce Maas</td>
<td>Ed Murphy</td>
</tr>
<tr>
<td>David Lois</td>
<td>Warner Gade</td>
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**WiscNet update**

Meachen explained discussion has been going on around the future of WiscNet. With three goals: Do no harm to WiscNet, grow the research network, and remain legal. By, May 2013 UW System has to leave membership in WiscNet. Three UW members will need to step off
the WiscNet board. Changes will be made that meet the requirements of the law. CIOs need
to become more involved in maintaining the future health and well-being of the state-wide
network capabilities. A small sub-group of CIOs should work on planning (Chip and Bruce
volunteered) around this. Everyone should think about charge of that group. The Future
Technologies WiscNet Conference will be excellent this year May 8-9 http://wire.wiscnet.net. It would be good to have CIOs there.

**TISC update**

Peter Zuge provided a summary of yesterday’s meeting: TISC made a recommendation to
enlarge membership by having one member per campus the voting member and others
able to be members as broader interest than just single security person. They did an
Incident Response day follow-up. They discussed the SANS ‘Securing the Human’ end user
security training program. Ruth Ginzberg provided a procurement contract presentation.
Talked about digital ID and two-factor authentication and they will be working on formal
recommendations for CIOs on best options. Also, they discussed group goals for this year.
Want to do some demonstrations of shared products at May CIO meeting.

**Administrative Video Conference Network update**

Ed Meachen will be doing a brief presentation for the CBOs on Thursday regarding the
information distributed yesterday by Jamie Poindexter on the ICS Memorandum of
Agreement regarding video subscription services. Elena asked that Ed explore what
happens beyond the expiration date of the agreement.

**Procurement update**

Elena asked that Ruth Ginzberg might do some discovery on un-bundling products in the
Oracle license that people do not use. Ruth explained that they do not budge on this in the
renewal process. Bruce Maas indicated there are procurement barriers to taking advantage
of the Internet2+Net services and this needs to be resolved. The challenges and restrictions
on IT procurements are long out of date and need to come into line with these future
trends.

**IAM Steering Committee MOU**

There was a discussion that HRS is data steward of employee data and individual campuses
were stewards of student data. There was an MOU in place but now it needs to be updated
for attributes. Elena would like the CIOs to assist in getting these signed by campus and
returned.

**Gathering Requirements Program**

Bruce is focusing on a campus wide effort to include distributed IT in a ‘gathering
requirements’ program and he discovered that a lot of people not on the same page. Scott
Converse out of the Business School at UW Madison teaches the requirements gathering training. They developed their own curriculum for requirements gathering to compliment the other classes offered. Mohamed said his campus is ready, too. Bruce suggested having campuses pool together for resources to take the classes.

Scott discussed the role of the translator and how it relates to bridge building and business analysts in relation to the approach that was taken for the training. The approach for the training was for the Project Manager who needs to learn requirements gathering. There has been positive feedback from what would be considered advanced business analysts. It’s a two level course with one being the level setting foundations piece and two being the tools and practical application.

It’s not been shown to be effective when an organization creates how you write the system shell but understanding how do you ask the right questions to expose what the real outcomes are. The separation between the content is good enough that you can take the classes in non-sequential order. They built a cheat sheet for people to use later on and are finding good outcomes by seeing people using it. Knowing that any project management has to do with people relations, they looked at how do you deal with inevitable project conflicts. Bruce suggested using Crucial Conversations as a base for approaching those conversations. There was some hesitation since the text was meant for personal relationships, too, but feedback has been good because the class does include those issues like difficult conversations.

The course web site can be found at: http://go.wisc.edu/j5626t
There is a summary of feedback on the handout. The rating of the instructor is an overall impression of the class. If lunch is served it means lunch was probably served. They were surprised that so many people signed up so quick and realized that this was filling a gap that people wanted filled. The practical application is the most important part after the course has ended. They’ve seen projects affected where conversations have gone in a different direction with the aid of the Crucial Conversations book. The Business School is very guarded of their resources and it was understood there was going to be a price associated with the service. Scott expected push back but it turned out to be a very reasonable rate with all factors including enrollment considered. The School charges $8500 per day for the two class course delivery for 30 students. Next steps are clear that a more executive stakeholders course should follow. They also will deliver it outside of the UW Madison campus. The June to September timeframe is the most open for the class to be scheduled. La Crosse has expressed an interest for the course to be delivered in June. And the library directors were also mentioned as a group that would benefit. If there are follow up questions, you can contact Scott at converse@exed.wisc.edu.

Future dates:
1. May 17th CIO Video Conference
2. 2012-13 Tentative CIO Meeting Schedule
   a. June 21st - Madison
b. July 19th - video-conference

c. August - no CIO meeting

d. September 20th -- Green Bay