University Information Systems Strategy and Policy

Paris, November 20-21, 2003

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Thursday, November 20th

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14:00 14:30	**Welcome addresses**	*Eric Froment (President, EUA) Kristel Sarlin (President, EUNIS) Bryan Pentland(Vice-President, SCT) Todd Korth (Sales Director, SUN)*
	Presentation of the seminar	*Jean-François Desnos (EUNIS)*

The virtual university

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16:30 17:30	**Round table: Students and staff equipment policy**	*Tim O'Shea (Universities UK) Benoît Sillard (Ministry of Ed., Fr)*
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Friday, November 21st

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IT governance

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11:30 12:15	**Open Systems for Higher Education IT Infrastructure**	*Hellmuth Broda (Sun)*
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14:00 15:00	**Round table** : **Financing IT**	*Jean-Pierre Finance (CPU) François Tavenas (CDC) Gilbert Béréziat (U. P& M Curie)*
15:00 15:45	**IT and competitive advantage Collaboration versus competition**	*Wim Liebrand (SURF)*
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Paris, November 20-21, 2003

A EUNIS event under the patronage of EUA (Europe), CPU (France), Universities UK (UK)

(Provisional list)

Sponsored by SCT International and SUN Microsystems

Venue: Hotel Sofitel, 17 Bld Saint Jacques 75014 Paris

*The objective of this seminar is to bring together **the most senior managers in universities** and two major IT companies with significant involvement in higher education world-wide. EUNIS wishes to promote discussion at the highest level of the strategic issues arising from the rapid growth of the **use** of IT, not the technology itself. It is important that participants are key decision-makers in Europe's university institutions. Little or no technological expertise is required.*

*The seminar is **not** intended for Directors of IT, Chief Information Officers, etc who regularly have the opportunity to meet SCT (Systems & Computer Technology) and SUN Microsystems at other events.*

Thursday, November 20th

11:00 – 12:00   Welcome – Registration

12:00 – 14:00   Buffet lunch

14:00 – 14:30   Welcome addresses

> *Eric Froment (President, EUA)*
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> *Kristel Sarlin (President, EUNIS)*
>
> *Bryan Pentland (Vice-President, SCT)*
>
> *Todd Korth (Sales Director, SUN)*

14:30 Session 1: The virtual university

Updates on projects offering new services to students and staff: Level of integration (portals); the individual at the centre of the IT strategy. How to assemble all information under one roof? What are the difficulties encountered and what are the benefits? Can universities ask students to provide their own personal computers on campus?

14:30 - 15:15   Conference 1: University Strategic Aspects of Information Systems

> *Speaker: Dr. Kenneth Edwards (EUA)*

The concept of a virtual university has been the subject of much speculation and claim, including predictions that traditional universities would be replaced by on-line institutions.   Partly, it has been argued, this would happen because students would value the convenience of studying at home and in their own time, and partly because costs would be much lower.   In fact the impact of information and communication technologies is transforming existing universities rather than replacing them.   The

most fundamental effects are due to reassessments of the ways in which students learn and the purposes of university education. These raise major strategic issues for institutions and their leaders, and it is these issues which this paper will discuss.

Ken Edwards returned to live in Cambridge on retirement from the Vice-Chancellorship of the University of Leicester after 12 years. During that period he was also for two years (1993 to 1995) Chairman of the Committee of Vice-Chancellors of the UK, while from 1998 to 2001 he was President of the Association of European Universities. Before the Leicester appointment he had been in Cambridge University for more than 20 years; for most of that time as a Lecturer in Genetics, but from 1984 to 1987 as Secretary-General of the Faculties. He was a Fellow of St Johns.
Amongst other positions he has been on the Governing Body of Sheffield Hallam University and the Council of the Open University while from 1994 to 1998 was Chairman of the Governing Body of the Institute of Grassland and Environmental Research at Aberystwyth. He is currently Chairman of the Board of the Observatory of the Magna Charta Universitatum and a member of the Advisory Boards of the Observatory on Borderless Higher Education in London and of UNESCO-CEPES in Bucharest.

15:15 - 16:00   Conference 2: Higher Education and IT: What's in the Future?

