University of Wisconsin System CIO Council Meeting

February 16, 2012

UW-Oshkosh

Attendees
D2L Analytics Pilot Project
e-Text Follow-up
WiscNet Update
BCCB Grant Update
Common System Update
Procurement Update
HRS Update
Certificate Distribution Update
Dual Factor Authentication Update
HRS Incident Response Process
TISC Update
How Campus IT Organizations Handle Chargebacks
Cyberbullying
ITMC Meeting
Next CIO Council Meeting

Attendees

<table>
<thead>
<tr>
<th>CIOs and their Representatives</th>
<th>Guests</th>
</tr>
</thead>
</table>


D2L Analytics Pilot Project

Lorna Wong explained that until recently analytics for the Desire2Learn (D2L) Learning Management System (LMS) have only been available to those institutions that are hosted by the D2L company. But last August a version of analytics for self-hosted customers like the UW System (UWS) was released which includes a new Student Success System (SSS) for predictive analytics that helps identify students that are at risk. Last January, the Learn@UW Executive Committee endorsed an analytics pilot project and requested funding from the Common Systems Review Group (CSRG) that is still pending. Meanwhile, last week a proposed statement of work was drafted for an 18-month pilot that would begin this spring. The UWS would install a data warehouse and reporting tools that would provide access to a number of standard reports and extended reporting capabilities. The pilot would engage a few faculty during spring 2013. The piloting campuses would need to also involve their Student Information System teams because a number of elements would need to be pulled from those systems. Lorie Docken will develop a project plan this week. A governance group will be formed and the D2L company will handle the installation of the product at Learn@UW. UW-Madison, UW-Platteville and UW Colleges are particularly interested because they are also applying for a UWS Growth Agenda grant to develop an early warning system and intervention strategies. The two projects would dovetail with each other.

Ed Meachen explained that the Learn@UW Executive Committee is backing the Growth Agenda proposal and expects that data would also be pulled from other sources to match key performance indicators (KPIs). The proposal includes development of a data dashboard. The participating faculty and advisors would develop the KPIs and associated intervention strategies. The grant proposal will be submitted on Monday and is designed to
not only address the technical infrastructure, but the subject infrastructure as well. Aaron Brower, the vice provost for teaching and learning at UW-Madison is involved as well as deans at UW-Platteville. The methodology will include pairs of courses in which pro-active interventions are taken in one based on LMS analytics. There will be both formative and summative assessments. At the end of the three-year grant period, all of the other UWS institutions will have access to an analytics warehouse and processes for improving student retention. The UWS Office of Learning and Information Technology will invest funds from now through June to get these projects underway.

In response to a question from David Dumke, Ed Meachen explained that the goal is to develop analytics capabilities and a data warehouse that are disaggregated from the D2L reporting tool and dashboard so that they can be used with other tools. Several of the UWS institutions already have early warning systems and Meachen would like to see data from various sources at the institutions combined with LMS data to track student engagement. He would also like to see the construction of a longitudinal dataset that would include ACT scores and performance in senior year of high school.

Since UW-Madison already has a high retention rate they would use the system to look at other success factors. For-profit institutions that deliver courses predominantly online use analytics to great extent.

Mary Schoeller reported that she participated in a Purdue workshop that described how data from many sources are pulled together to create stoplight ratings of each student’s progress in each class that are visible to both students and instructors.

**e-Text Follow-up**

Lorna Wong reported that she followed up on the e-textbook discussion from the December CIO Council meeting at UW-La Crosse regarding the incorporation of third-party resources within D2L. She distributed a survey to the UWS institutions and received six responses. Generally speaking, certain faculty are working in concert with vendors on projects for particular courses. The faculty are requiring students to pay for, and log into publisher’s systems to gain access to course materials. Most bookstores are not involved in the e-text efforts at their institutions. The Learning Technology Centers (LTCs) at the UWS institutions are more aware of what is happening. A few institutions are forming e-text committees and UW-Madison is actively engaged in a pilot this semester.

Wong will share these findings with the LTCs and does not see a pressing need for system-level e-text engagement at this time. The University of Indiana has rolled out an e-text option for their faculty members based upon a request for proposal that was distributed to publishers. The terms included discounts of 65% or more as compared to printed texts; student use of e-texts for their entire college career; and student printing-on-demand as much as desired. Kathy Pletcher reported that these are the same factors that are important to the faculty at UW-Green Bay. Standard e-text publisher contracts with
bookstores are typically inflexible. Perhaps a system-wide effort would help obtain more favorable terms.

Elena Pokot reported that students at UW-Whitewater can already rent a large number of textbooks for a set price and would likely resist paying for multiple or competing options.

Chip Eckardt reported that UW-Eau Claire faculty were impressed with a demo of rented course materials that are only available on iPads, which would put another financial burden on the student.

