Enterprise IT Leadership Conference 2012

Leading Today’s People for Tomorrow’s Enterprise IT

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EDUCAUSE 2012
ANNUAL CONFERENCE
NOVEMBER 6–9
DENVER AND ONLINE

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One of the most valuable aspects of this conference is the opportunity to
connect face-to-face with fellow attendees. Join us for the reception on
Wednesday, where you can relax over food and drink and get to know your
colleagues. A cash bar will be available; each attendee will receive one drink
ticket. NOTE: Please wear your name badge for admittance.

Use the Affinity Finder on the conference website’s registration page to search the
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CONFERENCE POLICIES

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**Mark your calendar for the Enterprise IT Leadership Conference 2013.** It will take place in St. Louis April 16-18.
WEDNESDAY, MAY 16

7:30 a.m.–5:30 p.m.
Registration Desk Open
WHITE RIVER BALLROOM FOYER

5:30 p.m.–6:30 p.m.
Joint Reception
WHITE RIVER BALLROOMS G-J

One of the most valuable aspects of this conference is the opportunity to connect face-to-face with fellow Security Professionals and Enterprise IT Leadership Conference attendees on enterprise security issues. Join us for the reception, where you can relax over food and drink and get to know your colleagues. NOTE: Please wear your name badge for admittance.

THURSDAY, MAY 17

6:00 a.m.–6:45 a.m.
Fun Run
HOTEL LOBBY
Meet in the hotel lobby and join your colleagues for a leisurely 3-mile or 30-minute run. Enjoy the city by participating in a refreshing early morning jog.

7:00 a.m.–8:00 a.m.
2012 Program Committee Breakfast Meeting
(committee members only)
MEETING ROOM 105

7:15 a.m.–8:15 a.m.
Breakfast
WHITE RIVER BALLROOM F

7:15 a.m.–5:00 p.m.
Registration Desk Open
WHITE RIVER BALLROOM FOYER
8:15 a.m.–9:30 a.m.
General Session

Ensuring Effective Communications for Information Security on Campus
WHITE RIVER BALLROOM E
Levester Johnson, Vice President for Student Affairs, Butler University; Jane Drews, CISO, The University of Iowa; Roger V. Bruszewski, Vice President, Finance and Administration, Millersville University of Pennsylvania; Michele Norin, CIO, The University of Arizona
Moderated by: Brian D. Voss, Vice President and CIO, University of Maryland

A panel of C-level executives from institutions of higher education will share their perspectives on the importance of information security on campus, including how to ensure strategic investments and effectively communicate policies to various campus groups to protect institutional cyber assets. This session will focus on how the institutions use a risk-based approach to information security governance.

9:30 a.m.–9:45 a.m.
Refreshment Break
WHITE RIVER BALLROOM FOYER

9:45 a.m.–10:45 a.m.
Advanced Technology

Data Governance: Essential for Strategy, Policy, and Operations
MEETING ROOM 103/104
Shirley C. Payne, Assistant Vice President for Information Security, Policy and Records, University of Virginia

Whether your data resides in a campus data center, is held by a third party in a hosted system, or is distributed in the cloud, you’ll be confronted with situations that require strategic and effective decision making regarding your information assets. Data governance is intended to address data quality, data management, data policies, privacy and security, business process management, and risk management surrounding the handling of data. This presentation will describe what effective data governance looks like and provide guidance for building a data governance program.

Information Security: A “State of the Union” Review
WHITE RIVER BALLROOM E
David Escalante, Director of Computer Policy and Security, Boston College; Brian Smith Sweeney, Project Lead, New York University; Phillip Deneault, Information Security Officer, Worcester Polytechnic Institute

Last year the HEISC posed the question to various security working groups,
“What has improved in security in higher education in the past decade?” This session will begin by reviewing their answers, which are essentially a list of accomplishments, then move on to cover the presenters’ viewpoints regarding the most serious challenges for security practitioners and campus leaders today, or, put another way, what we think our accomplishments need to be in the next 10 years to be secure.

**Governance, Risk, and Compliance**

**Leading the Way to PCI Compliance: It’s All About Planning and Collaboration!**

**WHITE RIVER BALLROOM A**

*Kelley J. Bogart,* Senior Information Security Analyst, The University of Arizona, and *Tammy L. Clark,* Chief Information Security Officer, Georgia State University

So, YOU were nominated to conduct a PCI (Payment Card Industry) compliance review? Much more than a rigorous examination of technical controls, PCI is just as much about evaluating the various ways people process, transmit or store credit card information! The hardest part is getting started—this session will discuss important considerations in conducting PCI compliance reviews on your campus and how to develop and implement an effective PCI compliance program that will allow merchants to do business in an efficient and cost-effective manner.

