

Mark Hale (and Larry Bryant at the end) took notes from our face to face meeting in Anaheim. I have left in vendor responses and some institutional references....

For those of you who attended, feel free to comment, add to it, etc!

We did not get to all of the topics!

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Topics on the flip charts

- Adobe CLP update
- Licensing models from vendors that work, and ones that don't work
- (Larry Bryant) -- how many have campus agreements for one of the products mentioned?  
took poll
  - vendor updates on programs like consortium agreements
- Matlab issues
- Microsoft security updates, patch management ..., on new hardware
- home use options
- managing licenses (keeping track, letting users know, ...)
- MS -- virtual PC, - Student graduation requirement
- SAS upcoming change
- MS Select -- licenses arrive with no tracking of who got it
- Mathematica student option
- Antivirus licensing
- CMS licensing, problems with different models, costs going up
- BBd issues
- CMS Alternatives (like out-sourcing), partnering to lower costs
- MS Select student portion, how to manage
- Other state-wide systems, how to manage licenses
- Concurrent versus metering versus seat licenses
- Consistency across vendors in licensing
- best practices for distributing s/w updates
- educational versus administrative use of licenses, which vendors work with you well and which don't get it

Discussion of topics on the flip charts

- Adobe CLP update

[Adobe rep] Right now, didn't include students. Working on a new program, won't come out until July, there will be a student program then. Currently have some CLPs like U Mich Art Dept, Savanna school of design. Trying to determine how new program should work.

(Suggestion from Iowa -- address "Blockbuster" model niche -- cheaper, shorter version for people who only need the product a little bit for a short time, like a movie renter.)

Adobe media distribution -- get CD from campus, take it home.

Duplication is a big problem with Adobe program in corp.

Can eAcademy manage the licenses? Adobe - yes.

Make it so we don't have to count all the students up front, let them buy-as-they-go.

Adobe: students own the license, can walk away, not sure about the upgrade model.

- Licensing models from vendors that work, and ones that don't work

Problem model -- Up-front forecasts with committed number up front, especially if money expected up front.

Macromedia was a problem (20 agreed.) UIUC uses a "true-up" model -- keep track of licenses issued, get the number correct after the fact; use eAcademy, (U Illinois UIUC).

UT -- asked for a look-back -- use the vendor records to set volume, start pricing from there, reset next year. Macromedia wouldn't do this .

Contribute concurrency pricing issue ; several in group want concurrent pricing ; also K-12 pricing versus campus.

Like Mathematica model (cover all faculty, ...) ( Air Force ), with student option. (Students have to buy Mathematica.)

On the other hand, don't like the Matlab license. If you buy one license, its \$500, then maintenance is 20% per license. It was cheaper to buy a large group at a lower price (\$30) with a lower maintenance bill on the discounted bill. Matlab Toolboxes are tough to keep track of. ( Air Force). Was this a special deal? Sounds like it was. ( some noted that : Mathematica is declining, Matlab increasing;

- MS home use options

- Issue of what is appropriate home use -- UT has a broad definition of what's allowable in your office (e.g. personal e-mail with no work application as long as it is incidental ), says whatever you use at office you can do at home

At Air Force Academy, people won't sign the form. (Only person willing to sign it wanted PPT for a short term.)

Question -- retail Office license is much looser now, number of PCs can be used, etc. -- will Campus Agreement similar extend "additional rights". [MS rep] Commercial side allows extended home use when have license + software assurance. Purpose of work-at-home rights are to benefit the institution, not the employee, to improve productivity of your users. If your institution is very strict, probably want a strict interpretation of use-at-home. If your institution is liberal, your interpretation is also. Similarly child use in the office versus at home.

Comment -- media purchase an issue, as well as 100% usage issue. MS rep -- many people don't want to deploy because of additional support. Qn -- what are the solutions

for distribution? Ans - MS: Can do electronic download, can buy media at bookstore, can't share unlocked media.

Problem with win upgrades -- image is loaded, students don't have media, upgrade requires media.

