Enterprise IT Leadership Conference 2013

No Boundaries: Leading IT in an Open Enterprise

APRIL 16-18
ST. LOUIS, MISSOURI
Hilton St. Louis at the Ballpark
Thank you to our sponsors who enhance the conference experience through support of attendee activities.

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EDUCAUSE is a nonprofit membership association created to support those who lead, manage, and use information technology to benefit higher education. A comprehensive range of resources and activities are available to all EDUCAUSE members. For more information about EDUCAUSE, including membership, please contact us at info@educause.edu or visit educause.edu.
Welcome to the Enterprise IT Leadership Conference, “No Boundaries: Leading IT in an Open Enterprise.” We look forward to collaborating with you on enterprise IT strategies for the evolving higher education environment. Sessions will focus on governance and data-driven decisions, institutional strategic planning and technology, IT service and systems management, and leadership.

CONNECTING ON-SITE

**Wireless Access**

To access the wireless network in the meeting space, please follow the instructions below. Wireless is available during registration hours.

- Set your wireless adapter SSID to **EDUCAUSEAIR**.
- Launch a web browser.
- Enter the passphrase **educause** (case sensitive) on the splash screen inside your browser.

Please be respectful and limit your use of personal MiFi devices. These will disrupt the wireless experience for those around you.

**Mobile Device Etiquette**

As a courtesy to the speakers and other participants, we ask that you silence all mobile devices during conference sessions. We also ask that you limit your mobile device use so bandwidth is not exceeded.

**E-Mail and Printer Kiosks**

Computer and print stations are available during registration hours in the Walnut Foyer.

**Joint Reception**

One of the most valuable aspects of this conference is the opportunity to connect face-to-face with fellow attendees. This year you’ll also have the opportunity to connect with attendees from the Security Professionals Conference and the Advanced Core Technologies Initiative Annual Meeting. Join us to relax over food and drinks, get to know your colleagues, and discuss enterprise security and infrastructure issues.

**Participant Lists**

Visit [educause.edu/ENT13/Registration-List](http://educause.edu/ENT13/Registration-List) to search a list of your fellow participants and sort by their name, organization, or geographic location. Use this as an opportunity to connect with other attendees on-site. **NOTE:** Lists are for noncommercial use by conference participants only; login required.
Social Media
Add your voice to the dynamic conference backchannel conversation through blogs, social bookmarking sites, or photo-sharing services with the tag ENT13. You can also share your conference experience in “real time” with others on Twitter using the hashtag #ENT13.

CONFERENCE FEATURES

Webcasts
WEBCAST RECORDINGS PROVIDED BY SONIC FOUNDRY, PLATINUM PARTNER
Wednesday’s general session and joint concurrent sessions will be professionally streamed, recorded, and made available to you after the meeting. Webcasts are marked in the daily agendas with the screen icon above.

Connect Lounge
Whether you want to connect with people, ideas, a power source, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.

Get Your Game On!
Join us for the premiere of the Security Professionals and Enterprise IT Leadership Conferences game night. This will be a great way to kick off the conference and help you get to know your fellow conference-goers. No experience necessary; we’ll be sure to have something for everyone, from casual party games to serious board games. Games will start up throughout the evening, so come by whenever you like. Find a seat, and get your game on!

Corporate Displays
Companies providing technology solutions for higher education will be set in the Grand Foyer on Tuesday and Wednesday. Stop by to visit and learn more. A company directory including products and services is located in the back of this program.

Organized Dinner Outings
This year, the program committee is encouraging attendees to participate in optional organized dinner outings for small groups. Sign-up sheets for a few local restaurant choices will be available near the conference registration desk on Tuesday. Any expenses incurred are the responsibility of the individual attendee. Groups will meet in the lobby and walk or take cabs to the restaurant of their choice. Don’t forget to be back at the hotel by 8:30 p.m. for our first-ever game night.
CONFERENCE INFORMATION

CONFERENCE POLICIES

Name Badges
Your name badge verifies your registration and provides admission to functions. Please wear your name badge at all times.

Audio/Videotaping, Digital Recording, and Photography
Because all presentations and associated materials are the intellectual property of the speakers, attendees must obtain speaker permission to record a session or other activity in any medium. Attendees are allowed to record for commercial purposes only with prior permission from both EDUCAUSE and the speakers. EDUCAUSE reserves the right to ask attendees to move within or to leave a session venue if their use of technology is disruptive. By attending the conference, attendees agree to the terms of the EDUCAUSE Image/Audio/Video Release Form, which allows images, audio, and video recorded on-site to be used for educational and promotional purposes. Disclaimer: Content from conference speeches, presentations, blogs, wikis, and feeds reflects the opinions of the authors and not necessarily those of EDUCAUSE or its members.

POSTCONFERENCE RESOURCES/PROCEEDINGS
All speakers have been invited to upload their presentations and handouts to the EDUCAUSE website. These proceedings resources will be posted after the conference at educause.edu/ENT13. Participants will be notified by e-mail when they’re available.

