



Software Licensing Constituent Group Meeting Minutes

Session: Tuesday, October 1, 2:00 – 4:00 p.m. (49 participants)
Facilitator: **Marg Knox**
Director, ITS - Collaboration & Academic Resources
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Agenda

- Introductions (name and institution or corporation represented by all present)
- Plan to solicit discussion preference of vendors/products and setting priorities through the interest shown in a show of hands
- Each vendor/product to be taken in turn with discussion to include opinions, needs, concerns, comments, complaints on licensing practices, etc
- Other items to be discussed (e.g. someone may want to know how to best handle license metering or...)

Minutes

Introductions were completed and agenda reviewed

List vendors

- Quark [6 votes]
- Apple [6 votes]
- MicroSoft [yes]
- Opera [2 votes]
- IParadigms (turnitin.com) [scratch]
- Adobe [9 votes]
- Trendmicro [Yes, for general anti-virus]
- Macromedia [11 votes]
- Qualcomm [5 votes]
- Blackboard [8 votes]
- WebCT [9 votes]
- Mathematica [8 votes]
- AutoDesk [4 votes]
- MatLab [5 votes]

Vendor/Product Discussion

Macromedia

CMU alerted us that MX product line disallows concurrent usage. Set off negative response. Macromedia was responsive, including establishment of e-mail box for responses. Seemed genuinely surprised that we cared; didn't think it was important. Put together internal task force to talk to Marg and others. CIO list also involved. New policy was published last week. (Please check policy for total accuracy.) They will allow concurrent usage if: you're an educational user; purchased through volume licensor; register at designated Web site. No charge for concurrent use, at least for now; may charge in the future. So for at least a year, concurrent usage will be allowed.

Any issues?

Did they specify how to enforce? Yes, must be using metering or similar package; can't just wing it. Specific package isn't named, just characteristics. Sounds like sassafras. Used to ask for quarterly reports, do they now? Unknown. Those interested should check with salesperson or on Web.

Marg offered to send info again to listserv, and at least one person asked her to do that.

Discussion as to whether sales staff were discussing this with customers; apparently not, but customers should check their particular volume agreements to see if they're already covered.

Adobe

Adobe doesn't have good licensing for students.

CLP program offers 65% discount. A number of universities have subscribed to that. Has anyone been pressing Adobe for better licensing terms to students, especially for Acrobat? ("CLP"="Contract Licensing Program") Departments have to buy under CLP and put in labs. Cost for departments is about \$21; without CLP its \$59. Nice program and can use previous media. One of the stipulations is institution-owned machines, not personal machines. But there is a home-use option you can exercise for employees. One of the good programs Adobe has come up with. Multiple institutions can combine to get benefit of higher-volume pricing.

Caveat: for small colleges, CLP has number of points you have to meet, and small colleges often don't meet that. State of South Carolina has a consortium. Group of Massachusetts schools does, too. Adobe has hired a consultant to explore ways to improve their university licensing.

Has anyone cut a deal with Adobe that allows student use on their own PC's? No responses.

State of Ohio said Adobe is interested in talking to people.

Show of hands: about 15 participating in CLP; nearly all would be interested in extending to students.

Deals are easier to reach across products than on individual products.

Two key products are Photoshop and Acrobat. Acrobat is a "government mandate." There are competitors to Photoshop.

Request to Ohio to provide reports online as they talk to Adobe.

MicroSoft

Clemson: recently bought faculty/staff license, wants to extend to students and distribute through means other than bookstore. Several people said they distribute via library. How large an institution? One reply: 6,000. Marg: you can do downloads from secure server.

Ohio: they have special CD's for students, but only one source that reseller can buy from, who went bankrupt over summer; now a replacement source. This can cause delays. Microsoft says they're committed.

You have to be careful about CD option; if they don't arrive when the students arrive, you have a disaster. Ordered in May, finally arrived.

How to pay?

Student option: about six people; one to two with tech fee; one to two from central funds.

Air Force academy alternative: Charge on day 1 for all 4 years. They can take license if they leave after a year. Some discussion as to whether that's legit. Issue: Does student have to graduate in order to keep the license? Perhaps different in different licenses: 1.0 vs 2.0 vs 3.0 vs 3.1. Air Force Academy idea might fly with Microsoft as an alternative to 3.x language on graduating.

Question about CALS: choice between Core CALS and BackOffice CALS.

Tradeoff: Backoffice includes SQL, but not SharePoint. Core includes SharePoint, but not SQL. Microsoft is pushing SQL server purchase by the processor, but some say it is expensive.

Graduate vs. non-graduate for perpetual licensing: this is insane. They must realize that universities have a tough time knowing who graduates and who doesn't. Whoever designed the program may never have gone to college. In community colleges, getting credits and certificates; what does graduation mean?

For Microsoft, the formality isn't whether the student graduated, it's what they're trying to achieve. Universities can answer the question as to whether a student graduated. From our point of view, the issue is paid fees.

Marg: the pricing model is based simply on dollars, assuming certain graduation rates. Earlier agreements were based on "exiting" instead and were higher cost.

