CIO Council Videoconference Minutes
March 17, 2016

Attending At Madison:
- CIOs: Bruce Maas, Werner Gade, David Stack, John Krogman
- Guests/Presenters: Ruth Ginzberg, Olga Turkina, David Alarie, Mike Schlicht, Jason Fishbain, Tom Jordan, Ty Letto, Kathy Luker, Mark Treiber, Renee Pfeifer-Luckett

Attending Remotely:
- CIOs: Chip Eckardt, Anne Milkovich, David Kieper, Mohamed Elhindi, Jim Barrett, Bob Beck, Elena Pokot, Sue Traxler, Doug Wahl, Joe Kmiech
- Guests/Presenters: Robert Flum

The meeting was convened at 8:30 am.

8:30-9:00:
Approval of Minutes
The minutes of the January 21 and February 18-19 meetings were approved by acclamation.

IAM Update (Identity and Access Management)
Tom Jordan, DoIT, and Ty Letto, DoIT, recalled that a list of procurement resources was requested by the CIO Council to help guide the purchasing of secure on premise and cloud software. The IAM Technical Advisory Group (TAG) has worked with the Technology and Information Security Council (TISC) and the Office of Procurement to assemble resources, minimum controls and a set of integration guidelines. They are available at **https://www.wisconsin.edu/systemwide-it/iam-integration/**

IAM TAG is working on directory interoperability between the UW System institutions. Great strides have been made already with federated authentication, but vendors are still using other technologies for authentication and the UW System institutions have many legacy resources that are not federation-enabled. These can raise barriers to students in FLEX degree program.

A directory interoperability workshop was held about a month ago with the services of an external consultant. The artifacts from the workshop are available at:
https://wiki.doit.wisc.edu/confluence/display/IAMTAG/UW+System+Directory+Interoperability+Working+Group+Meeting

The workshop looked at various use cases and technologies. There is no single technology that will solve all of the challenges. The workshop concluded the following:
- Maintain the UW System Federation First strategy
- There is no comprehensive solution
- Active Directory (AD) trusts between campuses will facilitate application and resource sharing
- Establishing a UW System Active Directory Resource Domain is a good first step

A Resource Domain brings together different services, e.g., applications or file servers, but not users. The users would come from the local campus ADs. The resources could consist of Common Systems, document imaging and libraries, as well as resources hosted at the institutions. The Resource Domain would trust the users coming from the institutions. A more detailed set of recommendations will be forthcoming, including secure practices around Active Directory trusts. A list of AD contacts at the UW System institutions has already been prepared. The IAM Steering Committee will be looped in and a report will be made to the CIO Council, on April

19, at Chula Vista Resort in the Wisconsin Dells. The April CIO Council meeting will be held in conjunction with the Spring ITMC Joint Meeting on April 18-19.

UW Information Assurance Council (UWIAC)
David Stack highlighted Steve Reed's previous email message on the activities of the UW Information Assurance Council (UWIAC). The goal is to bring five draft systemwide policies to the April 19 CIO Council meeting.

Banking Data in SIS
David Stack reported that members of the Technology and Information Security Council (TISC) met with representatives of the Shared Financial System (SFS) and Ed Murphy from UW Colleges/Extension to discuss using the functionalities of the Student Information System (SIS) to deliver Financial Aid refunds to students through their bank accounts.

The meeting was an opportunity for all sides to hear the concerns of the other and to learn what each side is doing to mitigate risk. A major outcome of the meeting was the shared understanding that greater risks will lie with institution processes to acquire and store the banking data in the SISs, not with SFS.

UW Colleges and SFS will resume their effort to test the concept as soon as it is feasible. Their experience can inform similar efforts at the other institutions.

