

Interim University Technology Advisory Committee

October 30th, 2009

Meeting Minutes

Participants in Attendance:

Phyllis Wise, Provost and Executive Vice President, Chair
Ann Anderson, Associate Vice President and Controller
Kenyon Chan, Chancellor, UW Bothell
Sara H. Gomez, Vice Provost & Chief Information Officer, Office of Information Management
Edward D. Lazowska, Bill and Melinda Gates Chair, Computer Science & Engineering
Mary E. Lidstrom, Vice Provost for Research, Office of Research
Arthur Nowell, Dean, College of Ocean and Fishery Sciences
Johnese Spisso, Vice President Medical Affairs & Clinical Operations Officer, UW Medicine
Kelli Trosvig, Chief Operating Officer, UW Technology

Absent:

Ana Mari Cauce, Dean, College of Arts & Sciences
Paul E. Jenny, Vice Provost for Planning and Budgeting, Office of Planning and Budgeting
Werner Stuetzle, Divisional Dean of Natural Sciences, College of Arts & Sciences
V'Ella Warren, Senior Vice President

Guests:

Michael Eisenberg, Dean Emeritus and Professor, The Information School
Terry Gray, Associate Vice President, UW Technology
Peggy Ross, Technology Project Manager, UW Technology
Bill Yock, Associate Vice Provost, Enterprise Information Services, OIM

Committee Staff:

Cindy Brown, Associate Vice Provost, Communications & Outreach, OIM
Alisa Hata, Deputy Chief Operating Officer, UW Technology
Melissa Albin, Administrative Specialist, OIM (recorder)

ACTIONS/DECISIONS

- Information on the Academic Advisory Group for Enterprise Reporting (AAG4ER) will be posted on the DMC Web site. [Link to Academic Advisory Group for Enterprise Reporting site](#)
 - The Committee endorsed the Warranty Relocation option recommended by UW Technology in its Business Continuity Study. (See notes below for more details).
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1. Enterprise Information Management Program Update

Mike Eisenberg and Bill Yock reported on the progress of the Enterprise Information Management Program, including the work of the Data Management Committee (DMC), and the Enterprise Data Warehouse (EDW). Mike said that information management is critical to supporting strategic UW initiatives such as Activity Based Budgeting, Two Years to Two Decades, Replace the Base, and Cloud Computing. All of these efforts require consistency in reporting and data definitions as well as university-wide education and awareness. The work that the DMC has done so far on enterprise reporting and developing institutional definitions and policies has laid important groundwork for these endeavors, and will provide deans and other stakeholders with better and more reliable information for decision-making.

Highlights from the work of the Data Management Committee include:

- Recent selection of a new chair -- Betsy Wilson, Dean of University Libraries
- Identification of data trustees and data custodians across the three campuses
- Development of new policies and guidelines, including:
 - Cross-unit open access to financial data
 - Institutional access and use agreement
 - Access to institutional base salary data
- Oversight of the development of the Enterprise Data Warehouse
 - More than 1,200 users now have access to EDW
 - More than 97 institutional definitions have been added
 - More than 71 enterprise reports have been developed

In the next year, the DMC will oversee the development of 60 additional enterprise reports and will deliver a training program for those identified as data custodians and trustees.

Committee Discussion

Members of the committee raised the following questions:

- Does the EDW create opportunities for units to give up their shadow systems?
- How does the DMC determine needs and set priorities?
- What outreach is being done to academic units?
- What representation from academic units is currently included in the DMC and Academic Advisory Group for Enterprise Reporting?

Bill and Mike said that the plan of the DMC/EDW model is to provide a common trusted data repository that would minimize the need for shadow systems. In the past, enterprise reporting priorities have been determined by the Top 5 committee, which was made up of deans. Currently priorities are being set in part by the Academic Advisory Group for Enterprise Reporting, which is made up of key administrators and data analysts from schools, colleges and campuses. Input is also being gathered through outreach to schools and colleges by the Enterprise Reporting teams and active participation by user groups and Special Interest Groups

(SIGs). Kirk Bailey's group has identified some issues around information privacy and security that have also been on the DMC's agenda. Additionally, outreach to key Data Trustees will take place in December and January.

This led to a discussion of the DMC's composition. A concern was raised that the DMC has only one dean on its membership and that there has not been adequate input from academic units, especially from the staff who are doing the work. There needs to be more grassroots outreach and input.

