

**IT Governance Committee
Minutes
April 20, 2004**

Members Present : Steve Barclay, Karen Butter, Thomas Ferrin, Clay Johnston, Mark Laret, Larry Lotenero, Ken Orgill, Chuck Smuckler, Jonathan Showstack

Members Absent: Ron Arenson, Michael Brook, Michael Stryker

Staff Present: Meg Kennedy

Guests Present: Joyce McKinney, Kevin Souza, Michael Thomas, Ian Tuller

Web Oversight Committee Presentation

Co-Chairs of the Web Oversight Committee, Joyce McKinney and Michael Thomas, along with Kevin Souza who chaired the Learning Content Management (LCMS) Subgroup for that Committee, were present to give an update on their progress and ask for guidance on how to proceed with several pending issues.

Michael Thomas began by reviewing the charge of the original Web Subcommittee which was formed over three years ago and was refined into the current Web Oversight Committee. He said he felt that both groups set out a migration path for the UCSF Web presence. However, while the UCSF Web presence has grown, it is still not coordinated. It is not standardized, there are redundancies, and there is limited content or application integration. The question on the table is: where to go now?

The Web Oversight Committee started out by addressing a number of Web elements, and in August 2002 presented a report with recommendations regarding many of these elements. The IT Governance Committee reviewed this report and asked the Web Committee to take a closer look at the issues they identified as priority one items. The Web Committee did so, narrowed them down even further, and discussed their [September 2003](#) status report with the CIO Group in October 2003. This report included specific Web identity standards, a recommended taxonomy for the UCSF Web pages, as well as requests for funding for a UCSF-owned, enterprise-wide search engine and staff to monitor standards compliance and assist those who need technical help to comply. The CIO Group recommended that they expand their Web identity recommendations into a policy and submit a Request for Comments through the IT Governance process. The comments from the RFC process are currently being reviewed.

Also included in the report was a proposal developed by Kevin Souza and the LCMS Subgroup requesting funds for an expanded Center for Instructional Technology (CIT) and a new more robust learning content management system.

The identity banner which is an important component of the identity standards has been adopted across campus – largely because of representation on the Web Committee – but

only at the highest level of the organization. Steve Barclay asked how these would get pushed down into the rest of the organization. Joyce referenced the staff requested in the Web Committee's proposal and stated that the staff would monitor compliance and advise people developing or revising sites. The Committee is not proposing a Web development unit, but rather advocating that some level of monitoring and assistance with compliance be provided.

The proposal doesn't cover everything that's needed – e.g., accessibility, privacy statements, and such desirable elements as a robust campus calendar, portal technology, and Web casting. However, taking the actions outlined in the report will help build a foundation for these additional elements.

Karen Butter cited the example of using streaming video for making a faculty interview available to a larger audience – more use could be made of this technology if it were in place and accessible.

Mark Laret asked if there are disincentives to adopting the Web standards that are preventing people from doing so. The lack of resources to make over a Web site is a large part of this, as is the entrepreneurial nature of UCSF that leads people to want to make their Web sites distinctive.

Regarding the Web identity standards policy RFC that had recently been circulated, Tom Ferrin felt that some of the responses addressed disincentives – for example software-generated pages and Web-based forms are often difficult to adapt. Joyce and Michael agreed that there would need to be exceptions and that the Web Oversight Committee is willing to take on the role of mediator when such questions arose.

Kevin Souza then spoke about the Learning Content Management Subgroup and its findings.

He said that the CIT proposal is not primarily about software but about providing the wherewithal to develop courses with existing software. Steve asked whether Kevin meant "for credit" courses and Kevin said yes – but that the use of online training is expanding beyond the curriculum into the areas of Human Resources, Medical Center systems, the UCSF Link project roll-out.

The report proposed expanding the Library's Center for Instructional Technology which does course design, and has multimedia developers and a self-service multimedia lab. A new learning content management system would come after the organizational expansion.

When asked, what is the scalability of the current software (WebCT), Kevin replied that it's fairly scalable in terms of courses and number of students, but it is not very robust in what it can do. A newer version is a database system which can be used across courses (i.e., data is available to anyone building a course and doesn't need to be reentered for each individual course.)

Karen said the CIT would need to look at a more robust system. There is a lot the current system can't do but they "kluge" together a way to make it work the way they want it to. Clay Johnston asked about the number of staff in the CIT and whether that would need to be increased. Kevin responded that the new system will have built-in capabilities that will handle many of the easy tasks, but it is estimated that over time the staff would be expanded from two to approximately six FTE.

Chuck Smukler said there are so many needs for training – e.g., HIPAA training – and an online systems is the perfect way to do it. Mark agreed that this is the wave of the future, and we need to figure out how to get there. We need to do something centrally or more individual systems will spring up. Larry Lotenero believes that there is a clear-cut need especially since the Medical Center will be rolling out a new clinical information system. Mark agreed that the Medical Center would be a major customer.

Karen pointed out that the authentication/authorization project under UCSF Link which is expected to be ready in 2005 is a critical piece and will be used to establish new user accounts for the online system.

Kevin said it would be best to identify one organization with which to begin the expansion so that a focused approach can be taken. Chuck suggested that the UCSF Link project's training needs would be a good place to start since they have money in their budget allotted for training.

Steve asked Karen Butter to take the lead on putting a group together to work on a business plan for the expanded CIT. He asked that she include Randy Lopez who oversees UCSF's New Business Architecture 2 (NBA2) initiative.

Michael Thomas brought the discussion back to the other requests in the report regarding Web infrastructure.

When asked what would be the benefit of having our own version of Google installed, Joyce pointed out that the search engine is important to our internal and external constituencies. Currently, the campus search engine does not include Medical Center sites – or UCSF Fresno - in the search. She gave an example of doing a search on a medical condition and having the number one result be a listing for a medical school class which would be of no help to a patient or physician searching for someone doing research on that condition at UCSF.

If we owned our own search engine, we could control the indexing and the weighting of results, therefore, the person doing a search gets directed to the results UCSF has determined are the most important or appropriate to the search criteria.

Clay Johnston agreed that it's important to help patients reach what they need – it makes the Web site more accessible to the outside world.

Steve Barclay asked the Web Oversight Committee to submit to him within the next few weeks a brief business plan detailing the one-time and recurring costs of hiring a person to

oversee the search engine and a recommendation for the administrative location of that person.

Update on Current Activities

Ken Orgill briefly updated the group on the following:

- **NGMAN:** Due to a recent CPUC ruling that would allow more vendors to bid on the fiber portion of the RFCs and therefore opened the possibility of reduced pricing, the original RFCs were withdrawn. New RFCs have just been released
- **Information Security**
 - Carl Tianen has been hired as the Information Security Officer, a new Director-level position in ITS reporting to Ken.
 - A firewall has been installed in the ITS data center in AC-50 and is being phased in, but is currently available to be activated whenever cyber attacks are discovered.
- **Data Center Consolidation:** Discussions continue and Ken is moving towards a final business plan.