University of Washington
Faculty Council on Educational Technology
May 18, 2009
36 Gerberding Hall

Meeting Synopsis

1. Approve Agenda
2. News from CATALYST, Libraries
   - UW's "Cloud" computing efforts (Terry Gray)
   - Faculty & Student Learning and Scholarly Technologies survey (Cara Lane)
3. Old Business
   - The failing of the Class-C Legislation on plagiarism and its future
   - News on data retention (Anjanette Young)
4. New Business
   - New Chair and Vice Chair nominations
5. Approve minutes from April 20, 2009 meeting

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Chair Kaminsky called the meeting to order at 1:35 p.m.

1. Approve Agenda

The agenda was approved.

2. News from CATALYST, Libraries

UW's "Cloud" computer efforts (Terry Gray)

Terry Gray, Associate Vice President, Technology Strategy & CTA, gave a presentation to the FCET on the latest developments in data storage technology known as the "cloud." The Power Point presentation is attached to this report. Gray identified Microsoft and Google as cloud vendors for the University and his office is expecting service to be available this Fall. After Gray's presentation he took questions from the Council on various subjects dealing with cloud computing and its relevance to the UW. Kaminsky felt that email storage is of particular interest to this Council and the faculty it represents. He stated there is the feeling among some faculty members that privacy may not be complete in Gray's model. Gray informed the Council that the main issue in that regard would be where the actual servers are located and in any and all cases they must have the ability to comply with all regulations dealing with privacy and other legalities.

The Council embarked on a discussion on what "deleted" really means. Members identified privacy and security as the most important issues in cloud computing. There was some discussion on the topic of medical privacy and availability of the cloud services to the health sciences departments. Members wanted to know if these services were going to be compliant according to The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. Gray answered that currently anyone dealing in the health sciences would not want to use these services to store protected health information. He noted however that the University is considering a partnership with Microsoft to develop HIPA-compliant computing in the cloud services in the future.

Faculty & Student Learning and Scholarly Technologies survey (Cara Lane)

In the interest of time Chair Kaminsky asked Cara Lane to return at a future meeting to deliver her presentation. Lane agreed.

3. Old Business

The failing of the Class-C Legislation on plagiarism and its future

Chair Kaminsky informed the Council that the SEC decided not to approve the Class-C Legislation on Plagiarism that this Council has worked hard to develop. He feels that this was a good first attempt and additional work will be required in order to be successful at passing this legislation. He suggested the Council work with Anis Bawarshi and John Webster through the summer months to form legislation that will be palatable for all. Martin-Morris suggested a sub-committee be formed from this committee to address the plagiarism legislation. Kaminsky agreed and offered to ask members for their interest in serving on that sub-committee at the final FCET meeting.

News on data retention (Anjanette Young)

Young informed the Council that she received a message from Bill Yock regarding the data retention project. Yock asked the Council for statement on the needs of the faculty with regard to data retention. She asked members to begin thinking about the needs of the faculty so as to have a response to Yock in the near future.

4. New Business

New Chair and Vice Chair nominations

Chair Kaminsky asked if FCET member David Masuda would like to take over as Chair for this Council next year. Masuda accepted the nomination and the members approved. Kaminsky noted that there is no need to discuss nominations for Vice Chair at this time.

5. Approve the minutes from the April 20, 2009 meeting

The minutes of the April 20, 2009 meeting were approved.

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The meeting was adjourned at 2:41 p.m.