One school: student signs agreement.

Request to add work-at-home fees. (??? - *Can someone remember this one, my notes fail me here – SW*)

Ohio has learned a lot about delivering software to students. How do you implement software distribution?

So can we just collect the money up front (4 years' worth)? Maybe.

But you have to go through resellers, who have no idea. Just get SRP based on faculty and student costs. Resellers are so confused they don't want to mess with it any more.

Now to CALS:

BackOffice vs Core. One person doesn't understand tradeoffs. Which has SQL? Just for students? No, for everyone. BackOffice is only available one more year. You have an option this year to choose BackOffice or Core. One (BackOffice) has SQL, but not SharePoint; the other has the reverse.

MS rep: MS has trouble distinguishing between enterprise pricing that will be based on processor, which is the SQL version. Core CAL has Windows, Exchange, SMS, SharePoint, not SQL.

Enterprise agreements: Permanent SQL CALS. Hoping MS will provide upgrade path from enterprise to per-processor SQL server.

MS rep: there are pending announcements on this topic.

Enterprise is different than campus. So there's a pressing need.

CALs is/are very confusing. Lots of different kinds.

Who has chosen what? One person got BackOffice with option to buy SQL per-user.

Work at home: statement saying won't be used for anything non-work- related? Is this realistic?
Marg's policy: If you can do it in your office, you can do it at home. Since they allow personal use, not commercial or incremental cost, it works.

Other responses: careful reading says it can't be used for non-work-related. When his children want to use the machine at home, probably not work- related.

MS rep: primarily trying to control "small business leakage;" less concerned about kid doing their homework. But that's not what the agreement says. Perhaps construct policy based on these examples. What about individuals signing agreement, suggesting purchase of the regular version? Or, give them Star*Office.

"This agreement is however MS interprets the agreement at any point in time."

If you show MS how you're interpreting it and they don't say no, you're OK.

Another MS rep said that if people sign an agreement, it's OK.

Support vs. liability: asking departments to make decision whether someone needs to use the software at home.

Marg: MS said the reason work-at-home is an orderable item is because of feedback from schools not wanting the option, wanting something to stand behind, so they can say they didn't buy work-at-home. Someone asks can they decrease cost if not ordering it?

May depend on school's culture whether you select work-at-home

4-party deal: MS, distributor, reseller, and on-site parties. What does the distributor do? Some select agreements for corporation: now direct to MS. Some campuses have reseller deal directly with faculty, which may be a better deal than from MS, because reseller may be selling something else. Seems to be a use for resellers, but what does the distributor do for a LAR?

What about MS updating your software? What about Passport? Problems? CA System negotiating with MS to not use these. Essential MS services require passport, including technical support. Technical people "driving around it" is considered security breach. Some thought that MS is listening here.

Worries about bad patch; worries about back door.

MS may provide option to turn it off for corporate machines.

Notification vs. actual updating.

MS rep will follow up on some of these issues.

Issue: update comes out; you're told that an update is critical, but you can't get that update without accepting other updates.

Concern is that a certificate may be stolen.

Who has signed only a student option?

You can redirect your MS updates to your own Web site/portal, handle updates locally, and deliver all software via portal. Download software necessary for course, updating OS at the same time.

Health components concerned that language of agreement violates HIPAA.

UT has legal team looking at product usage rights, saying you're not allowed to publish benchmark data. Attorneys are writing a white paper on why it's not OK.

Course Management (Blackboard/WeBCT)

How do you like the pricing structures? Which are you most unhinged about? Big Blackboard jump. Small school: can't afford to look at enterprise package, even though that's where the stuff they want to do it. Several others say the same.

WebCT: staying with basic package. First log on to portal, then to WebCT. Doesn't basic go away within the year (end of 2003)? No license after that? At least one person says they've been told it will continue after that for smaller schools. Anyone else? No and at least one says they've been told it's going away.

Are people suffering support failure from Blackboard? Several say yes. There's a BOF tomorrow.

One person says his contract doesn't include technical support for Blackboard; only system administration support.

ASU runs a listserv for Blackboard, which is where most people solve their problems. Marg pays by the hour, and their support person will respond at 2 a.m. for their Enterprise version with 24,000 actual unique users.

Marg is on Advisory Board; send her a note if necessary.

BB is not eliminating entry-level product.

California Community Colleges are negotiating on behalf of 107 campuses.

Worried that WebCT is going to be eliminating basic package. Bills for schools with basic option may face a jump from under \$10K to hundreds of thousands of dollars.

BB says you have to buy their integration services. Issue is consulting services and manuals. Still must sign consulting agreement. Estimate from BB is higher than people are experiencing; advice is to sign agreement. Professional services are pretty good.

Foundation for California CC's has members from all over the country (www.facultybuys.org and www.studentbuys.org), which anyone can join. Campus agreement has hundreds of institutions across the US.

Mathematica

Happy with it. Students register with passwords. eAcademy for distribution. Good deal for students. Consortium. Students can purchase online and download. 150M. Students happy.

