Educause Notes – Software licensing special interest group

October 28, 2008

Session moderator – Marg Knox, CIO, Univ. of Texas system

To subscribe to the constituent group mailing list on licensing, visit <http://www.educause.edu/groups> and look for the Software Licensing constituent group.

# Stats & Math packages

## SPSS

Some reported problems with SPSS – when installing a group of individual licenses, for example in a lab, if one node is bad, there’s no way to tell exactly which one it is.

Using a network license can avoid this problem. A quick poll of the group showed

33% use network licenses for SPSS
10% use standalone licenses
60% gave no response

Several remarked that SPSS seems uninterested in helping higher ed. No one offered a contrary opinion.

Some institutions are migrating to NCSS ? instead – it offers better pricing.

While some faculty insist on features that are found only in SPSS, others are switching to STATA, which has better licensing terms. Although Stanford has an Enterprise SPSS license, the fact that SPSS has dropped features like Results Coach has also hade STATA comparatively more attractive. 15-20% of the institutions represented at the meeting indicated increasing use of STATA on their campuses.

## MATLAB

Some reported activation issues with version w2008B. Q.-Is anyone using the Total Academic Headcount licensing model? A. – 1 affirmative & Stanford is considering it.

# Infrastructure

## Backups

Q. – Is anyone using Software As a Service to aid/facilitate backup? A. – No.

Q. – Is anyone happy with their backup solution?

Stanford is outsourcing backups to Connected Iron Mountain and Mosey (sp?). Mosey supports Macs.

A few institutions are using IBM/Tivoli. Tivoli’s points model for pricing seems odd.

# Course Management Systems

## Blackboard

Blackboard seems only to license individual campuses, and won’t do a systemwide contract for multicampus systems. One attendee noted s/he has a per node (server) license across systemwide. U. of GA has a WebCT systemwide agreement. (WebCT is now owned by Blackboard.) The U. of GA agreement is going forward, though. It’s not just a grandfathered agreement that will expire at the end of a current three-year term.

Virtualization

It’s unclear how to license applications in a virtual space. Every application is different. Software companies are behind in developing licensing models for virtualization. Software companies fear being ripped off. Educational institutions are trying just to get the software to where it needs to be deployed.

There can be a “chicken or the egg” problem – Lab managers are trying to master virtualization technology to see if or how it can be used. They don’t want to license something that may not work. Meanwhile vendors worry that Higher Ed will make one copy software available to the whole world.

UCLA’s Tom Trappler offered to draft some language that we might propose vendors use for virtualization.

Right now NO ONE in the room, either vendors, resellers, or higher ed customers, believe they have a solid understanding of virtualization licensing. This includes Microsoft Terminal Services.

The real issue…

For Higher Ed – How do we get the software to where we need it?

For resellers/manufacturers – What technology & licensing models work? How can we help higher ed do it fairly?

There are still problems – one vendor locks licenses if it detects a virtual environment.

Q. – Has anyone noted an application “going rouge”? A. – No one raised a hand.

Citrix can do application metering. Terry Dallas of the Embree Riddle Aeronautical University in Daytona Beach notes that some apps will allow virtualization, and others won’t. Acrobat must be licensed per node if virtualized, even at an institution that has a site license. How strange! And the pricing is quite different.

## VMWARE

Q. – Who has an enterprise license for VMWARE? A. U. of Texas, Houston has one. It was expensive. In Australia, a unique agreement has been struck with VMWARE accounting for staff, faculty, & student FTEs. Other products are bundled in the agreement as well. Richard will post agreement details with prices omitted to the list.

Q. – Are VMWARE ESX and HA versions included in the Australia agreement? A. – Yes.

# Microsoft

Q. – Is the extension of the “Ultimate Steal” affecting campuses’ Select agreements? A. Yes, although relatively few of those present were/are enrolled in Student Select.

Visual Studio Sales & Dreamspark was a similar situation. (The problem is that the Ultimate Steal & Dreamspark undercut Select agreement prices on signed agreements. Sales volumes at campus bookstores & other resellers can’t be met. Software media may go unpurchased. In addition the Ultimate Steal features different versions of Office than does Student Select.

Q. –to Microsoft – Why don’t you notify campuses of programs like the Ultimate Steal before they go into effect? A – Although some campuses received notification, most did not. Microsoft said it will explore ways of improving communication. It was noted that Microsoft security patch notification is very good.

## Windows XP Media

Even though it may cause problems at most campuses, Windows XP media distribution has ended.

## Windows Vista 64-bit media

More and more students and Work-at-Home users are requesting Windows Vista 64-bit edition.

# Open Source software

No issues were raised.

# Security/encryption

Q. – Who’s using what for desktop encryption?

* EFS & BitLocker from Microsoft
* Safeboot
* PGP

Dept of Agriculture made a large federal purchase and allowed public higher education to use their discount for Safeboot. Safeboot has a full disk encryption approach. Safeboot is a Dutch company bought by McAfee. Safeboot has a reasonable learning curve. It works with a password. If the password is forgotten, there’s a central number to call.

