



CIO Council Meeting Minutes

Tuesday, October 20, 2015
Wisconsin Dells, WI

Attending: Anne Milkovich, Jim Barrett, Bob Beck, Chip Eckardt, Mohamed Elhindi, Werner Gade, Dave Kieper, Joe Kmiech, Bruce Maas, Sasi Pillay, Elena Pokot, David Stack, Sue Traxler, Doug Wahl, Ilya Yakovlev and guests Ruth Ginzberg, David Miller, Mike Schlicht, Olga Turkina

Approval of Minutes

Approval of the minutes of the September 2015 CIO Council meeting was moved by Werner Gade, seconded by Chip Eckardt and approved by acclamation. Sasi Pillay made special note of the work done by Renee Pfeifer-Luckett on the LENA initiative.

Review of Prior Action Items

Completed Action Items

- Diana Trent will post the July 16, 2015 CIO Council meetings on the web.
- Sasi Pillay will distribute the final Huron Consulting report to the all the CIOs as well as the disposition of the CIO Council's comments on the prior draft.
- Sasi Pillay and Adam Fennel will clarify the language in the Huron Consulting report regarding coordination of security efforts without necessarily changing reporting structures.
- Ruth Ginzberg will solicit volunteers for a Microsoft Strategic Licensing Team.
- Sasi Pillay will solicit participation from Audit and Legal on the Security Steering Team.
- Chip Eckardt and Yakovlev will determine whether there is time for a My UW System presentation at the upcoming ITMC meeting.

Open Action Items

- Sasi Pillay will send an invitation to explore the leveraging of UW-Whitewater's VoIP service at other UWS institutions.
- Sasi Pillay will ask Purchasing and Legal to review the proposed data security terms along with the comments submitted by Ilya Yakovlev and Bruce Maas.
- Werner Gade will collect anecdotes that illustrate the case for a single UWS credential.
- John Krogman will distribute UW-Madison's Incident Response Policy.
- Ruth Ginzberg will solicit volunteers to develop a process for internal bidding for training and services between the UWS institutions.
- Sasi Pillay will notify the Innovation Fund applicants whether or not their projects were funded.
- Sasi Pillay will circulate the list of successful Innovation Fund proposals.
- Sasi Pillay will solicit suggestions from the CIOs as to when the next round of Innovation Fund proposals should be solicited.
- The My UW System portal redesign team will solicit volunteers to help with the effort.
- John Krogman will distribute copies of the My UW System portal redesign materials.
- John Krogman will share UW-Madison's incident response process.
- Sasi Pillay will make the case to provosts, chancellors and CBOs regarding the need for resources for the IR replacement project. If possible, a CBO partner will be engaged.
- Sasi Pillay will share a revised IR/BI slide deck with the CIO Council before addressing any of the stakeholder groups.
- The Huron Project Management Group will survey the CIOs and classify the recommended business cases before the next Council meeting.
- Nick Davis will verify whether the Internet2 roadmap has any bearing on the advisability of switching to Comodo certificates.

- Sasi Pillay will notify the CSRG that the Council passed a motion to switch to Comodo certificates administered by each UWS institution.
- Sasi Pillay will convene an effort to draft a new UWS security policy and to retire two board level telecommunications policies.
- Steve Reed will convene the new security oversight group.

New Action Items

- Werner Gade, David Kieper and Chip Eckardt will circulate a proposal for an alternative to storing student banking information in the Student Information Systems.
- Sasi Pillay and David Stack will collate CIO Council member feedback on the business case opportunities recommended by Huron Consulting.
- Sasi Pillay, Ruth Ginzberg and Kathy Luker will re-examine the TCO model used for evaluating the Business Intelligence RFP in light of widespread training needs.

Direction for the ITMC

It was suggested that the members of the various constituency groups not wait until the semi-annual IT Management Council (ITMC) meetings to engage with each other. Perhaps additional email lists, an experts directory or a similar mechanism that recruiters can't mine could be created to aid in collaboration. The UW System (UWS) institutions need to see the value in sharing their expertise. Perhaps the breakout groups should submit quarterly reports. Some groups lose momentum because of turnover or because the group focuses on a particular technology that not every institution uses. It helps if there are people who consider it a portion of their professional responsibilities to help lead the various groups. The CIO Council could charge the groups to explore different questions based on the efficiencies exercise at today's ITMC meeting. The groups need to be credited for their ideas and efforts.

UWS CIO Transition

UWS Vice President David Miller joined the meeting via teleconference and recalled how he had talked to the CIO Council members about their challenges and agendas after Sasi Pillay announced that he was leaving. He heard unanimously that the CIO Council members were not ready to start a search for an immediate refilling of the position. Additional time is needed to think about the role of UW System Administration (UWSA) with regard to IT. In order to do that, leadership is needed in the UWSA office to connect with everyone from the Regents to the CIO Council. Miller is appointing a long term interim UWSA CIO while this transition and redefinition happens over a natural course. In thinking over the options, Miller decided it would be best to have someone with institutional experience. He started informally gathering nominations and talking with people. Three CIOs in particular were asked to provide input. David Stack has thought through the position with Miller and agreed to accept the interim appointment.