EVALUATIONS
Your feedback is critical for continuous improvement. You can participate in four ways:

• Provide feedback anytime. Tell us anything that can help us improve the conference experience. Go to feedback.educause.edu or send a text message to 69302 that starts with “EDUCAUSE” followed by your comments.
• Answer a quick question. EDUCAUSE staff will be collecting feedback on specific aspects of the conference. Answer our question and get a sticker that shows you’re a contributor!
• Complete speaker and session evaluations. Evaluate individual sessions by Monday, May 6. Evaluation links can be found at net.educause.edu/ENT13/sesseval or by using your handheld device to scan the QR codes adjacent to the session title on the meeting room signs.
• Submit the final overall postconference evaluation. Shortly after the conference you’ll receive an e-mail invitation asking for your input—this is vital to improving future conferences (it should take only 10 minutes to complete).
CONFEERENCE INFORMATION

BEING GREEN
EDUCAUSE has taken the following actions to minimize the conference’s impact on the environment:

Pens: Made from 100% recycled plastic
Print programs: Printed on 30% postconsumer recycled paper
Tote bags: Made from 50% recycled material

PARTICIPATE THROUGHOUT THE YEAR
Please consider engaging with your community in the following ways:

1. **Discuss Issues and Challenges with Fellow IT Leaders:** Subscribe to the CIO Constituent Group at educause.edu/Groups/CIO.
2. **Give a Presentation:** Submit a proposal to share your experience and “lessons learned” by answering a call for proposals at any of the available events on educause.edu/Events.
3. **Serve on a Conference Program Committee:** Find information on program committees at educause.edu/Committees.
4. **Contribute as a Session Proposal Reviewer, Blogger, or Photographer:** To get started, click the “Volunteer Now” button at the bottom of the page at educause.edu/Volunteer.
5. **Participate in an EDUCAUSE Live! Webinar:** Information and schedule can be found at educause.edu/Live.
6. **Explore Professional Development Opportunities:** Constituent groups, mentoring, Institute programs, a Career Center, conferences, and more are outlined at educause.edu/PDopportunities.

FINANCIAL ASSISTANCE FOR PROFESSIONAL DEVELOPMENT
Professional development builds strong contributors in our higher education IT community. The EDUCAUSE Fellowship Advisory Committee awards fellowships and one scholarship each year to individuals who could not otherwise attend an EDUCAUSE professional development event without financial support. Applications are now being accepted for 2014 events. Apply now, or refer a colleague who could use assistance, at educause.edu/Fellow.
William Allison (Chair)
Director, Campus Technology Services
University of California, Berkeley

Laurie G. Antolovic
Deputy CIO
Indiana University Bloomington

Michael J. Chapple
Senior Director, Enterprise Support Services
University of Notre Dame

Lanita Collette
University Information Security Officer
Northern Arizona University

Stanley Gunn
Associate Vice President, Information Technology
Austin Community College District

Mason Paris
Director
University of Baltimore

Maria Piret
Director, Information Systems
Lynn University

Sanjeev Sah
CISO
University of North Carolina Charlotte

Kamalika Sandell
Associate CIO
American University

Jason Shaffner
Director, Financial Systems Solutions
Harvard University

Lori Sundal
Chief of Staff, Director–OIT/Enterprise Information Systems
Georgia Institute of Technology

Jennifer Vandever
Associate Vice Chancellor for Information Technology/CIO
Southern Illinois University Edwardsville

Deborah B. Whitten
Assistant Vice President Planning and Programs
Arizona State University
7:15 a.m.–6:00 p.m.
Registration Open
GRAND FOYER

5:30–6:30 p.m.
Joint Reception
ARCH VIEW BALLROOM
One of the most valuable aspects of this conference is the opportunity to connect face-to-face with fellow Security, Enterprise, and Advanced Core Technology Initiative attendees. 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.

6:30–8:30 p.m.
Organized Dinner Outings
MEET IN HOTEL LOBBY
This year, the program committee is encouraging attendees to participate in optional organized dinner outings for small groups. A few local restaurant choices will be available for sign-up near the conference registration desk on Tuesday morning. Any expenses incurred are the responsibility of the individual attendee. Groups will meet in the lobby to walk or take cabs to the restaurant for a 6:45 p.m. reservation. Don’t forget to be back at the hotel by 8:30 p.m. for our first-ever game night!

8:30–10:30 p.m.
Get Your Game On!
MARKET STREET ROOM
Join us for the premiere of the Security Professionals and Enterprise IT Leadership Conferences game night! This will be a great way to kick off the conference and help you get to know your fellow conference-goers. No experience necessary; we’ll be sure to have something for everyone, from casual party games to serious board games. Games will start up throughout the evening, so come by whenever you like. Find a seat, and get your game on!
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>6:00–6:45 a.m.</td>
<td>Fun Run Meet in hotel lobby</td>
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<tr>
<td>6:45–7:15 a.m.</td>
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<tr>
<td>7:15–7:45 a.m.</td>
<td>Joint Breakfast</td>
<td>Arch View Ballroom</td>
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| 7:45–8:15 a.m.   | Joint General Session  
(8:15–9:30 a.m.)      | Salon C/D                       |
| 8:15–8:45 a.m.   | Registration Open  
Grand Foyer                      |                                 |
| 8:45–9:15 a.m.   | Connect Lounge Open  
Salon G                           |                                 |
| 9:15–9:45 a.m.   | Joint Concurrent Sessions  
(9:45–10:30 a.m.)      |                                 |
| 9:45–10:15 a.m.  | Registration Open  
Grand Foyer                      |                                 |
| 10:15–10:45 a.m. | Connect Lounge Open  
Salon G                           |                                 |
| 10:45–11:15 a.m. | Joint Refreshment Break and Corporate Displays  
(10:30–11:15 a.m.)      | Grand Foyer                     |
| 11:15–11:45 a.m. | Joint Concurrent Sessions  
(11:15 a.m.–12:00 noon)   |                                 |
| 11:45 a.m.–12:15 p.m. | Lunch  
(12:00 noon–1:00 p.m.)      | Arch View Ballroom              |
| 12:15–12:45 p.m. |                                                       |                                 |
| 12:45–1:15 p.m.  | Concurrent Sessions  
(1:00–1:45 p.m.)          |                                 |
<p>| 1:15–1:45 p.m.   |                                                       |                                 |
| 1:45–2:15 p.m.   |                                                       |                                 |</p>
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<tr>
<td>2:15–2:45 p.m.</td>
<td>Registration</td>
<td>Grand Foyer</td>
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<tr>
<td>2:45–3:15 p.m.</td>
<td>Corporate and Campus Solutions (2:00–2:45 p.m.)</td>
<td>Salon G</td>
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<tr>
<td>3:15–3:45 p.m.</td>
<td>Refreshment Break and Corporate Displays (2:45–3:30 p.m.)</td>
<td>Grand Foyer</td>
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<tr>
<td>3:45–4:15 p.m.</td>
<td>Concurrent Sessions (3:30–4:15 p.m.)</td>
<td>Connect Lounge</td>
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<tr>
<td>4:15–4:30 p.m.</td>
<td>Concurrent Sessions (4:30–5:15 p.m.)</td>
<td>Open Salon G</td>
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<td>4:30–5:00 p.m.</td>
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6:00–6:45 a.m.