Ed Meachen recommends putting together a broad-based working group that includes the UWS institution bookstores and libraries.

**WiscNet Update**

Ed Meachen explained that WiscNet’s Executive Director David Lois is testifying today before the state assembly that is considering extending by one year the timelines of certain provisions of telecommunication legislation that impact WiscNet, its associations and partners.

John Krogman, Meachen and other members of the WiscNet Board are exploring ways in which WiscNet could meet the provisions of the proposed law without negatively impacting WiscNet’s community, institutions or customers.

Elena Pokot reported the K12 school districts in her region are installing telepresence facilities that are connected to National Lambda Rail. These facilities are important for the economic development of the community and are only financially viable if UW-Whitewater remains a partner of Internet2.

Meanwhile the Legislative Audit Bureau’s investigation of WiscNet is underway until January 2013. The auditors are very knowledgeable about the issues and they are talking with many stakeholder groups, including national and regional organizations. The auditors will be addressing questions related to potential UWS subsidies to WiscNet. Their findings will remain confidential until their report is released.

**BCCB Grant Update**

Brian Remer reported that empty conduit was installed along many routes while waiting for the shipment of fiber optic cable. Certain permissions are still pending, which are causing delays. About 30 miles of fiber are already installed in Eau Claire to connect the first Community Anchor Institutions (CAIs).

The lawsuit that was filed against the grant activities was thrown out and the appeal period has passed. Responses are now being prepared in response to various open records requests.
The grant will close out in mid-summer of 2013.

**Common Systems Update**

Ed Meachen reported that the CSRG is not as far along on the budget for next year as anticipated because the UW Service Center is catching up on deferred work and reorganizational activities associated with stabilizing the Human Resources System (HRS). Hence the budget meeting of the full CSRG has been postponed pending an analysis by Huron Consulting of the new Service Center. Meachen hopes that it will be possible to keep the total CSRG budget, and the pro-rated assessments to the UWS institutions, close to what they were last year while still beginning the Shared Financial System upgrade project in 2012-13. The revised budget will be discussed by a teleconference of the full CSRG in early March.

The Council members expressed concern about the ongoing magnitude of the Common Systems portfolio. The competition for software developers in Madison is fierce and staff are being attracted away from the other UWS institutions for higher wages.

**Procurement Update**

Council members expressed concern about increases in maintenance costs for purchased applications, which may make it less expensive to develop software from scratch. Ruth Ginzberg recommended calculating a full, internal bid for each new system that is being considered.

**MHEC Contracts**

As of this week, there is a new Chapter 39 procurement authority that allows purchasing from contracts negotiated by the Midwest Higher Education Compact (MHEC). Ginzberg is a member of the committee that determines which contracts MHEC negotiates.

If the Wisconsin Department of Administration (DOA) does not have a contract for an item, but MHEC does, UWS institutions may use an MHEC contract by citing Chapter 39 as procurement authority. Institutional purchasing agents do not need to request further authority or approval from DOA, UW System Administration or anybody else.

If DOA has a non-mandatory contract for an item, UWS institutions may use a MHEC contract if they prefer by citing Chapter 39 as procurement authority. Again, institutional purchasing agents do not need to request further authority or approval from DOA, UW System Administration or anybody else.

If DOA has a mandatory contract for an item and UWS institutions can receive or negotiate reasonable pricing under the DOA contract it should be used. This is known as Chapter 16 authority.
If DOA has a mandatory contract for an item but a UWS institution would be able to get significantly better pricing using a MHEC contract, the course of action is to contact the UWS Procurement Office and they will review the details and advise on a case-by-case basis.

Rich Lampe is notifying the institutional purchasing agents of this new flexibility. The Chapter 39 procurement authority does not apply to any higher education purchasing consortia other than MHEC.

In summary, the intention is to use DOA’s contracts when possible, however MHEC contracts may be considered when there is not a viable DOA contract. It is always appropriate for a UWS institution to elect to conduct a bid or an RFP if there is not a mandatory DOA contract for the item in question.

**Microsoft Contracts**

The existing Microsoft Campus and Select agreements will be discontinued over the next few years, but the details are not yet known. On April 1, there will be changes to the Student Select options. Anyone who wants to be involved in the negotiations should contact Kolleen Apelgren at DoIT at UW-Madison.

**HRS Update**

Lorie Docken reported that the HRS Talent Acquisition Management (TAM) module is going live on Monday, February 20th. This is one of the last major deliverables of the HRS project. The UWS institutions are free to determine their own approaches and timeframes to using the TAM functionality.

The TAM team is located at the UW-Eau Claire campus but ongoing support and training will be provided through the UW Service Center. Lorie Docken will check on the availability of TAM training and documentation for search and screen committees.