Stack is at a great point in his career because of long experience with the CIO Council. Many others who work at UWSA have more national experience than campus experience. As appointing officer, Miller has a broad latitude with interim appointments and apologized that this was not a formal search. However, Miller did consult with many people and received good feedback. President Cross and Miller will depend upon Stack. There is a lot of balancing involved in UWS jobs. The Board of Regents is very engaged with President Cross and the Vice Presidents and they expect that the corporate model will also play in higher education. On the other side, there are chancellors and vice chancellors who are not always looking for engagement from UWSA.

Stack will begin working at UWSA on November 9th. Miller thanked Bob Beck, CBO Robin Van Harpen and Chancellor Mark Mone for enabling this transition to happen. Sasi Pillay will be closing out this calendar year on December 18th as his last day in the office. There will be a little overlap between Pillay and Stack between now and then. Stack will take on the primary day-to-day responsibilities on the 9th while Pillay focuses on closing out projects. Miller thanked Pillay for stepping into an unknown situation when the entire UWS was undergoing a great deal of transition related to the proposal for a public authority, significant budget cuts and other challenges. Pillay has helped evaluate the alternatives and work through them.

There are hard decisions to be made this week and next, including a new payroll and benefits system That effort has progressed along three tracks to determine the best path forward from PeopleSoft v9.0. RFP results are being evaluated to determine the cost of a standard upgrade. Meanwhile, Oracle is pitching a cloud environment and will be submitting a proposal. A third alternative has since been taken off the table.

Miller is looking forward to continuing to build a relationship with the CIO Council through Stack over the next two or three years, similar to the role that Julie Gordon is serving as the Interim Vice President for Finance. This will afford stability. Miller will talk with the rest of Pillay's staff this week and make a public email announcement on early Thursday afternoon. Miller thanked the CIO Council and expressed his appreciation for the complex work the Council does.

TISC Update

David Kieper explained that recommendations from the Technology and Information Security Council (TISC) regarding banking and electronic checking via the student information systems were emailed last week. TISC was asked to look at the process and analyze the risk for the CBOs, bursars and other financial staff. Under the proposal, a student would have to enter their bank account information into PeopleSoft, which could pose a financial risk. Other universities have experienced hacks in this regard. Kieper explained that if a bogus refund is granted under such a scenario, it is not clear who would be responsible. There could be federal fines for inaccurate transactions.

The bursars are driving this effort in order to be more efficient and to avoid writing paper checks. TISC is questioning whether the savings of doing electronic checking are worth the risks. They hope their document will stimulate discussion among the system-wide stakeholder groups. CIOs should share the document with their bursars. Werner Gade noted that employees cannot change their own banking data in the Human Resources System, that is done by HR professionals. UW-Eau Claire and UW Colleges/Extension have already said no to putting this data into their student information systems.

Ilya Yakovlev recommended proposing an alternative solution that would meet the needs of the bursars. Mohamed Elhindi recommended getting the CBOs on board. TISC will generate a final version of the report in a few days. It might be good to have someone meet with the CBOs and Bursars. Werner Gade suggested that a couple of the CIOs formulate a recommendation and circulate it to the rest of the Council. David Kieper and Chip Eckardt volunteered to assist.

Huron IT Study

Olga Turkina collated the responses of a CIO Council survey regarding the business cases and opportunities that were outlined in the Huron IT study. The survey also encompassed additional attributes provided beyond those related to the Huron study. Turkina distributed high-level graphical comparisons between the Huron recommendations and the CIO Council members' perceptions of those recommendations.

The Council members began developing a list of bullet points for each of the eighteen business case opportunities. David Stack and Sasi Pillay will combine their notes on the discussion with any other information that the Council members wish to provide.

Data Governance Summit

Anne Milkovich announced that UW-Oshkosh will be hosting a grassroots effort on data governance on November 3rd that is open to all of the UWS institutions. About 50 people have registered so far including Institutional Researchers, Registrars, CIOs and Financial Aid Officers. The purpose is to identify and outline steps for going forward.

BI Implementation

Elena Pokot noted that the Business Intelligence (BI) implementation plan includes training for two people per institution which will probably not be sufficient. Sasi Pillay explained that the institutions will be able to pay for additional training. Doug Wahl observed that those who need to be trained first are probably not the best trainers themselves. Sue Traxler was concerned that there may not be sufficient staffing at the UWS institutions to do the necessary work. There may need to be multiple layers of training and different types of training for a broad audience. Werner Gade was concerned that budget reductions may override any additional training or hiring of the appropriate people. Sue Traxler recommended that Kathy Luker meet with each institution to help them understand what their resource gaps may be. It might require system-level consultants to help get the UWS institutions get on board with whatever product is picked. Sasi Pillay, Ruth Ginzberg and Kathy Luker will re-examine the TCO model used for evaluating the Business Intelligence RFP in light of widespread training needs.

Future Meetings

***REMINDER:** Unless otherwise noted, meetings are scheduled: • Third Thursday of each month • Location: 780 Regent Street, Room 126A-B, Madison 53715

2015 Meeting Date & Locations

• November 19 th : Videoconference	• December 17 th : 1820 Van Hise Hall, Madison, WI 53706
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2016 Meeting Dates & Locations

• January 21 st : TBD	• May 19 th : TBD	• September 15: TBD
• February 18 th : TBD	• June 16 th : TBD	• October 20 th : TBD (<i>ITMC Fall Conference Date?</i>)
• March 17 th : TBD	• July 21 st : TBD	• November 17 th : TBD
• April 21 st : TBD (<i>ITMC Spring Conference Date?</i>)	• August 11 th : TBD	• December 15 th : 1820 Van Hise Hall