Minutes by Kelly Baker, Council Support Specialist
kcbaker@u.washington.edu

Present: ***Faculty members:*** Kaminsky, Lane, Martin-Morris, Masuda
President's Designee: Lewis
Ex-officio members: Deshazo, Young
Guests: Gray

Absent: ***Faculty members:*** Andrews, Efthimiadis, Hollmann, Hudson, Moskal, Seidler
Ex-officio members: Maring, Schmidt

Cloud-2009-v4.ppt

UW meets the Cloud

Strategic Directions

Terry Gray, PhD
Associate Vice President,
University Technology Strategy
&
Chief Technology Architect

University of Washington
May 2009

- Background 10m
- Strategy 10m
- Approach 5m
- Discussion

Part 1: Background

What is Cloud Computing?

aka “utility computing”, “SaaS”

- **Usually** web-based apps running “*elsewhere*”
  - Early examples: **Hotmail** (1994) **Salesforce** (1999)
  - Also “**platform services**” -renting computing/disk
- **Not** traditional "outsourcing the IT dept"
  - But it **impacts** current dept'l & central IT svcs
- **Both** consumer and enterprise services
  - Many **vertical apps**, e.g. PCI, CRM
- Think **timesharing service bureaus**, but with new technology and ***new business models:***
  - **Low cost** via high-scale, uniform tech & contracts
  - Hybrid “free & fee”; **low-touch** DIY support

Motivation

- **Individual**
  - *Effectiveness*: convenience, flexibility, resilience
  - *e.g.* cross-org collaboration; episodic calculations
- **Institutional**
  - *Efficiency*: reduce IT costs; raise PI effectiveness
  - *e.g.* reducing datacenter & support costs

→ ***This is where our students/fac/staff will be!***

→ ***Some seek a more "integrated life"***

IT Evolution -1

Moving from Build to Buy

- Market survey: nothing suitable found
- Build it locally
- Share it: market develops
- Off-The-Shelf solutions become available
- Feature race begins
- Local investment becomes unsustainable
- OTS solution adopted; local staff redeployed

Q: How does a niche solution become a commodity? When do you let go?

IT Evolution -2

Moving from software to services

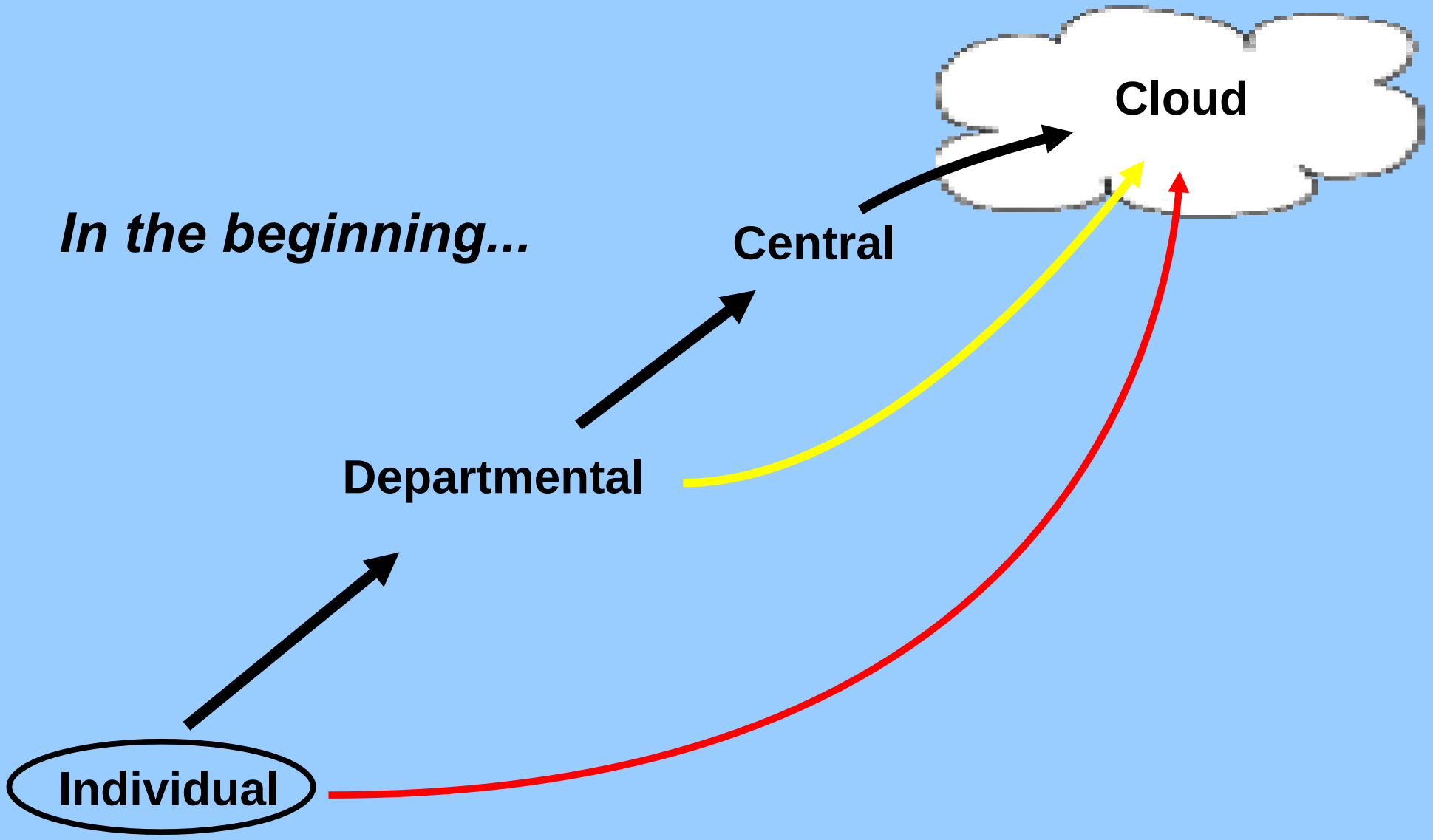
- **Build** *e.g. Pine*
- **Buy** (a right to use) *e.g. Exchange*
- **Borrow** (open source) *e.g. Thunderbird*
- **Barter***/Rent (cloud svcs) *e.g. Gmail*

