

From: **James Johnsen** <jrjohnsen@alaska.edu>
Date: Thu, Apr 6, 2017 at 7:07 AM
Subject: Re: UAA Vote of No Confidence in CITO Karl Kowalski
To: David Fitzgerald <dafitzgerald@alaska.edu>
Cc: Karl Kowalski <karl.kowalski@alaska.edu>, Gloria Oneill <goneill@citci.org>, Dianne Milke <dlmilke@alaska.edu>

Hi David,

This is in response to your request to discuss the UAA Faculty Senate's resolution of no confidence in CITO Karl Kowalski resulting from the transition to a common Google mail and calendar platform across the UA system.

The short answer to your request is yes, I would be happy to meet with you to discuss the resolution. By copy of this email, I ask Dianne Milke to set up a time to discuss this issue with you.

As I shared with you and the UAA Faculty Senate some months ago, I deeply regret instances of lost data, lost productivity, and the frustration that resulted when technology on which we all rely became a barrier instead of a tool. I know that I speak for Karl as well in this regard.

In that same meeting, I noted that in recognition of the concerns you and your colleagues at UAA raised, I commissioned an After Action Review (AAR) of this project. That review leaves no question that the implementation at UAA (and to a more limited degree, at UAS) could and should have been implemented differently and gone much more smoothly. While Karl accepts significant responsibility for this poorly managed project, this should have been a joint effort where all involved demonstrated more leadership, collaboration, and cooperation.

In addition, while steps were taken to ensure that Google platforms were themselves FERPA and HIPAA compliant, these tools, like any other, must be configured and used in a manner that does not permit defeat of security safeguards. To varying degrees, that is an issue regardless of platform. Nonetheless, and consistent with recommendations in the AAR to ensure appropriate implementation and compliance, a HIPAA compliance audit is actively underway.

One aspect of leadership is to seek out and celebrate success. The university community will have the opportunity to do just that in a few weeks as the students you and your colleagues have taught walk across graduation stages and receive their degrees. Another--perhaps more important aspect of leadership--is to be made aware of failures, learn from them, and implement improvements. Thank you and the Senate for your efforts to identify issues. I believe the path forward set out in the AAR is the right one and I am informed that we have already begun to implement improvements, including the HIPAA audit and IT governance processes.

Jim Johnsen