

UW System CIO Council Meeting Notes

November 7 & 8, 2016

Appleton, WI at UW System IT Management Council Conference

CIOs in Attendance: Dan Dunbar, Chip Eckardt, Anne Milkovich, Bob Beck, Beth Schaefer, Werner Gade, John Krogman, Sue Traxler, Joe Kmiech, Dave Kieper, Elena Pokot, Mohamed Elhindi, Bruce Maas, David Stack, Jordania Leon-Jordan

Guests in Attendance: Andrea Deau, Ruth Ginzberg, Renee Pfeifer-Luckett, Olga Turkina, Mike Schlicht, Dave Lois, Pat Christian

Approval of Minutes

The minutes of the November 2016 CIO Council meeting were approved by acclamation.

Action Items from the Last Meeting:

- Bob Beck and David Stack will look for professional development regarding data governance
 - o Beck sent out the webinar list from EAB. Stack has found no training per se, but UW System could bring in someone from EAB to do a workshop.
 - o There are two separate questions being thought considered- what are the data definitions and how is data accessed? Beck suggested selecting and viewing an EAB webinar.
- Lori Stortz, Mohamed Elhindi and David Stack agreed to focus on the new systemwide authentication and assurance policies before the other three. They also agreed to focus initially on the large ERP and campuswide systems.
- Mohamed Elhindi will work on planning a facilitated security strategy session
 - o Date TBD
 - o Proposed plan to start at 10am to finish by 2pm
 - Council members were open to including the TISC group in this session because they are looking for guidance. Anne Milkovich volunteered Mark Clemmons, who is a member of TISC, to help moderate their discussions. There is a need for a CIO to serve as a facilitator so Elhindi will work with David Stack
 - The goal is to help institutions demonstrate their policy implementation ideas and plans
 - Elhindi will work on drafting an agenda and get it sent to those who need to be invited
- David Kieper's vacancy on the Information Assurance Council (IAC) needs to be filled. Since no one volunteered, the CIOs were asked to continue to thinking about the vacancy
- David Stack mentioned that Sara Solland is leaving her position at UW-River Falls and going to Metropolitan State in Minnesota.
- The CIO recruitment is still underway at UW-River Falls.

Strategy Update

Werner Gade met with George Watson from the UW-Madison Office of Quality Improvement to consolidate some of the ideas that surfaced in the CIO strategy themes document. It will be better to discuss this topic face-to-face at the December meeting.

Learning Environment Technical Requirements

Werner Gade previously sent out the technical requirements for the learning environment RFP to the CIOs. Renee Pfeifer-Luckett reported that there is a three-stream approach to developing the requirements:

1. Use Case Team Stream
2. Technical Requirements Stream (going through the first pass review)

3. Training and Development Stream (just getting started)

The requirements were developed so the solution would encompass more than a Learning Management System (LMS). One goal is to keep the requirements simple. Werner Gade is still accepting feedback. There is an interest in having something in the requirements about a possible co-development partner because the learning environment landscape could change from 2017 to 2019. Andrea Deau will share the language she used in another RFP to address relevancy of a product and vendor in coming years. The decision was made to focus on a cloud-based solution. John Krogman brought up five 9's reliability and noted that it may be too stringent for a system of this type. The RFP process is expected to yield a recommendation by the end of April 2017.

UW System IT Governance Structure

Vice President David Miller would like the next person coming in as UW System CIO to have a clear picture of what the IT Governance Structure is, and will be, and to know which groups are involved and how they work together.

David Stack has observed that IT decision making occurs among more groups than just the CIO Council. Elena Pokot thanked Stack for drafting together an IT Governance Matrix because it's apparent that there are some decision-making groups that aren't obvious. It was recommended that the Council identify the high-level structure, role, responsibility, and decision-making authority of each of the groups identified.

Suggestions for more clarity in the handout Stack provided included:

- Delineate technical representation versus operational representation
- Including a contact person for the Council
- Listing supporting groups on the matrix

Werner Gade is hoping the results of this exercise will tie into the overall CIO Council strategy. It will be important for people to recognize the authority of the groups.

BI Project

There was a Business Intelligence (BI) Executive Sponsor meeting on November 3rd at which it was unanimously decided that the retirement of Interactive Reporting (IR) product be moved from June 2017 to April 2018. It was also recommended that no additional funds be spent on maintenance.

There were quite a few unanswered questions and discussion revolving around scope creep as the project apparently continues to grow. For example, should the UW System move to a future data model and should there be executive level reporting rather than just operational reporting? Ultimately, the questions should help the UW System evaluate what it will take to move to a more analytical model for reporting.

David Stack hasn't had a chance to talk with Kathy Luker since the Executive Sponsor meeting. Concern was expressed that there was not much discussion among the Executive Sponsors regarding replacing the shared HRS and SFS queries. The Council is concerned that there are signs that the project is in trouble with the lack of progress and a campus that has already gone a different direction. It is recommended that the Executive Sponsors be provided with dates for when work will be done and the plan for how and when the UW System will adopt common data definitions.

There is concern that IT, as a group, has been focused on tools rather than adopting a data perspective. This is not a decision for the CIOs alone to make although, as a strategic partner, the CIO Council should be providing recommendations.

Common Systems

Last year, funds from fringe benefit and energy savings were returned to the institutions and used for raises and other institutional needs. This year, the proposal is to use a portion of these savings to defer increases in the Common Systems assessments for high impact projects such as the new learning environment, Shared Financial system upgrade, and business intelligence. There was also discussion about the need to invest in the academic mission. This topic will be discussed with the CBOs on November 17.

Initiative/Group Update Model

The CIO Council has expressed interest in receiving updates on systemwide IT projects. The Council would like to see the updates prior to the meeting and not the day before if possible. This way the Council members can get feedback from their staff prior to the meeting.

The preference was for a one or two page summary for each project prior to each Council meeting. As an example, the reports that UW SysNet circulated during their implementation were well received. The Council would like the reports to follow a common format. Beth Schaefer offered to follow up with the UW System PMBA group for a replicable format.

Other Items

John Krogman reported that the UW SysNet budget will be updated after the holidays and there may be a slight reduction in charges. The UW SysNet is in the process of applying for a federal grant. Krogman is asking the CIOs to think about the educational aspects of how their institutions offer health care to rural communities. If successful, these would be one-time funds that come with a three-year commitment before it would be necessary to reapply.

David Stack mentioned there is an RFP on the street for an Employee Benefits Communication Platform to help provide employees with advice regarding their selection of their benefits.

UW-Madison is deploying Palo Alto's Advanced Threat Protection (ATP) technology. Bruce Maas suggested that other institutions could benefit from it as well. Chip Eckardt reported that UW-Eau Claire is looking at Microsoft's offerings. David Stack reported that UW System Administration is also looking at ATP technology.

Review Action Items and Next Meeting

Action item: Beth Schaefer will talk to the PMBA about an update template for reports.

Next meeting: Sue Traxler would like to bring her chief information security officer (CISO) to the meeting for the discussion about security policy gap analysis.

2016 Meeting Dates	Meeting Time
December 15 th -16 th	Noon-to-Noon