EDUCAUSE Licensing Constituent Group Notes

Sept 29, 2014

# Adobe

UCLA set up new licensing terms for Creative Cloud/VIP Agreement by consolidating Adobe’s previous 4 agreement documents into a single agreement document, and revising language to better address various cloud-related issues

Adobe mentioned that some portions of the standard EULA were negotiable and others weren’t. Contact your reseller / Channel partner for details.

Q.: What about user who assent to agreements when they don’t have signature authority?
A.: An institution’s VIP agreement supersedes the standard click-through agreement (Adobe).

Q.: What are the chances of Adobe Joining NET+?
A.: Not yet, but discussions are occurring between Adobe and Internet2.

Q.: Can we federate Adobe IDs?
A.: Not yet, but for those with Enterprise agreements, it’ll be coming via SAML integration.

# Cloud Sourcing Strategy Jim Bradley & Erin Morgan

(also see PowerPoint deck sent to EDUCAUSE constituent group – [ From: Marg Knox Subject: FW: Sourcing Slide Deck Date: 10/3/2014 ]

ASU mentioned CORE (only you) vs. CONTEXT (the commodity itself)

You need a sourcing team, i.e. “Who’s done this before?”. There should be a Sourcing Officer in IT or elsewhere. It’s important to include Business Analysis personnel… “Is the sourcing decision just about reducing cost, or…?”

You have to keep some technical talent in-house, or you’re completely at the mercy of the service provider. Create a Performance Framework to measure performance.

Sourcing changes may cause changes within the IT organization, but are unlikely to reduce the overall IT staff level required. There will be new roles and challenges.

A capital budget should be in place. Outside vendors often require funding to be budgeted in advance.

Q.: What about data security questions?
A.: Yes, these come up often. A colleague from Carnegie-Mellon sent a 10-page document with review questions. Is this in the Licensing email list archives?

Q.: (directed to Khalil Yazdi) How do you see sourcing playing out with NET+?
A.: NET+ in one of several sourcing options. It’s often the first choice because it’s already set up.

# Autodesk

Ron Richard from Autodesk was on-hand to provide responses.

So…Now there is no cost for academic use. But the cost for administrative use has grown so much that it is a big issue.

There are problems getting support with older perpetual licenses – a customer bought a perpetual license in 2012, but now they get rejected for support calls and reinstallation attempts. Resellers say “This is not allowed.”.

Ron Richard said customers were indeed within their right to reinstall, etc. Customers should contact Autodesk if they have problems.

There is a short-term lease plan with a 90% discount, currently only available through 12/31/14. Even so, pricing licenses for non-educational use will still substantially increase. This is so clients don’t get hammered with unexpected high costs. A long-term lease plan is still under discussion.

Ruth Ginzberg at U. of Wisconsin system & also Marr T at Notre Dame mentioned that their only contact has been with resellers who are unable to help with problems.

**Ron noted**, “Selling free software is harder than we thought.”
**Ruth:** This is a leadership opportunity for Autodesk.

Increasing Facilities’ price by a factor of 10-12x doesn’t work the way anyone intended.

**Ron:** This is definitely something we need to work out. There needs to be a way to meet both short-term and long-term needs.

That said, Autodesk made no commitment to do so within a specific timeframe, or at all.

Q: How can I get maintenance on my older perpetual licenses?
A. The process is not known right now.

Q. (from Ron): Has everyone signed up for the free software?
A.: Most are in the middle of the process.

**Ron**: This is an experiment to see if offering free software opens up other business opportunities

(general comment) We need ways to get feedback to Autodesk.

A: Send email to education@autodesk.com.

# Microsoft

(Eric Herzog, Ashanka Iddya, Erik Desbois representing Microsoft)

Office 365 Pro Plus benefits for students (formerly known as Student Advantage)

Q.: Will an institution be notified if a tenant is created or modified? There are no contacts to notify if a tenant is not in place.
A.: Ask your account executive.
Marg Knox noted that the EES contact could be used. We understand that if a tenant gets a bucket of 1 Million Office Pro Plus licenses assigned, then Microsoft has started self-service into that tenant.

Q: Is there a BAA available for OneDrive Pro.
A.: Yes. Exchange Online & Sharepoint are also covered. Recall that One Drive Pro is built on Sharepoint

BAA / HIPAA – Will self-serve clients know whether or not the HIPAA BAA is in force?
A.: Answer was not definitive but Microsoft is looking into various such issues

Q.: If a self-service tenant creation occurs, is liability placed on an institution?
A.: Not until the campus assumes management of the tenant and designates an administrator. (new question) Does this mean that at that time, the institution is required to verify Microsoft added folks?