Council members reported that records for Persons Of Interest (POI) are not flowing through the provisioning system. This will be fixed when TAM comes online even though the two are not linked.

After another six weeks of stabilization activities, the HRS project will be complete.

**Certificate Distribution Update**

Stefan Wahe and Joe Tarter reported that the adoption of the UW Digital ID service across the UWS institutions has been minimal, even though it has been promoted through the Technology and Information Security Council (TISC) and Local Registration Authorities (LRAs) at each campus who are responsible for physical identity proofing.
Of the 2,500 certificates purchased by the Common Systems fund, some 1,000 are in use, mostly at UW-Madison. David Dumke inquired whether these certificates should continue be funded out of Common Systems if they are not being used widely across the UWS institutions. Some Council members reported that their institutions are planning to reserve the use of the high-level certificates for HRS and use less expensive certificates for other purposes such as email and digital signatures.

The availability of UW Digital ID certificates for securing the email of the 2,000 UWS employees who use HRS as part of their professional responsibilities will be publicized over the next 2-3 weeks.

**Dual Factor Authentication Update**

Stefan Wahe explained that some of the decision points regarding dual factor authentication for HRS are:

- End point hardware versus software
  - If software, which type?
  - If hardware, how are purchases funded?
- Balancing priorities within the overall Identity and Access Management effort

There are limitations on the use of InCommon certificates for dual-factor authentication:

- The level of configurability of the specific attributes within the InCommon client certificates has not yet been made public
- The certificates do not offer the ability to add fields
- Issuance is not yet at the InCommon Silver standard

Other systems, such as SFS and student records, will also require dual factor authentication for certain individuals.

Council members do not believe that dual factor authentication will gain traction at the UWS institutions unless pressure is applied by the UW System Administration.

The action items from these two discussion topics are:

- Creating a list of how many UW Digital ID certificates are available to be distributed to the UWS institutions
- Finalizing hardware options for dual factor authentication
- Generating lists of which employees need the higher-level certificates at each institution

**HRS Incident Response Process**
Stefan Wahe reported that the HRS team is conducting security awareness training this month for all of the professional users. One aspect is of the training is how to report security incidents and risks. The training recommends:

- Talking to the local supervisor
- Going through local campus incident Response processes (if any)
- Calling HRS security

Since different campuses are at different levels of maturity with respect to their incident response processes, there will be a discussion at the Incident Response Day sponsored by TISC on March 13th.

**TISC Update**

Chris Liechty introduced Peter Zuge as the new chair of TISC. Liechty will remain as co-chair. The TISC group had a meeting on February 7th with the UWS office of Operations Review and Audit regarding the development of a system-wide data privacy report. The two groups will collaborate on drafting a policy document for the Board of Regents by mid-March.

On March 13, TISC will hold an Incident Response Day for the sharing of institutional plans. The goal is to create a template that other institutions can build from.

Purchase of a new security awareness program from REN-ISAC called ‘Securing the Human’ is being considered. It is a series of short videos that can plug into D2L along with print materials that can be branded by the institutions.

The vulnerability management capabilities available through Secunia will be extended to a few additional campuses. Use of Identity Finder is expanding in a similar fashion.

The TISC members are mutually pushing each other to achieve InCommon Silver identity assurance. InCommon is about to promote an Active Directory cookbook and guidelines for dual factor authentication. UW-Madison plans to have their identity assurance practice audited during the second quarter if they can find an appropriate partner.

Kathy Pletcher thanked the TISC group for addressing these issues that the CIO Council does not have the time to take on.

**How Campus IT Organizations Handle Chargebacks**

Kathy Pletcher inquired what kinds of applications are used to track chargeback activities, such as telephone services, at the UWS institutions. Most institutions have built their own tools or use spreadsheets. For particular applications, such as facilities, some institutions
use vendor systems. Council members were asked to share via email the names of the commercial products they are using.

**Cyberbullying**

John McCarragher inquired if the UWS institutions have specific policies regarding cyberbullying of employees by each other. In general, most institutions rely upon their Acceptable Use Policies even if cyberbullying isn’t specifically called out. UW-Green Bay has a social media coordinator who looks for negative feedback about the institution. When the institution engages irresponsible complainers, they often change their tune or stop.

**ITMC Meeting**

Nancy Crabb reported that the IT Management Council (ITMC) Executive Committee is looking for presentation ideas from the CIO Council for their next system-wide meeting on April 16-17. A broader Call for Proposals will be distributed soon. The other UWS groups that have committed thus far to meeting at the same time include the Library Automation Managers and the Educational Media Technology Council.

**Next CIO Council Meeting**

The next CIO Council meeting will be a videoconference on March 15th from 9 to 11 a.m.