University of Wisconsin–Milwaukee

Information Technology Policy Committee
2010-2011 Annual Report

Members:

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<tr>
<th>Name</th>
<th>Division</th>
<th>Department</th>
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<tbody>
<tr>
<td>Christopher Burns, Chair</td>
<td>FAC</td>
<td>Music</td>
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<td>Chris Guse</td>
<td>FAC</td>
<td>Theatre</td>
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<td>Prasenjit Guptasarma</td>
<td>FAC</td>
<td>Physics</td>
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<td>Chiu Law</td>
<td>FAC</td>
<td>Elec Engineering &amp; Comp Sci</td>
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<td>Brad Houston</td>
<td>AS</td>
<td>Libraries</td>
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<td>Michael Zimmer</td>
<td>FAC</td>
<td>School of Information Studies</td>
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<td>Tracy Buss</td>
<td>AS</td>
<td>International Education Ctr</td>
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<td>Woonsup Choi</td>
<td>FAC</td>
<td>Geography</td>
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<td>Kristene Surerus</td>
<td>FAC</td>
<td>Chemistry</td>
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<td>Bo Zhang</td>
<td>FAC</td>
<td>Educational Psychology</td>
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<td>Cary Costello</td>
<td>FAC</td>
<td>Sociology</td>
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<td>Aneesh Aneesh</td>
<td>FAC</td>
<td>Sociology</td>
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<td>Liam Callanan</td>
<td>FAC</td>
<td>English</td>
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<td>Daniel Himes</td>
<td>AS</td>
<td>Curriculum &amp; Instruction</td>
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<td>Steve Pevnick</td>
<td>FAC</td>
<td>Visual Art</td>
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<td>Bruce Maas</td>
<td>Dir</td>
<td>UITS</td>
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<td>Laura Pedrick</td>
<td>AS</td>
<td>Provost Designee</td>
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<td>Daniel Laughland</td>
<td>Student</td>
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Charter:

Functions/ Responsibilities:

A3.2 Information Technology Policy Committee

(1) Membership. Eighteen members as follows: eight elected faculty; two from each division of the University, elected by division; four appointed faculty, one from each division appointed by the Chancellor from nominations submitted by the University Committee; three elected members of the academic staff, with at least one representing full-time teaching staff; one student; and, ex-officio, the Director of Information and Media Technologies, and a representative of the Provost.

(2) Functions.
Makes recommendations to the faculty and campus administration regarding (a) policy or information technology and its use; (b) the coordination of service delivery by all campus
information technology units, including monitoring, overlap, conflicts and inefficiencies; and (c) the implementation of decisions pertaining to information technology and related services.

(Document 2265, 11/16/00; UWM Administration approval, 12/1/00)
(Editorially revised, 4/26/02)

Meetings:

The ITPC met four times each semester: September 10, October 15, November 12, and December 3, 2010, and February 11, March 11, April 8, and May 13, 2011.

The committee:

1. Monitored issues concerning the performance of the Pantherlink email service, including factors such as email attachments, calendar loading, and mass emails (1000+ recipients). The committee discussed short-term strategies for mitigation as well as longer-term possibilities for improvement, advice provided to UITS by Zimbra (the software vendor), and options for replacement of the Pantherlink service - an issue eventually taken up by a separately chartered Email/Calendaring Evaluation working group chaired by Professor Simone Conceicao.

2. Discussed and endorsed advisory guidelines proposed by UITS governing the sending of mass email. The guidelines encourage Pantherlink users to send mass emails outside of business hours, so as to minimize the impact of such messages on the overall performance of the Pantherlink service.

3. Discussed the UITS decision to block incoming solicitation emails to UWM addresses from ultrinsic.com, a corporation encouraging students to place bets on their future grades. Ultrinisc requires participating students to turn over their ePantherID credentials, which is not only a violation of the terms of service for UWM's networked resources, but also a significant breach of security. The committee affirmed the appropriateness of UITS' action.

4. Heard additional briefings from the CIO and other UITS staff regarding a pilot upgrade to the Prowlnet wireless network, new infrastructure for the delivery of mobile applications, progress with the construction of a second data center, new guidelines from NSF requiring a two-page data management plan in all grant proposals, and the likely impact of the 2011-13 state budget on IT at UWM.

5. Met with Karl Sparks, Director of Human Resources, for a briefing on the implementation of the new Human Resource System (HRS).

6. Discussed with Director Sparks the August 4 memorandum from Patricia Brady and Jennifer Lattis to UW System President Kevin Reilly et. al. regarding the potential impact of recent court rulings on the personal use of email by public employees.
7. Heard briefings from Campus Sustainability Coordinator Kate Nelson regarding the implementation of the new opt-in PC Power Management program, and passed a resolution of support for the program's continuation and widening on a voluntary, opt-in basis.

8. Passed a resolution regarding Information Technology Infrastructure (attached); this resolution was endorsed by the Faculty Senate on February 17, 2011.

9. Monitored the progress of the Provost's Digital Future planning exercise, with many individual committee members participating in the DF events and working groups.