Speaker: Dr. Michael Zastrocky (Gartner Group)

The impact of information technologies on higher education during the past twenty-five years is significant. We now find computing and information resources utilized by every member of the university community. This presentation will look at new and emerging technologies and the potential impact on higher education. The presentation will draw upon the results from an executive forum on the future of higher education sponsored by the Chronicle of Higher Education and Gartner.

Michael Zastrocky is Vice President and Research Director, Academic Strategies for Gartner Group. He has provided extensive consultation over the past 30 years to colleges, universities, and companies in the computing and information technology field. He has written or co-authored numerous books, modules, research notes, and articles on computing, mathematics, and management issues. Prior to assuming his current position in 1996, he served as Vice President of the Kaludis Consulting Group from 1995-1996, and Vice President of CAUSE, the association for managing and using information resources in higher education from 1989-1995. He is also a trustee for several higher education institutions. He has led numerous workshops and seminars globally, and has served as a keynote speaker for international, national, and regional meetings and conferences.

16:00 – 16:30   Break

16:30 – 17:30   Round table: Students and staff equipment policy
                 Topics :   Ubiquitous Computing, Unique Student Identifiers, Virtual Learning
                               Environments

Convener: Prof. Tim O'Shea (Universities UK)

Professor Timothy O'Shea was elected Principal and Vice-Chancellor of the University of Edinburgh in October 2002. He has a BSc in Mathematics and Experimental Psychology from Sussex University and a PhD in Computer Science from the University of Leeds. He carried out Artificial Intelligence research at the University of Texas, at the Xerox Palo Alto Research Centre and the University of Edinburgh. In 1997 he became Master of Birkbeck College and was awarded a Chair in Information and Communication Technologies by the University of London. In 2000 he was appointed as Provost of Gresham College and in 2001 Pro-Vice-Chancellor of the University of London. He held these two posts concurrently with that of Master of Birkbeck. He joined the Open University in 1978 and was

awarded a Personal Chair in Information Technology and Education and in 1994 was appointed Pro-Vice-Chancellor for Quality Assurance and Research. In 1999 he was elected Fellow of the European Co-ordination Committee for Artificial Intelligence and in 2001 admitted into the Freedom of the City of London.

Speakers: ***Prof. Tim O'Shea***, *Universities UK*
Benoît Sillard, *French Ministry of Education*

Benoît Sillard is the ICT Director for the French Ministry of Education, and Head of the French delegation for the use of the Internet. Therefore he has to conduct the French ICT development policy at all levels: primary, secondary, higher education, and for the general public. Mr Sillard holds Higher Ed degrees in history, communication and information sciences, sociolology, political science and law. Before entering the ministry he occupied several key positions for bank, press and radio corporations. He has been CEO of "Fun radio", radio.fr, tv-radio.com, Vice-chair of Bel RTL, and Chairman of the European Radio Association.

17:30 – 18:15   A Unified Digital Campus – Why and How?

Speaker: Mathew Boice, SCT

This session will focus on three of the issues facing Higher Education: funding, institutional effectives and the services provided by a University to benefit their constituents. Expanding from these three issues, we will turn to inhibitors that exist in improving effectiveness and services. We will then look at the response of SCT to the challenges, tying together the disparate existing University systems, leveraging existing investments and exploring SCT's vision to unify the digital campus to embrace the entire education enterprise.

Mathew Boice is the General Manager for Marketing and Channel Sales for the Europe, Middle East and Africa Region at SCT. Prior to joining SCT, Mathew held a CIO position at a large UK University and a number of other senior IT posts in the Further Education sector.

19:00   Get Together Drinks

20:00   Dinner

Friday, November 21st

08:00 – 10:00   Breakfast round table

Participants will be seated at tables for 6-8 persons with a EUNIS convener and will freely debate topics around IS strategy. At 9:30 each convener will report to the audience. A summary of the ideas will be produced by EUNIS and distributed to attendees.

10:00 Session 2: IT governance

Developing IT resources requires skilled technical and teaching staff. Who should be given the responsibility to drive the changes forward? How should academics involved in distributed learning be rewarded? What organisational changes are needed? What are the legal issues, e.g. data protection and copyright? How are privacy issues to be dealt with?

