

Information Technology Committee
September 20, 2013, 10:00-12:00, Union South

Call to order, welcome and charge, introductions.

Voting members and non-voting members for the 2013-2014 committee introduced themselves, following by introductions of meeting visitors.

Chair Forest outlined her goals for 2013-2014:

- Address faculty governance at the big-picture level. This is a campus level, even state or nation wide issue, which we have an opportunity and responsibility to engage in. Within but also beyond the ITC, how can we have the most impactful shared governance? How do we incentivize service? How do we establish continuity of leadership?
- Fully engage our student representatives.
- Work to support efforts of the CIO office that can benefit from shared governance, in particular serving as a communication bridge
- We've focused on Research Computing, Teaching and Learning, and Administrative Excellence in the past few years. This year is an opportunity to more meaningfully address technology in humanities and social sciences
- Extending the previous point, make IT accessible/available to everybody – without regard to units/individuals, funding level, etc.

Other ideas for our discussion this year:

Downey: Apropos the broad area of access to technology, at the department level chairs are hearing about activity-based budgeting. Campus will have new metrics for budgeting such as research grants received, outreach activities and credits delivered. Resources are going to follow the activities. The question is how can we do what we want to do? IT is one of the resources. It might be an opportunity for this committee to look at IT inventions. How can IT help deliver on the mission of the departments?

McKenzie: With the new provost/deans there is an opportunity. Four things we should do:

1. What is the ITC's relationship to the UC?
2. Professional development of faculty and students (depts. and research centers) on their use of IT.
3. Help campus-wide research initiative be at same level as EI and AE. This is knowledge production. This is mission critical.
4. Human-centered design in interdisciplinary areas.

Zweibel: As a physical sciences member, am I an example of a physical science faculty member or am I supposed to communicate with other departments? Should I be? Can I have resources such as an email list? (Forest- we should enable our members in this respect.)

Forest reported that all meeting dates are set for the year. The agenda will be emailed to committee members. The website will be kept up to date and serves as a resource for all those interested in the agenda, minutes, and meeting times of the ITC.

Automatic consent approval of the May 2013 minutes.

CIO/COO updates. (Bruce Maas, CIO)

Maas recently met with the Chancellor and provided an overview of the CIO's Office, DoIT, and IT initiatives on campus. His briefing document can be found at: [http://www.cio.wisc.edu/CIO - Chancellor Presentation.pdf](http://www.cio.wisc.edu/CIO_-_Chancellor_Presentation.pdf). Maas' primary driver is to make the UW-Madison more competitive through IT scaling where it makes sense, allowing for efficiency, effectiveness and avoidance of future costs.

In July, the Board of Regents decided to not award the network contract to WiscNet but rather have the University of Wisconsin System build its own network. Since then, Maas, John Krogman, and DoIT networking staff plus other UWS campus representatives have been heavily involved in planning the transition. This presents an opportunity for the System to plan what could become one of the most advanced production and R&D networks in the country. The plan is to keep the current network going while building the new network. Costs are estimated to increase about 65%, which is lower than originally expected but based on a number of key assumptions about our use of existing UWS network contracts and agreements.

Downey commented that the recasting of the network allows for long-term research exposure. It will bring in resources. Maas noted that now we can talk about the network without distraction so that people are listening to us about the broader value we provide to the state. Alan Silver asked who is a part of this new network? Maas said that it is just UW System campuses and affiliates. Not K12. Not WiscNet. We will continue to help advocate for affordable high speed gb level broadband services for our K12, Library, and other strategic public sector partners.

Maas reported that this year we will have an emphasis on data, analytics and data-driven decision making. The Chancellor is very interested in data-driven decision making. Recently, a new team led by Scott Owczarek has been formed looking at how to improve access to data for analytics with student data.

