Begun as an ad hoc effort in the mid-1980’s, the program has evolved into a coordinated service, managed by Information Systems and Computing (ISC), which has negotiated over thirty vendor agreements covering hundreds of products. The site license program saves the University several hundred thousand dollars each year. As shown in the accompanying list, the site license products currently available range from general productivity tools to special-function software. Beyond the addition of new platforms, modules, and products, there are several recent advancements worthy of note:

- More products, particularly networking and communication software, are being distributed electronically from FTP and AppleShare file servers.
- In cases where software must be distributed on diskette, most products are now available from a central location on campus, the Computing Resource Center at 3732 Locust Walk.
- An electronic mail address, ssl@isc.upenn.edu, can be used to request order forms, ask questions about the availability of products, or provide feedback about the site license program.

**Steering committee**

Since 1993 the site license program has been governed by a steering committee, involving both ISC and School representatives. The group meets once a month to address global issues of needs assessment, negotiation, management, distribution, and marketing. The committee helps ensure that ISC effort and resources are devoted to negotiating and managing license agreements that make the most sense for Penn.

**Product evaluation groups**

The committee often receives requests to pursue licenses for competing products. Sometimes the need for multiple products in the same category is warranted, if, for example, products vary in functionality or compatibility. However, to garner sufficient volume or limit support costs, it may be necessary to select only one product in a category for volume licensing. Ad hoc product evaluation teams are mobilized to furnish recommendations to the committee. These evaluation groups are composed of users and support staff with expertise in targeted areas (e.g., statistics, utilities, or communications), who test and evaluate comparable products from competing vendors and recommend the most appropriate.
### CURRENT AGREEMENTS

University of Pennsylvania volume purchase agreements and site licenses are briefly noted below with telephone contact information; e-mail inquiries should be addressed to ssl@isc.upenn.edu. Please watch for our new Web site to come online soon, as a resource for acquiring current product information, pricing, and order forms. Note: the list below includes products for which site licenses and purchase discounts have been negotiated but does not necessarily imply ISC recommendation or full support.

#### Database
- Oracle (see your School/Center senior business officer for details)

#### Interactive/Publishing
- Adobe Acrobat Reader for Mac/Windows (898-1786)
- Macromedia Authorware for Mac (898-9090)
- Macromedia Director for Mac/Windows (898-9090)
- Macromedia SoundEdit Pro (898-9090)

#### Mathematics
- Maple for Mac/DOS/Windows/workstations (898-9090)
- Mathematica Mac/DOS/Windows/workstations (currently under contract renewal; call 898-0426 for status)

#### Networking/Communications
- MacSLIP/PPP (898-9090)
- MacTCP (898-9090)
- MicroPhone for Mac/Windows (Computer Connection, 898-3282)
- Novell Products (currently under contract negotiation; call 898-9408)
- OSF Motif for Workstations (898-9090)
- ProComm for DOS (898-9090)
- PPP for Windows (898-9090)

#### Scientific Visualization
- IDL for Mac/Windows/DOS/Workstations (898-9090)

#### Security/Virus Protection
- Disinfectant for Mac, public domain (898-9090)
- FolderBolt for Mac (898-9090)
- IronClad for DOS/Windows (898-9090)
- Vi-Spy for DOS/Windows (898-9090)

#### Statistical
- SAS for DOS/Windows/OS/2 (898-9090)
- SAS for Workstations (898-9090)
- S-PLUS for Workstations (898-9090)
- SPSS for Mac/Windows/DOS, optional Professional/Advanced modules (898-9090)
- SYSTAT Mac/Windows/DOS (Wharton Reprographs, 898-7685)

#### Vendor-specific Agreements
- DEC Campus Software License Grant (898-9090)
- HP Hardware Purchase Agreement (898-9090)
- IBM RS/6000 HESC (898-0426)
- IBM VALU Agreement (898-0426)
- Silicon Graphics Varsity Program (898-9090)
- SUN Software Maintenance (898-9090)

### Making requests

The steering committee developed a form to be used when requesting products for consideration for a site license or a volume discount. The request form is available in hard-copy, via fax, or electronically. The requester must justify the need for a volume discount or site license for products for which there is a fairly universal need (beyond an individual School or department). The requests help the committee prioritize products to be pursued as well as maintain an overall picture of campus needs and academic initiatives. Request forms are available at the Computing Resource Center, by calling 898-9090, or sending e-mail to ssl@isc.upenn.edu.

### Strategic site license fund

An annual pool of funds has been earmarked, through internal reallocation of ISC budgets, to support the full or partial subsidization of strategic agreements and licenses in order to minimize their cost to the end user and to promote their penetration on campus. The steering committee developed the following criteria to guide them in the allocation of strategic agreements (continued on next page)
proprietary technology. Lotus Notes provides a strong set of tools for developing collaborative applications, but Notes did not fit well into an environment where students switch between using computers at home and in public-access labs. Notes also uses a proprietary architecture.

The solution preferred by the WGA advisory group and WCIT was to select “best of breed” Internet communications tools combined with a customized interface and special services geared to the needs of Wharton students.

Enter: SPIKE

With only eight weeks to develop the project before MBA students arrived for pre-term classes in August, WCIT was on a tight schedule. As Brett Hay, lead developer on the project, states “If you’re developing software for the consumer marketplace—like, say, Microsoft—you can slip your delivery schedule. We didn’t have that luxury. The incoming MBA class was arriving the first week in August. The product had to be ready.”

The project involved three major components: selecting the set of client tools, developing the customized interface, and building server-based applications to provide specialized services.

And the project needed a name. It was dubbed SPIKE. Why SPIKE? The official explanation is that SPIKE stands for “Student’s Personal Integrated Knowledge Environment,” although students and staff who have used Elm—the text-based e-mail program used at Penn—often prefer the acronym “SPIKE Probably Is (K)not Elm.” Insiders, however, know SPIKE was merely an arbitrary “code name” for the project. It didn’t mean anything. But the name stuck, and spawned several creative acronyms after the fact.

The project was completed on time and, on August 8, WCIT held its computer fair and distributed the first 625 copies of SPIKE to the incoming MBA class.

What does SPIKE do?

SPIKE’s main screen displays eight buttons for SPIKE’s primary functions:

- E-Mail: WCIT selected Siren Mail from Siren Software because of its functionality, graphical interface, and—most significantly—support for the IMAP protocol.

One of the strengths of a host-based e-mail system like Elm is location independence—users can read and manage mail from any location with a consistent, command-line interface. Graphical mail clients that support the Post Office Protocol (POP), such as Eudora, provide a simple point-and-click interface, but typically manage mail locally by pulling all messages down to the

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