With encryption software, centralized licensing works much better than expecting individuals to buy & install a product. It’s like plumbing – expected to be in place. Faculty are willing to use encryption, especially if they’re told why it’s important.

## Computrace / Absolute Software

Q. Any bulk licensing out there? A. – They’ve negotiate if you have high volume.

## SSL Certificates

Q. Who are we buying server certs from?

* VERISIGN – 10
* Thawte – 4
* Go Daddy – none
* Komodo(sp ?) – a few
* Global Side - a few

In Australia they’re setting up their own root Certificate Authority. Microsoft, Apple, and Firefox are on board. The cost is $10K – $20K (Australian) / yr for an unlimited number of certificates. There will be a followup message posted to the list.

## User Certificates

There’s a limited rollout in Australia – primarily for researchers. The identity proofing process / standardization is an issue.

## Anti-virus / Anti-spam

Stanford has moved to Sophos

Mcafee seems to be concentrating more on large enterprises and devices rather than individual clients. In Australia they’ve has some success negotiating on hardware pricing.

In the U.K. they’ve had some success with Kaspersky.

Q. -What’s in use out there?

* Symantec
* McAfee
* Forefront (Microsoft) – included in Campus agreement Enterprise CAL
* Kaspersky
* Sophos
* F-Secure

Devices like Ironport boxes have mitigated the need for A/V software. Some campuses use different vendors’ products for anti-virus and anti-spam.

# Enterprise Software Asset Management

Q. Who’s using what?

* Altiris
* LANDesk
* Bigfix – likes power management
* U. of Michigan was developing CMDB that encompassed IT asset management, but project is on hold as Scott Lemm has left U Mich.
* (added post meeting) development of the ISO/IEC 19770-1, 2, & 3 SAM standards.  A primer article on the subject can be found at: <http://www.iaitam.org/V3I9_ISO_19770_Primer.htm> (careful, the link will download a pdf).  Anyone interested in joining the 19770-3 working group can find sign-up details at: <http://www.sassafras.com/iso/>

Who’s using Software as a Service? A. – No one yet, except e-mail. Higher ed needs to develop Terms & Conditions. What about FERPA? (no comments from the group)

## Outsourcing e-mail via signed contract (campuswide, not individuals)

The big question – What about FERPA and outsourced e-mail?

CUNY is using MSN lite. A few others are using Gmail. FERPA is an issue being reviewed at U. of Texas and with any such outsourcing of student records information, you need to make the 3rd party a FERPA agent (consult with an attorney). For employee outsourcing, record retention and e-discovery rules need to be worked through.

At many campuses, faculty & staff are already outsourcing e-mail on their own, acting independently. Issue – what are the retention policies of these third parties?

What about those resellers who use e-mail address to determine student/staff status & various program eligibility of the basis of a campus e-mail address? The group consensus what that these vendors should move to Shibboleth instead.

# Adobe

## CS4 Pricing

UC Irvine’s Steve Franklin asked if other institutions were having problems with price lists for the recently released CS4 products. Most folks said yes.

Peter Isaacson of Adobe apologized and explained the situation. The CLP/TSL CS4 product pricing was originally determined back in February. Pricing was set in consideration of a number of factors. Due to the recent economic climate, Adobe decided to reduce prices. Unfortunately all this happened about the same time as the CS4 product release, and Adobe was unable to provide distributors and resellers with the correct pricing files. The pricing is being revised now, and the proper pricing will be released by late November / early December. The student version price files are correct.

## Acrobat Std & volume licensing

Some attendees expressed dismay that Acrobat Standard is no longer offered via volume licensing. Adobe responded that demand for Acrobat Standard was very low. That’s why it was removed from the volume licensed products. Adobe did give Acrobat Std. customers with maintenance a no-charge upgrade to Acrobat Pro. Adobe also feels that the new Acrobat Term Site License program is a better fit for many customers, anyway.

U. of California, Irvine’s Bob Hudack expressed disappointment that Acrobat Term Site License (ATSL) wasn’t priced lower, given the number of users vs. non-users on his campus. Adobe responded that the ATSL is geared toward departments where the use of Acrobat is ubiquitous. Note that the minimum FTE count to start is 250.

# Future Licensing Constituent Group Meetings

## Skype

During this meeting, the U. of Georgia, Stanford, and UC Davis participated remotely via Skype. (Thanks to Steve Franklin for setting this up.) Georgia reported good success, while Stanford experienced technical difficulties. We’ll try this again next year.

## Other items to try

1. “Speed dating” topics – like the CIO meetings being done at this year’s main conference.
2. Have breakout sessions by institution size. Large schools & small schools often have different issues to content with. It was mentioned that there’s a Midwestern Licensing Compact covering 12 states and 1,000 schools.
3. Have occasional midyear telephone conference calls
4. Michael Robertson – “Gizmos” dial-in
5. Have licensing sessions at regional Educause conferences
6. Have breakout sessions on special products.