Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
601 Nursing Conference Room
January 22, 2007

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Jim Pruett (Secretary), Bill Brescia, Gwen Campbell, Sheila Champlin, Len Cleavelin, Joe Cofer (Chattanooga), Elise Moore, Jeanne Hermann-Petrin, Dianna Johnson, Rick Kasser, Alison Lockett (Knoxville), Tammi Redmond, Rebecca Reynolds, Linda Risby, Richard Washington, Jennifer Watson

Judy Jefferson Johnson, Meeting Coordinator

Members Absent: Ryan Hanry (clinical schedule/dental student), Scott Hollis (academic commitment), Stanley Tyler

Guest(s): Lisa Aitken, Director of Customer Technology Support, Information Technology Services
Joe Morrison, Information Technology Services Security Officer
Larry Miller, Chattanooga

Call to Order: Secretary Pruitt called the meeting to order at 8:30 a.m. The minutes of the meeting of December 18, 2006 were approved as submitted.

Meeting Materials: Items emailed to the Committee: Agenda; Initial Terms of Service; Web-Based Priority List Survey, Round 1 with information link; Minutes of 12/18/06; revised Committee Roster

CIO Report
CIO Strickland reiterated to the Committee that one of the purposes for the Advisory Committee is to disseminate information from the meetings to the Campus population. He introduced ITS Security Officer, Mr. Joe Morrison, whose computer security awareness presentation followed. Highlights from CIO Strickland included:

➢ E03 Budget Entity
   o IT departments across the State underwent budget restructuring efforts, relocating IT and funding for it on the campuses of its Chancery.
   o CIO Strickland reports to Chancellor Owen, not to Knoxville. ITS funding will eventually return to the Memphis Campus.

➢ ITS Funding Model Update
   o As the ITS function is a part of UTHSC Campus, CIO Strickland reiterated that the budget will replace the current fee-for-service for computing/telecommunication services. Data ports and basic Campus telecommunication needs are being discussed in meetings with CIO Strickland and Vice Chancellor Ferrara.
   o Representative Joe Cofer inquired whether Chattanooga needs to submit a request for IT service. He also asked if there were budget resources allocations...
CIO Strickland stated he meets annually with Chancellor Owen to discuss objectives for ITS, a gauge for evaluating his performance as CIO. Objectives shared are below. A number of Committee members expressed interest in receiving an e-copy of the objectives to review. CIO Strickland will email objectives to the Committee.

- Improve the relationship and partnership between ITS and UTHSC Deans and Department Heads.
- Solidify and strengthen communications between the three campuses of the University of Tennessee Heath Science Center and Information Technology Services.
- Improve the internal and external web presence and branding for the University of Tennessee Health Science Center as “The Medical School for the State of Tennessee”. The Web Page Task Force has been organized to address these issues.
- To protect the UTHSC Student, Faculty, Staff, Research and Patient Data from unauthorized access.

**Computer Security Awareness**. Presentation highlights of ITS Security Officer Joe Morrison:

**ITS Security’s Aims:**
- To keep hackers out of Campus computer resources
- To increase Campus awareness of computer safety guidelines, a measure to prevent data safety compromises
- To improve on initial awareness of incident occurrences

**Tool to Protect Campus Computer Resources:**
- Mr. Morrison distributed to members a brochure entitled “Computer Safety and Security” to share with department faculty, staff and students.
- The brochure’s content included security tips as well as contact information re: computer compliance, security hotline and incidents reporting.
- An e-copy of the brochure was requested by members. Secretary Pruitt suggested that Mr. Morrison forward the electronic brochure copy to Judy Johnson to send to Committee membership. Secretary Pruitt suggested a 2-week timeframe to forward to Mr. Morrison feedback on the brochure.
- College of Medicine Chattanooga’s representative, Dr. Joe Cofer, expressed concern about the brochure not addressing security issues at his site, (i.e., reporting loss of thumb drives containing patient data) and asked for feedback on how ITS Security could serve their needs. Mr. Morrison stated the security information provided can be customized for any organization, not just UTHSC.

CIO Strickland stated the Advisory Committee is one of the avenues to achieve IT objectives. Another avenue is onsite visits to offsite Campus colleges/departments by Jason Holden, ITS Network Infrastructure Director, which will strengthen the link between the three campuses in
assessing and addressing offsite Campus IT needs. Internet2 connectivity at these sites will help bridge the communication gap, including videoconferencing, tremendously.

ITS directors will also be increasing their visibility in the Campus community. CIO Strickland stated that Lisa Aitken, ITS Director of Customer Technology Support, is scheduling a town hall meeting for MAC users re: Exchange email. He encouraged Committee members to see Lisa if MAC users in their areas have expressed specific concerns or wishes they want addressed. The meeting platform will be a Campus-wide Tech Talk forum.

**Ongoing Business**

**IT Priorities List:** Chair Thomason and Representative Jeanne Hermann explained the Delphi method, web-based survey of IT priorities.

- Members were asked to complete the survey each time received, re-prioritizing IT needs indicated. Chair Thomason stated the most common needs will surface to the top of the list for each round of the survey. He also stated the survey will be generated several times, producing a refined list that will indicate true needs the Committee should focus on.
- Chair Thomason stressed that only one person should complete the survey for each Campus area represented by the Committee, but that input should be a consensus response from constituents represented.
- In the case where a need may not be listed on the survey, add it in Section 5/Other Suggestions. New suggestions will be added to the surveys for a vote.

**Old Business:** **Term Limits.** Secretary Pruitt commented that representatives should contact Chair Thomason or him, if there are questions.

**New Business**

**Campus Listservs.** Faculty Senate representative Rebecca Reynolds expressed the concern that emails sent to faculty senators via the Faculty Senate listserv are not received by offsite faculty.

- The questions posed to CIO Strickland—Is there a way to expand listservs to view the email addresses of people on them? How can others be added to the listserv? CIO Strickland stated will discuss this matter at his next ITS Staff Meeting.
- Representative Sheila Champlin, Communications and Marketing Director, commented that Campus-wide emails are routed to their office, reviewed and sent to the Campus community. Chattanooga and Knoxville have designated contacts who receive and distribute the messages to their respective Campus body. Communication and Marketing does not maintain actual listserv lists.

Representative Champlin asked Representative Cofer if Chattanooga receives the UTHSC newsletter, *The Record*. Representative Cofer was not familiar with it. He added that news about their site is published in their newsletter *UT COMmunicator*. Secretary Pruitt suggested collaboration between the UTHSC campuses as a strategy to develop a sense of connection for the UTHSC sites, to enable and encourage interaction. The libraries will be a starting point in the collaborative effort.

**Communication Gateway to UTC:** Mailboxes project is near resolution. Representative Cofer expressed concerns about mailboxes, namely restrictions relating to listservs and updates.

**The next meeting will be February 26, 2007, at 8:30 a.m., 601 Nursing conference room.**

The meeting adjourned at 9:30 A.M.