UW-Whitewater is in the process of implementing two-factor (dual factor) authentication for SIS in a joint project with UW-Milwaukee (InCommon Shibboleth) that is supported by the systemwide Innovation Fund. A presentation was made at the Alliance conference that could be delivered again at the ITMC meeting in April or at the Campus Solutions Forum. UW-Platteville is also looking at a different dual factor solution for the fall. UW-Oshkosh uses dual factor authentication for some roles and is considering expanding its use. Some institutions are concerned about the price of the current offering that is available through the UW-Madison contract and which is used for HRS and SFS. They are therefore looking at other products, especially for applications that are used by the entire campus community, not just a select group of individuals.

Bruce Maas suggested taking a broad look at using two-factor authentication for applications across the UW System. This could be a systemwide policy developed by the UW Information Assurance Council (UWIAC) with different implementation schedules at the different institutions.

BI Project
Kathy Luker and Mark Treiber of UW-Madison reported that 15 requirements associated with cloud services were considered during the RFP process for the replacement for Interactive Reporting (IR). Oracle was the selected vendor, but their cloud offering is not ready at this time because it cannot replicate the capacity, components and feature set of IR.

Ruth Ginzberg explained that there were 11 respondents to the RFP, some of whom proposed cloud solutions, but they did not score as high as Oracle. Robert Flum of UW-Platteville explained that the Oracle cloud product is only able to handle one "subject area," which would be inadequate for the UW System, which is why Oracle gave the UW System one year of access to their cloud sandbox.

Ruth Ginzberg explained that the OBIEE contract has 3,000 named users as proposed by Oracle to meet the requirements stated in the RFP and subsequently approved by the members of the RFP team. If the UW System had instead gone with server based licensing, virtualization would not have been allowed in the fashion used in DoIT's data center.

The UW System needs a better understanding of what Oracle means by "named users." Different interpretations appear to be communicated by Oracle to different people in the UW System. Ruth Ginzberg will facilitate a discussion with Oracle that will include Robert Flum and Jason Fishbain, UW-Madison.

The BI Tool project structure includes Executive Sponsors, Project Coordinators at each of the UW System institutions and an Implementation Planning Team led by Mark Treiber that includes a number of campus representatives. The Implementation Planning Team meets weekly and is currently engaging with the DoIT middleware team regarding security requirements and configuration.

It has been challenging to find training for OBIEE version 12c. The training vendors recommended by Oracle don't yet provide training on version 12c. A sole source waiver is being pursued that will provide focused training for a few key people including the system administrator, security and IAM staff before the vendor community can provide broader training to the UWS institutions. The training plans will be approved by the BI Executive Sponsors. Training on the prior version of OBIEE would not be worthwhile.

UW-Platteville is experimenting with version 12c in parallel with the prior version. Anybody can go out to the Oracle website and download 12c. The DoIT staff are working on sizing and configuring the systemwide installation and the associated authentication.

Kathy Luker, Mark Treiber and Ruth Ginzberg will determine a mechanism for procuring broader training, including that which is funded by the initiative that is currently working its way through the Common Systems Review Group (CSRG) process. Meanwhile, the UW System institutions should be identifying who they will send to the training when it is available (who will serve as the campus architect).

Mary Kirk, UW-Madison, Robert Flum and others are finishing up their analysis of the shared queries based upon UW-Platteville's work to date. They will then engage with the UW Service Center.

CSRG Budget Proposal
David Stack reported that the CIO, CBO and Provost stakeholder groups are reviewing the proposed FY17 CSRG budget in preparation for the full CSRG committee meeting on March 24th.

Bruce Maas has been added to the CSRG committees to replace Darrell Bazzell, who is leaving UW-Madison. Maas is concerned that there is nothing in the CSRG materials that specifically funds a migration to a new Learning Management System (LMS). Olga Turkina pointed out that there is a contingency fund in the proposed budget, along with the application of some carry forward funds that buy down the FY17 campus assessments.