Downey asked how can we get meaningful data to students. For example, where do their courses lead? Maas responded that an important early step is thinking through who are the clients of the data. Is it students, faculty, etc.? We need a matrix. Claire Kuhn noted that discussions are needed regarding what data we need. It's one thing to analyze what we currently collect but another to think about what data we need for projecting. Ellen Zweibel asked if the data would be in the cloud. Maas responded that the discussion has to include which data can be in the cloud, but we have to be transparent about privacy and risk discussions.

McKenzie suggested that we need to think what the move to analytics means in relationship to the Wisconsin Idea. Are we creating progress? Are we legitimating knowledge? The stakes are high regarding the Wisconsin idea. Scott Owczarek talked about their efforts with School of Engineering. They measured students' summer enrollment patterns and used that to assist with advising other students.

Maas reported on other key issues that the CIO's Office are involved with including the Administrative Excellence projects such as data center aggregation and IT decision making. The IT Decision Making Team that is going to design the decision-making process is having their first

meeting soon. They need to create a process that is transparent, rapid, fair, etc. as well as create a representative governance structure to be involved in decision-making.

IT Security (Bruce Maas)

Maas noted that as we do things at scale, part of the planning is how to address risks associated with scalable services. We have to make sure our core mission services do not get disrupted by cybersecurity threats. Today, the capabilities of countries and individuals to disrupt us is significant and getting more advanced. We've changed our approach. In the past, we haven't done true risk assessments about the range of threats. We need to understand our risks and threats before implementing strategies to address risks. He is hiring a new Chief Information Security Officer and the focus will be on risk assessment and risk mitigation. This position will be partnering with Risk Management, Legal Services, Internal Audit and other campus units. OCIS and DoIT Security functions will report to this new CISO. The new CISO will assess existing capabilities and will work with COO Krogman and CIO Maas to decide how the new function will be organized. Recruitment for this position is under way. The cloud is a part of the risk that will be analyzed and mitigated. Maas has no concerns about our ability to contract for security comparable to what we provide in our own data center. We have a rigorous approach to contracting and our institutional rights are being protected. There has been recent publicity regarding NSA leveraging Google and Microsoft to access information they store. Why would we put our data and information there if it is going to be at risk of disclosure? We are already subject to subpoenas from NSA about data stored in our own data center. The cloud neither protects us nor makes it worse. We will make decisions about cloud services based on our assessment of benefits and risks. Compliance with the law is not something we can avoid by keeping data in our own data center.

Zweibel stated that her department, Astronomy, has been discussing the implications of having email in the cloud. Their understanding was that Microsoft and Google intentionally did not put together their best encryption services so it allowed NSA in. But this can also let in other bad guys. Should we re-think these services? Maas said that NSA got access through legal methods, not hacking. MS and Google have highly talented individuals doing the technology. We are not necessarily any better than they are. There is no evidence that they are any less secure than what we do. MS, in particular, is where most of our peer institutions have moved for email and calendar services. For the Internet2 Office 365 service, we (our peers), can use our leverage with the vendor to represent our interests and concerns. We can protect ourselves contractually. There is no evidence that MS 365 services have anything less than the best of reviews regarding the technology and how its set up. Maas offered a personal visit to Astronomy to listen to their concerns. McKenzie wondered if the ITC could host some sessions. Maas suggested he do this first visit and then decide after that.

Liaison updates

Teaching and Learning – Mike Pitterle noted that there are some new fellows. Recently there has been some Learn@UW faculty instruction. UW-Madison's Coursera MOOC Video game course has 17,000 registrants. EI funding phase II proposals are due by October 11 to the Deans. Moodle is now available to everyone on campus. An RFP has just been released for media management service. Improvements have been made in the iclicker integration with D2L.

MTAG – Bruno Browning noted that this summer MTAG discussed many of the topics discussed today.

NAG – Alan Silver provided updates on four areas:

Wireless deployed throughout campus with the exception of a few buildings that have asbestos abatement requirements. There was over a 50% increase in the number of access points to address coverage with the addition of 5GHz dual band units. DoIT Network Service continues to augment as when additional coverage gaps are identified.