**Identity and Access Management: The Intersection with Privacy and Security at Penn State**

**WHITE RIVER BALLROOM D**

*Kathleen R. Kimball,* Senior Director, ITS Security Operations and Services, *Sarah D. Morrow,* Chief Privacy Officer, and *P. Renee Shuey,* IAM Lead Manager, The Pennsylvania State University

Often identity and access management discussions do not include sufficient dialogue with the heads of security or privacy. In reality, IAM is an integral security architectural component and helps preserve privacy by implementing consistent enterprise authentication and authorization mechanisms; there are codependencies. Introduction of improved IAM will also likely require modified practices in both the security and privacy areas. In this session, Penn State’s leaders in security, privacy, and IAM will discuss the measures put in place to overcome the communication gaps and the tangible technical and policy benefits for all concerned.

**Technology Concepts**

**Virtualization beyond Servers: Delivering a New Desktop and Application Deployment Strategy**

**WHITE RIVER BALLROOM B**

*Duane J. Schau,* Director–Leveraged Support, Indiana University Bloomington

This presentation will highlight a new model for delivering desktops and applications as a service from the perspective of several leading academic institutions. This new approach is fundamentally changing the way desktops
are currently constructed, delivered, and managed. Decoupling the user persona from the local OS and application layers lessens the need for local desktop support and gives technical staff located in schools and departments more capacity to innovate. Whether desktops are delivered through server-based computing, hosted on virtual desktops or PCs, or provided in combination, the user experience remains consistent and predictable.

Security on the Cheap: Creating a Cost-Effective Information Security Program

WHITE RIVER BALLROOM C

Joel Rosenblatt, Director, Computer and Network Security, Columbia University

Security as presented by vendors boils down to buying the right box or software. We’ll take the point of view that effective security can be created using homegrown and open-source solutions in combination with policies and out-of-the-box thinking. Learn how we built our security program at Columbia University from scratch in a very complicated and decentralized environment. We’ll address both institutions that are looking to build their security program and those with fully functioning programs that are seeking to reduce cost or improve results.

10:45 a.m.–11:00 a.m.

Refreshment Break

WHITE RIVER BALLROOM FOYER

11:00 a.m.–12:00 noon

Advanced Technology

On the Edges of Policy Questions, Student Privacy, and Student Learning

MEETING ROOM 103/104

Brandt Redd, Senior Technology Officer, Bill & Melinda Gates Foundation; John Blegen, Chief Technologist and PM–Common Education Data Standards, SHEEO

We all participate regularly in discussions of policy data, student learning data, and data privacy, yet it is difficult to bring the three domains together without conflict. There are different priorities, technologies, and ideological stances associated with each. In our roles as IT managers and security professionals, these three subject areas compete for our attention continuously. This presentation and discussion will attempt to highlight the importance of each subject area and suggest a series of ground rules for engaging in constructive conversation and seeking essential solutions that push beyond a single domain approach to problem solving.
Security Metrics: Telling the Right Story
WHITE RIVER BALLROOM B
Wyman Miles, Director of IT Security, Cornell University

All too often security metrics are used to demonstrate work output or justify security office budget or staffing when they can be used to effectively support a message. This session will describe different use cases for metrics: the story you want to tell, data sources and methods of analysis, errors to avoid, presentation and use in security awareness, and long-term tracking.

Awareness and Training
Building an Information and IT Compliance Program
WHITE RIVER BALLROOM A
Thomas R. Davis, Chief Security Officer, and Merri Beth Lavagnino, Chief Privacy Officer and Compliance Coordinator, Indiana University; Michael J. Chapple, Senior Director, Enterprise Support Services, University of Notre Dame

Higher education has seen an unprecedented increase in laws and regulations that govern everything from the way we handle student data to our processing of credit card information. At first we all addressed compliance regulation by regulation, but this model is inefficient, results in conflicts between the guidance issued by the various areas, and is confusing for employees who must comply with multiple regulations. In this session, representatives from two universities will provide an overview of the major compliance issues facing higher education and describe an approach to building and maintaining an effective compliance program.

