

UNIVERSITY COMMITTEE ON ACADEMIC COMPUTING AND COMMUNICATIONS

Tuesday, February 25, 2020

Meeting Minutes

I. Chair's Announcements

Anthony Joseph, UCACC Chair

Meeting minutes from Dec. 12, 2019 were approved.

Chair Anthony Joseph forwarded a statement of support from UC CIOs for alternative work arrangements for IT professionals and described why the Academic Senate might add its support to the CIOs:

- Faculty have some flexibility in their schedules, but staff generally do not.
- Because UC generally cannot pay as much as private industry, it can be hard to recruit and retain top skilled IT people, and anything that UC can do to increase the appeal of the job would be helpful.
- Endorsing alternative work arrangements would allow for more flexibility in hiring.

Committee members agreed to ask the Academic Council to endorse the CIOs' statement.

II. UC Santa Cruz's Faculty IT Satisfaction Survey & Results (2018)

Hamid Sadjapour, UC Santa Cruz UCACC member

Hamid Sadjapour, UCACC's representative from UC Santa Cruz, described the IT satisfaction survey that was conducted at UCSC in 2018. It was administered by the campus Office of Institutional Research with significant faculty input. Sadjapour said that the local IT committee worked with experts to ensure the survey was effective. The questions in the survey were specific to the Santa Cruz campus and addressed their issues. It was important to the computing committee that the survey be reasonable length and the questions easy to answer, and that it be executed in a way that maintained privacy. The careful preparation over two quarters yielded a thirty percent response rate from faculty.

Each faculty member received an email message with a customized link. Messages were sent in advance to alert faculty that the survey was coming. The survey questions were designed to be sensitive to known campus needs for hardware, software, and attuned to the differences between departments. Sadjapour emphasized the high quality of the survey instrument and the significant role that played in its success.

The results of the survey were provided to UCSC's new Vice Chancellor for Information Technology as part of helping to foster an understanding of the university's responsibility to provide computing and related services. VC-IT Van Williams said that the survey was helpful for him. In addition to uncovering needs for hardware, software, and security, the survey asked about IT security and showed a need for website design and technical support at the local level.

In discussion, committee members talked about how to establish goals and objectives for IT surveys and make sure they address local problems. Faculty need to feel that their responses will have an impact and that change is possible. Committee members also discussed strategies for obtaining the highest response rate, such as having departmental chairs or local leaders send the survey rather than having it sent from a central address.

The committee discussed the centralization of IT services, and the need to have local, departmental support even if most of the IT work is centralized. Although discussion was cut short, members briefly talked about the notion of all campuses conducting IT surveys at the same time and with at least some common questions that could be compared across the system.

III. UC CIO and IT Services Updates

Mark Cianca, Interim Chief Information Officer

David Rusting, Chief Information Security Officer

Robert Smith, Systemwide IT Policy Director (via Zoom)

- Research Information Management Systems (RIMS) Working Group update

The initial work for the RIMS Working Group is to collect information on the homegrown and commercial systems currently in use within UC. An earlier survey that came from the libraries had incomplete feedback, so the group is figuring out how to get more thorough and current data. This will likely be done via a survey that comes from campus leadership, which will be sent to schools and departments. A survey design subcommittee has been formed. For the next meeting, the group will hear from experts in UC policy, procurement contracts, and evaluation/analytic systems. By June, the group hopes have a snapshot of current systems in use and will then begin working on guidelines and principles.

UCACC members expressed concerns about the survey and obtaining accurate information from the campuses since there are so many requests coming from OP. Senate Chairs might be an additional central source of campus information.

- ITLC Current Work/Focus

The Information Technology Leadership Council (ITLC) is composed of CIOs from each campus. The chair of UCACC is an ex-officio member. It meets monthly via video, and in person three times per year.

Current areas of ITLC focus include:

1. Prioritizing systemwide initiatives and local campus needs. Decisions made at a high, centralized level can have significant work implications for campus IT staff. A recent example is the upcoming proposal for cohort-based tuition, which involves technological changes. Mitigations might be to include CIOs in the conversation earlier, and to make sure that the high level administrators understand the IT ramifications of their decisions.
2. Workforce demands for both recruitment and retention.
3. Ongoing education and training of workforce. The next in-person ITLC meeting will include a discussion on the global IT workforce. The group understands the importance of investing in the current staff and will undertake a workforce analysis that looks at diversity and career progression.

4. Dealing with dramatic increases in network traffic. The university uses CENIC to provide high bandwidth services. CENIC is a nonprofit corporation formed in 1997 to provide high-performance, high-bandwidth networking services to California universities and research institutions, and also provides services to K-12, libraries.

- **Status of CIO recruitment**

UCOP Chief Operating Officer Rachael Nava is currently gathering information on campus needs. Recruitment is expected to begin in May.

- **IS-3 rollout and IS-12 update**

The IT Security Committee is waiting for UCLA to provide specific needs for its exception request. There is a project plan ready to approve and the committee would like a UCACC representative if possible. Regardless, UCACC will be updated on progress.

Director Robert Smith provided an update on the timeline of the revised UC IT Disaster Recovery policy (IS-12). The requirements were approved in February, 2020, and a rough policy draft is underway.

