

CIO Council Meeting Minutes

DAY 1: February 18, 2016 • 12:00 p.m. - 4:30 p.m. and 6:00-8:00 p.m.

DAY 2: February 19, 2016 • 8:30 - 11:30 a.m.

**Thursday, February 18, 2016**

Attending At Madison:

- CIOs: Chip Eckardt, Werner Gade, David Stack, Bruce Maas, John Krogman, David Kieper, Bob Beck, Beth Schaefer, Sue Traxler, Ilya Yakovlev, Elena Pokot, Anne Milkovich
- Guests/Presenters: Ruth Ginzberg, David Alarie, Mike Schlicht, Renee Pfeifer-Luckett, Bob Jokisch, Olga Turkina (02/19/16), Steve Hahn

Attending Remotely:

- CIOs: Mohamed Elhindi, Jim Barrett, Doug Wahl, Tom Janicki

Meeting Convened at 12:08 p.m.

**Approval of Minutes**

The minutes of the December 17, 2015 meeting were approved by acclamation. The meeting minutes will be posted on the CIO Council website (<https://www.wisconsin.edu/systemwide-it/councils/cio/meetings/>). It was discussed and approved that the CIO Council members will equally share in the responsibility of taking meeting minutes for the remainder of 2016.

**Review Prior Action Items**

David Stack sent an email to the Council on Wednesday regarding the status of the action items.

**Update on other CIO Council Agenda Items**

None.

**Questions on updates received via email**

None.

**Open Action Items**

1. Sasi Pillay had asked UW System Procurement (Purchasing) and the Office of General Counsel (Legal) to review the proposed data security terms along with the comments submitted by Ilya Yakovlev and Bruce Maas.
  - a. The discussions that David Stack has subsequently had with the Office of Procurement (Ruth Anderson, Ruth Ginzberg and Rich Lampe) indicate that each procurement is sufficiently different that it would likely cause a fair amount of collateral damage if the UW System would automatically add boilerplate terms and conditions to contracts or bids. Unless the Council feels strongly, Stack recommend not going the route of automatically adding terms to contracts or bids.
    - i. Werner Gade suggested this be discussed further.
2. Werner Gade offered to collect anecdotes that illustrate the case for a single UW System credential.
  - a. David Stack reported that the IAM Steering Committee has a roadmap that indicates another two years of work before there is a decision point as to whether a new UW System Credential would be advisable, or whether the UW System should keep going down the path of a hybrid federated model. Unless there is a compelling reason to collect these anecdotes now, Stack recommended closing this item. **Done.**

3. Ruth Ginzberg planned to solicit volunteers to develop a process for internal bidding for training and services between the UW System institutions.
  - a. Unless Ruth Ginzberg thinks she will have the time to get to this in the near future, David Stack suggested de-cluttering the action item list by remove this item. **Remove from list.**
4. Ginzberg had a good discussion with Brian Kischter regarding an internal bidding process. It is on her radar and she needs to put a committee together. **Remove from list.**
5. Elena Pokot will share the service layer framework that is reviewed twice a year at UW-Whitewater.
  - a. Elena has shared materials with, David Stack, but he has not acted on them.
  - b. The discussion evolved to encompass the ITLP projects and the Huron recommendations. There was a recommendation to share how the CIO Council is utilizing the project reports and to let President Cross know that these are being used to work into a strategic planning process.
  - c. A suggested topic for the July meeting is to come back and discuss the next steps from the Huron/ITLP recommendations.
  - d. Elena Pokot asked if cloud was an option during the BI tool RFP. Ruth Ginzberg shared that part of the BI acquisition is a cloud sandbox.
6. David Stack and UW System Administration will put together a draft proposal for addressing the Huron opportunities that also takes into account UW-Whitewater's layered model. Currently, no one at UW System is asking for a reply to the Huron study.
  - a. Elena has shared materials with David Stack, but he has not acted on them. Meanwhile, the Huron Opportunities are captured in summary form and the goals are being incorporated into President Cross's "Reform Agenda". A dashboard of Reform Agenda progress is forthcoming. The focus for IT is primarily on efforts at the UW System Admin level. **Done.**
  - b. The Reform Agenda is all about internal reform, since there is no change to procurement authority.
  - c. Discussion regarding the ITLP teams working on Huron projects took place. The teams are receiving real world experience that will provide the CIO Council with some ideas regarding steps to take moving forward.
  - d. The Council discussed the BI Cloud sandbox.
7. David Stack will review the CIO Council mailing list and suggest changes.
  - a. The cio2 mailing list has been deactivated and a new cio\_meeting mailing list has been created. **Done.**
8. Werner Gade will document the feedback from the Information Technology Management Council (ITMC) breakout sessions. Then the ITMC Executive Committee will bring it to the CIO Council. **Done.**
9. Elena Pokot will share the agenda of her meeting with the UW System Administration internal Information Technology (IT) Auditor.
  - a. This has been discussed at the CIO Council. We probably don't need to keep to keep this item on the list. **Done.**
10. David Stack apologized for not distributing materials to the CIO Council prior to the meeting. Stack is currently working on a process that will expedite material distribution prior to meetings.
11. Additional information regarding the Huron study indicates that no one at UW System Administration is requesting a reply. The Reform Agenda is all about internal reform, since no change to the procurement authority has been proposed. Discussion regarding the ITLP teams working on Huron projects emphasized the fact that the teams are getting a real-world experience that will give the CIOs some idea of steps to take moving forward. Also, discussion over the BI cloud sandbox took place.