Fun Run
MEET IN 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.

7:15–8:15 a.m.

Breakfast
ARCH VIEW BALLROOM

7:15 a.m.–5:00 p.m.

Registration Open
GRAND FOYER

Connect Lounge
SALON G

Whether you want to connect with people, ideas, power, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.

8:15–9:30 a.m.

Joint General Session

Enterprise Risk Management in Higher Education: Implications for Enterprise IT
SALON C/D

Cathy Hubbs, CISO, American University; Gary Langsdale, University Risk Officer, The Pennsylvania State University; Janice M. Abraham, President and CEO, United Educators

Moderated by: Peter J. Murray, CIO/Vice President, University of Maryland, Baltimore

Enterprise Risk Management (ERM) has matured as a discipline within higher education. Colleges and universities are subject to risks to their physical assets, people assets, and cyber assets. The impact of risks can be strategic, operational, legal, financial, or reputational. Information technology on campus, especially enterprises systems and information security, is emerging as an important area for risk assessment and treatment. Cloud computing, mobile devices, and social media present new challenges and opportunities. This session will explore ERM and its application to Enterprise IT in higher education. This session will be streamed to our online audience.
Breaches and a Lawsuit: An Institution’s Road to Recovery

JOINT SESSIONS

GATEWAY II

Jodi-Ann Ito, Information Security Officer, University of Hawaii System Office

As a result of its breaches and a class action lawsuit, the University of Hawaii has undertaken extensive actions to transform its information security landscape. We will describe the timeline of events and our institutional responses and share strategies from our new information security program to prevent future exposures of sensitive information. The goal of this session is to enable other institutions to benefit from our experiences to help them develop their own preventive strategies and, should a breach occur, have the tools and procedures in place to quickly mitigate damages and communicate appropriately, thereby minimizing the risk of a lawsuit.

Community Guidance for Cloud Services: Security, Privacy, and Compliance

SALON B

Robert F. Brammer, Senior Advisor to the CEO, Internet2; Michele Norin, CIO, The University of Arizona; Paul Howell, Chief Information Technology Security Officer, University of Michigan–Ann Arbor

Internet2 has announced a series of new cloud-based services to meet the needs of higher education institutions through partnerships with commercial providers. To meet the objectives of the NET+ program, including the security requirements of NET+ participants, Internet2 organized the NET+ Security initiative. The primary objective for this initiative is to develop guidance that, with proper implementation, will meet the security needs of our NET+ participants while helping enable the service providers to manage their costs and to offer discounted prices. This presentation will describe the NET+ Security guidance and summarize experience to date with the implementation.

The Enemy Is Us: Doing the Work of Information Security Better

GATEWAY III

Phillip Deneault, Information Security Officer, Worcester Polytechnic Institute

Within information security departments, staff often get so bogged down in “getting the job done” that they can never assess how they are doing their job and whether they can do anything to improve the quality and efficiency of their work. If you’re part of an information security group, this presentation will help you evaluate how things get done, figure out how to make policies and regulations...
work for you, teach you new techniques for getting a better sense of the problem, and help you set up relationships that can assist any group with achieving its goals.

How to Think Like a Risk Manager

GATEWAY I

Gary Langsdale, University Risk Officer, The Pennsylvania State University

Having heard the enterprise risk management (ERM) panel, you are now wondering what is going on in the Risk Management department across the street from your office, how they view you and your issues, and how to make them an ally. This session will explain the risk manager’s role, thought processes and tools, and resources they call upon such as URMIA (University Risk Management and Insurance Association), the EDUCAUSE of risk management.

Navigating the Clouds with an Enterprise IT Strategy

SALON A

Clayton Burton, Senior Programmer Analyst, Jason Long, Web Programmer Analyst, and Fredrick Miller, CIO, Furman University

Should your institution be a cloud services leader? How do you balance the risks of innovation with the possible benefits? What about managing identity in the cloud? Furman University’s IT Strategic Plan is guiding an aggressive move to cloud services. This session will look at lessons learned, opportunities, and challenges ahead. An enterprise IT strategy can guide strategic innovations using cloud services for your institution. We will discuss the forces that drove us at Furman University to pursue cloud solutions and cloud service models, as well as how identity management tied everything together. The lessons we’ve learned can help your institution’s planning efforts for cloud services.

