

UNIVERSITY COMMITTEE ON INFORMATION TECHNOLOGY
AND TELECOMMUNICATIONS POLICY (ITTP)

Approved Minutes of Meeting – November 12, 2004

I. Welcome and Chair's Announcements*Alfonso Cardenas, ITTP Chair*

After a welcome from ITTP Chair Alfonso Cardenas, members of the ITTP committee introduced themselves. Chair Cardenas reviewed the order of the agenda for the meeting and provided a brief review of the actions of ITTP last year.

ITLC

Chair Cardenas informed the committee of his participation in monthly teleconferences with UC's Information Technology Leadership Council (ITLC). The ITLC is composed of representatives from the systemwide IT leadership and the Chief Information Officers (CIOs) of each campus. Chair Cardenas was invited to interact with the ITLC by Kristin Hafner, Associate Vice President of Information Resources and Communications (IR&C).

II. Consultation with the Academic Senate Office*George Blumenthal, Chair, Academic Senate**Clifford Brunk, Vice Chair, Academic Senate**Maria Bertero-Barcelo, Executive Director, Academic Senate*

REPORT: Senate Chair George Blumenthal and Vice Chair Clifford Brunk informed the committee of some of the issues before the Systemwide Academic Senate this year. More details about many of these items can be found on the Academic Senate's "Issues Under Review" webpage at <http://www.universityofcalifornia.edu/senate/underreview.html>.

- Long-range planning and budgetary issues
- DOE National Laboratories bid
- Research issues: Senate oversight and review of the California Institutes for Science and Innovation (Cal ISIs); research funding restrictions or "strings"
- Admissions-related issues: AP/Honors grade point bump; transfer
- Graduate and professional education issues: applied doctorates; graduate student funding
- Academic personnel issues: the Step VI barrier; consideration of electronic publications in the personnel review process
- Faculty Welfare issues: UCRS funding; health insurance costs; phased retirement proposal

REPORT: Executive Director Maria Bertero-Barcelo provided the committee with an overview of the policies, procedures and role of the Systemwide Academic Senate Office:

Role of the Senate Office

Members were informed of the administrative support the Academic Senate Office provides to the committees. The Executive Director is the chief administrative officer of the Senate and is responsible for implementing policies and allocating resources in a manner that best serves the Senate as a whole. It is the role of the Committee Analyst to facilitate the work of the committee.

Travel Policies and Procedures

The Systemwide Academic Senate will reimburse travel expenses for members serving on Academic Senate committees. Travelers are responsible for their own travel arrangements. Flight reservations

should be made through the UCLA Travel Center, which allows the traveler to obtain state fares and allows the Senate Office to make payment for the airline ticket using the direct billing system, thereby relieving the traveler of any financial burden. UCLA Travel Center reservation procedures for Senate travelers and detailed information about travel policies and reimbursement procedures is available online at <http://www.universityofcalifornia.edu/senate/resources/travelregulations0405.pdf>.

Senate Source

The *Senate Source* (<http://www.universityofcalifornia.edu/senate/news/source>) is an online publication for the faculty published by the Systemwide Academic Senate. Issues are published bi-monthly during the academic year and include coverage of current Senate issues and links to related reports.

Academic Senate Website

Each of the Academic Senate's standing committees has a dedicated page on the Senate's website (<http://www.universityofcalifornia.edu/senate/committees/ittp/>). The page contains links to the committee's bylaw, roster, meeting dates, resources, and resolutions and recommendations. In July 2004, the Academic Council approved a website publication policy for senate committee webpages (<http://www.universityofcalifornia.edu/senate/resources/chairguideappa.pdf>). Beginning in fall 2004, simplified agendas and approved minutes will be posted on the public committee webpages. Password protected sites for all standing committees will be phased in according to available resources. On these protected committee websites, members will be able to access a discussion forum, full agendas and minutes, draft documents, and other sensitive materials.

III. Systemwide Academic Senate – Issues Under Review

- A. SLASIAC report "Systemwide Strategic Directions for Libraries and Scholarly Information at the University of California."
<http://www.universityofcalifornia.edu/senate/underreview/strategiclibraryreport1004.pdf>

ACTION: Analyst Kimberly Peterson will solicit members' comments on the report and will draft a committee response.