The CSRG Budget Committee was not charged with planning for the future of the UW System Learning Management System (LMS.) The Budget Committee did recommend finding out the plans of UW-Madison regarding their future use of the LMS. These issues highlight how the CSRG process needs to be more strategic and less operational. It would help the CBOs on the Budget Committee to see one or more overall roadmaps of projected inflections in the costs for Common Systems over several years.

In his second day at UW System, Vice President Jim Henderson was briefed about these issues in preparation for the March 18 Provost meeting. He is in favor of beginning a needs assessment and RFP process without delay. The Council suggested that the RFP process run in parallel with other activities, such as pilots, that will help determine which learning management products will work for the UW System faculty.

Bruce Maas, Olga Turkina, Renee Pfeifer-Luckett and David Stack will meet to review UW-Madison's analysis of the LMS financial situation.

David Stack reported that for FY18 the full CSRG will be charged with functioning in a more strategic fashion beginning in April. Gartner has offered to do a webinar for the UW System regarding the management of the CSRG projects as a portfolio. Stack will propose this to VPs David Miller and Julie Gordon.

There was consensus that it is time for the CIO Council to exercise leadership and draft a strategic proposal for the full CSRG committee. This process will begin at the April CIO Council meeting. In the meantime, Werner Gade, Elena Pokot, Doug Wahl, Bob Beck, Bruce Maas, David Alarie, and David Stack will meet to brainstorm the overall approach.

To frame discussions of Full CSRG and CSRG Subcommittee, Beck suggested the CIO Council should roadmap/provide context on the major common systems
- When major upgrades are expected
- When major licenses up for renewal
- When other major transition points exist or can be anticipated

Meanwhile, Pfeifer-Luckett, Turkina and Stack have met with VP Gordon to discuss the possible mitigation of base budget cuts to academic systems for FY17. Stack is optimistic that an avenue will be found that does not increase the proposed campus assessments.

Gade, Ilya Yakovlev and David Kieper took issue with the proposed elimination of the PeopleSoft demo system from the FASTAR budget.

John Krogman led the CIO Council in thanks to Olga Turkina for all of her hard work on the CSRG budget process.

LMS Update
The Learn@UW Executive Committee has come up with a set of draft recommendations for the continuation of the Learning Environment Needs Analysis (LENA) process. Anne Milkovich and Werner Gade have summarized some recommendations that are still in draft form.

The Instructure Inc company has offered a structured project plan for additional pilots of the Canvas LMS in the fall. Several of the UW System institutions are interested, others have too much currently on their plates. Ruth Ginzberg reminded the Council that pilot projects can be part of an RFP process.

The CIO Council is in favor of staying with one LMS systemwide. Much of the needs analysis for an LMS RFP has already been done, but not documented. Since a Next Generation Digital Learning Environment does not yet exist in the market, doing additional pilots and exploring further with the Unizin consortium.

- The Council will ask the Learn@UW Executive Committee for their recommendations for how to manage and fund additional pilots of Canvas systemwide.
- David Stack will communicate to VPs David Miller and Jim Henderson that that the Council is not opposed to joining Unizin if the funds can be found within UW System Administration.
- Ruth Ginzberg will consult with the Office of Procurement regarding the applicability of the Unizin RFP to the UW System.
- UW-Madison will share the LMS gaps that they have identified with respect to Moodle and D2L.

Other Items

Student Financial Literacy Workgroup
- David Stack wants to ensure that IT not be brought in too late
- Bruce Maas stated that Bob Jokisch will bring the CIO Council in at an appropriate point; the institutional Student Affairs and Financial Affairs functional staff want to drive this and the CIO Council should communicate their interest in being engaged
- Technical options include
  - Campus-by-campus implementation
  - A common bolt-on for the PeopleSoft Student Information Systems
  - A new central system

Next Meeting:
April 19, in conjunction with the Spring 2016 ITMC Joint Meeting, at Chula Vista Resort, Wisconsin Dells.

The meeting was adjourned at 12:30pm.