Starting site license; flexible. Plan to give to students at no cost, but charge departments and research groups. Potential disadvantage is annual license fees. Have to worry about licenses expiring at the same time. One key per institution. Vendor less worried about license theft because the license expires. About 20 users in the room.

Benefits from competition with Maple. \$14K/yr for 4000 students and 450 faculty. Another site is significantly more for more students.

Yearly licensing is beneficial, because it can go away when demand goes away.

Mathematics department teaches classes using Mathematica and requires students to buy the product. Students are all over the US. They can send students the info how to download.

Anti-Virus

McAfee/Norton/Trend/Sophos

Trend: Large price increase. 3500 users for 52K/yr

Same with McAfee

Using AVG from Kristoff; smaller footprint, less intrusive; still working on using McAfee just for EXCHANGE; issue is file-attachment blocking.

Trend is MS only, no Macs. Macafee and Norton have Mac support. Sophos isn't clear.

UC system cut a deal with Sophos; charging by the number of e-mail addresses.

Issue: Workstation vs. mail servers vs. gateways.

UC: Using Sophos on mail servers; individuals and departments use whatever they want.

Has anyone successfully controlled the price increase? One person switched from Symantic to McAfee.

One person went to bid; stayed with Norton; increase wasn't so bad.

Some reported threats from their vendors (saying current terms were correct) or having vendor wait until last minute to quote, boxing you in.

Poll: AV software for Inst WS?

Most student-owned machines: Most Fac/Staff at home: Most Mail: Most Border GW's: Very few

Why so few on border GW's? Load? Expensive

CA offered someone 25% of McAfee.

McAfee drags feet on responding.

Back to GW question: McAfee just can't cope. Norton said the same thing.

Additional Topics

Mobile computing, IBM ThinkPads, etc:

How do you get the costs down for your software (concurrency may be pricey for offline usage).

Concurrent licensing; imaging; etc.

Commercial license servers like XLM and KeyServer are providing solutions.

Loading single image for all student laptops

SPSS: Got them to agree to charge only a percentage of images based on the idea that not all would be running

Hand out annual CD every fall, with combination of types of material

Web installer in dorms

Any special volume deals? No

Imaging products: Ghost, PowerQuest, etc.

PowerQuest: 2100% increase in annual maintenance (not a typo on that increase!)

Are there better products? Ghost seemed ubiquitous.

IC4 works some places, doesn't work others.

SMS: hardly anyone; Alteris: hardly anyone

Qualcomm/Eudora: \$5,000 to \$18,500 with no notice; negotiated a ramp-up period; starting at \$9K, getting to \$18.5K in 3 years.

Eudora site licenses: 15

Anyone not seen price jump? No

VMWare, Crossover to run products that don't traditionally use concurrent licensing model

Visual Studio vs. office

Issue: OS emulation

Corporate Time:

Writing on the wall that support will end for CT as separate product since Oracle bought it.

How many have CT: 20 hands

What are people doing: Waiting for clear statement; looking for alternatives

Oracle: We bought the technology, not the user base

Alternative: Meeting Maker; iCalendar; EXCHAGE; Groupwise; LOTUS; FirstClass Centrinity

OpenText just bought FirstClass. Humber indicated FC Centrinity was not working well for them.

Request: If anyone hears anything about other solutions, please post on list

What if you're not connected to the network? Web based calendars don't work well but you can sometimes synch to a product like Outlook/Exchange

Procedural Digression

What can we do better next time we meet?

- Portal approach to listserv, organized by license area

- (Note that EDUCAUSE is looking at SharePoint-based "community")
- Better logistics (room where we can hear each other better)
- Send out agenda in advance (that was done); have people vote on agenda topics ahead of time
- Send out info on what people are paying per seat, including terms (home use, etc)
- Promote existence of listserv; where?; on listservs of other organizations; note that it is on Itinerary Builder; newsgroup related to licensing

Back to Additional Topics

Mathworks (Matlab)

Can buy 20 different toolboxes; all kinds of different combinations; can't get volume licensing based on previous purchases; prices keep increasing; no competition; not quite the same as Mathematica; increasing in use

MIT rolled lots of separate Matlab licenses into one volume license; key was making it a multi-year deal; try getting everything to roll over at a common time; they have a person who re-sells licenses internally; tricky point is that toolboxes are of different demand levels and Mathworks wants you to commit on numbers for each toolbox. They have someone spending half her time selling Matlab licenses. They hope to recover costs, but won't know for sure for 5 years. Pricing based on full cost-recovery.

Resell at cost: Very few

Plus overhead: Many

Central funding: Many

More on Matlab: good luck with flexibility for student access to network license; hoping to close deal for no-cost option to let students run off network server

But MIT doesn't have that experience

MIT uses different pricing for different products; anti-virus cheap.

Apple

Issue: Charging real money for OS

Issue: no clue how to run software organization; can't get price on maintenance agreement for full range of software; would like something like AppleCare; Adobe doesn't have the problem, or MacroMedia, or other major pieces of software.

Major stake in Apple: About 15 people

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