Governance, Risk, and Compliance
InSight: Helping Management Make Informed IT and Information Security Management Decisions
WHITE RIVER BALLROOM D
Randy Todd, Office of Information Security, and Steve Werby, Information Security Officer, University of Texas at San Antonio

UTSA’s InSight management tool is a web application that was implemented to help managers and executives make informed decisions concerning the management of their IT resources and information security risk. InSight collects information from multiple sources and presents it through an easy-to-use dashboard. We’ll cover our business need and the design, development, and implementation of the system as well as management, usage, successes, lessons learned, and future plans.

Technology Concepts
Security in the Global Network University
WHITE RIVER BALLROOM C
Brian Smith Sweeney, Project Lead, New York University

In recent years NYU has undergone a major strategic and philosophical shift from a classic university with a study abroad program to a highly distrib-
ut ed and interconnected global network university. This transition has had a direct and positive impact on our approach to IT security. This presentation will address a common set of challenges for establishing a global security program and our approach so far to meeting those challenges. This talk will address not only technology issues but also organizational considerations, policy and compliance land mines, and procedural rethinking.

**Lions and Tigers and Mobile Devices: Removing the Fear Factor from Securing Smart Devices**

**WHITE RIVER BALLROOM E**

Lori McElroy, Information Security Officer, Texas State University-San Marcos; Shirley Erp, Information Security Architect, University of Texas System

The dramatic increase of smart devices across campus has presented security professionals with some interesting opportunities and challenges. Two Texas state institutions will review where they are in this process and share experiences such as building mobile device security awareness into the training program and managing technology implementation options. This session will offer ideas, security awareness content, an implementation checklist, and sample policy statements for those campuses just embarking on developing and implementing a smart device security strategy.

11:30 a.m.–1:00 p.m.

AGEISS Lunch (*AGEISS committee members only*)

**MEETING ROOM 105**

12:00 noon–1:00 p.m.

Lunch

**WHITE RIVER BALLROOM F**

1:00 p.m.–2:00 p.m.

*Governance and Data-Driven Decisions*

**The Future Has Arrived: What Does IT Leadership Look Like with Every Function Available as a Service?**

**WHITE RIVER BALLROOM C**

Christine Haile, CIO, University at Albany, SUNY; Mark Askren, CIO, University of Nebraska–Lincoln

An essential role of IT leadership is to well position our institutions in our constantly changing environment. What does successful CIO leadership consist of now that IT functions are available as services? How do we navigate through the options of SaaS, the private cloud or the community cloud, and homegrown or traditional vendor services? And what have we learned within higher ed from
our experiences with vastly new service options to date? How do we position our organizations and our staff to evolve and succeed in this new environment?

Institutional Strategic Planning and Technology

Effective Implementation of IT Governance: From Top to Bottom

WHITE RIVER BALLROOM B

Lyne Bouchard, Vice-president, Information Technologies, Universite de Sherbrooke; Janice El-Bayoumi, Director, Quality Assurance and Process Management, and Terry Nikkel, Associate Vice President–ITS, University of New Brunswick

This session will examine IT governance from both the IT and non-IT perspectives. Within the unit, effective governance needs to be based on sound process and quality principles. COBIT provides just such a framework. We’ll show how COBIT has been deployed in a typical IT unit. We’ll conclude our session with a discussion on how IT governance should be addressed at the board level, an environment that generally has little to do with IT, and conclude with a live survey that allows participants to compare their situations.

IT Service and Systems Management

A Collaborative Disaster Recovery Initiative between Two Universities

WHITE RIVER BALLROOM A

J. Brice Bible, CIO, Ohio University; Paul R. Hernandez, Director Computing and Telecommunications Services, Wright State University

Through statewide Ohio collaboration, Wright State and Ohio University agreed to share each other’s data centers to support a cost-effective and robust disaster recovery program. This approach includes the creation of a common data storage infrastructure and management security practices.

Enterprise Strategies and Planning Necessary to Deliver On-Demand SaaS for Students and Faculty

MEETING ROOM 101/102

Duane J. Schau, Director–Leveraged Support, Indiana University Bloomington; Guy Falsetti, Systems Support Manager, The University of Iowa

Indiana University, in collaboration with the University of Iowa and the Johns Hopkins Medical School, is demonstrating how software as a service can provide a fresh approach to meet the demands of faculty and staff and a mobile student population. No longer restricted by fixed assets, SaaS is now delivering applications on demand directly to the endpoint of choice, making the investment to deliver software more cost-effective and independent of device. By creating an anytime consumption model for software, we’re beginning to see the benefit of adopting low-cost application delivery on a wide range of personally owned student devices.
1:00 p.m.–2:00 p.m. cont.

