iCloud Procurement Checklist

Steve Brukbacher, the incoming chair of the Technology and Information Security Council (TISC), explained that the UW-Milwaukee (UWM) Legal Affairs, Purchasing and IT offices experienced numerous requests for the procurement of cloud-based services. Consequently, UWM set up an interdisciplinary Cloud Procurement Group. The Security Office is involved because a low dollar purchase that results in a data breach can result in an expensive liability for the institution. Legal Affairs aids the effort by ensuring that the license terms are legal and the purchasing experts ensure that the appropriate state processes are followed and that the pricing is competitive. The Cloud Procurement Group developed a checklist to prompt purchasers to ask the right questions.

The Security Office is also working to educate the campus community about the risks of using consumer grade cloud services for important university records.

In developing the checklist, Thomas Trappler was brought in from UCLA to conduct a day and a half workshop. He brought along a colleague from the corporate world who is a contract negotiator. It is important to be good negotiator for cloud services because the vendor will typically present an initial contract that is completely in their favor.
Ruth Ginzberg is an ex-officio member of the UWM Cloud Procurement Group and there was also collaboration with the UW-Madison campus during the drafting of their checklist.

The first section of the checklist is designed to set the appropriate level of security assurance without over or under spending in regards to data that may or not be confidential or sensitive. Integration of the cloud service with other campus services may entail compliance issues, such as FERPA.

The second section of the checklist is focused on business continuity and service level expectations including backups and contract termination.

The third section of the checklist is focused on regulatory compliance for public records, e-discovery and services provided from outside the United States.

The fourth section pertains to contract management. Typically vendors leave themselves the option of changing terms and conditions without notification. Although this is the usual case with consumer services, it is not acceptable to the procurement team nor to many purchasers on campus.

The checklist is not mandatory at UWM. It is a communication tool that is designed to ensure people aren’t disappointed or delayed when they are ready to make a purchase.

UWM is also developing a standard Software as a Service (SaaS) contract for the campus so that important terms can be put into Requests for Proposals (RFPs) to help qualify vendors early in the cycle. There is also a matrix under development for cloud security decisions that tries to guide purchasers through 7 high level points, e.g., confidential data, critical services, etc. The goal is to have a one-page document that can be shared with faculty and those who only purchase occasionally.

The UWS institutions are welcome to use the checklist as is or to modify it as they see fit.

**Mobility Solutions Related to SIS Information**

Lorie Docken reported that Highpoint gave a presentation about their mobility solution for the PeopleSoft Student Information System (SIS) at the fall meeting of the Midwest PeopleSoft User Group. Highpoint has both a browser interface and a dedicated application. Mohamed Elhindi and Stephen Reed also met with Highpoint at the annual EDUCAUSE conference to propose a pilot project. The contract has been reviewed by legal counsel.

Meanwhile, UW-Stout is implementing Campus Guide for PeopleSoft SIS and Desire2Learn (D2L.) UW-Whitewater is looking at the native Peoplesoft mobile functionality. UW-Madison is making much of the SIS information available in their portal which has a mobile-friendly presentation.

At the January 17th CIO Council meeting, UW-Stout, UW-Whitewater, UW-Madison and UW-La Crosse will report on their requirements and the results of their investigations. Meanwhile, Lorie Docken will follow up with PeopleSoft on their mobile strategy.

**MOR Leadership Update**

Lorie Docken provided an update on the five projects that the participants in the MOR leadership initiative will pursue.

1. CIO Handbook (sponsors - David Stack/Chip Eckardt): Brandon Knuth, Mike Varus, Ilya Yakolev, Maddy Covelli, Judy Adams and Jim Young
2. **IT Project Management Framework (sponsor - Beth Schaefer, UWM):** David Kuester, Paul Wikgren, Jack George, Bobby Jo Morse, Bob Meyer, Joe Kmiech

3. **HRS Strong Authentication (Sponsors: Elena Pokot/Tom Jordan):** Chris Spadanuda, Mike Gollmar, Patrick Goggins, Dave Schroeder, Dan Dunbar, Jeff Savoy

4. **System Analytics (Sponsors: Mohamed Elhindi/Rajeev Bukrali):** Mark Clements, Sean Bossinger, Chris Glasson, Greg Duescher, Dave Halderman, Ann Nehring

5. **Sustaining the Leadership Community (Sponsor: Susan Washburn, MOR):** Sarah Neises, Mary Hillstrom, Bill Hoepner, Dianne Smith, Lisa Saywell, Brian Klinger

The next step is for the five teams to reach out to their respective project sponsors to clarify the scopes and determine deliverables.

Tom Jordan has already heard from Chris Spadanuda at UWM. Ilya Yakolev’s team will contact their sponsors next week. Joe Kmiech’s team will meet tomorrow and his two UWM team mates will contact Beth Schaefer.

**Procurement Update**

Ruth Ginzberg introduced Gus Juffer who led the large bid for networking hardware. Juffer reported that the bid opening was last Friday and the Intent to Award will probably be announced next week for many vendors and services. Elena Pokot expressed concern about whether all of the major networking vendors will be represented. Juffer explained that product lines will not be taken away, but there may be different or multiple resellers. Cisco, for example, is on a separate state contract.