Next gen campus network - Equipment is physically installed and powered at CSSC super node, Animal Science and 432 Campus mall super nodes will be powered up in mid-October. Campus Core Router is operational with 100 Gig connectivity to Internet 2 with test traffic being passed. (Since the NAG meeting we have moved the primary VLAN for I2 traffic to this 100 Gig connection).

Looking for input from research community about needs/concerns with 100 GB

Data center aggregation team was to meet (happened yesterday). Still a lot to be worked out.

CTIG – Rick Konopacki reported that CTIG sponsors presentations. Recently they've discussed Bring-your-own-device, replacement for Wiscnet, and the campus AE initiatives. One of the things that CTIG sponsors is the "IT Jump Start" program. This program provides orientation for new IT employees on campus, a list of resources for them, and some mentoring.

Shared software licenses (Chris Hopp)

Chris Hopp suggested that now is the time to rethink how we manage software on campus. The current software landscape on campus is predominately one where DoIT acquires software that is redistributed across campus via a la carte ordering. DoIT currently acquires about \$3.7 million worth of software from 64 vendors. There are problems with current funding. Adobe is a recent example. A la carte licensing limits usage, promotes workarounds, and has high transaction cost.

There is now an opportunity with Adobe. We could do a la carte or a campus shared library. Software items that are used many places and have high concurrent license use are good candidates for the shared library. If we centrally fund and use historical costs as a way to get started, then we can start equitably.

The new central funding model with a campus shared library provides no net new spend, unlimited use for University-owned devices, many packages include home use, less transaction costs, eliminate 75% of campus license servers, and simplified use.

Forest noted that non-University-owned computers used by students and to some extent faculty and staff have a lot of this software. At least major productivity things need to be available for student use on non-UW-owned computers.

Hopp clarified that the central funding model would apply to lab computers.

Downey thought that alone keeping everyone on the same version of the software would be worth subsidizing. He liked this model because licensed software available in the cloud could be used out of country, for example. There are real challenges with iPhone/Androids. Today he has to acquire app cards. There may be a challenge here too as activity based budgeting will cause greater scrutiny. If

someone only needs 2 of these rather than all the software, will they not want to be perceived as subsidizing others? (Hopp noted that initially this would be based upon historical spend – a proven data point.) The “all you can eat” availability will encourage new users and novel applications of software.

McKenzie expressed concern for students. Reduced student cost is important. Are there student funding options?

Matthew Awad pointed out that every student owns a computer but there is a lot of software that can't run those machines. Students have to rent or use lab computers for required assignments/projects. For basic software, students are using their own computers but they also use computers on campus.

Zweibel thinks the idea of a campus shared software library is a great idea. Student access to the software is important. We need to look for free.

Meghan Mitchell expressed that we actually have requirements for students to have laptops in practice. It is not directly stated. Almost every student has a laptop but those that don't are left out. Is there a way for students to get a laptop via financial aid or other mechanisms? Should we explore the possibility of a laptop requirement?

Advanced Computing Infrastructure (Paul Wilson)

Paul Wilson provided an update to the ITC at its May meeting. On Monday Sept 23, the ACI will host an open house from 1:00 to 4:30. During the summer of 2013, the HPC services came online. They have increasing use of CHTC's large scale computing services and crossed the 100M CPU-hours per year mark. All ACI services are available for no funds. There is immediate access to priority resources for a fee, which is based on the costs of purchasing hardware only.

Next steps – Increase interaction with other campus partners; continue outreach to all campus; advertise and recruit ACI fellows; support improvements in software licensing; begin assessment of data management issues; and build communities of practice- on campus and off campus.

All are encouraged to come to the Open house of the ACI at Discovery Building 9/23 1-4:30.