Leadership

Approaches to Prioritizing Projects and Aligning with Institutional Goals
WHITE RIVER BALLROOM D

Kamalika Sandell, Associate CIO, American University; Deborah B. Whitten, Assistant Vice President, Planning and Programs, Arizona State University; Rene Weston-Eborn, Associate Director, University of Utah

Institutions are constantly challenged to develop a robust, inclusive set of technology investment priorities that align with the institution’s strategic plan, include participation across all levels, respond well to shifting priorities, and provide directional guidance. We will discuss portfolios, strategies for deployment, and IT governance around strategic prioritization of projects and balance with operational systems. Please join us for a discussion about the various approaches at our institutions.

CIO Hot Topics Discussion Session
MEETING ROOM 103/104

Stephen diFilipo, Vice President and CIO, Cecil College; Theresa Rowe, CIO, Oakland University

Higher education CIOs and senior IT leaders are invited to join us for an informal roundtable discussion on current issues and campus challenges and to network before and after the session.

2:05 p.m.–3:05 p.m.

Corporate and Campus Solutions

Behind the Scenes at UC Berkeley’s Google Apps for Education Implementation
MEETING ROOM 103/104

William Allison, Director of Architecture, Middleware & Common Applications, University of California, Berkeley; Tom Mills, Enterprise Director, Global EDU, Google

In December 2011, UC Berkeley formally decided to adopt the Google Apps for Education platform and began planning to move our 70,000 e-mail users from locally managed systems to Google. After a quick, unfiltered overview of Berkeley’s decision-making process, we’ll share how we are now engaging our faculty, staff, and students to ensure a smooth transition and the technical and human side of the lessons we’ve learned so far. Most of the time will be spent in an informal discussion, shaped through audience participation.

The Data Center and the Path to the Cloud: What Lies Ahead?
WHITE RIVER BALLROOM D

Bob Burwell, CTO, State, Local Government and Education, NetApp

Economic and political pressures continue to drive different thinking in the
data center. The data center will eventually be a mix of both on-premise (private cloud) and off-premise (public cloud) functions. We will explore the challenges of today’s data center, how the journey to the cloud requires moving from physical silo thinking to virtual silo thinking, the effect of efficiencies on silo costs, and how management of a data center needs to evolve into orchestration of an ecosystem. The transformation to the cloud is a journey, and understanding the path is critical to balancing your cloud architecture decisions.

Feel Free to Roam about the Cloud with Amazon Web Services!
WHITE RIVER BALLROOM A
Josh Beeman, Chief Information Security Officer, University of Pennsylvania; Sri Vasireddy, Senior Architect, Amazon Web Services

Education IT leaders are challenged to accomplish their missions with increasingly constrained budgets and human resources. The Amazon Web Services Cloud provides the products that organizations need to improve agility while lowering IT costs. We will introduce you to the AWS Cloud platform by highlighting key infrastructure services, popular education use cases, and customer success stories. Additionally, you can learn how easy and fast it is to configure a virtual private cloud, deploy a secured web application, and utilize the big-data capabilities of AWS. Finally, this session covers security and governance best practices to ensure the safety of your data in the AWS Cloud. This session is a great way to learn more about the AWS Cloud, get your questions answered, and provide feedback on how Amazon can best serve the education community.

From Chaos to Control: Process and Content Management Solutions at Work on Campus
WHITE RIVER BALLROOM B
William Carter, Vice Chancellor, Information Technology, Houston Community College; Jodi Thiel, Senior Account Executive-Higher Education, Perceptive Software

Discover how process and content-management technology from Perceptive Software controls chaos by bringing sanity and structure to your everyday business processes on campus. We’ll answer questions about whether imaging technology enables inefficient legacy processes to linger, or if document imaging and workflow management helps modernize processes and move campus systems into the digital age. William Carter, vice chancellor for IT at the Houston Community College system, will share insight and experience about how HCC realized $1 million savings in handling and supply costs alone and increased transcript processing by 106% since implementing imaging and electronic workflow technology.