Ginzberg reported that Microsoft contract negotiations are underway and the UWS team is pushing for aggregate pricing, which was defined as the same prices for every institution for the same products. Pricing levels are still being negotiated as well as companion device issues because faculty and students typically arrive with multiple devices. The current licensing options for desktop virtualization have been out of reach for most of the UWS institutions and nationally within higher education so further negotiations are underway. There will also be a system-wide agreement for Office 365. The ability to purchase server licenses without all of the cals is also being pursued.

Concerns were raised about Adobe’s concurrent licensing terms for both labs and faculty/staff desktops. The UWS currently does not have an Adobe agreement. Ginzberg has been looking at cheaper alternatives for PDF creation software, which could be the subject of a bid or an RFP. UW-Milwaukee is eliminating all Adobe fillable/savable forms from its website and will probably move to CutePDF. Nick Dvoracek recommended moving away from paper look-alike products altogether. UW-Oshkosh uses the Plone Content Management System that not only has forms but also a backend database for the entries. David Dumke recommended that the Microsoft team be asked for their suggestions on these issues, as well as for their priorities for the Adobe Creative Suite.

Ilya Yakolev inquired about the options for licensing ImageNow. Ginzberg replied that UW-Madison has a contract that should be available to any of the UWS institutions. Pursuit of a system-wide document imaging contract is possible if the CIO Council requests it. Ginzberg would need more information about what the institutions already have and what they need. Pokot reported that previous offers from the vendor didn’t take into account prior spending by the institutions. Lorie Docken reported that the UW Service Center has done some investigation and is compiling a list of what the institutions have already. UW-Whitewater is looking into converting their existing per seat licenses to concurrent licenses. Docken and Ginzberg will discuss the matter further.

**HRS Strong Authentication Update**
Tom Jordan reminded the Council of the plans to move to two-factor authentication for some 2,100 users of the Human Resources System (HRS) who have access to sensitive information for others. The Identity and Access Management (IAM) Technical Advisory Group (TAG) has a recommended technical architecture that is based on UW Digital ID certificates and on USB tokens or smart cards. This would impact only the 2,100 professional HRS users and not require any changes to institutional Identity Provider (IdP) systems. This architecture would not prevent institutions from providing their own strong authentication systems.

In discussions with the HRS team, questions came up regarding support for non-USB devices, e.g., iPads, phones, etc., because there is a demand for the use of these devices at some institutions. The HRS team is still considering the level of support they are willing to provide. There is not a technical reason against using such devices, but the UWS institutions would need to have their own strong authentication architectures and the appropriate policies would need to be created at the level of UW System Administration.

Next steps,

- There will be a technical pilot in the January/February timeframe to ensure that the chosen technology will meet business needs. Participants include UW-Madison, UW-Whitewater and UW Stevens Point.
- A method for emergency access for someone who has forgotten their token will be developed. Options include:
  - Issuing a new token
  - Modifying a role to not require the second factor
- The support requirements at the institutional level will be determined, including:
  - A local registration authority to approve and issue the tokens
  - A help desk service for people having difficulties
  - Workstation management and desktop support resources
- System-wide implementation will occur in the July/August timeframe

David Dumke inquired about connecting to HRS from off-campus devices. Jordan replied that there has been lively discussion regarding the definition of a remote user. The technical architecture does not imply ownership, so the device could be home or non-university machine. Dumke expressed concern that the solution may not be adequately secure for running from home devices. Chris Liechty explained that two-factor authentication is not intended not a full-fledged security solution. Dumke recommended coupling tablet security with strong authentication.

Elena Pokot explained that the use of mobile devices was not an absolute business requirement for HRS and the technical solution does not preclude it. She recommended that a policy be created regarding access to HRS from devices that are not managed by the UWS institutions or otherwise known to be secure. Liechty recommended that the HRS team, not TISC, take the lead. Lorie Docken explained that UWS HRS is the owner of the data and proposed that they recommend the acceptable risk. Consequently, TISC will work with HRS to develop a statement or policy recommendation on endpoint security by the February CIO Council meeting.

TISC Update

Peter Zuges term as TISC Chair ends this year. Steve Brukbacher from UWM is the incoming chair. TISC is gathering nominations for the 2013 incoming chair position. Chris Liechty is the standing TISC co-chair. TISC is planning to hold an in-person gathering in February to work on a UWS security policy framework. Mobile devices will be another priority of TISC for 2013.

CIO Council Leadership
The current term of CIO Council officers is from January to January. Chair-elect Mohamed Elhindi, Lorie Docken and current Chair Elena Pokot proposed changing the term to July to July to mesh with other higher education timelines. There were no objections to the change. Therefore, CIO Council officers will be elected at the June meeting. Volunteers should let a member of the executive committee know if they are interested in serving on the nominating committee that will be selected in January or February.

**Future CIO Council Meetings**

- January 17th CIO Video Conference  9:00 a.m. - 11:00 a.m.
- February 21st CIO Meeting at UW-Eau Claire
- March 21st CIO Video Conference 9:00 a.m. - 11:00 a.m.
- April 29-30 in conjunction with the ITMC conference