## **Regents Information Security Policy & Banking Data Recommendations**

1. David Stack joined a meeting of the Board of Regents where he provided an update to the Business and Finance committee.
  - a. New name of the Data Governance committee is the UW Information Assurance Council (UWIAC or IAC).
  - b. The Board of Regents (BOR) gave verbal approval regarding wanting to receive regular updates summarizing the progress the IAC is achieving with the Security Policy and Banking Data Recommendations.
  - c. The BOR would like to see real progress by the 6-month progress report.
2. Storing Student Banking Data in Student Information Systems
  - a. Stack is trying to coordinate the meeting with TISC and the SFS representatives. The CIO Council already endorsed the TISC recommendations so there should be the understanding that the business process owner owns the risk and liability.

## **CIO Committee Representation**

1. The CIO Council currently has representatives on numerous committees across the UW System, are all of these necessary and should there be a master list?
  - a. A list would help track cross representation. It was also suggested that all of the groups have charters.
  - b. Stack recommended adding a list of the systemwide groups that have liaisons from the CIO Council be added to the Council charter.
  - c. Another suggestion was to use a SharePoint site to track all of the groups.
  - d. If CIO Council members comes up with other groups that have or need CIO Council representatives, please email them to David Stack, Chip Eckardt, and Werner Gade.

## **Microsoft's Advanced Threat Protection Service**

1. Microsoft completed a demo of their Advanced Threat Protection Service a few weeks ago and IT staff, faculty and others at the institutions thought it was very useful. At this point, it needs to be determined at what price the UW System might be willing to pay for the service.
2. Seven cents a month per user would be acceptable to the CIO Council. Chip Eckardt made it clear that he had no bargaining rights. Ruth Ginzberg asked to be involved in this process. The response from the CIO Council was the group is currently only talking about their level of interest in the service, not actively pursuing it.
3. After discussion, the CIO Council decided that there is interest in the service. Ginzberg's preference is to look at all the components that should be included, and then at what other items should be bargained for later. Ginzberg wants to get the Microsoft contract committee together to optimize the contracts we've had for over 10 years.
4. Ginzberg would like the the CIOs to forward to her names of which CIOs would like to be on the contract committee or what representatives they would like to send.

## **Moving to the Common Application**

1. UW-Madison has decided to move to the Common Application product for prospective students. A meeting with UW Help will be scheduled to decide how to configure support. The Provosts are forming a group to gauge how they are moving ahead with both the Common Application and the UW System

Application. UW-Madison raised the issue of cost and support of using both applications.

2. UW-Eau Claire is interested in moving to the Coalition Application. The Coalition Application is not a direction that the UW System will be moving. UW-Madison will be on both the Common Application and UW System Application for the next two years. It will be up to the student to decide which application they use. The two applications processes will be featured side by side in advertising.
3. Costs and fees may be affected in the future due to UW-Madison's direction. The Common Application will be funded through the application fee.
4. Two-thirds of the institutions that use the Common Application have another way to get students into their databases. The Common Application has preferred pricing if an institution signs on for a certain number of years.
5. There might be a certain amount of MILLER work necessary to preprocess the applications before they are transmitted to the institutions.
6. Steve Hahn would be happy to come back in three months and report progress to the CIO Council. This discussion item will be placed on the May 19 meeting agenda.
7. Chip Eckardt stated that if UW-Madison moves to the Common Application then UW-Eau Claire would have to move as well because UW-Eau Claire is frequently the second choice for students that apply to UW-Madison.