A Practitioner’s Approach for Developing Information Security Policy

SALON E/F

David Wilhite, Senior IT Security Engineer, University of South Carolina

An institution developing its information security policy by basing it on lofty ideals and stringent standards may demand far more than its staff is capable of delivering, which risks frustrating staff to the point of resistance, outright rebellion, or clandestine noncompliance. This strategy can also create a risk of legal liability, as an institution may instantly place itself out of compliance with its own documented policy. This session will outline a strategy for phasing in policy provisions, inclusive of key executive, managerial, and technical staff members, and provide a template of policies, standards, and procedures.
10:30–11:15 a.m.

Refreshment Break and Corporate Displays

GRAND Foyer

Twelve leading technology companies will be available during the morning and afternoon breaks. Learn more about products and services and interact with company representatives showcasing technology solutions for higher education.

**Authentify**

Authentify offers flexible out-of-band authentication (OOBA) services for strengthening the security of account access or verifying legitimate account activity. Authentication and verification are provided by engaging end users in synchronized exchanges between their online accounts and separate voice or data channels via their telephones, smartphones, or tablets. The end user’s phone or other smart device becomes an effective proxy for a security credential.

**CloudLock**

CloudLock provides an information security suite that lets organizations implement data privacy practices and data governance to manage data in Google Docs, Sites, and Drive. CloudLock also lets organizations implement governance for third-party apps. The largest Google Apps customers in the world trust CloudLock to secure their data.

**Cloudpath Networks, Bronze Partner**

Cloudpath Networks brings WPA2 enterprise wireless security to all, enabling campuses to increase the use of wireless security by students, faculty, contractors, and guests. Winner of the 2012 Best of Interop award, XpressConnect simplifies WPA2 enterprise and 802.1X through automated, self-service provisioning across a wide array of user-owned devices for both password-based and certificate-based networks.

**Code 42 Software**

Code 42 Software has been protecting the world’s information since 2001. Our enterprise backup solution, CrashPlan PROe, provides people-friendly, enterprise-tough backup. Engineered with laptops in mind, it offers continuous backup that won’t slow you down and self-service restores that free up IT.
10:30–11:15 a.m. cont.

**Identity Finder**

Identity Finder is a global leader in sensitive data discovery and security. Founded in 2001, we provide organizations with advanced technology to help prevent data leakage. Our data loss prevention software finds and protects data at rest and in use, either centrally or at the end point, by searching files, e-mails, desktops, servers, databases, and websites.

**Lancope**

Lancope is a leading provider of network visibility and security intelligence to defend enterprises against today’s top threats. By collecting and analyzing NetFlow, IPFIX, and other types of flow data, Lancope’s StealthWatch system helps organizations quickly detect a wide range of attacks, from APTs and DDoS to zero-day malware and insider threats. Through pervasive insight across distributed networks, including mobile, identity, and application awareness, Lancope accelerates incident response, improves forensic investigations, and reduces enterprise risk. Lancope’s security capabilities are continuously enhanced with threat intelligence from the StealthWatch Labs research team. For more information, visit www.lancope.com.

**OpenDNS**

Leading colleges and universities choose Umbrella by OpenDNS for cloud-delivered Internet security that’s easy to manage and scale. Secure all your networks and users from malware, botnets, and phishing and manage everything through a single web-based dashboard. Our customers include Vanderbilt University and George Washington University.

**Red Hat**

As a Red Hat Partner, CITYTECH delivers integrated solutions unique to your business model. We excel at designing practical solutions that address immediate needs and are scalable for future growth. We have extensive experience with Red Hat and JBoss as a reseller of subscriptions and a provider of services around application development and deployment. For more information, visit www.citytechinc.com.

**Symantec Corporation**

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage our information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, ensuring confidence wherever information is used or stored.
Unanet Technologies

Unanet PSA helps organizations of all sizes better manage project, product, and services work. With an anytime, anywhere 100% web-based interface, Unanet customers increase corporate value through improved utilization, delivery, revenue, and profitability. Unanet PSA is available as an on-premises or cloud-based solution, facilitating resource planning, skills management, time and billing, expense reporting, project reporting, and management dashboards. For more information, see www.unanet.com.

Websense

Websense is a global leader in unified web security, e-mail security, mobile security, and data loss prevention (DLP). Websense TRITON content security solutions help institutions leverage social media and cloud-based communication while protecting them from advanced persistent threats and modern malware, preventing the loss of confidential information and enforcing Internet use and security policies.

WTC Consulting

WTC Consulting Inc. is a national firm delivering consulting services to higher education and academic medical centers since 1983 with expertise in strategic technology planning, rate and funding strategies, IT cost and service alignment, mobility planning, and implementation oversight. WTC has conducted more than 860 engagements for 250 campus clients.

11:15 a.m.–12:00 noon
Concurrent Sessions
Joint Sessions

Bring Your Own Cloud: Data Management Challenges in a Click-Through World

SALON E/F

Sherry Michael Weller, IT Project Leader, University of Pennsylvania

Consumer cloud-based services are easy to set up, low cost, and familiar. It’s understandable why clients would automatically turn to them for their data-storage needs. But what happens when data security challenges expediency? We will explore a complex case study to examine a university group that turned to free cloud services to share sensitive data. Our discussion will focus on challenges conducting distributed research with limited resources and computing personnel. Solutions to the case will be considered, including working across organizational borders to advocate for customers, building client awareness, and conducting routine security assessments.
Effective Data Governance Practices
GATEWAY I

Michael J. Chapple, Senior Director, Enterprise Support Services, University of Notre Dame

Data stewardship and governance are complex topics in higher education due to the distributed nature of our organizations. At Notre Dame, we’ve built an effective information governance program in collaboration with our colleagues across the administration. We embrace five pillars in this program: quality and consistency; policies and standards; security and privacy; compliance; and retention and archiving. We believe that our program’s success is largely attributable to its integration with the university’s business intelligence program. In this presentation, you will learn about our approach to data governance and how you might apply the lessons we’ve learned at your institution.