Next Meeting: October 18, 2013 9:00 – 11:00 Union South

Attendees:

Members:

Faculty

Meghan Mitchell, Art; Arts and Humanities
Greg Downey, Library & Information Studies; Social Sciences
Katrina Forest (chair), Bacteriology; Biological Sciences
Ellen Zweibel, Astronomy; Physical Sciences
Jon McKenzie, English; Arts and Humanities

Academic Staff

Mike Pitterle, Pharmacy

Sept. 2013 ITC Minutes

Mike Pflieger, L&S
Jennifer Bonifas, SMPH

Student
Matthew Awad

Non-Voting Members
Ex Officio

Bruce Maas, CIO and Vice Provost for Information Technology

Provost Appointments
Clare Huhn, Representative of the Provost
Alice Gustafson, APR, Rep VC for Administration
Ed Van Gemert, Libraries
Mark Field, Graduate School
Bobby Burrow, General Services, Rep VC for Administration

Campus Liaison, Group
Catherine Stephens (School of Education), ComETS
Bruno Browning, (College of Letters and Sciences), MTAG
Alan Silver (Chemistry), NAG
Mike Pitterle (Pharmacy), Moodle Council
Rick Konopacki (SMPH), CTIG

Guests

Judy Caruso, CIO Office
Joanne Jones, DoIT
Alan Ng, Continuing Studies
Paul Wilson, ACI
Scott Owczarek, Registrar's Office
Rob Kolhepp, College of Engineering
Chris Hopp, DoIT
Ben Abernathy, Geoscience

Absent:

Mathew Jones
Constance Steinkuehler
Guri Sohi
John Krogman

T&L Partners report - Mike Pitterle reporting
Collaborative report from groups supporting T&L across campus.
September 20, ITC meeting

1. EI highlights

- Blended Learning Fellowship - new cohort begins this Fall. The list of fellows is posted: <http://edinnovation.wisc.edu/content/uploads/2013/09/Blended-Learning-Fellows1.pdf>
- Blend@UW is a blended learning course redesign program; Fall session underway: (<http://sites.google.wisc.edu/blend/>)
- Video games and Learning MOOC - begins October 3 with 23,828 students enrolled (as of 9/19/2013)
- Total of 141 EI projects in schools and colleges, 41 curricular redesigns, 95 blended or online projects.
- EI Fund - call for proposals for PHASE II: Creating and Executing your Educational Innovation Plan. Pre-proposals due to Dean or Summer Dean by October 11.

2. Campus Moodle service - available to the entire campus for timetable courses.

3. Moodle Council Co-Chair(s) - Lisa Hebgren and Mike Pitterle

4. ComETS Leadership Transition - After serving a term of more than one year as ComETS Chair, Catherine Stephens will be stepping down and ComETS will be transitioning to a new administrative team, including Jonathan Klein (L&S Learning Support Services), Diana Wheeler (Wendt Commons), and Rosemary Bodolay (Design Lab). Jonathan (jbklein2@wisc.edu) will serve as the first point of contact for the ComETS Steering committee.

5. Media Management Service update (UW System - Josh Harder is lead).

The budget request for a Media Management Service for UW System has been approved and the RFP process is underway. RFP team is involved with some demos scheduled for early Fall. The most optimistic timeline has the team making a selection in September and proceeding with contract negotiations. The hope would be to have a system ready for the Spring.

The Kaltura pilot finished (on June 30), but pilot users have been extended

access to their accounts through the end of the summer; not creating new accounts. For the fall semester, pilot users and others seeking a media platform should check out DoIT Streaming services. <http://www.doit.wisc.edu/streaming/>

6. i>Clicker integration with LMS - available in Moodle and D2L

- Desire2Learn: <https://kb.wisc.edu/luwmad/page.php?id=27653>
- Moodle: <https://kb.wisc.edu/moodle/page.php?id=33192>.

7. Go Big Read - A Tale for the Time Being, by Ruth Ozeki

<http://www.gobigread.wisc.edu/>

Members of the group: Jonathan Klein, Diana Wheeler, Rosemary Bodolay, Catherine Stephens, Mike Pitterle, Brian McNurlen, Jeff Bohrer, Sarah McDaniel.