10. Met with the Provost to discuss a variety of IT-related issues, including infrastructure issues, email service, the Digital Future exercise, and the engagement of external auditor Fred Siff for a review of IT at UWM.

11. Met with Professor Thomas Malaby and doctoral student Chris Cooley to hear the findings from their ethnographic study of student IT use at UWM, with particular reference to the new Soref Learning Commons.

12. Met with external auditor Fred Siff to discuss the findings from his review of UWM's IT practices, and engaged in follow-up discussion of the review and its recommendations with both Bruce Maas and Provost Britz.

13. Heard a briefing from Internal Audit Director Paul Rediske regarding the activities of the team working on ensuring UWM's compliance with the Payment Card Industry Data Security Standard (PCI DSS), and in standardizing and rationalizing UWM's acceptance of credit cards to the extent possible.

14. Passed a resolution regarding Faculty Engagement with Innovative Teaching and Research (attached).

15. Established liaisons with the Academic Planning and Budget Committee, the Pantherlink Steering Committee, the Research Policy Committee, the Tech Users Group, and the Web Steering Committee, and appointed two members to the Educational Technology Fund Committee.

16. Re-elected Christopher Burns as chair, and established the following meeting schedule for 2011-2012: September 9, October 14, November 4, and December 2, 2011, and February 3, March 2, April 6, and May 4, 2012. All meetings are scheduled for 8-9:30 am in the Regents Room.
Information Technology Infrastructure Resolution
Endorsed by the Information Technology Policy Committee, December 3, 2010

Information technology is critical to the effective functioning of all aspects of the University, including teaching and learning, research, and administration. Use of the University's information technology services is growing rapidly. The PantherLink email and calendaring service and the ProwlNet wireless networking service have periodically been overwhelmed during the Fall 2010 semester, and usage of the PantherFile file storage service and the shared CEAS/L&S/Freshwater Sciences high performance computing service have expanded dramatically. Demand for these and other information technology services will continue to increase. The expansion of the University beyond its current geographical footprint, the ever-increasing technological savvy of students, staff, and faculty, and innovations in teaching and learning, research, and administration all challenge the University's ability to provide reliable information technology services. Interruptions in these services, however brief, have immediate impacts on the work of students, faculty and staff and their ability to fulfill the University’s mission. Furthermore, time and resources devoted to reactive maintenance and support of legacy and inadequate technology could be devoted to the proactive identification and adoption of technologies with the potential to transform higher education.

An Information Technology Policy Committee resolution dated November 9, 2007 recommended that UWM's faculty and administration 1) elevate the priority of information technology in campus planning activities and 2) work to ensure that information technology infrastructure is better coordinated and adequately supported. While progress has been made in these areas, there is still a significant gap between the requirements of University faculty, students, and staff for the availability and reliability of information technology, and the personnel, technological, and financial resources deployed to meet those requirements.

Some specific recommendations to address this situation include:

- establishing recurring replacement, maintenance and support budget lines for critical information technology infrastructure services, such as wired and wireless networking.
- providing appropriate and sufficient information technology personnel resources to support the services required by the campus community.
- planning for the total costs of expansions to programs and services that addresses both capital and operational costs.
- periodic comprehensive external evaluation of the University's information technology infrastructure, including implementation, planning, and management processes.

The Provost's ongoing Digital Future exercise is an important effort to anticipate the future potentials, challenges and needs spurred by technological change, and to plan in a holistic way for the next fifteen years. As an outcome of this activity, we believe that planning for and support of information technology should reflect its mission-critical role in higher education today and in the future.
Encouraging Faculty Engagement with Innovative Research and Teaching  
Endorsed by the Information Technology Policy Committee, May 13, 2011

New technological developments are transforming the practice of research, teaching, and administration around the University, and the ways in which we fulfill our mission in the discovery and dissemination of knowledge. Working to lead, rather than lag, in our adoption of new approaches and techniques will benefit the quality of our work, the reputation of our institution, and our ability to recruit the finest faculty, staff, and students.

The Digital Future working groups convened by the Provost seek to assist UWM faculty, students, and staff in making use of recent innovations in research, teaching, and administration. The forward-looking aspects of their work should also help the University to respond with agility to future technological developments.

The Information Technology Policy Committee encourages divisions and individual departments to ensure that their tenure, promotion, and merit processes value innovative forms of publication, research, and teaching, such as:

- open-access, online, and other novel forms of research publication
- research sharing with colleagues, students, and the public via blogging and other online tools
- telematic and virtual-world participation in conferences and other research and scholarly activities
- creation of and participation in interdisciplinary research working groups
- the development of novel digital tools for teaching and learning, including integration of social media in the classroom and mobile e-learning tools
- participation in professional development activities targeted towards the development of new online and blended courses, and the optimization of existing courses for online delivery

The ITPC encourages divisional committees and departments to view such activities as meaningful contributions to the overall balance of research, teaching, and service performed by faculty. The committee urges the University as a whole to look for opportunities to incentivize faculty and staff professional development leading to innovative engagement with technology and its use in research, teaching, learning, and administration.