Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
601 Alexander_Nursing Conference Room
November 26, 2007

Members Present: Taylor Strickland (CIO), Bill Brescia (Chair), Gwen Campbell, Joe Cofer (Chattanooga), Sheila Champlin, Rick Kasser, Richard Kuebler, Chanchai McDonald, Elise Moore, Ryan Peterson, Jim Pruett, Don Thomason, Linda Risby, Jennifer Watson (Secretary)

Members Absent: Len Cleavelin, Jeanne Hermann-Petrin, Scott Hollis, Alison Lockett (Knoxville), Tammi Redmond, Rebecca Reynolds, Stanley Tyler

ITS Directors:
Lisa Aitken, Customer Technical Support; Charlie Brooks, Application Development; Peter Fox, Computing Systems; Jason Holden, Infrastructure and Network; Joe Morrison, IT Security

Judy Jefferson Johnson, Meeting Coordinator

Call to Order: Chair Brescia called the meeting to order at 8:36 a.m.

Approval of Minutes: Minutes of the October 22, 2007 meeting were approved as submitted.

Meeting Materials: Minutes of October 22, 2007; Agenda

Announcement(s): Next Meeting: December 17, 2007

COM Chattanooga Concern

- Domain Identity Update. University of Texas Health Science Center–Houston renewed registration of domain “uthsc.edu”, although they do not use it. UTNHSC was a suggestion by Representative Cofer for consideration of another identity possibility for the Health Science Center.

CIO Report

- Information Security Office (ISO). UT Systems has formed a security organization with the charge of writing and enforcing IT security policies and procedures. Robert Ridenour is Executive Director; his direct report is CFO Gary Rogers. An Information Security Officer will be appointed for each UT campus. James Perry, ISO Director, is visiting UTHSC November 28th - 30th to create the IS Officer job description and review IT security policies, procedures and Best Practices with each ITS division and Campus IT representatives. CIO Strickland reiterated that IT security is an individual problem, not just an IT problem, since it involves computer access, usage, etc. Password change was cited as a primary concern.

- Network Upgrade. The IP address scheme will mostly change from public to private, reducing exposure to potential hackers. There are many non-ITS managed wireless access connections on Campus. CIO Strickland emphasized the December 1st wireless deadline in removing these devices from the network. Committee members were urged to remind
constituents in their respective areas. There has been little response Campus-wide in compliance to Network regulations.

VPN was confirmed to be a secure access to the Campus network.

As it relates to IP ranges, Secretary Watson commented that Library databases are authenticated. Users need to be informed of this information.

- **Exchange Update.** Email migration is 95% complete. The target deadline is January 2008.
- **Faculty Senate.** CIO Strickland is on the agenda for the January 8th Senate meeting. He will stress the need for more faculty involvement re: IT matters, particularly with the IT priorities list.
- **Banner Update.** Banner is a Systems project, not an ITS project. The Medical College of Georgia (MCG) has implemented Banner and UTHSC held a videoconference with their representatives to gather insight and feedback. Their opinion is that Banner can work in our health science environment. Representative McDonald shared additional information about MCG’s experience with Banner and her concerns:
  - Implementation took a lot of resources and effort.
  - MCG formed a committee to address Banner consisting of Campus representatives that comprised their Oversight- and Implementation Committees. A consultant was hired as their project leader.

Concerns re: UTHSC:
  - The project leader needs to be a UTHSC employee, knowledgeable of existing systems.
  - A knowledgeable team needs to be formed to address Banner in relation to the new Student Information System, modules required, etc.
  - Banner Implementation: Non-traditional university settings vs medical centers.

- **Computer Lab Complaints Update.** The lab contains 50 computers and 6 printers. Four additional printers have been ordered. Lab changes include a manager to facility needs of students. Visibility improvements between the students and the lab manager were made also. Representative Peterson will keep student leaders informed of these and other student improvements communicated to him.

**Questions and Answers**

**Q:** Who are decision makers for Banner at UTHSC?
**A:** CIO Strickland responded he and Vice Chancellors Tony Ferrara and Cheryl Scheid. The project leader is Linda Painter in Knoxville. Other team members include Chris Cimino, Knoxville; Monty Wilson, Chattanooga; Shannon Burgin, Martin.

**Q:** Are there plans to offer IT security training Campus-wide as it relates to using computers responsibly?
**A:** Yes. Secretary Watson added that training can be offered as HR 128 credit.

**Q:** College of Medicine computer lab in the GEB, is there any information to support the rumor?
**A:** Funding is needed.

**Q:** Can the kiosks in GEB be moved somewhere else?
**A:** Julie Sutch should be contacted; she manages activities in GEB.
Ongoing Business

IT Priorities List.

- Progress Reports: Working Groups
  - Clinical Care: No update provided.
  - Education: Representatives Cofer and Peterson are on this committee. If meetings are scheduled well in advance, their schedules could allow their participation.
  - Infrastructure: Secretary Watson stated the group will meet this week; an update will be provided at the December meeting.
  - Public Service: The group has met and is in the process of gathering data re: the various types of Campus activities that will be combined under Public Service. Needs-based activities from cross audiences will be reviewed. Malrie Shelton in Community Affairs is working closely with this group and has identified 3 categories of activities—administration, outside requests and students/staff requests. Past items will be checked for occurrence patterns—recurring or sporadic.
  - Research: No update provided.

Old Business

- Meeting Time Change Survey. A handout was distributed outlining survey results. The results are also posted on Blackboard. Several suggestions were voiced which conflicted with faculty academic and/or clinical schedules. Meeting location availability was another factor to consider. The Committee concluded it is best to leave the time as is—4th Monday monthly, 8:30 – 9:30 a.m. (CT).

- Blackboard. The trial version is still available for testing. Few faculty have taken advantage of the opportunity. Enterprise is an enhanced version of Blackboard. Deans are in favor of enhancement features. The price is being negotiated. Knoxville and Martin use Enterprise. Vikki Massey and Keisha Houston have both attended training. CIO Strickland will further address this issue with faculty at the January Faculty Senate meeting. Additional feedback from Committee members included:
  - Faculty schedules conflict with test opportunities. Representative Pruitt expressed concerns about purchasing Enterprise without understanding faculty needs. Faculty interests are included on a list that can be obtained from Vikki Massey. If their interests align with enhancement features, the faculty endorses the product.
  - Representative McDonald’s concern is the ability of Enterprise to work with Banner. She will visit Chattanooga and Martin this week and expects to have an answer soon. Enterprise’s database structure was not impressive to her; however, she feels it can work. Her preference is for UTHSC to host the data rather Blackboard for data ownership reasons. This avenue is less costly than the vendor hosting the data. Allied Health’s feedback was very helpful. Campus support is what the faculty wants.
  - Representative Cofer is interested in utilizing Blackboard to post Journal Club articles for access by Surgery residents, eliminating xeroxing. Peter Fox confirmed access availability if the residency database can host with ITS. Secretary Watson mentioned the minor downside of the non-flexibility of renaming module names in using Blackboard, such as Course Documents or External Links—these cannot be changed.

New Business: None

The meeting adjourned at 9:35 A.M.