Mobility on Campus and Beyond
WHITE RIVER BALLROOM C
Danny Johnson, Director, Public Sector Solutions, Verizon Enterprise Solutions

It’s no secret that 4G LTE is fueling innovation, agility, and productivity. Advances in mobility and collaboration technologies are enabling enterprises to securely share information, solve customer problems, and act on opportunity virtually and instantaneously. Bring your questions and comments
2:05 p.m.–3:05 p.m. cont.

to a roundtable best-practices discussion on mobility. Verizon will offer examples of how campuses and enterprises are using Bring Your Own Device, Dual Persona, Fixed Mobile Convergence, Campus Security, Green Building Management, Asset Management, Identity Management, and Security. More importantly, understand how these solutions can build an ecosystem of devices, application and content to better serve your campus community.

3:05 p.m.–3:30 p.m.
Refreshment Break
WHITE RIVER BALLROOM FOYER

3:30 p.m.–4:00 p.m.
General Session
Past Conference Chairs Share Their Reflections
WHITE RIVER BALLROOM E

Dennis Cromwell, Associate Vice President Enterprise Infrastructure, Indiana University Bloomington; Geoffrey Corb, Senior Director, Enterprise Applications, The Johns Hopkins University; Cynthia M. Hadden, Deputy CIO and Executive Director, UIS, Louisiana State University; Colin Currie, Executive Director Administrative Information Services, OIT, Princeton University; Mark Askren, CIO, University of Nebraska–Lincoln

Past chairs of the Enterprise IT Leadership Program Committee will share their impressions of the conference and how it has evolved over the years. Come prepared with your suggestions for making this event even better in the future.

4:00 p.m.–5:00 p.m.
General Session
The Making of an Outsourced Contract: Law, Policy, and Process
WHITE RIVER BALLROOM E

Tracy Mitrano, Director of IT Policy, Cornell University; Ann Geyer, Chief Privacy and Security Officer, University of California, Berkeley

More goes into the making of an outsourcing contract than dotting the i’s and crossing the t’s. Business models and costs, technology and functionality, use case scenarios and user support, law and policy, and project management are the most prominent moving pieces of the organization’s machine that must work in careful concert to accomplish the goal successfully. This session will focus on law and policy aspects in relationship with these other factors, distinguishing what’s legal (e.g., compliance) from what’s policy-driven (e.g., recommendations that CIOs should make to data stewards about the appropriate use of data types, given the privacy and security considerations of the technological platform).
7:00 a.m.–2:30 p.m.
Registration Desk Open
WHITE RIVER BALLROOM FOYER

7:30 a.m.–8:30 a.m.
Breakfast
WHITE RIVER BALLROOM F

8:30 a.m.–8:45 a.m.
General Session
Welcome and Introductions
WHITE RIVER BALLROOM E

8:45 a.m.–9:40 a.m.
General Session
Beyond Alignment: Reinventing the Rules of the Road for Higher Ed IT
WHITE RIVER BALLROOM E
Shelton Waggener, Associate Vice Chancellor and CIO, University of California, Berkeley, and Senior Vice President, Internet2 Net+

This talk will unpack the economic, political, technology, and cultural issues that have forced our institutions to reexamine some of our most fundamental assumptions about the way higher education operates. From the explosion of consumer technology to the expansion of above-campus services to the need for better analytics and data-driven decision making to simplified business processes, our technology leaders play a pivotal role in enabling the evolution of the academy: they’re at the forefront of the use of technology in any enterprise, not just in higher ed.

9:45 a.m.–10:45 a.m.
Governance and Data-Driven Decisions
Research and Experience: The Role of the Strategic and Adaptive CIO in Higher Education
WHITE RIVER BALLROOM C
Mark Askren, CIO, University of Nebraska–Lincoln; Reuben Dlamini, Assistant Professor, Educational Information Technology, University of Witwatersrand

The session combines extensive analysis on the updated role and expectations of a higher education IT leader, along with a CIO’s observations on how this is playing out for those in the field. The research study examined the evolv-
ing role of IT executives in higher education with the objective of detailing the skills and experiences necessary to be a CIO, the expectations of the leaders in higher education of these individuals, and how leaders in higher education view the role of the CIO. The CIO position is no longer highly focused on technical issues but has influence on the institution's mission critical strategies, which clearly shows that the position has experienced organizational ascension. Discussion of how these changes have impacted both the strategic objectives and the day-to-day role of the CIO will be covered.

