CIO Council Meeting Minutes
Thursday, May 19, 2016
Videoconference and 780 Regent Street, Madison

Approval of Minutes

Diana Trendt and David Stack are working on sorting out the various drafts of minutes for 2016.

Security Policy Review

Kristy Rogers reported that since the last time the information security framework document was shown to the CIO Council some items have been moved to the information security program document. The framework document is brief and focused so that institutions can tailor it to their needs. It is modeled on ISO processes and the working group adopted the 800-53 control set so that the UW System doesn't have to maintain its own set through time.

There are a few required elements that are intended to provide accountability and consistency and which will aid with auditing. The framework focuses on information assets, not technical assets. A quantitative risk assessment process is defined that calls for the results to be documented along with an implementation plan.

Additional content and appendices with template worksheets need to be added.

Council members applauded the efforts of the UW Information Assurance Council and noted the diversity among the UW System institutions which includes different capacities and structures that impact the implementation of the framework and policies. The role of shared governance was acknowledged and the level of faculty interest will probably vary by institution. UW-Madison does not intend to support compliance with any policies or procedures with which they disagree. For example, if procedures are too restrictive, people will likely revert to bad practices like writing passwords on post-it notes.

Because three separate teams have been drafting policies, a program and a framework, the efforts don't yet align completely. There also needs to be a statement in each policy that clearly states that the procedures are to be followed, otherwise the procedures appear to be merely related documents. The intent of the procedures is to provide a default base that the institutions can elaborate upon if they so choose.

Rather than having the Technology and Information Security Council (TISC) review

alternative compensating controls for authentication, the Council recommended that the institution could determine and document their own compensating controls. Care must be exercised such that a control at one institution does not result in an increased risk at another. In the financial aid arena, there is a blending of federal and local regulations and procedures that could serve as a model.

Concern was expressed that information security is possibly being too driven by audit concerns, not risk management objectives. The different UW System institutions have varying amounts of HIPAA-covered entities, PCI systems, Medical Schools, distributed IT structures, etc. By itself, the policy and procedure initiative is not providing any resources to help with compliance. CIOs own the risks but often don't have the capacities to mitigate them. Even something as simple as sharing O365 calendars may require consensus from multiple governance groups at an institution. The UW System is in many different simultaneous businesses, it is not merely 13 instances of one business.

The Council agreed to support the Authentication Policy with the caveat that it needs to be made clear that what the policy defines as high risk is not the same as what the NIST standards define as high risk. Also the latitude of institutional flexibility to define compensating controls must be clearly specified.

The Council also agreed to support the Security Awareness policy with the removal of the specification that the training would necessarily be online. The bullet points in section 6 also need to be clarified. Council members were divided on whether or not the training must be completed on an annual basis.

The Common Application

Bob Jokisch reported that a systemwide committee that includes provosts, enrollment management and admissions representatives is looking at the product known as the Common Application. Other groups, including the CIOs, will also be asked to give input. In June, the Board of Regents will hear about plans to increase prospective student application fees at the institutions.

Steve Hahn offered to return to the Council to give additional updates in the summer and fall. Implementation of the Common Application is on track at UW-Madison. The vendor of the Common Application is developing the application for UW-Madison and testing will begin on June 1st followed by integration of data with the Student Information System.

Hahn anticipates that there will be three areas of common interest across the UW System. (1) Student data coming from both the Wisconsin Application and the Common Application should look identical to those who are reviewing the students. This means not a lot of data are being imported from the Common Application so long as both applications are being made available simultaneously. (2) The UW System application

asks for considerable residency information which is not part of the Common Application. The Common Application will make a logical determination of residency based on responses to just a few questions. The ERES application will be used make the final determination in cases that are not straightforward. (3) Both applications inquire about gender identity in slightly different ways. More harmonization will be needed before go-live so that admissions counselors won't be able to tell which application was used by the student.