- B. Science Intersegmental General Education Transfer Curriculum (SCIGETC) Proposal
<http://www.universityofcalifornia.edu/senate/underreview/scigetcrev1004.pdf>

ACTION: The committee elected not to comment on this proposal.

- C. Proposed Revisions to SBL 336.B.4 – Disciplinary Case Procedures
<http://www.universityofcalifornia.edu/senate/underreview/sbl336.B.4.101404.pdf>

ACTION: The committee elected not to comment on this proposal.

- D. Proposal to Streamline Major Articulation
<http://www.universityofcalifornia.edu/senate/underreview/impac.major.articulation0804.pdf>

ACTION: The committee elected not to comment on this proposal.

IV. Campus Committee Reports

ITTP Members

REPORT: The members provided a brief summary of the key issues currently of concern to their campus committees and potential topics for ITTP consideration:

UCB – Committee on Computing and Communications (COMP)
<http://academic-senate.berkeley.edu/committees/coms/COMP.html>

- IT Strategic Plan – there is a joint effort between the Senate and Administration to develop an IT strategic plan for the campus. Last year a set of principles for the plan was developed; this year the action part of the plan is being developed.
- Senate Electronic Business – the divisional council has asked the committee to investigate the technological and security issues associated with the division using online mechanisms for senate discussions and voting.
- Department Best Practices – the committee is examining computing in the individual academic departments from the point of view of best practices. Have found a variety of models for funding practices and faculty governance of the computing structure.
- Data Stewardship Council – this council is examining data management practices on campus and coming up with policies.
- Security Standards – the campus has come up with set of minimum security standards for network devices. Now that the standards exist, the question is implementation and enforcement mechanisms.
- IT Fluency – interested in the notion that IT fluency should be part of a liberal education. There is currently no ownership of this issue, so would like ITTP to consider developing a set of University courses on IT fluency that can be used by any campus.

ACTION: Member David Messerschmitt will provide ITTP with a sample IT Fluency curriculum.

ACTION: Analyst Kimberly Peterson will provide the committee with information on the recently approved revisions to Senate Regulation 544 that allow the creation of University courses.

ACTION: Analyst Kimberly Peterson will send ITTP members the recent *Chronicle of Higher Education* article, “Testing service to unveil an assessment of computer and information literacy.”

UCD – Campus Council for Information Technology (CCFIT)
<http://ccfit.ucdavis.edu>

- MyUCDavis Portal – the myucdavis portal is a homegrown tool and is designed to be an access portal to course management tools, the financial system and other activities. The portal needs to be updated, but many members of the campus community are resistant to change.
- Spam – instituted a policy this summer so that email attachments with certain file extensions will be blocked.
- Faculty Support and Training – a lot of efforts have been directed toward training faculty to use technology in their classrooms. The undergraduate studies office offers training classes through its teaching resource center and the IT office offers “partnership” grants which provide a student assistant for a quarter to help a faculty member implement IT in their class.
- Electronic Systems – the campus is transferring from paper to electronic systems in three areas: (1) academic personnel review system with electronic faculty dossiers and online extramural letters; (2) research administration system that includes an common online grant application and electronic agency reporting mechanism; and (3) document sharing. The transfer to these electronic systems has raised concerns about security and privacy and issues with software compatibility and integration.
- Wireless – students are asking for more wireless and faster access.

UCI
<http://www.nacs.uci.edu>

- Strategic Plan - developing a strategic plan for 5-10 years for some new buildings on the campus, including IT-related plans for those spaces.
- Cal-(IT)² – the building for the California Institute for Telecommunications and Information Technology (<http://www.calit2.net>) is opening this week. This institute teams UCSD and UCI faculty,

students, and research professionals with leading California telecommunications, computer, software, and applications companies to conduct research on internet-related scientific and technological components. Cal-(IT) ² researchers are conducting studies to investigate how the Internet will accelerate advances in environmental science, civil infrastructure, intelligent transportation and telematics, genomic medicine, the new media arts, and educational practices.