The last two are transformational, especially in bad times

*** eyeballs for ads**

IT Evolution -3

Who ya gonna call (for commodity IT)?



Goodbye “IT priesthood”... Hello “Consumer Computing”

Cloud Use @ UW

Microsoft Office Live

amazon web services

Blogger

Doodle

Google

facebook

dimdim

Adobe

slicehost

EPSILEN

AHEAD OF THE eLEARNING CURVE

voicethread

Cisco webex

YouTube

skype

Bb Blackboard

GoToMeeting

SECOND LIFE

Basecamp

twitter

Wimba people teach people

Cloud Use @ UW (cont'd)

- 50% of students forward their UW email to cloud
- Popular cloud apps:
  - ***Facebook:*** 64K UW users; now big in classes
  - ***Google*** Gmail, Docs, Calendar
  - ***Windows Live*** (esp. Messenger)
  - ***Doodle*** (meeting scheduler)
  - ***Blackboard*** *online* used by Biz School & UW-Bothell
- Platform services
  - ***Amazon*** EC2/S3
  - ***Slicehost***

Part 2: Strategy

Strategic Assumptions

- **Cloud computing is transforming IT**
- **Cloud usage is growing & unstoppable**
- **Institutional risks are greater if we do nothing**
- **Central role: enable, increase compliance, usability**

Key questions: **How much central integration & support?**
Lead, follow, or get out of the way?

Leadership Consensus

- UW should encourage use of cloud services, consistent with compliance obligations
- UW risk is reduced by executing partner contracts and incenting their use
- UW should leverage the cloud's low-cost user support model as much as possible

Institutional Goals

for any central cloud computing role

Increase:

- **Compliance** (e.g. eDiscovery, FERPA)
- **Cost savings / avoidance** (e.g. datacenter)
- **Individual effectiveness ...**
  - IAM integration (e.g. group mgt)
  - Application integration (e.g. calendar, Catalyst)
  - Cross-vendor interoperability