**Institutional Strategic Planning and Technology**

**Reengineering in Virginia: Using Technology to Make IT Happen**

**WHITE RIVER BALLROOM D**

**Thomas Bowers,** CISO, and **Joy Hatch,** Vice Chancellor, Information Technology Services, Virginia Community College System

Virginia's community colleges, a system of 23 community colleges on 40 campuses, faces the same issues as other higher education institutions across our nation: unprecedented enrollment and declining state support, coupled with ambitious goals. We needed to become smarter in investing in people, talent, and technology and leverage our combined size and resources to break down barriers to change and improvement. Take a journey with us through the process to discover what shared services means to us, learn how ITIL and ISO frameworks are helping us enhance service and security, and gain a new outlook on community colleges.

**IT Service and Systems Management**

**Moving Your Library to the Cloud**

**WHITE RIVER BALLROOM A**

**Parambir S. Bedi,** Vice President for Library and Information Technology, and **Mark E. Yerger,** Director of Enterprise Systems, Bucknell University

Bucknell was an early adopter of the OCLC WorldShare Management Services solution in the summer of 2011. In this session, we'll overview this project, focus on the new realities cloud-based services present, and engage in a lively dialogue on the following topics: How practical is the cloud for libraries? How does this fit with the vision of open-source library systems? Will cloud-based library systems become as common as Google e-mail systems on college campuses? Will libraries embrace the idea that their core system is more commodity than cottage industry? And if so, what does that mean for the future?

**Leadership**

**Lessons Learned in a Journey to Business Intelligence**

**WHITE RIVER BALLROOM B**

**Sharon E. Blanton,** CIO, Portland State University

Like many organizations, PSU is at a crossroads where data-driven decision making is essential to remain competitive and financially sound in an environment
with rising costs and reductions in state funding. To meet business intelligence needs, the DataMASTER (management and analytics for strategic, timely, education reporting) project was started in February 2010. DataMASTER creates a single, organized, accessible repository of data. Two years into the project, PSU discovered the need to adjust priorities and assumptions. In reviewing our successes and failures, we’ll suggest techniques to help ensure your project success.

**Speed Networking: Ready, Set, Go!**

**WHITE RIVER BALLROOM G/H**

Maria Piret, Director Information Systems, Lynn University; Lori Sundal, Director, Enterprise Information Systems, Georgia Institute of Technology; Tina Thorstenson, Assistant Vice President and Chief Information Security Officer, Arizona State University

Do you have a success story to share? Are you looking for an IT solution to a specific problem? Join us for a fast-paced, facilitated round of Speed Networking. Share in this unique information exchange and meet more of your higher ed colleagues in one place than you would in a traditional networking setting. Seating is limited to 32 people, so come early. Don’t forget to bring plenty of business cards!

**Coordinated Autonomy: Central ERP in the Decentralized Institution**

**MEETING ROOM 103/104**

Geoffrey Corb, Senior Director, Enterprise Applications, The Johns Hopkins University; Jason Shaffner, Director, Financial Systems Solutions, Harvard University

The challenges of higher education ERP are daunting: consensus decision making, varied stakeholders, and unique requirements that stretch vendor solutions to the limit. Harvard and Johns Hopkins must also tackle extreme decentralization and the varying prevalence and effectiveness of top-down mandates. Join us to learn about the practical techniques we’ve used to implement transformative information systems.

10:45 a.m.–11:00 a.m.

Refreshment Break

**WHITE RIVER BALLROOM FOYER**

11:00 a.m.–12:00 noon

*Governance and Data-Driven Decisions*

**Can IT Effectively Manage during an Emergency? (Will You Be Cool in a Crisis?)**

**WHITE RIVER BALLROOM A**

Michael R. Egolf, Program Director, Emergency Management and Continuity, OVPIT, Indiana University Bloomington; Diane Mack, University Director, Emergency Management and Continuity, Indiana University-Purdue University Indianapolis

The majority of IT recovery efforts fail not because of a lack of disaster recovery
plans or knowledgeable staff but because organization, rules, roles, and processes aren’t in place. In an emergency, does your IT staff know: How an official “incident” is declared? What to do? When to do it? Where to go? Who’s in charge? What the priority is? How to notify others? How to access needed information? How to obtain needed equipment, software, and people? Learn how your IT organization can leverage FEMA National Incident Management System (NIMS) standards and integrate them with your campus and institutional plans.