Q.: What if a self-service client lies/misrepresents their status?
A: In this situation, the governing EULA is between Microsoft and the client. The University is not liable.

Q.: What if a university wants to opt out of the program?
A: 1) a new tenant could be created by the university and set up to not allow self-service (consult with Microsoft account management on this).
 2) a license could be assigned with 2 steps i) account creation ii) assign a license.

Q.: Could those without a tenant block its use?
A.: One could sign up for a tenant and then block all access. One can find Powershell scripts on the Office 365 admin web site for such things.

Q.: We signed up for A3 licenses already, and now the Office Pro Plus benefit will be free.
A.: A3 licenses for those qualified for the Office 365 Pro Plus benefits are now discounted to $2.20 (list) so you’re not double-paying.

Q.: Might there be a new “breakup” SKU on the Student Desktop bundle?
A.: You should discuss this with your account rep.

There are deployment webcasts weekly each T-W-Th at 2:00 pm Central Time.
<http://www.microsoft.com/education/Office365>

There is a new series of conferences, “summit”, supposedly on Office.com - but I was not able to find them.

Q.: Is Shibboleth/SAML coming for web apps?
A.: The next update of Office will have it… But there’s no scheduled date.

Q: Is there an Office 365 roadmap site?
A. Search “Office 365 public roadmap”.

Q: When will Office 365 Pro Plus benefit be available for Faculty & Staff?
A.: Likely October… or via resellers on Dec. 1st
<http://blogs.technet.com/b/educloud/archive/2014/09/22/new-offerings-self-service-student-advantage-signup-for-students-and-faculty-staff-office-365-proplus-benefit.aspx>

Q.: What will happen when students graduate?
A.: After their institutional subscription is turned off, their license will go into reduced functionality mode. Then they can buy a separate license if they desire. Institutions may choose when this occurs, for example, it may make most sense to do all such deactivations at one time (e.g., their on campus network access, etc).

Q.: How can we learn about VLSC (Volume License Service Center)?
 (no answer recorded)

Q.: How will things work with a self-serve tenant?

1. The first student requests an account
2. The student gets email from Microsoft.
3. The student completes the registration process
4. The tenant gets created. (The student will have to re-verify… process not yet created,)

A sysadmin at the institution will be able to claim the tenant if and when desired.

# General Q & A

Mary Toll of Notre Dame asked about our creating a template about “Who has what” so we know which of our counterparts at other institutions we might turn to for advice. She will send to the list for further discussion as many in the room thought it a good idea.

Contract issues -

* Try to get any vendor “audit clause” removed from your contracts, or at least be sure that “good legal cause” is also included.
* Try to permit cloud backups to your local site. Otherwise if your vendor croaks, you may not be able to get your data back.
* Converting legalese to understandable text – consider having green, yellow, and red sections of contracts so people know where they have to pay special attention. Aaron will send a note to the group to follow up on this.

Are there good ways to distribute ISOs?

* Kivuto
* IU
* Notre Dame
* LSU uses two commercial products

No one seemed completely happy.

# NET+ Issues

NET+ often doesn’t qualify as a vendor due to the fact that there has been no competitive bid. Using them may require a sole source justification.

2 campuses remarked that Crashplan Pro was more expensive via NET+ and several more also indicated same

The NET+ Canvas deal was better.

# VDI licensing issues

Often vendors & reps have no idea what they’re doing. (IBM & McAfee were mentioned)

With IBM/SPSS/Amos – virtual licensing is permitted only if it’s in the contract via an entitlement clause.

There needs to be virtualization language in the contracts. Different Adobe reps give different answers. Adobe is never consistent.

# Governance & Funding

How do we work out funding from/for departments / campuses / groups?

At the U. of Texas at Austin, there is a concept of the “Common Good Services” , that originated from U of Minn. A governance committee decides what to include.

How are we auditing software use?

* Track via connections
* LANDesk
* ServiceNow
* Keyserver
* Physically show proof of license
* SCCM / SMS (Microsoft technologies)
* Casper Suite (for Apple products)
* Quest (from Dell)
* Munki (for OSX) <http://munki.github.io/munki/>