

CIO Council Meeting

April 28, 2015
Wisconsin Dells

Attendance: Jim Barrett*, Bob Beck, Chip Eckardt, Mohammed Elhindi*, Werner Gade, David Kieper, Joe Kmiec*, John Krogman, Anne Milkovich, Sasi Pillay, Elena Pokot, Stephen Reed, David Stack (reporting), Suzanne Traxler, Ilya Yakovlev, Doug Wahl* and guests Mark Clements, Nick Davis, Jack Drewniak, Adam Fennel, Mary Luebke, Jim Treu, Stephan Wahe and others

* by teleconference

Action Items

- Stephen Reed will distribute the 2009 draft charter for the Data Privacy and Security Executive Council.
- Jim Barrett will identify what kinds of expertise he needs for bringing up a new Student Information System at UW-Stevens Point and request contact information from the other institutions.
- Sasi Pillay will distribute the Innovation Fund guidelines and materials for review.
- Sasi Pillay will solicit volunteers to evaluate proposals for Innovation Fund projects.
- The CIO Council will elect a co-chair to serve with Sasi Pillay.
- Renee Pfeifer-Luckett will distribute a status update to the CIOs regarding the usage of Collaborate.
- David Stack will send his meetings notes to the cios-only list. After the following CIO Council meeting, the notes with any additions or corrections will be posted to the OLIT website.

Huron Study on IT

Jack Drewniak explained that the focus of the Huron engagement is on:

1. Common challenges
2. Opportunities for collaboration
3. Barriers to collaboration
4. Priorities for additional resources

The brainstorming at the ITMC meeting earlier this morning will be shared with the Huron team. The CIO Council members noted challenges in generating a substantive set of recommendations after only an eight-day data collection effort. The Council members don't have time right now to work on this study. It is important that President Cross and David Miller realize that this effort will not provide an in-depth analysis.

The study appears to be based on an assumption that the UWS institutions are not already collaborating and working together. Anne Milkovich noted that efficiencies and cost savings are two different objectives. Drewniak confirmed that IT probably won't shrink in size but could probably be redirected in ways that are more mission critical. Sasi Pillay believes that President Cross is looking for opportunities in which he can invest.

Drewniak explained that Cross is looking for 4-6 business cases for starting or changing activities that can benefit the UWS institutions and the UW System as a whole. CIO Council members don't see how gathering the requested data leads to this goal.

Common Challenges across the UW System include:

- The major costs of IT are in the business processes not the IT systems themselves, e.g., 900+ payroll calendars. Upgrades provide an opportunity to either reduce customizations or to ask those who want customizations to pay for them. Pillay says that Cross and Miller are very aware of these challenges. Cross is the one who ended the "9 over 12" payroll initiative.

- Inability to extract metrics and student activity data from Desire2Learn.

Barriers:

- IT staff don't want to modify the student information systems, but shared governance processes result in academic policies that require custom code to implement.
- It is the differing campus cultures create inefficiencies, not the IT systems.
- Fundamental business and administrative policies and practices should be set at the top.
- At the smaller institutions, it may not make sense to automate functions because positions are not likely to be saved or eliminated.

IT Security

Stephen Reed proposed the revitalization of the Data Privacy and Security Executive Council. The draft charter from 2009 will be distributed to the CIO Council. The goal is to have governance process for policy and decision making within the UW System. This group would be the governing body for the Technology and Information Security Council (TISC). Jim Treu and Mark Clements confirmed that TISC is onboard with the proposal.

Sasi Pillay is interested in a risk-based assessment of security gaps. Chip Eckardt is interested in a discussion of a rapid response team for security incidents.

Review of Action Items

Renee Pfeifer-Luckett has met with Blackboard and plans to send out a status update to the CIOs regarding the usage of Collaborate. Elena Pokot recommended that campus-by-campus pricing be explored.

A summary statement of FY 2016 Common Systems budget decisions and impacts was sent to the CBOs and the CIO Council members.

The CIOs have not yet been solicited for Business Intelligence (BI) scenarios because of the effort in getting the Request For Proposal (RFP) released due to the volume of feedback received. The RFP has been released with requirements for both basic reporting and advanced BI. David Miller may identify funds to purchase a full BI suite, even though one was not recommended by the Common Systems Review Group. It may be necessary to separate out UW System Administration's priorities from the CIO Council's priorities and the CIOs' abilities to deliver at their institutions. Some institutions may have to implement the BI portions more slowly than they do the basic reporting functions. An overall data framework for the UW System needs to be defined.

Chip Eckardt will ask Jim Barrett to identify what kinds of expertise he needs for bringing up a new Student Information System at UW-Stevens Point and to request contact information from the other institutions.

David Kieper will review a questionnaire that Sasi Pillay has been developing to gather information for a study of potentially rehosting Oracle on a single hardware platform. Some institutions are running the Student Information System on newer, virtualized systems. They are satisfied with what they have now and the associated costs. Other institutions have a more pressing need to re-host onto new hardware.

Pillay will solicit volunteers to evaluate proposals for Innovation Fund projects. Pillay wants the CIOs to vet any proposals coming from their institutions. The CIOs will be invited to take one more look at the proposal process before it is announced. The CIO Council members and chairs of other working groups will be asked to also serve as evaluators. Those who would like to volunteer should send a note to Pillay.

MOR Associates IT Leadership Program

Some UWS institutions have more travel flexibility than others. Most institutions are interested in sending one or two people in 2015-16. UW-Madison may send fewer than it has in the past.

CIO Council Meetings

CIO Council members sense that UW System Administration is driving the agenda of the Council meetings. There is also frustration that the various UW System studies and initiatives are not providing value. The CIO

Council should re-examine its own internal governance structure instead of looking to Sasi Pillay to do everything. Previously, a CIO co-chaired the Council.

There are not clear lines of responsibility between the multiple levels of IT governance within the UWS institutions, Common Systems and the CIO Council. The Council appears to jump around between issues instead of focusing on something until there is a decision or progress. There needs to be a CIO Council portfolio process. Anne Milkovich is willing to lend resources to the CIO Council once she hires a new staff member.

The connections between campus CIOs and between the CIOs and UW System Administration are important. In Minnesota, the practice is to have two days of meetings, one for just the campus CIOs and one for engagement with the system office.

Materials presented to the Common Systems Review Group should be circulated to the CIOs first because the others on the group don't usually have the subject matter expertise to fully understand the issues.

The Council recommended picking a CIO to be co-chair starting on June 1st.

Upcoming CIO Council Meetings

The May CIO Council meeting will be at UW-River Falls. Potential agenda items include:

Future meetings are as follows:	
- May 21 st at UW-River Falls	- June 18 th TBD
- July 16 th Madison	- August 20 th Madison
- September 24 th TBD	- October 22 nd Madison
- November 19 th Madison	- December 17 th Van Hise 1820