- **CMMC (Cybersecurity Capability Maturity Model Certification) Introduction**

The Department of Defense has issued updated standards for cybersecurity certification that will likely impact the funding that UC is allowed to accept under current policy. There is a five-year phase-in. Currently, regulations around controlled unclassified information (CUI) does not apply to fundamental research (known as the fundamental research exception). The new classification system would mean that more types of research would need additional security certification. UC is working with university organizations to assess the impact, and internal workgroups are being convened to understand the impacts and discuss potential actions. Hundreds of millions of dollars in UC funding could be impacted, so UC will want to consult widely about strategy.

IV. Update from Senate Leadership

Kum-Kum Bhavnani, Academic Council Chair

UCACC members updated the Academic Council Chair on the new DoD certification requirements and potential impact on research restrictions and funding. Chair Bhavnani thought that the new standards would be of wide concern to Senate committees. The group discussed drafting a request from UCACC that could be shared with the UC President and Chancellors that would be used to inform their discussions with other university leaders.

Regarding asking the Academic Council to endorse the CIO statement in support of alternate work arrangements, Chair Bhavnani suggested that Chair Joseph send a formal letter to the Council.

Chair Bhavnani provided an overview of issues facing the Academic Senate:

- Ongoing negotiations with Unit 18 lecturers.
- Health Sciences Conflict of Interest Task Force for clinical faculty.
- The Report of the Working Group on Comprehensive Access was released and out for systemwide and public review. (See: <https://www.universityofcalifornia.edu/current-issues/working-group-comprehensive-access>)

- The Standardized Testing Task Force Report is out for systemwide review until March 23. It will be on the agenda of the next meeting of the Assembly of the Academic Senate.
- The UCSC graduate students are holding a “wildcat” strike that is not sanctioned by their union. The Academic Council issued a statement encouraging communication between the students and administration.
- Searches for a new UC President and Chancellor of the Merced campus continue.
- The Board of Regents will discuss increases to tuition and a proposal for cohort tuition.
- UCOP conducted an internal audit of admissions processes prior to an announced audit by the State Auditor’s Office. The focus is primarily on admission by exception.
- A general obligation bond on the March 3 ballot will provide \$2 billion to UC for capital improvements. Each campus will get \$150 million, and the rest will be distributed based on need.
- Minor changes were made to the “area D” admission requirement for science courses (part of the A-G requirements for admission to UC). After some negotiation, the requirement remains at two, with three courses recommended.
- A Task Force of the Academic Council has been formed to evaluate the issues around online undergraduate degrees.
- There is a new Academic Council Task Force on Extending Faculty Diversity.
- A joint faculty/administration task force co-chaired by Academic Council Chair Bhavnani and UCLA Chancellor Gene Block is looking at guidelines for SVSH discipline.

V. IT Strategic Sourcing update

Thomas Trappler Associate Director, IT Strategic Sourcing, UC Procurement Services (via Zoom)

Associate Director Tom Trappler joined the meeting to follow up on issues raised at the December meeting. He described some current procurement situations that illustrated the importance of understanding user buy-in and willingness to change. Examples included a survey instrument and UC’s current agreement with Box, which is part of the Internet2 agreement that is about to expire. An “online filesharing project” is underway to find the most competitive system, but Box is well-established all around UC. Examples of current agreements include: printers and copiers, security tools, telecommunication infrastructure, and electronic signature management systems.

Members asked about systemwide licenses. Right now there are no systemwide purchases, rather there are agreements that can be used by the system. In general, the large-scale procurement process involves negotiations with a vendor and the development of an agreement that any location in the UC system can use.

Trappler asked about the best way to get faculty input for systemwide strategic sourcing projects and agreements. UCACC members suggested that the committee be consulted when there is a new procurement process underway so that it could help determine faculty involvement on a case-by-case basis. Trappler said he will send list of current projects that might benefit from faculty input. The list can be circulated to local committees, which can find out if there are any faculty members who want to participate.

VI. Member/campus issues

UC Santa Barbara representative Lisa Jevbratt proposed that the committee work on guidelines or best practices for electronic communication etiquette. The goal would be to minimize the psychological strain of information overload and work outside of regular hours. Jevbratt has searched for this type of guidance and found nothing. Committee members agreed that guidelines for electronic communications – within the scope of academia – would be useful and within the remit of the committee.

Action: Committee members are asked to gather any data they can find on the topic, including any experts on their campuses, and report back at the next UCACC meeting on April 28.

Action: Committee Analyst Joanne Miller will ask Academic Council Vice Chair Mary Gauvain, who is a professor of psychology, if she knows of any related information.

Meeting adjourned: 3:10

Meeting minute drafted by: Joanne Miller, UCACC Committee Analyst

Attest: Anthony Joseph, UCACC Chair

Meeting participants

Members: Anthony Joseph (Chair), David Robinowitz (Vice Chair), Ethan Ligon (Berkeley), Matt Bishop (Davis, via video), Feng Liu (Irvine, via video), Susan Cochran (Los Angeles), Michael Spivey (Merced, via phone), Ian Galton (San Diego, via video), Lisa Jevbratt (Santa Barbara), Hamid Sadjadpour (Santa Cruz), Kum-Kum Bhavnani (Academic Council Chair).

Consultants, guests, staff: Mark Cianca (Interim Chief Information Officer), David Rusting (Chief Information Security Officer, via video), Robert Smith (Systemwide IT Policy Director, via video), Thomas Trappler (Associate Director, IT Strategic Sourcing, via video), Joanne Miller (Committee Analyst).