University of Wisconsin CIO Council Videoconference

March 15, 2012

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<th>CIOs and their Representatives</th>
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Common Systems Update

Ed Meachen emailed the CIO Council a link to the full budget proposal that was submitted to the Common Systems Review Group's (CSRG) Budget Committee in December. A summary document was subsequently circulated via email as well as the Budget Committee’s report.

The Budget Committee met three times and deliberated for many hours. Their work was complicated by the needs of the Human Resources System (HRS) Service Center. The CSRG will meet again on March 22nd after each major stakeholder group has submitted its comments. The CSRG will vote on the budget and submit it to the chancellors. Overall, the CIOs have not been involved in discussions of the Common Systems budget provisions with their respective campus leaders.

Elena Pokot stressed the need to strategically decide which systems should be implemented at the level of the overall UW System (UWS) versus which should be implemented at the level of the UWS institutions, particularly in regards to academic systems. For example, learning analytics may be more appropriate at the system level and faculty support at the institutional level. Meachen urged all of the CIOs to have this discussion at their respective institutions.

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Common Systems Chargebacks

Elena Pokot drew attention to the realignment of the Oracle maintenance contracts and the similar items that have changed the levies allocated to the UWS institutions. Pokot recommended that the overall list be examined to determine if all of the products are still needed.

Lorie Docken explained that not all of the Council members have seen the details of the realignment calculations and offered to distribute them via email. The chargebacks are based on the dollar amounts of purchase orders issued in a particular fiscal year, which does not always reflect twelve months of service. Ruth Ginzberg elaborated and explained that prior to the alignment it was necessary to pay 17 different Oracle invoices on a quarterly basis.

The Council members voiced the challenges they face in absorbing the extra charges three-quarters of the way through the current fiscal year. Docken offered two-year payment extensions to any institution that needs extra time.

Regarding the product mix, Ginzberg explained that it is probably not fiscally advantageous to drop Oracle maintenance on products that were purchased as part of the original bundle in 2008. Pokot would like to continue the discussion at the April CIO Council meeting.

UW System Portal Discussion

Annette Stratman-Durrer explained that the current 11 personal and general information portlets within the my.wisconsin.edu portal include:

- Manager Time and Approval
- Time and Absence
- Payroll Information
- Benefit Information
- Personal Information
- University Personnel Systems Development
- HRS Payroll and Benefit News
- Employee Resources
- UW System Career Opportunities
- My Bookmarks
- Help with My UW

The portal is appropriately skinned for each UWS institution. Jim Helwig reported that the portal has 30-40,000 unique users each month who log in over a quarter of a million times altogether.

Planned upgrades for the portal include:

- A newer version of uPortal in April 2012 that should be transparent to endusers
- A mobile friendly view for smartphone access
- A possible native mobile app based upon uMobile, if warranted
Chris Holsman discussed potential content from the UWS Common Systems that could be added to the portal, including:

- Employee Functions
- Talent Acquisition Management (for managers)
- Shared Financial System (WISDM/e-Reimbursement)
- Student Services
- Learn@UW
- PeopleSoft Student Administration
- Administrative Functions
- HRS Professionals
- Student Administration Professionals

Each UWS institution could potentially offer local campus content as well, including:

- Local news feeds
- Links to local applications
- Content from local applications

None of the UWS institutions have reported any difficulties in their employees’ use the portal. John Krogman stressed that the portal is for the UW System, not just the HRS Service Center. Elena Pokot expressed concern that offering services through the shared portal to different UWS institutions could raise unrealistic expectations at some campuses. Dave Dumke expressed concern about work record information, such as pay stubs, being displayed on the same screen as other functions that might be viewed by more than one person. Helwig confirmed that there would have to be at least two separate high-level tabs.

Holsman explained that the basic portal infrastructure has been running at UW-Madison for a couple years. A usage formula allocates a portion of the costs to HRS through the Service Center budget.

Today, the Service Center makes the decisions about which content goes into the portal. This responsibility should be shared more widely if additional, non-HRS content is added.

**Digital Certificate Discussion**

Stefan Wahe reported that 85% of the 2,000 digital certificate users have taken HRS security training. Feasibility testing is underway for using the UW Digital ID interface to deliver InCommon Certificates.

A decision document has been drafted and is undergoing vetting regarding dual factor authentication. The document will be shared with the TISC group and also discussed at the ITMC meeting in April.

Wahe explained that the InTrust certificates funded by the CSRG for HRS and the Shared Financial System (SFS) have been issued at UW-Madison for email encryption and document
signing, primarily by the business offices related to the Common Systems. The other UWS institutions have the same opportunity. Dave Dumke recommended that the certificates be distributed equitably across the UWS institutions for use with HRS and SFS. Wahe explained that the HRS representatives from each campus are aware of the availability of the certificates.

Elena Pokot expressed concern regarding two different certificate architectures, InTrust and InCommon, and would like to see a recommendation from TISC. Wahe replied that the UW Digital ID effort will release a roadmap within the next few months.

**TISC Update**

Chris Liechty explained that a UWS Incident Response Day was held on March 13th at UW-LaCrosse and included more than 20 participants, including the State of Wisconsin.

Peter Zuege outlined TISC goals for 2012, including:

- Generating a data privacy report and making sure that every institution has a base policy and plan for restricted data
- Providing an incident response plan template to each institution
- Investigating the SANS "Secure the Human" training/awareness course and demonstrating it at the ITMC meeting. The course could be procured either through the State of Wisconsin’s contract or through institutional REN-ISAC memberships.
- Facilitating and promoting Secunia CSI scanning for vulnerabilities. The product will be piloted at UW-Oshkosh and UW-Green Bay.
- Facilitating and promoting Identity Finder for determining where restricted data lies. UW-Oshkosh is piloting the product and will provide an estimate of the needed resources.
- Facilitating CAF / InCommon Silver certification.
- Researching hardware requirements for two-factor authentication for HRS before the next CIO Council meeting.

TISC is currently brainstorming the best way to approach the security of mobile devices.

Mohamed Elhindi said the meshing of security policies across all levels from state to system to campus is confusing because each UWS institution has its own, unique Acceptable Use Policy. Elena Pokot said that the IAM governance group is trying to figure out a similar hierarchy for its policies and procedures. David Stack recalled the meetings of IT Policy breakout group at the ITMC conference that were arranged by Judy Caruso and Gary DeClute. Stack recommended that some of the policy work could be offloaded to that group.

TISC has developed its own graphic logo.

**WiscNet Update**

Ed Meachen reported that a subset of the WiscNet board met on Tuesday to consider whether there are options for continuing WiscNet as an education and research network provider in the
new statutory environment that is coming in July 2013. Regardless of UW System involvement, WiscNet will continue to serve the K-12 and library communities. The discussion will be continued at the April CIO Council meeting.

Adobe Discussion

John McCarragher asked if there were any additional interactions with Adobe regarding licensing fillable forms that save the entered data. Ruth Ginzberg reported there has been no additional action from the Procurement office because the CIO Council decided not to pursue a system-wide solution. UW-Eau Claire is replacing Adobe forms with BP Logix and running the auditing script developed by UW-Stevens Point on a regular basis. Lorie Docken reported that the HRS forms are being modified.

ITMC Spring Meeting

The spring meeting of the UWS IT Management Council (ITMC) will be on April 16th and 17th in Stevens Point.

Next Meeting

The next meeting of the CIO Council will be during lunch on April 17th in Stevens Point after the ITMC meeting.