UCLA – Information Technology Planning Board (ITPB)

<http://www.itpb.ucla.edu/>

- Privacy Policies and Security Issues – have formed a campus Advisory Board on Data Protection and Privacy to address further the issues that have emerged with various major violations.
- Filesharing Policies have been developed at UCLA after much effort, and have been shared for UC wide use.
- IT Investment – positioning of infrastructure for research support. There is a lack of sufficient IT infrastructure to support large multidisciplinary and multicampus projects. Different campus networks and firewalls add barriers to collaboration efforts. This concern is being studied.
- IT System Consolidation – the President and others have questioned why the campuses need so many different IT systems. There are discussions occurring at the CIO level about what systems can be shared or addressed together by the campuses, and within UCLA about what the level of consolidation/integration/interoperability of systems should be. These consolidation efforts raise the need for federated identity management and authentication.

UCR – Committee on Academic Computing and Information Technology

- Instructional Technology Plan – collaborating with the Vice Chancellor for Computing on developing a 5-year instructional technology plan for the campus. The goal is for it to be a visionary plan that will enhance student learning.
- IT Fee/Budget – the committee is examining the possibility of instituting an instructional enhancement fee. A clear understanding of the campus's IT budget is required to clearly articulate what the IT fee will be used for and what the university will provide.
- Audience Response System – have standardized the requirements for HITT, an audience response system, for classroom use. Working with IT staff to put together a workshop for faculty to learn how to incorporate this tool in their teaching.
- Plagiarism Detection – the committee and campus computing are evaluating two possible plagiarism detection systems that can integrate with iLearn.
- Survey - putting together a campuswide survey on instructional technology and campus computing to examine rates of satisfaction and usage and to assess TA and faculty practices.

UCSD – Committee on Academic Information Technology (CAIT)

<http://www-senate.ucsd.edu/committees/cait.htm>

- Regular Updates – the committee receives regular updates from Academic Computing Services, Administrative Computing and Telecommunications (ACT), and Network Operations.
- CIO – discussing the possibility of creating a Chief Information Officer (CIO) position on campus. Right now a Technology Directions Committee serves as a surrogate for this office. Several university CIOs have been interviewed in order to explore the range of models that institutions are using.
- Hot Topics – topics of interest and concern of the committee include spam and copyright, anti-cheating infrastructure, research computing infrastructure, IT integration, and the effects of the budget cuts on IT.

UCSF

- Security – the Health Insurance Portability and Accountability Act (HIPAA) requires that as of April 2005 certain security mechanisms have to be in place to protect health information. This has added a

lot of IT-related requirements and rules for health information (e.g., automated logouts). The focus at UCSF is to get everyone in conformance with these new rules, especially since some campus software and hardware is not HIPPA compliant.

- IT Consolidation – the campus has two parallel computing systems, the medical center and medical school. Trying to figure out how to give everyone access to the files they need on both servers without opening up the university to security breaches.
- Remote Learning – students and medical residents are located at five different sites around the city, so UCSF is trying to standardize the learning experience for the students. The campus is currently developing an integrated plan for webcasting to allow students at each of the campus sites to participate in the courses without having to travel.

UCSC – Committee on Computing and Telecommunications (CCT)

<http://senate.ucsc.edu/cct/index.htm>

- IT Consolidation – consolidating all IT into one organization, one of the primary goals is that in this consolidation that we maintain support for research computing
- Academic Information System – have implemented a new academic information system to manage student information (e.g., enrollment), however there are some issues associated with this new system.
- Security/Privacy – trying to balance privacy issues and preserving access with efforts to filter spam and prevent illegal file sharing.

V. Consultation with the Office of the President – Information Resources and Communications (IR&C)

Kristine Hafner, Associate VP, IR&C

David Wasley, Assistant to the Associate VP, IR&C

David Walker, Director of Advanced Technologies, IR&C

Jacqueline Craig, Director of Policy, IR&C

REPORT: Associate Vice President Kristine Hafner and her staff reported to the committee on the following items:

Consultant Changes

David Wasley, Special Assistant to the Asc. VP, will be retiring at the end of the year; David Walker, Director of Advanced Technologies, will be taking his place as a consultant to the committee. ITTP members thanked David Wasley for his service to committee.

IT Policy Updates

There are two UC policies that are currently being updated: the Electronic Communications Policy (ECP) and the Business and Finance Bulletin Electronic Information Security (IS-3) policy. Background documents summarizing the updates to the policies were provided to the committee.

