

UW System CIO Council Meeting Minutes

June 18, 2015
Videoconference

Attendees

Jim Barrett, Bob Beck, Chip Eckardt, Mohamed Elhindi, Werner Gade, Tom Janicki, David Kieper, John Krogman, Anne Milkovich, Sasi Pillay, Elena Pokot, Stephen Reed, David Stack (reporting), Sue Traxler, Doug Wahl, Ilya Yakovlev, and guests David Alarie, Nicholas Davis, Ruth Ginzberg, Rich Lampe, Renee Pfeifer-Luckett, Mike Schlicht

Sasi Pillay thanked Werner and Chip for pulling together today's agenda. The minutes of the May 2015 CIO Council meeting were approved by acclamation.

New Action Items

- Those who would like to volunteer to be on the Innovation Fund proposal review team should contact Sasi Pillay.
- Jim Barrett will distribute the names and job functions of the institutional contact persons for UW-Stevens Point's Student Information System implementation.
- Sasi Pillay will meet with Ruth Ginzberg and Renee Pfeifer-Luckett to plan a strategy for negotiating with Blackboard.
- Werner Gade will distribute a list of potential future agenda items.
- UWS Legal Council will review Anne Milkovich's proposed contract amendments.
- Anne Milkovich will compile additional potential contract amendments suggested by the CIO Council members.
- Michael Schlicht will create a small VoIP working group to look at the integration of various institutional solutions with dialing plans, SIP trunks, etc.
- Werner Gade will share a OneDrive document for collecting information on the types of applications that the UWS institutions are using.
- A small working group will be formed to make recommendations for system integration strategies. Members include TJ Teegan, Andrea Deau and David Alarie.
- Each CIO should provide the Council with the name of a person that the working group on integration strategies can contact as necessary.
- Nick Davis will share his NIST security framework presentation with Steve Reed to bring to the new Data Privacy and Security Executive Committee who will then subsequently make recommendations to the CIO Council.
- CIOs will send John Krogman the names and contact information for the participants in the next MOR IT Leadership Program before the next CIO Council meeting. They will also indicate whether their institution is willing to host one of the bi-monthly meetings.

Review of Prior Action Items

The Innovation Fund call for proposals will be released soon to the chancellors, CIOs, CBOs and provosts. There will be a second round of funding when faculty are back in the fall. David Alarie, Nick Davis, Renee Pfeifer-Luckett and Mike Schlicht, will help review the proposals.

Ruth Ginzberg and Renee Pfeifer-Luckett met with Blackboard for the third time yesterday regarding the renewal of the Collaborate contract. The UW System is waiting to receive a concrete proposal with options. Elena Pokot recommends moving to a smaller contract that is focused on the number of actual users, rather than a system-wide license.

Procurement Clause for Contracts

Anne Milkovich proposed a standard set of security terms for data storage and transmission that could be included as amendments to vendor contracts to provide a starting point for negotiation. She offered a sample document that she has used successfully in the past. Ruth Ginzberg noted that there are many different kinds of procurements. The proposed process would be easiest for any procurement for over \$5K that involves a competitive solicitation because the terms could be attached to the solicitation. For other kinds of procurements, these types of terms would have to be negotiated after the fact. Rich Lampe reminded the CIO Council that Ruth Anderson recently talked with them about a potential new procurement framework growing out of the state budget deliberations that are still in process. Anderson presented a timeline for developing the needed policies. This which would be a large project and likely based on industry best practices. Such policies would need to be vetted through the Board of Regents and the Joint Finance Committee. In the next couple weeks, Ruth Anderson will put out a call to the UWS institutions through the CBOs to assemble a group to develop the new procurement policies by July of 2016 at the latest.

The CIO Council, Legal Affairs, CBOs and others will be invited to participate in the process to develop simple and consistent processes for all procurements, and IT procurement in particular. Milkovich's document could be included in this process.

Milkovich volunteered to serve on the policy development team and inquired if meanwhile it would be possible to attach her proposed amendments to contracts that are let at the campus level. Lampe replied that there is no prohibition against adding the terms at the campus level.

Ginzberg recommended that the CIOs talk with their local purchasing directors about including the terms in their campus contracts. Werner Gade recommended that the CIO Council develop joint documents that Milkovich could feed into the procurement policy process.

Rich Lampe cautioned that in bidding situations, the responding vendors are not able to negotiate any "must" or "shall" terms. There is more flexibility in the Request for Proposal (RFP) process. Elena Pokot concurred that the RFP process does not take much longer than the bidding route and has additional flexibility.

