Interim University Technology Advisory Committee
March 16th, 2009
Meeting Minutes

Participants in Attendance:

Phyllis Wise, Provost and Executive Vice President, Chair
Ann Anderson, Associate Vice President and Controller (for V'Ella Warren)
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 R. M. Nowell, Dean, College of Ocean and Fishery Sciences
Johnese Spisso, Vice President Medical Affairs & Clinical Operations Officer, UW Medicine
Kelli Trosvig, Interim 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

Presenters:

Kirk Bailey, Chief Information Security Officer
Terry Gray, Associate Vice President, University Technology Strategy, UW Technology
Erik Lundberg, Laboratory Director, Computer Science and Engineering

Committee Staff:

Cindy Brown, Associate Vice Provost, Communications & Outreach, OIM
Melissa Albin, Administrative Specialist, OIM (recorder)

DECISIONS:

- **ITEMS ON THE AGENDA WERE INFORMATION ONLY**

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1. Cloud Computing

Terry Gray provided a follow up on the discussion of Cloud Computing that began at the February 27 Interim U-TAC meeting. He was joined by Kirk Bailey, who presented information about security guidelines and policies pertaining to cloud use, and by Erik Lundberg, who provided a demonstration of the Computer Science and Engineering (CSE) department Google Apps Pilot Project that will commence spring quarter.

Follow-up from 2/27 meeting

Terry Gray gave a recap of the main points from the February 27 Cloud Computing presentation. He reiterated that the cloud is already widely used at UW, that it is becoming an integral part of research and teaching, and it is transforming IT across the campuses. He advised that cloud usage brings its own set of risks to the institution, and that data protection guidelines should be established for all use cases.

Terry noted that at the February 27 meeting there was consensus among the committee on three broad points:

- UW should encourage use of cloud services, consistent with compliance obligations.
- UW risk is reduced by executing partner contracts and incenting their use.
- UW should leverage the cloud's low-cost user support model as much as possible.

The committee had also agreed to UW Technology's four recommendations regarding its role in supporting the cloud:

1. Lead and follow
    - Encourage cloud use; Partner w/MS, Google, Amazon
    - Provide expertise and coordination; Assist policy efforts
2. "Get out of the way"
    - Facilitate master contracts meeting UW and department needs
    - Enable, don't mandate; soft-launch
3. Moderate Integration (IAM and application)
    - Balance usability/compliance goals w/TCO
    - Avoid both too little/too much; slippery slopes
4. Minimum User Support
    - Manage central "Admin" accounts
    - Embrace low-touch DIY support paradigm

Security Guidelines

Kirk Bailey presented an update on operational guidance and policy for cloud computing. In the short term the Google Working Group will collaborate with those working on the CSE pilot to create a draft security guidance document that will be reviewed by the PASS Council, U-TAC, and other appropriate UW risk-related stakeholders. In the long term, Kirk's office and the UW PASS Council will lead an initiative to develop revisions to the existing Appropriate Use Policy and Privacy Policy. The Office of the CISO has conducted meetings with stakeholders to discuss issues related to the Privacy Policy; a draft document will be produced in April/May. They have also met with internal and external subject matter experts regarding the Appropriate Use Policy; the UW PASS Council will combine the feedback of those experts with lessons learned in the CSE pilot to further scope and revise the policy, which U-TAC members will be asked to review.

Kirk said that the initial Appropriate Use Policy was too strict and too narrow, and he is hoping that the new draft will strike a better balance between institutional risk and liability and the

opportunities offered by cloud computing. He welcomes the CSE pilot as a chance to determine that balance, and throughout the phases of the pilot risks will be assessed along with identification of the kinds of controls needed to mitigate those risks.

Discussion

Members raised the following points:

- Assume the approach will be broad, and will include ediscovery and other technologies, not just the cloud.
- This committee may want to take a look at the composition of the PASS Council to ensure it has the right mix of perspectives to appropriately balance risk management with the business case.

CSE Pilot

Erik Lundberg gave an overview of the pilot project, Google Apps for CSE. He said that CSE users will have a Google "virtual desktop" with the following applications:

- Email
- Calendar
- Documents (word processing, spreadsheets, presentations)
- Collaborative Tools
- Talk

All of these will be branded with the CSE domain.