Electronic Communications Policy (ECP) – Director Jacqueline Craig informed the committee of some of the primary reasons for updating the ECP policy: (1) the current policy does not acknowledge the occurrence of regular automatic scanning of transmissions for security reasons, (2) some of the policy language needed to be updated to recognized the reality of the technical environment, and (3) to add standards for implementation procedures. Updates to the ECP include the following changes:

- Adds procedures regarding search warrants and subpoenas
- Aligns unavoidable inspection provision with current network security practices
- Adds procedures for reporting violations
- References IS-3 encryption guidelines and Records Retention and Disposition (RMP-2) guidelines
- Advises users to read privacy statements

- Includes updated definitions of public records and University administrative records
- Provides specific recommendations for access to staff email in the event of absences, separation or death

Electronic Information Security Policy (IS-3) – Director Jacqueline Craig indicated that the IS-3 policy updates were a short term measure to bring the policy into compliance with law (e.g., the new HIPAA requirements) and that the University intends to conduct a more extensive review of security policy in the coming year. The updates also expand the scope of the policy to apply to the whole University enterprise, not just the administrative side. Updates to IS-3 include the following changes:

- Expansion of scope to govern “conduct of activities in support of the University’s mission”
- New requirements to address incident response and planning
- Improved logical security guidelines that address access controls (authentication and authorization) and encryption
- New physical security guidelines regarding device and media controls, maintenance records, and standards for storing data on portable devices
- Updated references to revised University policy

DISCUSSION: Members were concerned the policy updates had been developed without consultation with the faculty and those most familiar with the University’s research enterprise. It was noted that funding agencies often place a number of restrictions and requirements on the privacy of the research they sponsor and that these sponsor requirements might conflict with the University’s policy. The committee was also concerned about the implementation mechanisms for these policies and how best to raise faculty awareness of these policies. It was suggested that a more constructive approach would be (1) for the University to first decide first what facilities and capabilities that enable data security should be provided to its community members, (2) provide the University community with these mechanisms and means by which they can protect their data, and then (3) build the information security policy around those capabilities rather than in the abstract.

ACTION: Analyst Kimberly Peterson will obtain the text of the ECP and IS3 policy updates from IR&C and will send the information to ITTP members for feedback from their local committees. These policy updates will be discussed at the January ITTP meeting.

Peer-to-Peer File Sharing

UC and CSU have been asked to comply with an Executive Order issued by Governor Schwarzenegger in September concerning the use of state computers for peer-to-peer file sharing. This order asks State CIO Clark Kelso to develop a policy for appropriate use of state computers with respect to file sharing issues. The University has drafted a statement of support for the principles that the executive order lays out: protect confidential information, prevent viruses and other malicious programs, conserve and prevent the degradation of state computer network resources, and ensure that state computers are not being used to disseminate or download copyrighted material illegally. UC is currently employing a number of strategies to address illegal file sharing on the campuses (e.g., UCLA Quarantine System developed in conjunction with Universal Studios, joint UC/CSU “Legal2Share” request for proposals).

DISCUSSION: Members suggested that the University concentrate its efforts on combating illegal file sharing through non-punitive methods: develop a network honor code, facilitate legal access to materials, promote industry/university research in the development of improved legal delivery modes. One member cautioned the committee to be mindful of the illegal file sharing issues related to faculty sharing copyrighted materials, such as article reprints, on their websites. Unless a faculty member retains some ownership over his or her published materials, the distribution of article reprints is an infringement of copyright and therefore illegal file sharing.

ACTION: Asc. VP Kristine Hafner will share with ITTP the results of the joint UC/CSU “Legal2Share” Request for Proposals when they are available.

Strategic Sourcing

In November the Regents were presented with an update on the strategic sourcing efforts of the University (<http://www.universityofcalifornia.edu/regents/regmeet/nov04/514.pdf>). The Information Technology Licensing Procurement Program, through the consolidation and renegotiation of common software and hardware contracts, has saved the University more than \$25 million annually on a spending volume of approximately \$150 million.