Ginzberg noted that most UWS institutional purchasing agents are generalists, not IT specialists, and complex terms could make their workload higher. On the other hand, the proposed amendments could help reduce risks that purchasing agents are not aware of.

VoIP Update

Mike Schlicht recapped the telephony discussions to date. AT&T has announced that they will discontinue Centrex in 2020. The current Centrex contract expires in summer 2016. AT&T has other solutions available.

A VoIP information session was held in Madison last January with several vendors participating, including the Internet2 Net+ solution. Currently, there is no procurement mechanism for Internet2 Net+ services.

The imminent demise of Centrex is prompting the UWS institutions to develop alternative solutions. Schlicht does not expect a common VoIP or unified communications solution for all of the UWS institutions.

If there are disparate communications systems, they need to be integrated with respect to dialing plans and SIP trunks using the UW SysNet. David Kieper recommended putting together a summary of what other campuses have accomplished in the past several months as a first step. Schlicht was charged with staffing a small committee and he welcomes input from the CIO Council.

Ilya Yakovlev would like to see a system-wide dialing directory of both people and classrooms. Mohamed Elhindi expressed interest in focusing on the back end technologies and recommended that the other CIOs could reach out to the UWS institutions that have already implemented VoIP solutions. Stephen Reed would like to also consider video integration. Sasi Pillay, stressed the need for seamless vision for voice, video and data.

Some of the UWS institutions have the resources to run their own VoIP systems, some don't. For those that don't have the expertise, the only solution from a procurement perspective is AT&T or a service offered by another UW institution, because additional procurement flexibilities are many months away.

Rich Lampe noted that a reasonable first step for UWS institutions that want to implement VoIP would be to get approval to move off the existing Centrex contract, and then solicit approvals to conduct RFPs. It would require both a Telecommunications System Study Report (TSSR) filed with the Wisconsin Division of Enterprise Technology and a proposal to the Wisconsin Department of Administration's (DOA) Bureau of Procurement.

Campuses that are able to self-host, or that host through another UWS institution, could probably do so themselves using a network components contract and just the TSSR approval. The experiences of UW-River Falls can help others. If several UWS institutions go with a particular network component vendor, it might be possible to combine procurements to get bigger discounts.

Schlicht noted that if the government of the State of Wisconsin as a whole goes below the threshold for the minimum number of Centrex lines specified in the current contract, the costs of the remaining lines will go up. It would also be reasonable to assume that a new Centrex contract will have higher rates. Schlicht also cautioned the UWS institutions to be mindful about whether or not existing phone numbers will port over to a VoIP vendor. Pillay cautioned the CIOs about getting tied into long-term contracts for VoIP solutions at this time. Pillay recommended that Lampe go to DOA to get permission for the UWS to release a VoIP RFP.

DOA is running several pilots to determine its own course of action regarding Centrex lines. DOA also has a large number of phone numbers to potentially port to a new solution.

LMS Update

Renee Pfeifer-Luckett explained that a learning environment needs analysis is underway. Don Norris from Strategic Initiatives has been engaged to assist as a project consultant. This effort is about more than just learning management systems (LMSs). It includes media management, telecommunications, etc. The main focus is an internal look at the needs of the UWS institutions, students and instructors to ensure their academic success. In addition to the internal assessment there will also be an environmental scan. The goal is to achieve a flexible position that can change as the market and technologies evolve. The provosts and CIO Council will be engaged. The effort is also partnering with the Director of Office of Professional and Instructional Development (OPID) to meet with the UWS institutions and have comprehensive discussions.

In response to a question from Mohamed Elhindi, Pfeifer-Luckett explained that both the UWS and UW-Madison are in the midst of pilots of the Canvas LMS from different perspectives, i.e., integrations versus features respectively.

The UWS Canvas pilot garnered faculty feedback during the first week of June. The effort went well with just the usual annoyances that one encounters when using an unfamiliar system. In particular, Canvas's Speed Grader and Rubrics were appreciated by the faculty. There is also an easy to use mobile app. There were some integration issues with the Turnitin pilot, perhaps because Turnitin is not a fully integrated production system within the UWS. Overall, students don't see a huge difference between D2L and Canvas. There are two more academic terms left in the pilot.

Elena Pokot observed that the cost of LMS licensing is insignificant in proportion to the cost of faculty time and moving content from one platform to another is time consuming. Pfeifer-Luckett concurred and Sasi Pillay noted that he thought Canvas was working on a robust conversion tool.