Lessons Learned in Managing IT Risk
GATEWAY III

Jane Drews, CISO, The University of Iowa

This session will cover “understanding risk”: what IT risk is, where it comes from, and what we can do about it. We’ll also present a model that can be used for evaluating risk responses and examine three different areas of IT risk in the “lessons learned” section: information risk, endpoint risk, and system/server risk. We’ll review examples and apply our understanding of risk, look at lessons learned when trying to manage it, and finally review some recommendations for lowering risk in those areas.

Managing Information Privacy Risk: A Multi-Institutional Panel Discussion
SALON A

Merri Beth Lavagnino, Chief Privacy Officer and Compliance Coordinator, Indiana University; Sarah D. Morrow, Chief Privacy Officer, The Pennsylvania State University; Marcos Vieyra, CISO, University of South Carolina; Geoffrey S. Nathan, Faculty Liaison for Computing and Information Technology, Wayne State University

Moderated by: Jane Rosenthal, Director of Privacy, University of Kansas

The distinction between information security and information privacy is a topic that many of us are increasingly confronted with on a regular basis. Even if we have a satisfying understanding of what that distinction is and what it means in practice, what can we in higher education do about it? Join our panelists, who are charged with broad information privacy responsibility, as they discuss how their respective institutions approach information pri-
privacy risk management and governance. As you will learn, information privacy governance and risk management are topics that will become increasingly important in the coming years.

mitigating the Top Human Risks to EDUs
GATEWAY II
Lance Spitzner, Director, SANS Securing the Human Program, The SANS Technology Institute

People have become one of the greatest risks to academic environments, especially with the growth of new technologies such as BYOD, social media, and cloud. This short talk identifies the top human risks to institutions and what you can do to effectively mitigate them.

Practical Project Management for Security Implementation in Enterprise Systems
SALON B
Paula Brossard, UITS Infrastructure Project Manager, and Tanya Choice-Henry, IS Privacy and Awareness Analyst, Information Technology Services, University of Wisconsin–Milwaukee

Security implementation is, or should be, a part of every enterprise system, not an add-on after the fact. One of the best ways to ensure effective IT security is to have a seat at the table throughout the life cycle of the project. Project management strategies provide a systematic approach for including the appropriate areas while assigning responsibility and accountability for projects. Join University of Wisconsin–Milwaukee staff to learn how project management strategies are improving information security in enterprise systems and how to employ the same strategies at your institution.

12:00 noon–1:00 p.m.
Lunch
ARCH VIEW BALLROOM
AGEISS Lunch
Committee members only
MARKET STREET ROOM
1:00–1:45 p.m.

Concurrent Sessions

**Institutional Strategic Planning and Technology**

**Web Design in the Age of Mobile: A Responsive Primer**

**SALON B**

**Kevin A. Meyer**, Senior Web Designer, and **Daniela Rivera-Alvarado**, Director of Application Development, Purdue University

The college mobile world is here and happening. With their smartphones, tablets, and netbooks in many mobile browser flavors, students are visiting your websites expecting to find useful information in a quick and efficient way. Responsive web design is a strategy that lets you craft beautiful designs to anticipate and respond to your users’ mobile screen size. The purpose of this presentation is to introduce you to the art of crafting responsive designs and provide a set of recommendations on how to decide when is the right time to responsively optimize your web pages for a great user experience.

**IT Service, Systems Management, and Governance**

**Delivering on the Promise of IT**

**GATEWAY I**

**Sanjeev Sah**, CISO, University of North Carolina Charlotte

In an environment where bring your own device (BYOD) is the new strategy for endpoint services and consumer cloud services are ever more powerful, potential challenges exist for information security, data protection, and challenges. IT governance has an important role to play in ensuring the effective and efficient use of IT while managing IT-related risks appropriately.

**Leadership**

**Preparing the Next Generation of CIOs: First-Time CIOs Tell It Like It Is**

**SALON A**

**Carolyn Weaver**, CIO, Des Moines University; **Dewitt Latimer**, CIO, Montana State University; **Keith McIntosh**, Vice Chancellor for Information Technology and CIO, Pima County Community College District; **Melissa Woo**, Vice Provost for Information Services and CIO, University of Oregon

Given the concerns expressed by EDUCAUSE and other professional organizations regarding the potential shortage of qualified IT professionals to fill CIO positions, it is important to identify effective approaches for preparing the next generation of CIOs. Please join our panel of first-time CIOs as they talk about what has helped them, discuss what they wish they’d been taught, solicit advice from CIOs among the session participants, and provide tips to CIOs and their potential successors.
Creative Management Development for Higher Education

SALON E/F

Debbora Bartel Quayle, Director Help Desk and Training Services, Hamilton College

Many of us don’t have money earmarked for ongoing professional development, and we struggle to take time away from our “real work” for this purpose. Yet we fervently believe in its importance. In this session you will be challenged to consider how you can develop a culture of learning among your managers so that you keep your best employees, become a more agile leadership team within and across your campus, and contribute to the success of your institution. Attendees will explore an inexpensive way to do this and have an opportunity to try it on for size.

