

**COMMISSION ON UNIVERSITY SUPPORT
MEETING MINUTES
February 21, 2019
130 Burruss Hall – 2:00 p.m.**

ATTENDEES

Members Present: Judy Alford, Richard Ashley, John Benner, Jonathan Bradley, William Dougherty *for Scott Midkiff*, Julie Farmer *for Charlie Phlegar*, Robin Jones, Jacob Lahne, Brad Martens *for Julia Ross*, Ryan Speer, Savita Sharma *for Dwight Shelton*, Kayla Smith *for Sherwood Wilson*

Members Absent: Samantha Fried, Aria Hill, Chris Kiwus, Polly Middleton, Ken Smith, Benjamin Tracy, Sarah Woodward

Guests: Montasir Abbas, Patty Branscome, Denny Cochrane, Kay Heidbreder, Hikmet Gursoy, John Krallman, Jack Maher, Liza Morris, Ryan Spoon

Recorder: Sarah McCoy

1. Welcome

The Chair, Jonathan Bradley, called the meeting to order at 2:00 p.m.

2. Acceptance of the February 2019 Agenda

A motion was made and passed to accept the February 2019 agenda.

3. Approval of the combined Meeting Minutes

A motion was made and passed to approve the October 2018 minutes.

4. Presentation

The Commission received a presentation (attached) from Information Technology Procurement and Licensing Solutions regarding Software Licensing. They provided an overview of the new process that attempts to address concerns about the security of university data, other potential risks to the institution, and legal implications of cloud-based software and the growing complexities of user license agreements.

During a lengthy discussion among members, guests, and the invited speakers, university community members expressed strong concerns about:

- the length of time required to obtain approval for software purchases under the revised process, particularly when the purchase is time-sensitive due to grant fund expenditure timelines, grant deliverable timelines, and/or could impact student progress toward degree(s);
- the current back-log of software that needs to be reviewed via the new process, as well as a perceived deficiency in administrative resources to address this back-log and conduct follow-up with both requesting departments and software companies (i.e. points where significant delays in the approval process can occur);
- why the process does not allow for reciprocal approval or seem to streamline/expedite approval of software already in use/purchased by other public universities/colleges in Virginia;
- the lack of exceptions or expedited approvals for database services that are used purely for retrieval of research data;
- potential limitations the approval process could have on the use of open-source software and software produced by individuals or smaller developers;
- examples of the negative impacts the new approval process has had on their own work and the work of students they supervise/advise; and
- that the impact this process is having across campus may not be fully comprehended by ITPALS/Legal/senior university administration.

The Information Technology team explained several on-going improvements to the process that they anticipate will provide more transparency in the process, eventually minimize the time required for approvals, and provide faculty with a better understanding of the software and systems already approved for use across campus.

5. Old Business

- a. The Commission confirmed Richard Ashley to serve on the Transportation and Parking Committee.

6. New Business

- a. There was no new business to discuss.

7. Updates from Reporting Committees

- a. **Campus Development Committee** – Liza Morris
The Committee last met on January 24, 2019. Updates were given on the capital outlay process and Board of Visitors design approvals.

b. Energy & Sustainability Committee – Denny Cochrane

The Committee last met on January 28, 2019. Updates were given on the Green RFP program and proposals.

c. Transportation & Parking Committee – Richard Ashley

The Committee last met on December 12, 2018. The Committee discussed potential changes to types of citations and associated fines.

d. IT Systems & Services Committee – William Dougherty

The Committee met in October 2018. They will meet twice each year, once in the fall and once in the spring. Their purpose is to form, organize and understand campus IT needs.

8. Acceptance of Committee Minutes

The following Committee minutes were approved by the Commission for posting:

- Campus Development Committee – January 24, 2019
- Energy & Sustainability Committee – January 28, 2019
- Parking & Transportation Committee – December 12, 2018

9. Meeting Schedule

- Thursday – April 18, 2019
- Thursday – May 16, 2019

10. Adjourned at 3:08 p.m.

Respectfully submitted,
Sarah McCoy



Evolution, Current State, & Way Forward for IT Procurement and Licensing Solutions



Terms & Conditions

1 rules and requirements that one agree to abide by in order to use a service; 2 general and special arrangements, provisions, requirements, rules, specifications, and standards that form an integral part of agreement or contract

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IMAGE SOURCES: <https://www.smileyfirm.com/how-paying-to-have-a-contract-reviewed-can-save-you-money/>
<https://www.npr.org/2016/08/23/491024846/do-you-read-terms-of-service-contracts-not-many-do-research-shows>
<https://weheartit.com/entry/59864700>

Comparing IT procurement and licensing ...

THEN...

- VT must comply with Virginia Laws
- Limited quantity of computer systems and software
- Software hosted on university hardware
- Small # of vendors with most vested in a committed partnership
- Partnerships yield custom contracts designed to meet our needs
- Many software agreements under 5 pages; 1 page not uncommon
- System/service lifespan measured in decades
- Limited compliance requirements

NOW...

- VT must comply with Virginia Laws
- Computers everywhere & software is in everything
- Software as a Service - hosted in the cloud
- Software vendors everywhere & they're transactional
- Transactions yield standard contracts – unfavorable conditions or disallowed language
- Most software agreements include multiple other agreements; increasingly stating vendor access to or ownership of VT user data
- System/service lifespan measured in weeks, or months
- Continually growing & changing compliance requirements

The fundamental issue: Legal Compliance and Risk Management

- Must **follow the laws** of the commonwealth
 - Indemnification is a common example
- IT **procurement rules** really **haven't changed**
- University did **update account codes** to more correctly identify IT cloud-based procurements, in response to an audit finding

What's done & what are we doing to help...

- Automate and make visible the review request & approval process workflows
- Actively & frequently communicate the processes & timelines
- Recommend, advise, or cajole VT users to plan & start early for reviews
- Developed a process for software in use, but not previously vetted
 - One-Time Emergency Request for Continued Right to Use Software
 - Typically, software that had previously been procured through the use of PCards, Direct Pays, or Personal Reimbursements
 - To date, only requests for software that contain FERPA protected data have been denied
- Enhance/automate discovery of existing, approved tools
- Working to address capacity & process challenges

IT Procurement Process Enhancements using Cobblestone (CMS)

- By May 1st ITPALS will implement a new contract management system-Cobblestone.
 - Cobblestone (CMS) Features:
 - Public Portal for easy access to contract information
 - Key word search will provide efficiency by identifying existing VT reviewed solutions
 - Will specify if contract is campus wide or department specific
 - Notifies Contract Administrators prior to agreement expiration
- ITPALS will continue to review and refine the process to improve efficiency and timeliness.



QUESTIONS