Bob Beck noted that UW-Milwaukee has over 3K courses and 1K instructors using D2L and, in general, the their faculty have heard nothing of this effort. Beck recommended that the politics be handled delicately given the pressures the faculty are under already with regard to tenure, shared governance, etc. Pfeifer-Luckett concurred and explained that's why this is a needs analysis process and not an RFP. Pillay will respond to a meeting invitation from the UW-Milwaukee provost and he and Pfeifer-Luckett are willing to visit other UWS institutions as well.

Rich Lampe cautioned the CIO Council about not getting the cart before the horse under current procurement rules.

Application Portfolio/Rationalization

Sue Traxler noted that the TMA hosting discussion that took place last week on the CIO Council email list was profitable. Traxler asked for feedback as to whether the email list is the best route for this kind of thing, or if there should be another venue for sharing what applications each UWS institution is using. Stephen Reed suggested having the UWS institutions share their Service Catalogs and creating a small group to look through them all and do a comparison. Reed noted that there is also the distinction between simply having expertise and being able to scale to host or support another institution.

Traxler acknowledged the challenge of keeping such data up-to-date. David Kieper explained that this type of information is available in Module 8 of the annual EDUCAUSE Core Data Survey. Elena Pokot recommended distributing a spreadsheet that maps the UWS institutions to their chosen applications for various services. Werner Gade will share a OneDrive document for collecting this type of information. Instead of replying to the CIO mailing list, people could add their responses into another line in the spreadsheet.

System-Wide Standard Application Integration Platform

Werner Gade explained that UW Extension is interested in becoming a degree granting authority for the FLEX initiative. This will likely be discussed at the next Board of Regents meeting. If that happens, there will need to be additional integration between UW Extension's Salesforce system and other applications at the UWS institutions. The question is whether all such integrations should be point to point or if there should be a standard integration platform such as an Enterprise Service Bus (ESB). With an ESB, applications integrate through web services, which requires less product-specific expertise on the part of staff.

Elena Pokot and Jim Barrett noted that the PeopleSoft Component Interfaces already expose a large number of data elements. Mohamed Elhindi cautioned shipping large amounts of data from point to point and from system

to system. UW-La Crosse uses PeopleSoft Integration Broker as the sole data source for all student data. Similarly, HRS could be used as the sole source for staff data.

Elhindi recommended that a small working group collect input from the UWS institutions and recommend possible courses of action and volunteered TJ Teegan to participate. Gade volunteered Andrea Deau. David Alarie volunteered himself. Meanwhile, each CIO should provide a campus contact for this working group to engage with.

IT Security Framework

Sasi Pillay has been reaching out to various individuals for their input regarding a new UW Data Privacy and Security Executive Committee. Stephen Reed distributed an updated draft of the charter based upon the discussions at the last CIO Council meeting. The current question is how to involve provosts, CBOs, HR and Student Affairs professionals. Should these other groups be members or consultants?

Mohamed Elhindi recommended bringing together the right people to get things done and to move forward as soon as possible. The Council concurred with the need to move forward without too much time deliberating the membership. David Kieper recently gave an update to the Technology and Information Security Council (TISC) and they are in support of this effort. Discussions will continue at the upcoming Lockdown conference on July 14th that a number of the CIOs will attend.

Pillay proposed having Nick Davis send the CIO Council a presentation he developed on the case for a NIST-based security framework. Elhindi suggested that the two aforementioned groups first get together and that the presentation be made to them. Stephen Reed also cautioned against the perception of any kind of end run around the processes that are being established to avoid any pushback and therefore subsequent delays. Werner Gade suggested that Nick share the presentation with Reed to bring to the new Committee who will then subsequently make recommendations to the CIO Council. This should be the general model for all groups chartered by the CIO Council.

IT Leadership Program

John Krogman explained that another session of the IT Leadership Program will be run during the upcoming academic year. By the next CIO Council meeting, Krogman wants to know names and contact information of the participants and whether the institution is interested in hosting a session. It has also been recommended to MOR that the last session, including the graduation, be scheduled around a CIO Council meeting in Madison and not conflict with a Board of Regents meeting.

Upcoming CIO Council Meetings

The next CIO Council meeting will be on Thursday, July 16th in Madison, with perhaps a dinner the night before.

David Kieper offered to host the August 20th CIO Council meeting in Green Bay and will distribute hotel information shortly.