#### **Establishing AD Trust Relationships Between Campuses**

1. Werner Gade introduced discussion on this topic recognizing that trust relationships may already exist.
2. At issue is what are the expectations that people have with viewing calendars of others at different institutions? Also, some institutions are federated and can share Lync connections and IM each other.
3. Chip Eckardt would be in favor of turning on trust relationships on July 1 and letting people know how they can or cannot see entries between institutions.
4. Mohamed Elhindi commented that he is looking at moving from Google to Office365. Anne Milkovich said the cost of Google is much less than Office 365 and the barriers are the cost of moving from one to another. Elhindi said UW-La Crosse will move from Google to Office365 over the summer if approved by their faculty this spring. Eckardt said UW-Eau Claire will be moving to Office365.
5. This question of trust relationships needs to be a per campus decision. Consideration of the decision at each campus should be a high priority item.
6. Dave Alarie offered to assist Gade in gathering the campus contacts.

#### **Purchasing Regulations**

1. Ruth Ginzberg offered to explain any confusion the Council may have regarding purchasing regulations, as well as the complexities of the Procurement Authority in the UW System.
2. The UW System cannot automatically use the Division of Enterprise Technology (DET) contracts. Although the Department of Administration (DOA) can use the DET contracts, UW System cannot use them in the same way.

3. Procurement Authority is like a VISA card with set limits and allocations. The first step is to know if there is a mandatory contract at the DOA.
4. Procurement under Chapter 36 authority is restricted to the missions of instruction and research. At present, there is no policy framework around procuring through Chapter 36.
5. Bruce Maas said when UW-Madison joined Unizin it was through a membership, and part of the Unizin services is the ability to use Canvas. Unizin recently completed a Request for Proposal (RFP) and they are expected to make an announcement of a choice of a Learning Management System (LMS) soon.
6. Ginzberg described the general buckets of procurement authority as described.
7. John Krogman wants to know why the the UW System doesn't formally request purchasing authority for IT and telecommunications.
8. When switching from Centrex to VOIP, a Total System Support Responsibility (TSSR) and a waiver from the AT&T Contract are necessary.
9. A question was asked regarding the process for purchasing an additional service from a membership organization.
  - a. Ruth Ginzberg said there may be some limited consulting services where the broad authority doesn't exist under Chapter 36.
  - b. Part of the intent of the procurement process is that general principles need to be followed.
  - c. There are different ways to engage in diverse arenas such as IT.

#### **FAFSA Prior-Prior Year**

1. Students will be able to fill out the FAFSA starting on October 1, and students will be able to access their tax data from the Prior-Prior Year.
2. Consequently Financial Aid officers can provide financial aid earlier than before and will need to change their processes.
3. There is a working group of Financial Aid and Enrollment Directors working on this project.
4. Robert Bode explained:
  - a. The major changes are a new FAFSA availability date, a change in the tax year, and new student aid disclosures. There will be support needed from IT in order to make these changes.
  - b. Applicants for fall 2016 will use calendar 2015 tax data
  - c. Moving to Prior-Prior Year means that income tax data should be available to families so they will not have to estimate their economic data. Fall 2017 applications will use FY 2015 tax data.
  - d. Sue Traxler raised the point that although institutions could share code, it would need to be replicated 13 times. Is there a better way to approach this effort?
  - e. Chief Student Affairs and Chief Academic Officers will need to own and understand this effort since they will also need to do work on it.
  - f. A suggestion was made as to why the UW System would need to custom code when this could be approached like the 1098 tax form process.

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**Friday February 19, 2016**

Attending At Madison:

- CIOs: Chip Eckardt, Werner Gade, David Stack, Bruce Maas, John Krogman, David Kieper, Bob Beck, Beth Schaefer, Sue Traxler, Ilya Yakovlev, Elena Pokot, Anne Milkovich
- Guests/Presenters: Ruth Ginzberg, David Alarie, Mike Schlicht, Renee Pfeifer-Luckett

Attending Remotely:

- CIOs: Mohamed Elhindi, Jim Barrett, Doug Wahl, Tom Janicki

The meeting was convened at 8:30 a.m.