10:00 – 10:45   Conference 3: Changes in organization

Speaker: Prof. Les Watson (Glasgow Caledonian)

Les Watson is Pro Vice-Chancellor at Glasgow Caledonian University. He is a member of the University Executive and is responsible for all academically related services such as Library, Information and Communications Technology, and Student Services. He has been at Glasgow Caledonian since 1999 and previously worked as a Dean at the University of Gloucestershire. He has worked in education for 32 years as a teacher of Biological Science, lecturer and researcher in computers in education, and as a senior manager. His interests include the application of technology to learning, learning environment development, and creative management. He is a member of the Chartered institute of management, fellow of the RSA, and regular contributor to the Times Educational Supplement.

10:45 – 11:30   Conference 4: Legal issues
Speaker: John Slater (UK Open University)

This talk examines some of the legal tensions that arise for Universities as they implement IT based systems supporting Learning and Teaching, and Research. These include the tension between the need to provide information as a public body and the privacy of the individual; the tension between the need to control usage of services to ensure compliance, for instance with copyright laws, and the freedom of the individual; and the tensions between the legal systems that apply in the state that provides the software or system, the state in which the service is delivered, and the state in which the learner is resident.

John Slater was educated at Oxford and held academic positions at Oxford, London, Salford and Kent where he was the head of Computer Science and then a Pro Vice-Chancellor. He is now the National Student Survey co-ordinator for England. He was a member of a number of national bodies responsible for funding university computing services and was the first director of the UK Computers in Teaching Initiative and its successors. He negotiated the first UK wide site licenses for software and for electronic and paper journals, and the first service levels for the national academic network (Janet).

11:30 – 12:15   SUN strategic vision: Open Systems for Higher Education IT Infrastructure

Speaker: Dr. Hellmuth Broda, Sun Microsystems

Currently the IT world, be it in Education, Government or Industry is built from processing and information silos. However to deliver the services and enhanced functionality that students and customers demand the next generation of IT infrastructure will need a much higher level of integration between applications. Sun believes is best be achieved by the adoption of open standards and open systems.

Two critical elements in this model are, a) the implementation of network identity and trust management systems and, b) the reduction of complexity and cost.

The presentation describes Sun's Open Systems vision, including its Network Identity strategy and participation in Project Liberty. It also describes N1 - Sun's resource virtualisation and optimisation concept.

Dr Broda is since 1998 serving as Chief Technologist for Europe, Middle East and Africa (EMEA) with Sun Microsystems Inc., Global Sales Operations. Working from Basle/Switzerland he establishes and furthers technology transfer to customer and partner executives as well as governments and other organizations in EMEA emphasizing the benefits and business implications of Sun technologies as facilitators for the transition from our product based to a services based economy. His focus is presently on Web Services, Identity and Trust Management as prerequisites for such services, the Liberty Alliance Project of 160+ companies to build a federated network identity framework, the reduction of complexity in the data center and mobility with security. Mr Broda is also a member, Sun Vision Council: Sun's Vision Council consists of 36 "visioneers" world wide. Its members are tasked to promote and develop Sun's Computing Vision as Key Note Speakers at conferences, industry seminars and trade shows. They deliver Sun's vision to the media in their respective geographical area. H. Broda serves as leader for the EMEA Vision Council and frequently is invited as key note speaker at major events across EMEA.

12:00 – 14:00   Lunch

14:00 Session 3: Financing IT

Financing IT resources takes a good part of the university budget and is a permanent worry for institutional heads. In European universities where most of the funding is provided by the State how can universities find the required budget and manage resources? Can universities recover part of the academic value of IT investments? Is outsourcing one of the possible solutions? How should the business and academic value of IT investments be assessed?