DISCUSSION: Members asked if there were any estimates of the proportion of faculty and staff that aren’t using the systemwide licensing agreements to purchase products and the amount of money the University is losing as a result of these purchases. Asc. VP Hafner informed the committee of the difficulty in determining these numbers since purchasing is decentralized and different accounting systems and codes are used on each campus. The University has been able to obtain some purchasing data from vendors and is in the process of trying to develop a better data infrastructure. One member suggested that the University could gather an estimate of these numbers through sampling survey methods.

The committee stressed that greater compliance with these systemwide licensing agreements could occur if the purchasing process was simplified. It was suggested that a central website (e.g., ucstore.edu) be created where faculty and staff could easily purchase and download software that is available via site license.

ACTION: Patrick Collins, Director of Information and Communication Services, will be invited to a future ITTP meeting to discuss the IT Licensing and Procurement Program.

Federated Identity Management

The Information Technology Leadership Council (ITLC) has initiated a project to create an infrastructure to support a common strategy for user authentication for network-based applications and services that are used widely by the UC community. The goal of the project is to develop a federated identity management that will leverage existing campus authentication infrastructures. The first step of the project is a pilot federated identity management infrastructure for employee self-service benefits applications and California Digital Library licensed resources on three campuses: Irvine, Los Angeles and San Diego. Future phases of the project will involve the remaining campuses and additional network-based applications.

DISCUSSION: Members asked about the implementation timeframe for this project. Director David Walker indicated that the project team has already developed prototype technology and is in the process of drafting a policy statement on the requirements and responsibilities of units that join the program (e.g., minimum standards for technology, rules governing the release and use of identifying information). This policy statement is expected to be completed in December.

VI. Consultation with the Office of the President – Academic Initiatives

Julie Gordon, Director of Intercampus Programs, Academic Initiatives

REPORT: Director Julie Gordon provided the committee with an overview of the focus of UC’s systemwide Department of Academic Initiatives. Academic Initiatives develops innovative academic programs across the University and collaborates with K-12 and the other colleges and universities across the state. Academic Initiatives promotes the academic uses of instructional and informational technologies to provide increased access to learning opportunities and to enable faculty development of new

applications for teaching and research. The department also extends the impact of the University through UC Centers in Washington, D.C. and Sacramento and by promoting the interests of UC Extension at the system level. Some of the programs Academic Initiatives has developed include the Teaching, Learning & technology Center (TLtC), UC College Prep, and UCTV.

Teaching, Learning and Technology Center (TLtC)

<http://www.uctltc.org/>

The Teaching, Learning and Technology Center (TLtC) showcases faculty efforts to incorporate technology into their teaching and provides a repository of information about instructional technology tools and best practices. The Center also supports the leveraging of those efforts for the benefit of the entire system. The TLtC offered an Intercampus Collaborative Grants program aimed at furthering innovative and appropriate uses of technology in teaching and learning through partnerships across the campuses. Unfortunately due to budget cuts, the grants program was suspended in January 2004. The Intercampus Collaborative Grants Program sought proposals that addressed significant instructional problems and were of sufficient scope and scale to have a substantial impact on teaching and learning across the University. Examples of TLtC-funded proposals are available online at <http://www.uctltc.org/funding/proposal.html>. These proposals exemplify the principles that guided the UC TLtC Intercampus Collaborative Grants Program:

- Each project expands and extends curricular innovation using new technologies beyond a single campus to other campuses across the system.
- Each project is based on an important pedagogical problem and the solution has the potential to affect students and faculty across the system.
- The heart of each project is adherence to the principle that technology is used in support of pedagogy. Technology is seen as a tool to help solve an instructional problem, not an end in itself.

DISCUSSION: The various barriers and obstacles that discourage faculty from using technology in instruction were discussed:

- Experimenting with new teaching methods often results in lower teaching evaluations from students, which can affect a faculty member's personnel review.
- There is often a lack of both technical and administrative support for faculty to learn how to use and integrate technology into their courses.
- Faculty will not be compelled to integrate new technology in their teaching unless there are clear benefits to do so. An incentive structure needs to be in place that will reward those faculty that choose to make efforts in this arena.

Members agreed that technology has progressed enough that UC should consider new and innovative ways of using technology to fulfill the university's mission. Technology could be used to teach systemwide courses, intersegmental courses, or interuniversity courses.

ACTION: ITTP Chair Alfonso Cardenas will consult the Academic Senate leadership about how to engage other senate committees in evaluating the issues surrounding faculty use of instructional technology and how to raise these issues to a level of strategic importance.