Mike described the evolution of advisory groups providing input into enterprise reporting, starting with the IT Resource Sharing Group, and the Top 5 groups, and then the Deans Advisory Group, and now the Academic Advisory Group. During the Top 5 effort, the process was being driven by the data needs of the deans; the DMC came together so that business and technical people could translate the information needs of academic units. As these groups evolved deans were deferring to their administrators because of their limited availability for meetings, particularly during budget reductions. More recently, the Academic Advisory Group was formed to provide input from academic units. It was noted that there is also a large amount of outreach and vetting going outside these advisory groups. This is an evolving process, and there is an opportunity to expand outreach further. It was also agreed that the membership of the current input and advisory groups, including the Academic Advisory Group, should be posted on the DMC Web site.

Bill described other projects to come out of the Enterprise Information Management Program. This includes Web Services, which has provided such online services as class lists with photos for faculty, online grade submission, and course listings on the mobile UW application. These are good examples of the multiple ways data can be accessed from the EDW, for both end use and application usage.

Bill identified some future challenges, such as improvement of communication about DMC/EDW efforts, greater speed in creating build-outs, and assurance of data security and compliance. Getting the word out about the work and greater engagement from the academic units will be a priority. The group discussed possibilities for communications, such as University Week. A committee member suggested the creation of a chart that will identify which groups are involved and what their roles are.

Next Steps

Bill will attend the next U-TAC meeting in January 2010 to brief U-TAC members on the UW Institutional Data Management Policy Statement, and U-TAC will be asked to take action on approving the policy at the March 2010 meeting.

2. UW Technology Business Continuity Scoping Study Update

Kelli Trosvig gave a final report on UW Technology's Business Continuity Scoping Study and asked U-TAC members to approve an option for moving forward. The goals of the study were to

discover what was previously unknown about the recovery of UW critical administrative applications and to develop recommendations to make those applications that are operated by UW Technology and OIM redundant, geographically diverse, and recoverable.

In the study, it was identified that the UW critical administrative applications and infrastructure are not fully redundant and not geographically diverse. In a regional disaster, business processes will be interrupted, critical services may be unavailable for a period of time, and some data may be lost permanently. Kelli presented three possible options that will assuage this problem and identified the benefits, risk level, time line, and estimated cost of each plan.

The options are:

- Immediate Build Out
 - Build new redundant systems immediately at recovery site with new hardware
 - Low risk
 - Cost: \$1,800,000/ 6,000 staff hours
 - Duration: 12 months

- Warranty Relocation
 - Build some new systems immediately to cover lack of redundancies & relocate others to recovery site during warranty replacement
 - Moderate risk
 - Cost: \$489,000/ 6,000 staff hours
 - Duration: 4-5 years

- Status Quo
 - Maintain existing hardware and applications in their current locations
 - High risk
 - Cost: no additional expenditures

UW Technology's recommendation was Warranty Relocation, Option 2.

Committee Discussion

The group weighed the three options presented and discussed the risk analysis and costs. It was pointed out that continuing with the status quo option poses too great a risk for UW. Committee members asked how the recommended Warranty Relocation option would be funded. Kelli said that it would be built into UW Technology's new rate structure. The committee agreed with the recommendation to pursue Option 2, Warranty Relocation.

3. Cloud Computing Update

Terry Gray gave updates on the costs, progress, plans, and lessons of the Cloud Computing initiative. The preliminary costs for May-September in terms of UW Technology staff time were:

- Outlook Live: \$ 200K
- Google Apps: \$ 50K
- Generic: \$ 75K

Progress

- MS and Google pilots successfully completed
- Contracts are completed for vendors
- Campus launch for students & alumni took place on 9/28/09
- CSE launch for students, faculty, staff
- Planning for 2010 phase-out of student UA services (*Per STF Committee funding decision*)

Plans for 2010

- Cloud Service Enhancement
 - Faculty / Staff launch
 - SSO for Outlook Live
 - Group management features
 - Improved calendar interoperability
 - Refine acceptable use policies
- On-Premise Service Retirement
 - Student UA services (at least email)
 - Central Exchange/SharePoint services moving to Microsoft BPOS (dedicated, for fee)

Terry said that prominent among the lessons learned is the reality that “free” services are not free. There are moving targets, startup problems, and service issues that need to be addressed. There are challenges around collaboration in the form of multiple accounts and assurance of interoperability between cloud services and applications. Despite the challenges, the response from students and faculty has been positive.

Committee Discussion

A committee member asked how the migration will affect the issue of using state resources for personal use. Terry said that all of the current rules apply; the university still owns the data.

4. IT Project Portfolio Update

Because of time constraints only a summary was given. U-TAC members were sent copies of the status reports for review. Projects in yellow are all being mitigated. There are new program status reports on Quali and Enterprise Information Services.

The meeting adjourned at 11:00 a.m.
