Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
A138-140 Coleman Building
September 24, 2007

Members Present: Taylor Strickland (CIO), Bill Brescia (Chair), Gwen Campbell, Joe Cofer (Chattanooga), Jeanne Hermann-Petrin, Rick Kasser, Alison Lockett (Knoxville), Tammi Redmond, Stanley Tyler, Jennifer Watson (Secretary).

New Members: Richard Kuebler, Telehealth Project Manager in the Outreach Center, is the Health System Affairs representative. Ryan Peterson, 3rd year medical student, is the Student Government Association representative. Both were unable to attend the meeting—Richard due medical leave and Ryan due to clinical rounds.

ITS Directors: Lisa Aitken, Customer Technical Support; Charlie Brooks, Application Development; Peter Fox, Computing Systems

Guest: Dr. David Seaberg, COM-Chattanooga Dean

Judy Jefferson Johnson, Meeting Coordinator

Members Absent: Sheila Champlin, Len Cleavelin, Scott Hollis, Dianna Johnson, Richard Kuebler, Elise Moore, Ryan Peterson, Jim Pruett, Rebecca Reynolds, Linda Risby, Don Thomason

Call to Order: Chair Brescia called the meeting to order at 8:35 a.m.

Approval of Minutes: Minutes of the August 27, 2007 meeting were not approved. There was not a quorum from the membership. The following updates were made to the minutes:

- In the attendance section, page 1, ITS divisions were indicated for each director.
- Under CIO Report, page 2, under Q & A, “coverage” replaced “they are” in Q3 for clarity.

Meeting Materials: Minutes of August 27, 2007; Agenda; Updated Working Groups Roster

Announcement(s): Next Meeting: October 22, 2007

Representative Cofer invited Dr. Seaberg, new Dean of COM-Chattanooga, to attend the meeting to get an understanding of IT-related issues and insight of the ITS organization at UTHSC and its challenges. CIO Strickland welcomed Dean Seaberg to the meeting.

COM Chattanooga concerns discussed included:

- Internet Connectivity. Representative Cofer expressed concern re: Internet connection problems, including frequent videoconference disconnections during Advisory Committee meetings. Bridge Support should be contacted at 901-448-2512 for reconnections.
- **Domain Identity.** Dean Seaberg is interested in maintaining some identity with UTHSC other than domain “utmem.edu”. CIO Strickland reiterated that UTHSC units in Chattanooga and Knoxville were added to its listserv to ensure receipt of pertinent email to each site. Regarding the “utmem.edu” domain, Educause’s policy is one domain per system and UT is considered a system. Domain “uthsc.edu” has been used by the University of Texas Health Science Center. CIO Strickland will continue to follow-up with Educause re: the domain and keep the Committee updated.

**CIO Report**

- **Student Government Meeting.** Representative Thomason is trying to schedule a SGA meeting with CIO Strickland.

- **Web Page Task Force Update.** The primary agenda of the Task Force was to go live with the new UTHSC web redesign. It was launched on September 21st. The new web page was displayed for Committee members’ comments which included they liked the new redesign and some miss Quick Links, although they were able to locate often used links. The next priority of the Task Force is to development templates for secondary pages.

- **Wireless Access Enforcement of Use Policy.** Non-UTHSC installed wireless access points will no longer be allowed to connect to UTHSC network effective December 1, 2007. The products purchased by users have little to no security and can cause major network security problems. Users-installed wireless access points need to be replaced by Network Services to ensure IT security compliance. Email notification was sent last week by Communications and Marketing. Requests should be forwarded to Roger Schwartz; his contact information is included in the notice. Wireless access points installation cost is $800 and is the responsibility of the requesting department.

**Questions and Answers**

Q: Is CMS available to use?
A: CMS is available and ready to be implemented, once content managers have been trained to use it. Colleges and departments will be sent information to confirm or designate content managers for their web pages. Designated content managers will have sole authority to make changes to web pages; however, deans and department heads are ultimately responsible for web page content.

Q: How does IMAP protocol request work?
A: IMAP users will be the last ones to convert to Exchange. These users are encouraged to start using Exchange. An email can be sent to Lisa Aitken, Customer Technical Support Director, to request configuration instructions.

**Ongoing Business**

**IT Priorities List.** Secretary Watson commented that 6 members still need to be assigned to the working groups, including the SGA representative. These members will be re-contacted by her for working group preference. Assignment of working groups will be completed by the next meeting date. Additional comments:

- Some working groups have more members than others. Secretary Watson may ask members to consider moving to less represented groups.
ITS representation will be available for each working group to offer expertise in case members may need help. Peter Fox agreed and commented that directors should be notified of all working groups’ meetings.

Chair Brescia commented that objectives for focus groups should be set by the next meeting date.

CIO Strickland updated the Committee re: his concern about the lack of adequate Campus input from the IT priorities surveys. Representative Reynolds was asked to follow-up with the Faculty Senate and the Computing Subcommittee for additional faculty feedback and input on directions they may have in addressing any of the priorities indicated. IT security is a major priority for ITS.

Old Business:

Filesharing. CIO Strickland stated that a meeting is scheduled for September 25th with the Microsoft representative to discuss SharePoint.

New Business:

Advisory Meeting Time Change. To improve Committee membership attendance at monthly meetings, Chair Brescia surveyed members present for their thoughts on whether a later meeting time should be considered for the monthly 4th Monday meetings. Members agreed a poll should be generated to Committee members to vote on the best time the majority of the members can attend the meetings.

- Secretary Watson may distribute an electronic poll with several meeting options.
- Representative Kasser commented on changing the 8:30-9:30A standing meeting time, as teaching and other faculty commitments may conflict with late morning and afternoon timeframes.
- CIO Strickland emphasized the need for Committee members to send delegates to meetings they are unable to attend. He discouraged the lunch hour as a possible meeting consideration, since it is personal time for faculty, staff and students.

Respondus Software. Representative Kasser offered the use of the software to Campus. The College of Allied Health Sciences purchased the software primarily for the LockDown feature and for Word document download of tests to Blackboard. Several licenses were included with the software purchase. It renews annually at the cost $2,600. The 3 components of the software include:

- LockDown for testing—computer access is restricted to testing environment
- Test Bank for preparing tests with direct download to Blackboard
- StudyMate for in-class activities for students

Lisa Aitken will check with Blackboard re: Enterprise version to see whether LockDown capability and word document import are included in it. CIO Strickland commented that UTHSC is considering hosting Blackboard or have Blackboard host it. A cost analysis is pending.

The meeting adjourned at 9:30 A.M.