### **CSRG Budget Update**

1. An update was provided by David Stack. The last CSRG meeting was less about reducing request amounts and more inclined towards maintaining a “flat” line for the budget.
2. Some proposed cuts were made to the base which allowed for some initiatives without going above the “flat” line.
3. Some initiatives are essential or regulatory.
4. Increases in CSRG spending do not automatically equate to increases in the assessments paid by the institutions.

### **Update on Unizin/Canvas and the Learning Environment Needs Analysis (LENA)**

1. Work is in progress on the integration between Canvas and the UW-Madison Student Information System.
2. A migration from Moodle/D2L to Canvas is expected to start this fall, but it must first go through Shared Governance.
3. David Miller is in agreement that UW-Madison will contribute to the D2L cost sharing for the next two years, but not beyond that time frame.
4. The Unizin board is unhappy with the University of Wisconsin System in general because we are proceeding slower than others on a path to membership. This has a public relations impact on the Unizin consortium. Unizin will set a deadline for the UW System to join Unizin. Mass’s assumption is that the deadline will be July 1.
5. If the UW System were to join Unizin, payments for Canvas payments would not need to start until the institutions actually started to use Canvas. Discussion on the length of time to migrate, some estimations are 2-3 years, took place, but Bruce Maas believes it is closer to 12-15 months. Currently, not all of the UW System institutions have participated in piloting Canvas.
6. It needs to be understood that the results of the LENA process will first go to the Provosts.
7. The LENA Report will also go to the Learn@UW Executive Committee which in turn recommend it to David Ward.
8. The ultimate recommendation of the LENA report will be to look toward a Next Generation Digital Learning Environment (NGDLE).
9. There needs to be a solid approach to analytics.

### **EAB, Civitas, etc.**

1. UW-Milwaukee and UW-Oshkosh are using the EAB Student Success Collaborative (SSC) product and UW-Eau Claire is now joining. If enough campuses come on board, UWSA might be at a point of requesting system volume pricing.
2. UW-Milwaukee recently purchased the EAB Academic Performance Solutions and UW-Oshkosh is now evaluating it since the product uses the same data as SSC, but through a faculty lens. That is, it evaluates which sections/courses are under-utilized or under-performing, what costs of programs are, and how to balance faculty course load. SSC provides program-level analytics relative to student performance, based on campus's historic student data, i.e. where do students fall out of or struggle in campus programs, this provides faculty the ability to adjust program requirements or create interventions to help students progress.
3. SSC also provides student case management, i.e. tracking student activity on an individual basis so advisors and faculty can see where each student is struggling and design interventions, advise the student on progress objectives, and see advising notes. This provides advisors and faculty with end-to-end views of a student(s) journey, plus it provides pathway data to advise students on programs, majors, and other choices.

### **Opportunities for Collaboration**

1. The EAB discussion was a perfect example of how this group can work better together. It was discussed that the noon-to-noon configuration for meetings is valuable, and it's worthwhile to have the two day meetings interspersed throughout the year. Also, the roundtable discussion at the Spring ITMC and the monthly CIO regional meetings are helpful.
2. The CIO Council will need to be careful that it is not aren't pulled into a lot of collaboration meetings. There should be some outcomes that are identified. If the CIO Council can't drive the business decision then how can it offer IT solutions to contribute to the outcomes?
3. Werner Gade stated that UW System and Colleges has a Request for Bid (RFB) for a remote proctoring tool.
4. Gade reported that ICS (Instructional Communications System at the Pyle Center in Madison) is moving away from MediaSite in the next 1-2 years. No follow-on tool has been identified.
5. David Stack and Renee Pfeifer-Luckett asked D2L for a licensing cost if the product was used for systemwide training. There may be a request to implement systemwide Clery Act training.

### **Update on the Budget System**

1. David Miller asked Renee Stephenson to talk with the CIO Council about the planning to implement a new budget system.
2. The Budget Committee is not replacing an existing system, rather they are creating a new system.
3. The planning effort got underway in October 2015 and will run through July 2016.

4. The scope is categorized into four functions: the annual budget, estimated actuals, multi-year forecast, and strategic financial plan scenario.
5. Requirements are currently being gathered. The team would like technology input before they go out for a Request for Proposal (RFP).
6. The recommendation from the CIO Council to Stephenson is to make clear that the objective is to get to one business model for the UW System, and to communicate that to the CBOs.