

The CAUSE CIO Constituent Group met on Tuesday, December 3 from 1:00 to 4:30 PM at CAUSE '96. There were approximately 75 people in attendance.

The meeting was divided into three parts: general discussion of key issues, a presentation by Ken Klingenstein on technology futures, and a discussion facilitated by Dave Ernst on professional development for CIO's. The meeting was concluded with a review of what had been most valuable and what to change in future meetings.

The key issues that the CIO's identified were the following:

- * integration of information resources/technology/services with insitutional mission, goals, priorities, planning, and funding strategies. Managing "cultural boundaries" was another way this issue was described.
- * managing networked information, including copyright, bandwidth issues and the Worldwide Web
- * the challenges of IT staffing
 - salaries (competing with industry)
 - retaining staff
 - relationships with HR departments
 - training and professional development
- * funding/generating revenue
 - life cycles for technology
 - fund raising
 - advertising on the web
- * managing expectations
- * determining the cost of services and the appropriate amount or level of services.

Ken Klingenstein of the University of Colorado/Boulder gave a presentation entitled "Acronymity" in which he used pages of acronyms which describe the current and future networking environment. A list of these acronyms will be posted on the CIO Constituent Group web page.

Dave Ernst from the Cal State system office and a faculty member of the CAUSE Management Institute led a discussion focusing on what skills CIO's need to be successful and whether and how professional development programs for CIO's should be developed to enhance these skills. Dave's notes will also be available to share with the group.

The group concluded with what the CIO Constituent Group members felt would make the group and its meetings most productive and most valuable:

- * To be able to raise specific questions and get them

answered.

- * To archive, index and retrieve solutions on line.
- * To share collective wisdom, common solutions and data about services in "white papers" or "blue books" that we can use with university management to argue/persuade/inform.
- * To have more time for face-to-face meetings (prefer discussion to presentation).

Barbara Horgan
CIO list moderator
Convenor, CIO Constituent Group

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QUESTIONS ASKED OF CIO PARTICIPANTS AT CAUSE96 CONSTITUENT GROUP SESSION

1."Looking ahead at your career over the next 2-3 years, what do you want to be your top three accomplishments?"

- Sources of funds matched to uses
- Discern and define CIO job (as opposed to firefighting)
- Transition to client/server
- Educate convince - Senior management that it is strategic

*Closer cooperation

- K-20
 - Improve T & L with technology
 - Assessment of effective tools
 - Tie network services/applications together
 - Fully interactive web
 - Closer collaborative relat. with faculty

 - Reward employees/ promote them as a result of training/accomplishments
 - Integration of those in information resources with each other
 - Identify ways in which IT can be used strategically
 - IT as self-sustaining financially
 - Satisfaction with IT svcs.
- Assess/measure

2."What are three skills or areas of experience that you will need to gain or improve upon in order to achieve your objectives?"

- Translate tech. to strategic
- Use tech. to improve mgt. tools
- Senior-level-staff mgt skills
- Time mgt. to maintain tech skills yet manage
- Development of team-building skills (staff, faculty, senior mgt, etc.)
- Develop political influencing skills
- Ability to communicate with technophobes while working with technophiles
- Speed-reading skills
- Develop strategies for prioritizing sources of materials
- Develop techniques for fostering collaborative relationships
- Listening
- Imparting better business practice skills
- Client/Server and other technology seminar or tutorial (review)
- Effective delegation
- Speaking and presentation
- Budgetary/financial analysis/modeling
- How to run a service organization
- Hiring Skills
- Ways to set and manage expectations
- Facilitation skills

D. Ernst 1/97

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ACRONYMONY

Ken Klingenstein
Director of Computing and Network Services
University of Colorado at Boulder

ACRONYMS AT THE PHYSICAL NETWORK LAYER

*DSL, Wireless, and Cable
DHCP (www.join.com/dhcp.html)
NAPs and GigaPoPs
IP over ATM / IP over Sonet / Native ATM
Nomadicity
IPPM (www.advanced.org/IPPM/index.html)
Netscarf (www.merit.edu/~netscarf/)
IPv6

ACRONYMS AT THE VIRTUAL NETWORK LAYER

I2
QOS
DCE
Messaging versus RPC's vs replicated databases

Tuxedo

APPLICATION LAYER ACRONYMS

LDAP (www.umich.edu/~rsug/ldap/)
X.509 (www.verisign.com)
DIPP (www.colorado.edu/DIPP)
DCEweb (www.osf.org/www/dceweb)
S-MIME (www.rsa.com/rsa/S-MIME/)
Application Layer Acronyms
IMAP (www.imap.org)
Radius (www.merit.edu/aaa/index.html)
CORBA vs ActiveX
ODBC
Mandarin (www.mandarin.org)

ACRONYMS AT THE CONTENT LEVEL

MCF (mcf.research.apple.com/hs/mcf.html)
Reengineering the public processes
Highwire Press (highwire.stanford.edu)
NDLF (lcweb.loc.gov/loc/ndlf)
WIPO

MISSING ACRONYMS

Authorization
Network Printing (www.cit.cornell.edu/cit-pubs/net-print)
Higher Education Objects and OMG
Workflow/Calendaring (web.mit.edu/cal/) (WfMC)
Directory Services
Metadata
Java Applet registry