Comment -- simplest way to do this is to negotiate so that every user can get secure media.

- MS -- problem to get delivered patched systems -- MS position (David from MS): can't make the OEMs do anything -- as regards a good business practice, get them to slipstream the product. But need a quarantine or border check before machines join the network. Need to make that easier to deliver. New Security Resource Kit includes help (e.g. ISO images of updates, unified updates of Win and Office....). MS talking to vendors about how to ship more secure PCs.

How do updates? Northern Ariz -- use SUS, require auto updates to be in AD. Indiana quarantines student computers on DHCP leases, won't get a new lease until its clean. Don't force reboots, but force updates. (Another comment is that many won't reboot; also if reboot during patch, it's worse. Some people use "leave machine on overnight." (Some of users' reluctance may be because of problems they've had before with applications that croak, or experiences with bad patches.) Some schools aren't pushing all the critical updates (e.g. entire service pack.) -- Will deploy service pack after checking it. Deploy security issues right away. (put aside for now)

- MS -- virtual PC,

UT -- believes it should be a part of their agreement, but can't get it -- MS comment: its a retail product only, not in academic channel, no price for it (education discount wasn't very good to begin with -- \$188 versus \$196.) Definitely hear the need in academic case, working on it. Comment: our agreement says "Office Pro", you call it "Office Pro" but won't release it. MS: but it isn't available under volume license. MSDavid: agrees that they shouldn't have called it Office Pro, trying to find a resolution. Comment: it \*was\* on the price list, MS removed it. Comment -- it is owed to us anyway, since the value of the MS package for Mac is dropping. Comment: the MS switch hurts campus credibility, not just MS credibility. Comment -- repackaging suites w.r.t. Frontpage, etc., causes problems.

- MS - In Campus Agreement, student option used to be a permanent license without respect to graduation. In 3.2, license became permanent if the student graduated. Becomes very complicated for institution to implement agreement. MS asks that we communicate up front, but not expect that we license it. Comment -- change occurred around time Community College started using the agreement, might be an artifact of that? (To allow schools with non-matriculating students to participate. Ex. Cal State chose not to do the agreement.) MS: your administrative burden is to communicate to students up front. UT : now need to tell graduating people that they can pick up their certificate. Air

Force feels duty bound to take it off their machine (as does West Point), unless they graduate. His solution is to charge the Freshmen the full cost for four years, so if they leave early, they've paid.

- SAS upcoming change -- letter said that new licensing program was coming. New program is more expensive. (Some letters were sent in error, depends on whether you're academic or non-academic.)

- MS Select -- licenses arrive with no tracking of who got it -- comment -- when the LARs record the license, they don't record where it was bought, so they don't provide data to locate the license purchaser.

- MS Select student portion, how to manage -- comment: using eAcademy takes care of the issue.

- Antivirus licensing -- CIC example (consortium bid, non-exclusive, a number of schools adopted it.) -- Kansas: licensed for all campus, issue of getting sys. admins. to adopt it. UT did an emergency cut-over from NAI to Norton, only possible because of central console model. Also, some of the anti-virals are throwing in anti-spam. Why did UT move? UT : problems with Mac support, as well as price. Some indications that the platform vendors might take over this space? MS: don't cancel your options !

- SPAM poll: SPAM Assassin is the most common. More people aren't doing central spam than chose the second most common vendor. Mirapoint spam appliance was mentioned. The Brightmail people are trying to find a lower cost option for education.

- CMS licensing (Blackboard, WebCT, etc) , problems with different models, costs going up -- Comment -- went from unlimited \$6000 to a limited license for twice the price. Brings up issues of counting seats for WebCT (e.g. if you are in two courses, you are in two seats -- they seem to assume that you're doing distance education, not enhancing existing courses with on-line info, even if students don't use it.) (California Community College contact. -- they are talking about a consortium which may or may not materialize. UT - VISTA would require Oracle Enterprise and ...)  
[BBd has a self-help listserv at ASU.] Marg Knox is on Advisory Board has some names at BBd, they have a whole new service team.

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