ACTION: Member Curt Burgess will work with Director Julie Gordon to create a list of potential guests for ITTP to consult with regarding instructional technology.

VII. Instructional Technology Report

Caroline Bledsoe, ITTP Member

Alfonso Cardenas, ITTP Chair

REPORT: Member Caroline Bledsoe reported to the committee on her efforts to assemble information on the instructional technology offerings across the UC campuses. It has been difficult to find out what is happening in this area because each campus has a different organizational structure for IT, often consisting of multiple offices that handle instructional technology, and because the distribution of resources for instructional technology is not transparent. Member Bledsoe proposed that rather than looking broadly at how campuses are supporting instructional technology, her report should instead focus on one specific type of instructional technology offering: course management tools. This report will include campus statistics on the use of course management tools, information on the diversity of course management tools, and feedback from users (e.g., faculty, students) about their experiences with these tools.

ACTION: Member Caroline Bledsoe will develop a report for ITTP on course management technology and will present preliminary information at the January meeting.

Sakai Project

The committee was updated on the recent activities of the Sakai Project (<http://www.sakaiproject.org>), which was created through the collaboration of four universities (University of Michigan, Indiana University, MIT, and Stanford) and funding from the Mellon Foundation, Hewlett Packard and other organizations. The project is focusing on the development of interfaced instructional technology open source tools for use by higher education institutions. Intended final products include a course management system, a research support collaboration system, and interface standards for creating future modules. Several UC campuses (Berkeley, Davis, Los Angeles and Merced) have joined the Sakai Project effort as part of its Educational Partners Program.

DISCUSSION: Questions arose as to why other UC campuses are not involved in the Sakai project. One member noted that his campus has already invested heavily in an existing instructional technology tool (WebCT) and therefore is hesitant to change. ITTP members from the campuses involved in the Sakai project indicated that their campuses also have a vested interest in established programs, but also realize the potential benefits of the creation of a set of interoperable components rather than having to choose a single monolithic system. It was noted that several of the commercial vendors are involved in the Sakai project and the expectation is that these commercial entities will eventually provide modules that fit into the Sakai framework.

ACTION: Member Caroline Bledsoe will present a report at the January meeting on her attendance at a Sakai Project conference.

VIII. EDUCAUSE Report on the Campus IT Environment

Curt Burgess, ITTP Member

REPORT: Member Curt Burgess provided the committee with an overview of the findings of the EDUCAUSE Core Data Service 2003 Summary Report, which is available online at: <http://www.educause.edu/ir/library/pdf/pub8001.pdf>. This report summarizes much of the data collected through the 2003 EDUCAUSE core data survey about campus information technology (IT) environments at more than 822 colleges and universities, including four UC campuses (Berkeley, Davis, Santa Barbara and Santa Cruz). The report presents data in five areas relevant to planning and managing IT in higher education: IT Organization, Staffing, and Planning; IT Financing and Management; Faculty and Student Computing; Networking and Security; and Information Systems. Appendices include a brief historical context, a list of participating campuses, the 2003 survey instrument, a glossary of terms from the survey, and Carnegie classification definitions.

Member Burgess indicated that there are two areas that were not addressed in the EDUCAUSE report, but that came up during discussions with faculty and staff.

- Department-owned Computer Rooms – there are a number of computer rooms located within departments that are not under the purview of the campus administration. These rooms are frequently used for classes and there is a high degree of variability in what equipment is available in these rooms. Since the funds for equipping these computer rooms comes out of the department's budget, these rooms are often underequipped. Therefore, any data obtained from the campus administration on the level of equipment provided in computer rooms would be skewed because the results would not include data on these department-owned computer rooms.
- Support Staff – many of the campus planning documents discuss hardware/software issues, but don't seem to address IT support issues. This is another area where the resources seem to be distributed and very difficult to assess – the numbers of IT staff employed by the campus computing office are usually available, but the numbers of IT staff employed by a department are not always easy to obtain.

ACTION: Member Curt Burgess will focus his instructional technology report on IT support and faculty training issues.

Meeting adjourned 4:00 p.m.
Attest: Alfonso Cardenas

Minutes drafted by
Kimberly Peterson
Committee Analyst