Everything developed at UW-Madison is available to be shared with the other institutions. Wisconsin students applying to UW-Madison will be able use either application. A new marketing campaign will go along with the new technology which will hopefully spur applications from out-of-state and international students.

FAFSA Prior-Prior Year

Bob Jokisch reminded the Council that students will be able to start filling out the FAFSA financial aid application on October 1, 2016 for the upcoming academic year instead of January 2017. The financial aid directors are hoping to begin awarding aid in January, which is earlier than in the past.

Financial Literacy Legislation

Bob Jokisch explained that Financial Literacy reports must be sent to students as required by state legislation. The approach will be to use many of the available free tools to provide information to students regarding their loan and interest payments. No additional funding has been provided to offer this mandatory service to students.

Robert Bode explained that the financial aid directors were originally looking at the Marquette University model which requires a PeopleSoft modification for collecting and displaying data to students. The financial aid directors determined that this would be expensive since it would have to be repeated for each of the PeopleSoft Student Information System instances at the UW System institutions.

The alternative approach, which UW-River Falls is leading, is to use existing PeopleSoft functionality to serve the same function using data from a table that is populated by a federal source. This method omits some data sources that are included in the Marquette model, and therefore requires compromises, such as imputing an average interest rate for the direct loans for the calculations of monthly payment amounts and total interest expenses. Unless there are wild swings in interest rates, the results should be accurate within ten dollars, which will be explained to the students. A proof of concept model has been developed and is undergoing testing. It will be shared with the technical staff in the financial aid offices across the UW system.

D2L Outage

John Krogman reported that the root cause of the recent learning management system outage was a d2L coding issue that required configuration changes. The Learn@UW team tried to be very pro-active in sending out status updates, even if there was not any change since the previous update. The Council members confirmed that the communication effort was well executed and much appreciated.

Additional Canvas Pilots

Werner Gade reported that the Learn@UW Executive Committee discussed the rationale for doing another round of Canvas Learning Management System (LMS) pilots. Some of the UW System institutions did not participate in the second round of pilots. Bruce Maas was able to secure additional pilots for this coming fall semester and some institutions are eager to do to give their faculty a heads-up on the capacities of Canvas. Renee Pfeifer-Luckett and the Learn@UW Executive Committee have proposed an application process but no decision has been made whether to go ahead.

A new development since Maas made the offer is the decision by UW System Administration to do a Request for Proposals (RFP) for a new LMS. The Procurement office has highlighted the need to be sensitive about conducting limited scope pilots while simultaneously engaging in an RFP process. The RFP process could include many types of evaluations of the respondents' products.

Several Council members reported that their faculty are eager to do pilots and that they would require only minimal support from the UW System or Learn@UW. Pfeifer-Luckett, Stack and Procurement will meet with Vice President Henderson in the afternoon and discuss the issues with him.

IT Leadership Program

John Krogman announced that the Council will need to decide in the next month or two whether or not to conduct another round of the IT Leadership Program next year facilitated by MOR Associates. A minimum of 30 attendees are required. UW-Madison will likely not be sending as many staff as they have in the past, so greater participation will be needed from the rest of the institutions. Institutions should submit the number of people they intend to send, but not necessarily their names, to Krogman by the June CIO Council meeting.

Centrex and BCN Contracts

The Centrex contract has been extended through the end of August with no increases in costs. The BadgerNet Converged Network (BCN) contract was extended through December 2017.

UW SysNet Meeting

The annual UW SysNet meeting will take place in Madison next Monday and Tuesday. There will be some 45 attendees, both in-person and virtually.

June Meeting

The meeting will be on June 16 and 17 at 780 Regent Street and the WiscNet offices in Research Park. Note that the final session and graduation of the IT Leadership Program will be at UW-Madison on June 15-16. The graduation will be part of the CIO Council meeting.

The schedule of CIO Council meetings, and meeting minutes, are available at: https://www.wisconsin.edu/systemwide-it/councils/cio/