2:00–2:45 p.m.

Corporate and Campus Solutions

Enterprise Endpoint Backup for Higher Ed

GATEWAY I

Scott Grenier, Senior Systems Engineer, Code 42 Software

Managing a backup solution for higher education poses unique challenges for IT teams. Different platforms need to be protected, and data loss can happen at any time. Thankfully, cloud-based enterprise backup solutions offer a plethora of benefits, yet due to data security concerns or strict compliance requirements, a standard, public cloud-based approach isn’t always feasible. Join us to learn how organizations can leverage public and private cloud backup strategies to confidently protect information. The speaker will share wisdom gained from his experience architecting and deploying global backup and disaster recovery solutions for the Fortune 500.

Extending My IT Department through the Cloud

SALON A

Don Davis, Vice President and CIO, Azusa Pacific Online University; Gus Ortiz, Managed Services Program Manager, Principal Business Consultant, Jenzabar

The challenges and issues facing the technology department seem to grow exponentially: managing BYOD, training IT staff, improving operational efficiency, and handling analytics, funding, a constant barrage of upgrades, and more. When Azusa Pacific Online University started, we wanted to minimize or eliminate all of those challenges and build our technology infrastructure from scratch, in an instant. During this session, we’ll share our decision process to turn to the cloud and managed services to meet not only our technology department’s strategic goals but also our institution’s. We’ll discuss the surprising benefits we received along the way.
Gain Control and Improve Results by Effectively Coordinating Projects, Portfolios, Resources, Support, and Services

SALON E/F

Andrew Graf, Lead Analyst, TeamDynamix

Institutions are being called on to do more with less, managing tight resource constraints and slashed budgets across projects, change management, and service desk work all while just keeping the lights on. In this presentation, we will discuss how higher education–tested methodologies and tools can enable IT leadership to make more confident decisions and improve outcomes by understanding the “big picture” consisting of projects, resources, operational work, and the service desk.

Using Analytics to Proactively Drive Institutional Understanding and Decisions

SALON B

Gwen Hazlehurst, Assistant Vice Chancellor for Enterprise Application Systems, and Marc Hoit, Vice Chancellor for Information Technology and CIO, NC State University

North Carolina State University is tackling a huge challenge. How can the university make sense of all the data that is currently stored in various departments? To improve understanding and decision making, the university began working with SAS to gain a comprehensive view of specific business areas using data marts, detailed operational reports, and strategic dashboards. These areas include admissions, university advancement, and noncredit courses. During this presentation, you'll learn how data marts will be made available to university management, faculty, and staff to gain valuable insights to provide a global view of the university and its progress.
Concurrent Sessions

_Institutional Strategic Planning and Technology_

**Providing Private Cloud Services to Support HIPAA Compliance**

**SALON B**

**Dennis J. Cromwell**, Assoc Vice President Enterprise Infrastructure, and **John Weakley**, Director System Infrastructure, Indiana University

HIPAA and HIPAA HITECH legislation require our institutions to protect electronic personal health information (ePHI). University departments in the health sciences clearly have teaching, research and clinical activities that fall under these obligations. In addition, many other areas also process and store ePHI. This session covers the development and documentation of robust operations, processes, and facilities that support HIPAA alignment. We will discuss HIPAA requirements and steps to support those requirements, including how a private cloud-like service can significantly reduce university cost and complexity in providing services ready for ePHI.

**IT Service, Systems Management, and Governance**

**ITSM Methodologies: Momentum and Governance**

**GATEWAY I**

**Ricardo Chavira**, Associate Director, Service Management, Yale University

Perhaps the only thing more challenging than starting a service management initiative is keeping it going. After implementing some ITIL processes, how do you maintain momentum, build on successes, and remain consistent with the best practices you’ve worked to put in place? That calls for good governance. We’ll discuss how governance, which involves who makes decisions and how, needs to be part of the planning and ongoing operations of any ITSM initiative. We created an ITSM community of practice, process owners, an enterprise-wide CAB, and a service board. Together, they keep our ITSM program moving, and moving in the right direction!
3:30–4:15 p.m. cont.

**Leadership**

**Leading Sustained, Desired Change**

SALON E/F

*Michael Kubit*, Director of Run, Information Technology Services, Case Western Reserve University

Emerging trends in higher education require fundamental changes in our IT organizations. Without the right strategy and approach, attempts at organizational change could return unintended results that negatively impact an organization for years. This session will present how evidence-based approaches can be used to facilitate and focus positive organizational change.

**Using Self-Managing Teams to Improve Service Delivery: A Case Study from JHU**

SALON A

*Geoffrey Corb*, Senior Director, Enterprise Applications, The Johns Hopkins University

Our Student and Administrative Solutions team, which is responsible for supporting our SIS and other related services, was challenged with a multitude of internal issues that were starting to erode our good reputation and could negatively affect the quality of our products and solutions if unaddressed. Borrowing ideas from agile methodologies, we implemented five self-managing teams that have quickly and dramatically improved internal collaborations and engagement with our user community. We will share our experiences and encourage dialogue.

4:30–5:15 p.m.