14:00 – 15:00   Round table

Convener: Prof. Jean-Pierre Finance (CPU, France)

Jean-Pierre Finance is currently General Executive of the French Conference of University Presidents (CPU). He was previously the Advisor for Research at the Cabinet of the former Minister of Education, M. Jack Lang, for one year. In 1972, he was appointed Associate Professor, then in 1981 Full Professor of Computer Science at Université Henri Poincaré, Nancy. His research interests are formal methods in software engineering. From 1985 to 1994 he was head of CRIN, the Computer Sciences Research Centre at Nancy. This is a joint laboratory of the three universities of Nancy and of the CNRS (Centre National de la Recherche Scientifique). At the same time he became advisor for Computer Science at the French Ministry of Universities. From 1994 to 1999, he was President of Université Henri Poincaré and, for two years, one of the vice-presidents of the CPU.

Speakers: ***Prof. Jean-Pierre Finance***, *CPU, France*

Prof. François Tavenas, *Honorary rector of Université Laval, Québec, Canada*
Prof. Gilbert Béréziat, *Président, Université Pierre et Marie Curie, France*

François Tavenas, Ph.D., was appointed in 1989 Vice-principal and professor of Civil Engineering at McGill University in Montreal. In 1997 he was elected Rector of Université Laval in Quebec. He has been Chairman of numerous organisations, among which the RISQ, the organization managing the Quebec portion of the Internet (1998 – 2001), and the Conference of Rectors and Principals of Quebec Universities (1999-2001). In 2003 he was "Gastwissenschaftler" at the Centrum für Hochschulentwicklung, working on projects related to the reform of the German higher education system .Since june 2003, Dr Tavenas is with the Caisse des dépôts et consignations, implementing a management unit for the European research projects under the FP6 programmes. Among a number of prestigious prizes, he was awarded the Julian C. Smith Medal of the Engineering Institute of Canada "in recognition of his contribution to the development of Canada", and the "Grosses Verdienstkreuz der Bundesrepublik Deutschland", one of the highest honours bestowed by the German Federal Government.

14:45 Session 4: IT and competitive advantage

Does IT attract prospective students? Is state of the art IT essential for international competitiveness? What is the impact of IT on the quality of studies and future professional life?

15 :00 – 15:45   Conference 5: Collaboration versus competition

Speaker: Prof. Dr Wim B. G. Liebrand (SURF, The Netherlands)

The learner of today and the information society have different needs than in the years before. The opportunities provided by new technology make it possible to change education accordingly. Many of these changes require flexibility and interoperability. Pedagogical concepts that suit the individual learning styles and authorized access from anywhere, anytime are only possible if underlying and supportive systems are connected on national scale. Therefore the chance to enhance the quality of Higher Education exists in collaborative institutional use of infrastructure, middleware and application services. Competitive advantage then will depend on the quality of people, the niche chosen and the corporate identity of the institute.

Professor Liebrand [1949] has held several research and teaching positions at the university of Groningen and Santa Barbara (UCSB) in personality assessment, social psychology and experimental research. In 1982 he completed his PhD dissertation, summa cum laude, on the topic "decision making in situations of conflict". In 1989 he was appointed full professor in Information and Communication Technology for the Behavioral and Social sciences. In between 1980 and 2000 he has published more than 70 peer-reviewed articles and 8 books.
Professor Liebrand was Managing Director of a company for the development of advanced statistical software from 1989 until 1997. Thereafter he was Managing Director of the University Expertise Center for Computer-Based Teaching and Learning and starting in 1998 simultaneously General Manager of the Computing Center of the University of Groningen.
As of September 2001 he is the Managing Director of the SURF Foundation in the Netherlands.

SURF is the higher education and research partnership organisation for network services and information and communications technology (ICT). The SURF organisation consists of the SURF Foundation and its two Limited Liability Companies: SURFnet and SURFservices. The members of the SURF organization are all universities, all universities for professional education and the large

research institutes in the Netherlands. The Mission of SURF is to exploit and improve a common advanced ICT infrastructure that will enable higher education institutes better realise their own ambitions and improve the quality of learning, teaching and research.

15:45 – 16:00   Conclusion

Contacts:

Jean-François Desnos, Université Joseph Fourier   Jean-Francois.Desnos@grenet.fr

Yves Epelboin, Université Pierre et Marie Curie   Yves.Epelboin@lmcp.jussieu.fr

Carole Lindop, SCT   clindop@sct.com, http://www.sct.com