

Subcommittee Information Technologies

Minutes of the Meeting

December 1, 2009

[In these minutes: Future Directions of OIT, continued discussion of Google Applications]

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate, the Administration or the Board of Regents.]

Present: Lee Anderson (chair), Craig Gjerdingen, Sue Van Voorhis, Paul Rubenis, Stephen Cawley, Billie Wahlstrom, Ted Higman, Michael Korth, Brent Larson, Yuk Sham, Mary Vavrus, Bonnie Westra, Dan Garon, Judd Dudgeon

Regrets: John Butler, Danielle Tisinger, Brandy Lehto, Aaron Doering, Linda Jorn

Absent: James McDonald, Mark Sanders, David Arendale

Others attending: Ann Hill Duin, associate vice president and associate chief information officer, Office of Information Technology (OIT); Bernard Gulachek, Sr. director, OIT; Simin Hickman, customer engagement director, OIT; John H. Miller, Sr. director, networking and telecommunication services; Ginny Levi, 2009 – 2010 President's Emerging Leaders Program participant

I.) Chair Anderson convened the meeting and called for introductions.

II.) Ms. Ann Hill Duin distributed copies of her PowerPoint presentation to members covering the future strategic directions for OIT.

Ms. Hill Duin gave an overview on some of the OIT projects currently underway. She stated that one of the main goals of OIT is to create a spirit of collaboration among all University IT resources that will result in a unified partnership. Current initiatives include:

- Creating a consistent and flexible learning environment for students
- Creating a unified infrastructure encompassing all University IT resources
- The campus-wide Google Initiative

Hill Duin explained that because students are accessing University information using a variety of technology, the University needs to progress with that technology to meet the ever-changing needs of students.

OIT is looking forward to launching the new Active Learning Space initiative. Each individual space is equipped with the necessary technology students need in order to do

their work effectively and efficiently. Labs offer students wireless connections to do their work whether they are using a laptop, phone or net books, giving more learning flexibility. The coordination and optimization of these learning spaces are crucial for the University's goal of becoming one of the top three public research universities.

Ms. Hill Duin said that the learning space upgrades coincide with an intent to offer a common experience on all campuses. Vice President Cawley affirmed that University-wide technology alignment is a key strategy - a strategy that applies to coordinate campuses, collegiate, and administrative technology units throughout the institution. Ms. Hickman noted, for example, that the St. Paul computer labs were previously being managed individually by unit but are now managed in a common way, using common tools that offer the same base-computer image. Students now see their 'personal desktop image' and can access their personal information (documents, etc) from any lab computer that that is managed in this common way. Cawley also said OIT is looking at a variety of universities that have aligned and streamlined IT help-desk services with the hope of learning from, and mimicking those who have been successful. He said that this would, for example, enable simpler interaction and greater efficiency between local help-desk service centers that will allow us to streamline service requests.

VP Cawley stated that technology alignment is an ongoing, collaborative effort that will require flexibility and cooperation from everyone throughout the University. He said that while OIT is not currently underfunded, the University of Minnesota does not have the technology budget of some of its peers. Mr. Gulachek added that the University's technology spend, for instance, was 6.39% of its total expenditures in FY08 and that MIT and Stanford were closer to 8-10% at the time of last benchmark. Economic conditions will limit additional technology spending. Therefore, we must commit to aligning the institution's IT function to make the best use of the University's IT resources. Cawley said that the future financial situation of the University will require careful IT budget management if it is to remain on track with innovation, research and teaching investments.

Student Technology

Ms. Hickman informed members of the approved, certified laptop bundle packages for students that will be available spring 2010. The laptops are smaller and thinner than the average current laptop with a Microsoft Office operating system. They come complete with virus software and are pre-configured making them easier and faster to reimage than before. There were no issues identified with the laptops during the testing process. The University is looking into purchasing the laptop bundles at a bulk discount rate, which will be offered to faculty and staff at that discount rate.

Ms. Hill Duin added that Camtasia Relay is currently being considered for student use. Camtasia Relay is streaming media class-capture software that allows faculty to record lectures and presentations for students to view at their convenience. She said the University has a need for a system that better supports podcasts and videoconferencing, and that Camtasia Relay is currently being tested for this purpose. Further research is

needed in order to determine the importance of traditional classroom teaching versus the demand of new technology and the student needs. On a similar note, Vice Provost Wahlstrom said the College of Education and Human Development is looking into e-learning and e-education. She said the interest in this type of technological education continues to grow and the University is proactively working toward addressing the demand and growth in this area of education.

Security

VP Cawley said that there is a need for a comprehensive security compliance plan in order to comply with the Government Federal Information Systems Management Act (FISMA). He said the University would need to place more focus on infrastructure security and devise a plan. Otherwise, FISMA regulations could create a financial barrier for the University. Cawley added that the University's challenge is to comply with the FISMA requirements without compromising innovation.

Google Initiative

Mr. Gulachek gave a brief update of the U of M Google initiative and OIT's Google SAS70II audit report assessment. To date, the University has introduced the UofM Google applications suite to approximately 17% of the students and OIT is nearing the point of inviting the sophomore class to the UofM Google applications suite. OIT anticipates inviting all undergraduates by the end of the academic year. OIT evaluated Google's SAS70II audit report and found the auditor and the control processes to be credible, thorough and complete. Gulachek said the scope and level of testing done was appropriate and to the University's satisfaction. OIT's SAS70 Review Team concluded that Google's technologies and the control processes used to manage them to be equivalent to - or superior to - similar existing University technologies and their associated control processes. The University's internal auditors concurred with this conclusion. OIT is now are looking for appropriate use language from the HIPPA compliance officer. This language is needed to make the UofM Google applications available to graduate students, faculty and staff he said. The question was raised as to whether the University would adopt Google's calendar in the near future. Gulachek said the University anticipates adopting the Google calendar in the near future and that the UMCAL service is nearing its useful end. It is his opinion that the Google calendar is superior to UMCAL and Meeting Maker in features, functionality and interoperability with other services - and will better meet the needs of the University community. OIT is conducting an analysis that compares UMCAL to Google's calendar application to identify the major differences between them. Gulachek noted that the NetFiles application will remain in use because it is an ideal file-sharing tool that has additional security mechanisms built into it. Collegiate IT leaders, their staff members, and OIT, have been using UofM Google applications since October 17, 2009 as early adopters.

Having heard no further business, the meeting was adjourned.

Lisa Towry

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