**Concurrent Sessions**

*Institutional Strategic Planning and Technology*

**Agile Technology Governance: Customer-Focused Strategic Planning**

SALON A

*Mario Berry*, Associate Vice Chancellor, Enterprise Applications, Technology Services, and *Marian Burkhart*, Executive Director, Strategy and Governance, Lone Star College System

Listen, understand, take action, and share: Lone Star College’s Office of Technology Services (OTS) delivers value to its customers through trust, transparency, and alignment of investments with institutional goals and objectives.
Internet2 NET+ Services
GATEWAY I
Khalil Yazdi, Project Director, Internet2

Leveraging the Internet2 network and enabling services like InCommon federated identity management, the Internet2 NET+ Services team is developing a portfolio of service offerings that bring value to EDUCAUSE and Internet2 members. The goal of the program is to create services that are cost-effective, easy to access, simple to administer, and tailored to the unique needs of our community. This session will offer an overview of the NET+ program, including the Cloud Service Working Group, which is sponsored jointly by Internet2 and EDUCAUSE.

IT Service, Systems Management, and Governance

Boxing the BOKs (PMBOK vs. BABOK): Adapting Industry Standards to Higher Ed
SALON B

Christina Griffin, Director, Division of Information Technology, Project Management, and William D. Koffenberger, Director, Service Management, The George Washington University

This session will address how GW cross-pollinates best practice approaches and leverages the Project Management Body of Knowledge (PMBOK) and Business Analysis Body of Knowledge (BABOK) to create cross-functional success. Leaders in the project management and service management organizations will describe how project planning and business analysis coexist and also enhance value by improving project deliverables including better and measurable project outcomes, increasing alignment with institutional goals and satisfaction with outcomes. While a work in progress, our plans, experiences, and accomplishments will provide participants an adaptable and customizable model for organizational change and improved performance in meeting campus objectives.

Leadership

Building Strategic Alignment: How to Find the Magic
SALON E/F

Theresa Rowe, CIO, Oakland University

Finding the magic is a challenge for CIOs and IT leaders as they proceed through the complex process of building strategic alignment and staff buy-in. Leaders must demonstrate enthusiasm and confidence for the organization and organizational goals. How do we do that? How do we convince others that our environments work effectively and that we’re on a sound path for contribution to the organization’s mission? This session will present a series of motivational and thought-provoking statements to explore in discussion.
<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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| 7:15–8:00 a.m. | Breakfast  
(7:30–8:30 a.m.)  
Arch View Ballroom |
| 8:00–8:30 a.m. | Concurrent Sessions  
(8:30–9:15 a.m.) |
| 8:30–9:00 a.m. | Registration  
Open  
Grand Foyer |
| 9:00–9:30 a.m. | Concurrent Sessions  
(9:30–10:15 a.m.) |
| 9:30–10:00 a.m. | Refreshment Break  
(10:15–10:45 a.m.)  
Grand Foyer |
| 10:00–10:30 a.m. | Concurrent Sessions  
(10:45–11:30 a.m.) |
| 10:30–11:00 a.m. | Lunch  
Arch View Ballroom |
| 11:00–11:30 a.m. |  |
| 11:30 a.m.–12:00 noon |  |
| 12:00–12:30 p.m. | General Session  
Salon C/D |
| 12:30–1:00 p.m. |  |
| 1:00–1:30 p.m. |  |
THURSDAY, APRIL 18

7:15–8:15 a.m.

2013 Program Committee Breakfast Meeting
Committee members only
MARKET STREET ROOM

7:30–8:30 a.m.

Breakfast
ARCH VIEW BALLROOM

7:30 a.m.–1:30 p.m.

Registration Open
GRAND FOYER

Connect Lounge
SALON G

Whether you want to connect with people, ideas, power, or all three, take advantage of our Connect Lounge to network, organize impromptu meetings, or simply recharge your mobile device or yourself.

8:30–9:15 a.m.

Concurrent Sessions

Institutional Strategic Planning and Technology

Making Time for the Strategic Initiatives: Exploring Ways to Obtain a Better Balance
GATEWAY I

David Weil, Director, Enterprise Application Services, Ithaca College

An IT organization must adjust the services it offers and how it provides them so that it can have the ability to focus on initiatives that help the institution address its strategic objectives and needed transformations. Join us for an interactive discussion to share ideas on how an IT organization might achieve a better balance between “operational” and “strategic” activities. Suggestions to be explored include service portfolios, service delivery models, IT governance, and departmental organization as well as using a “balanced scorecard” approach to categorize and define service delivery criteria.

IT Service, Systems Management, and Governance

Analytics: Leaders Asking the Right Questions
SALON A

Martin Klubek, Strategy and Planning Consultant, and Don Padgett, Program Manager, Strategic Initiatives, University of Notre Dame

The most important facet to making analytics work is asking the right questions.
These questions should come from the leader but even the most experienced leaders tend to identify measures and data instead of starting (and staying) at the root question level. The leader needs to think “big picture” —especially when it comes to analytics. That means thinking in the abstract. This session will lead the audience through the process of identifying root questions and showing how this leads to macroanalytics.

**Leadership**

**Leadership in Educational Entrepreneurship through Badges**

**SALON E/F**

**Dennis W. Viehland**, Associate Professor, Massey University

A digital badge is a credential ideally suited for the electronic, networked world of 21st-century work. This session will examine the badge process to identify opportunities, strategies (e.g., organizational structures, the role of institutional IT), and challenges that are inherent in this emerging form of educational certification. Current institutional initiatives and existing resources will be presented. This session will provide CIOs with what they need to know to anticipate future developments in the digital badge ecosystem.

**Leading and Partnering from the Inside Out**

**SALON B**

**Cathy O’Bryan**, Director of Client Support, Indiana University; **Christopher England**, Director of Information Technology, SPEA, Indiana University Bloomington

At Indiana University, a co-management model of IT services at the School of Engineering and Technology, the geology department, and at the School of Environmental and Public Affairs with central IT has worked well. Today’s fiscal, technical, and risk-laden landscape requires new partnership models. Attendees will gain an understanding of IU’s innovative partnerships between distributed and central IT, where the strengths of each are maximized to produce technology services that are effective and efficient. Attendees will also explore the strategic outreach role of strategic analysts who continuously build bridges across IT units at IU.