**Institutional Strategic Planning and Technology**

**Is Your Org Chart Ready for 2015?**

**WHITE RIVER BALLROOM C**

Alan Walsh, Functional Chief, Lifetime Engagement, and Tom Zeller, Senior Technology Analyst, Indiana University Bloomington

The rate of change of information technology continues to accelerate. IT services are at a dramatic inflection point, as significant advances in several important areas are occurring simultaneously, which may require structural changes in many IT organizations. Through group exercises, we’ll analyze which trends in IT are most likely to affect how IT services are consumed over the next few years and therefore require a shift in how those services are delivered. In addition, you’ll analyze how your current organization measures up to particular scenarios and begin to create an action plan to prepare for the changing IT landscape.

**IT Service and Systems Management**

**Leading and Managing Technology in Smaller Colleges and Universities**

**WHITE RIVER BALLROOM D**

Stephen DiFilipo, Vice President and CIO, Cecil College; Maria Piret, Director, Information Systems, Lynn University; Keith W. McIntosh, Acting Assistant Vice Chancellor for Information Technology, Pima County Community College District

In reviewing EDUCAUSE’s Top-Ten IT Issues 2011, we can all agree that no matter the size, IT departments in higher education are faced with similar challenges. Smaller schools function in unique environments that present both opportunities and difficulties. How does your institution respond to today’s technological changes? In this interactive session, we’ll exchange ideas and experiences on topics like compliance, budget, funding, staffing, outsourcing, project and portfolio management, shared services, and nontraditional programs and locations, among others. Please bring your experiences, tips, and comments on how you make IT possible.

**Leadership**

**Adventures in IT Governance**

**WHITE RIVER BALLROOM B**

Kelly Block, Assistant Vice President, Portfolio and Process Management, and
Michael Hites, Executive CIO and Associate Vice President of Administrative IT Services, University of Illinois Central Administration

IT governance (ITG) promotes the intelligent use of resources and provides a shared, rational, and transparent framework for the selection and prioritization of IT investments. It is vital that IT investment choices are guided by stakeholders, support enterprise strategies, and ensure that mission-critical items receive the highest priority. We’ll share our stories of five evolving governance structures within an environment of organizational and leadership changes across three campuses. Come share your successes and challenges with driving ITG processes toward higher maturity levels of definition, management, and optimization. The conversation will focus on the participants, the decisions and resources, the structure of the process, the environment surrounding the process, and how to manage the process itself.

Analytics: Planning Considerations
WHITE RIVER BALLROOM G/H
Susan Grajek, Vice President, Data, Research, and Analytics, EDUCAUSE

Academic leaders face escalating pressures to document and improve student outcomes and institutional efficiency. IT leaders have their own requirements for enhanced data and benchmarking tools to optimize services and play a growing role in providing campus analytics services. This session will provide an orientation to the current state and future promise of analytics in higher education. We’ll discuss developing service goals, data sources and quality, and partnerships. Begin planning for your institution’s analytics capability and services today.

12:00 noon–1:00 p.m.
Lunch
WHITE RIVER BALLROOM F

1:00 p.m.–2:15 p.m.
General Session
What Higher Education IT Leadership Needs to Know about Analytics and Why It Matters So Much
WHITE RIVER BALLROOM E
Susan Grajek, Vice President, Data, Research, and Analytics, EDUCAUSE

Analytics shows great promise to help higher education use data to better understand and improve such pressing issues as decreasing costs, improving degree completion, and increasing productivity. How can your IT organization support, lead, and anticipate that promise for your institution? What are the opportunities for IT leaders, organizations, and the profession itself? Learn more about analytics and why it’s one of the top issues for IT—and what you should be doing about it.
EDUCAUSE is grateful to the following corporations for their participation in the Enterprise IT Leadership Conference 2012.  

Need more information? Contact these companies.

**Amazon Web Services**  
Karianne Naughton, Principle Education Sales  
karianne@amazon.com, 813-283-8230  
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**Google, Silver Partner**  
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**NetApp, Silver Partner**  
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Time is running out.
Take part in the Core Data Service survey by 7.13.12.

Who will benefit?

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» All of higher education. We all gain a deeper understanding of our community.

Eligible institutions must complete the survey by 7.13.12. Learn more at educause.edu/CoreData.