Erik outlined the advantages and benefits, which include:

- Calendar – much less closed than other calendaring systems and more easily shared
- Documents – word processing and spreadsheets can be imported/exported from and to Word and Excel
- Collaborative Tools- Live co-editing means that two or more people can simultaneously edit a document online
- Work can be done in an off-line mode and uploaded later
- Google "widgets" allow users to customize their own desktop
- We can control the appearance and branding
- Sign-in will employ the Shibboleth identity system, so UW CSE credentials can be used
- Users just need one tool on their desktop- the browser- to access all of the functions, and it will no longer be necessary to remote into an office desktop away from campus
- Google Apps can be run on LINUX, Macintosh, or Windows - everyone who logs in will see the same thing
- Google search is on the virtual desktop
- No need for email attachments

Erik told the group that 50 percent of student email is already going off campus to other email providers. He talked about the terms of the contact, which stipulates that there will be no ads for faculty and students (though they would see ads if they clicked on Google search or if they used some of the widgets). Google would like to serve ads to alumni. CSE users will log on with a CSE password and USER ID and sign-in via a CSE server. CSE will control the appearance and

branding of the desktop, the accounts and passwords, and CSE will own the data. CSE will be able to terminate accounts and will have access to them for ediscovery.

Erik said the pilot is for students, faculty, and staff. There will be no classified research. CSE is starting with Google as a single provider, but hopes there will be multiple providers to choose from in the future. CSE is partnering with UW Technology, the UW Chief Information Security Officer, the UW Registrar, Risk Management and other appropriate departments, and is signing a memorandum of understanding with them.

Erik said the proposed timeline for the pilot is for CSE undergraduates to begin use in early spring quarter and when service is stable, to expand it to other students, and faculty and staff later that quarter and over summer.

Committee Discussion

Members raised the following points:

- There was a question as to whether the URL would have a Google or UW identity. Currently the URL says Google and it was not clear if Google supports masking capabilities to make the URL appear to be from the UW.
- There was a discussion about Microsoft's competitive efforts to have students use their products. There are benefits in this competition as vendors strive to create cloud-based products that address specialized issues, such as HIPAA and FERPA.
- HIPAA is a problem for cloud-sourced applications. Google does not currently support HIPAA information.

Proposed UW Technology Roadmap

Terry shared information about the Microsoft and Google pilot projects, and our partnership activities with Amazon. He noted that Amazon is offering a completely different service, which involves rental of computer time and storage, rather than specific applications.

Terry gave some preliminary assumptions for pilot projects:

- For the general knowledge worker, not for those dealing with sensitive information
- Controlled namespace (i.e. UW namespace)
- No forced account expiration
- Eligibility. Google: anyone with a UW NetID. Microsoft: controlled by group.
- Migration and integration. Microsoft: Integration with local Exchange is coming. Alumni email, largely "do it yourself."

In response to V'Ella Warren's request at the March meeting, he provided a list of questions we would try to answer using data from the pilot projects:

- Do our preliminary assumptions hold up?
- If we build it, will they come?
- When is "self-provisioning" and do-it-yourself support viable?
- What is cost of different integration/support models?
- What user complaints are likely?

- How important is SSO or "Reduced Sign-On"?
- Impact of user name/status change?
- What password policy do we recommend?
- How well do these services work with mobile devices?
- What is our exit strategy?

Terry outlined plans and timelines for MS Outlook Live, Google Apps, and Amazon. He said the interest in Amazon is in data center space and servers.

Committee Discussion

Terry was asked if this strategy will have an impact on servers and data servers, and he said yes, ultimately the need for local servers and storage to support these applications will be reduced, and the continually growing demand for data center capacity will be moderated. There are other questions, such as how to handle billing, and whether or not these services can replace deskmail, that will likely not be answered within the scope of the 2009 pilots.

2. Interim U-TAC Project Oversight Role

Presentation

Sara Gomez provided an overview of Interim U-TAC's oversight role for IT projects. She said that Interim U-TAC has assumed the approval and oversight role that I-MAC once had, which was delegated by UW's Administrative Policy Statement (APS) 2.3. APS 2.3 requires I-MAC approval for IT projects and acquisitions with a five-year system lifecycle cost of more than $1 million, and quarterly status reports for tracking and monitoring approved project status. Sara noted that Interim U-TAC will begin to receive quarterly status reports in April, and the first set will be reviewed at the April 30 meeting. Sara said that OIM staff will provide information and recommendations, and the committee's role is to review those recommendations and provide input and direction.

Committee Discussion

The importance of providing the committee with accurate and timely information in the quarterly status reports was noted. The committee will be relying on staff to identify problems early so that they can be addressed. It was also noted that more information is needed in the status reports on completed projects. The status report should note not only that the project is complete, but also how well the project met its goals.

The meeting adjourned at 1:30 p.m.