9:30–10:15 a.m.

**Concurrent Sessions**

*Institutional Strategic Planning and Technology*

**Leading Large IT Projects the Small-College Way**

**SALON E/F**

**Maria Piret**, Director Information Systems, Lynn University

Smaller colleges and universities function in distinctive environments with unique challenges and opportunities. From campus-wide mobile technology
to ERP implementations, smaller institutions need creative solutions to lead large initiatives with limited resources. How does your institution respond to those challenges? In this interactive session, we will exchange ideas and experiences on topics like budgeting, project management, shared resources, communication, and outsourcing, among others. Please bring your experiences, tips, and comments to share.

*IT Service, Systems Management, and Governance*

**Service Descriptions in Higher Ed IT organizations**

**GATEWAY I**

**Susan Reese**, I and IT Projects and Services Manager, California State Polytechnic University, Pomona

This presentation will describe the process that Cal Poly Pomona used to standardize on a service description methodology and show the lessons learned in the development of that methodology. It will explore the use of service descriptions inside the IT organizations as well as a tool for communicating service capabilities outside the organization.

*Leadership*

**CIO Discussion on Hot Topics**

**SALON B**

**Stephen diFilipo**, Vice President and CIO, Cecil College; **Kyle Johnson**, Dean of Information Services, Chaminade University of Honolulu

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.

**A Roadmap for Higher Education CIO Succession Planning**

**SALON A**

**Jerome P. DeSanto**, Vice President, Planning and CIO, and **Robyn L. Dickinson**, Associate Vice President, Information Resources and Deputy CIO, The University of Scranton

Higher education CIOs will be retiring in record numbers over the next 10 years, according to numerous studies. However, are their successors ready to step in to this increasingly crucial leadership role? This timely session will uniquely examine the topic of CIO succession planning by discussing an actual case of succession planning co-presented by a CIO and deputy CIO who have partnered to effect an orderly transition of responsibilities. Anchored in current research, this session will provide a roadmap for higher education CIO succession planning, noting what works well and what doesn’t.
10:15–10:45 a.m.
Refreshment Break
GRAND FOYER

10:45–11:30 a.m.
Concurrent Sessions

_Institutional Strategic Planning and Technology_

**Demonstrating Value to Constituents by Flipping the Enterprise**
SALON E/F

*Christopher Eagle*, Enterprise Architect, University of Michigan–Ann Arbor; *Paul H. Erickson*, Enterprise Architect, University of Nebraska–Lincoln

There has been a great deal of talk about the idea of flipping the classroom as a means to evolve the learning environment and improve engagement. In the face of so much disruptive change, it seems that we also need to explore the idea of flipping the enterprise. This session will look at some of the parallels between flipping the classroom and the enterprise and the factors that we need to consider as the enterprise evolves to reflect the ubiquity of technology.

**IT Service, Systems Management, and Governance**

**The Move to Open Standards: A Unifying Force to Get More from Your Enterprise Technology**
SALON A

*Rob Abel*, CEO, IMS Global Learning Consortium; *John T. Harwood*, ITS Associate Vice Provost, The Pennsylvania State University; *Laura Patterson*, CIO, University of Michigan–Ann Arbor

The emergence of digital devices, learning platforms, and applications promises easier access to a variety of content, increased productivity, and realization of personalized learning. Unfortunately, the reality is that it is a major challenge to make productive use of digital resources to meet the diverse learning needs of students without involving time-consuming and costly custom integrations. Presenters will share how they are collaborating with leading technology providers to establish an open foundation in an age of cloud-based computing that’s revolutionizing how digital content, mobile devices, learning platforms, and student systems come together to enable personalized learning and student success.
Leadership

Building a Results-Oriented Work Environment: A Success Case
SALON B

Leah Lommel, Assistant Vice President, Development, and Jason Striker, Communications Manager, Arizona State University

A results-oriented work environment (ROWE) fosters team building, collaboration in the cloud, and meeting and exceeding enterprise expectations. This session will provide examples of ASU’s development teams’ success using ROWE with a real-time example during the presentation. The presenters will share their success case in person and in the cloud, demonstrating that collaboration can take place anyplace.

Leading Change from the Edge
GATEWAY I

Jeremy Pollack, Director of IT, University of Connecticut

Higher education today is changing rapidly, and as technologists we need to be willing to change with it and lead when appropriate. Historically we have primarily considered major projects to come from individual units or from large, central IT organizations. While these can be effective, there is an opportunity to lead rapid change and innovation by identifying transformative projects that are led by collaborations of cross-organizational distributed IT teams. In this session we’ll discuss the idea as well as when, how, and why to attempt it and share some lessons learned from two years of major, distributed technology collaborations at UConn.

11:30 a.m.–12:30 p.m.
Lunch
ARCH VIEW BALLROOM

12:30–1:30 p.m.
General Session
Career Planning for IT Leaders
SALON C/D

Mark Askren, CIO, University of Nebraska–Lincoln

IT leaders in higher education spend a lot of time focused on the new normal of increased demand, reduced resources, and constant change, but don’t often invest much time on their career growth. This presentation will include insights from interviews with executive recruiters, industry experts, and peers on success factors, lessons learned, and pitfalls to avoid.
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