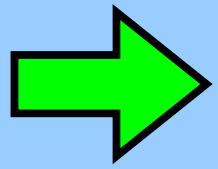
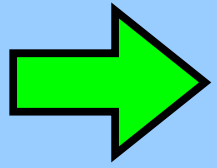
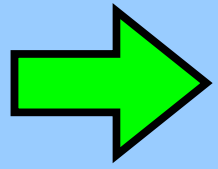
Institutional Risks

- **Operational** (service or business failures)
  - Individuals have biggest stake here *for now*
- **Financial** (surprise support or integration costs)
  - High-touch support model could kill future savings
- **Compliance** (failure → liability cost)
  - Primarily unauthorized disclosure of sens. Info
  - Limited forensics ability → notification cost
  - Ability to respond to legal requests for data

NB: 1) these kinds of business risks are **uninsured**
2) departments assume $$ liability for failure to comply w/UW policies
3) data guidelines need to cover all cases, not just **cloud computing**

Risk Mitigation

compared with status-quo

Inability to respond to eDiscovery request		Partner contracts provide for “admin” accounts
Disclosure of confidential data		Data security guidelines to define appropriate cloud use
Inability to comply with FERPA		Contract terms added

Part 3: Approach

Central IT Role

How to add value, reduce institutional risk, cost

- **Lead & Follow**
  - **Encourage** cloud use; **Partner** w/MS, Google, Amazon
  - **Provide** expertise & coordination; **Assist** policy efforts
- **“Get out of the way”**
  - **Facilitate** master contracts meeting UW & dept needs
  - **Enable**, don't mandate; soft-launch
- **Moderate Integration** (IAM and application)
  - **Balance** usability/compliance goals w/TCO
  - **Avoid** both too little/too much; slippery slopes
- **Minimum User Support**
  - **Manage** *central* “Admin” accounts
  - **Embrace** low-touch DIY support paradigm

Preliminary Assumptions

- Appropriate use: basic knowledge worker, no SI
- Controlled namespace (use UW NetID)
- “Lifetime” accounts (its lifetime, not yours :)
- Eligibility: faculty, staff, students, alum (phased)
- Migration: largely DIY
- Integration: initially minimal (add groups later)
- Depts may want separate domains, branding
- Defer premium svcs and groups integration

2009 Plans

- Collaborative Applications:
  - Partner with both Microsoft & Google
  - Develop acceptable use guidelines
  - Enable for faculty/staff and students
  - Opt-in, soft-launch
- Platform Services:
  - Amazon
  - SliceHost
  - Microsoft Azure & Tech. Computing Initiative

Part 4: Issues

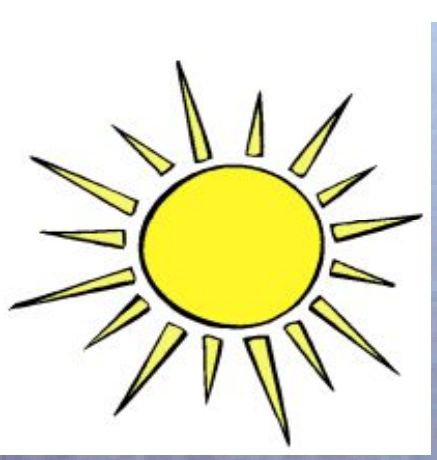
Key Questions
to answer during the 2009 pilots

- Do our preliminary assumptions hold up?
- If we build it, will they come?
- When is “self-provisioning” and DIY support viable?
- What is cost of different integration/support models?
- What user complaints are likely?
- How important is SSO? IMAP/iPhone access?
- Impact of user name/status change?
- What password policy do we recommend?
- How well do these svcs work with mobile devices?
- What is our exit strategy?

Deferred Questions

For after the pilot phase

- How to handle billing for premium services?
- What level of “groups” integration is viable?
- Can these services ***fully*** replace local email?
- Role of Microsoft's new “BPOS” offering?
- Role of Microsoft's new “Azure” offering?
- Any other vendors we should partner with?



Discussion

UW: where the cloud stays down to earth

For more background on cloud computing:
http://staff.washington.edu/gray/cloud.ppt