Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
A304 General Education Building (GEB)
April 23, 2007

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Bill Brescia, Gwen Campbell, Sheila Champlin, Larry Miller for Joe Cofer (Chattanooga), Jeanne Hermann-Petrin, Dianna Johnson, Rick Kasser, Alison Lockett (Knoxville), Elise Moore, Jim Pruett (Secretary), Tammi Redmond, Rebecca Reynolds

ITS Directors: Lisa Aitken, Charlie Brooks, Peter Fox, Jr.

Judy Jefferson Johnson, Meeting Coordinator

Members Absent: Len Cleavelin, Ryan Hanry (clinical schedule/dental student), Scott Hollis, Linda Risby, Stanley Tyler, Richard Washington, Jennifer Watson

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

Approval of Minutes: Minutes of the March 26, 2007 meeting were approved. The following revisions were made:

- Under Meeting Materials, page 1, minutes date correction from 3/26/07 to 2/26/07.
- Under CIO Report, page 1, name correction to the 3rd bullet point.
- Under Exchange, page 2, a cosmetic change was made to the last sentence.
- Under Q and A, page 2, questions 1 and 3 and answer 1 were restated for clarity.

Meeting Materials: Items emailed to Committee members: Agenda; Minutes of March 26, 2007; Round 3 Survey Results.

Announcement(s):
- The May meeting date is **Tuesday, May 29th**. Monday, May 28th, is Memorial Day, a UT holiday. Location update: **A138-140 Coleman Building**.

CIO Report

ITS directors were invited to attend the Advisory meeting by CIO Strickland to provide input and/or clarity regarding agenda- and IT priority list items.

- **IT Budget Update**: ITS budget entity has returned to the Memphis campus. The new year’s budget will be a duplicate of the current year’s budget.
- **Quarterly Contact Quotas**: CIO Strickland commented this effort is to bring about more involvement of directors with the Campus community. A copy of Customer Technology Support (CTS) contact quotas for 1st quarter 2007 was distributed to Committee members. It contained persons contacted by Director Lisa Aitken and IT needs addressed. Some contact persons have since moved to other University departments. Chair Thomason
suggested having a current IT contacts list maintained. A separate list can be posted that contains technical support persons such as those who participate in Tech Talk.

Web Page Task Force Update:
- Policies and Procedures Subcommittee: Web policies and procedures final draft is still pending approval. Chancellor Advisory Cabinet meetings are canceled due to current administrative changes. Another avenue will be sought for document approval.
- Design Subcommittee: The Task Force has narrowed 6 designs down to 3. Focus groups will consist of representation from all colleges. Communications and Marketing will assist with focus groups for students, faculty and staff. Alumni Affairs will assist with the alumni focus groups. The focus groups will select the final design. Feedback offered will be considered for inclusion into the design.
- Content Management Software (CMS): Installment is in progress. Expected implementation is by mid- to late May. Training details are still not available. There will be a 3-month period for migration to CMS. After the transition, the current site will no longer be available. Content managers for colleges and departments will be responsible for updating their web pages.

Ongoing Business

IT Priorities List:
Chair Thomason discussed the handout on Round 3 priority survey listings by UTHSC mission areas. Members were asked to volunteer to lead focus groups for the 4 mission areas of education, research, clinical care and community service. Top needs identified by mission categories can then be addressed by Advisory Committee members and ITS directors. Some IT and infrastructure needs appear repeatedly on several lists. The question of how best to handle these needs was posed to Committee members—whether to (1) forward to CIO Strickland, (2) review, revise, refine the lists or (3) find solutions. He also asked members their thoughts on whether some of the needs identified can be considered short-term—whether they can be achieved or implemented within a short period of time.

Highlights of top needs:

- **Education:**
  - **Guaranteed Enrollment Program:** Electronic student application submission program that allows colleges to select candidates. NetIDs will then be generated for these students.
    - **Student Data Access:** Representative Reynolds expressed concern re: addresses for returning students. Student data contains former and current addresses. When requesting addresses for mailings, former addresses are generated. Representative Reynolds commented that addresses for fee sheets are pulled from databases. Charlie Brooks, Director of Oracle Application Development, stated the problem has been corrected.
  - **Online Programs:** Need broader access.
  - **Expanded GEB Computer Lab:** Funds need to be identified for implementation of a 50-person capacity computer lab.
  - **Extended Help Desk Support:** Beyond 5:00 p.m. and weekends, Help Desk support was available to Campus at one time. Limited calls were received. Campus was aware of the service that was discontinued due to insufficient justification to continue it.
    - **Help Desk After Hours and Emergency Calls:** Directed to Campus Police, who has a contact list for ITS.
College of Nursing: Secretary Pruett expressed concern about reactivating the service, for a particular timeframe such as new student orientation periods (7/9/07 and 7/23/07), to aid in troubleshooting problems students have with Blackboard, email, or other technical computer problems. Currently, students contact faculty to assist with these issues.

Proposed Remedies:
- On-Call Support: Taylor will bring this subject up to Administration for their consideration, reiterating that funding will be needed to compensate on-call staff.
  ◦ If considered, certain restrictions will apply—calls must be of an emergency nature or related to a Campus-wide situation; departments will be charged for non-emergency type calls.
  ◦ Concerns were expressed regarding the “cost” of implementation vs the “consequences” for non-implementation, perhaps producing missed opportunities.
  ◦ CIO Strickland urged the Committee to consider whether the request is more of cost-effectiveness vs public relations
- Remote Service Calls: Rather than having staff on duty in the office, calls can be serviced remotely via email. Staff support rotation will be limited, as additional staff support is needed; not all staff is experienced in all areas.

Research:
- Research Data and Activities Access: Databases, both clinical and research, can be integrated with CTSI (Clinical and Translation Science Institute) and Academic Affairs.
- Software for Mass Use: Representative Johnson shared with the Committee her experience with Google Docs and Spreadsheets, a free software product with password protection that she, in conjunction with other colleagues, use that saves them time since revisions made are in real-time. She further commented that the Campus community should be educated on free software.
  ◦ Dr. Larry Miller agreed. He added he will forward a URL on Web 2.0 network, a social networking world that can be an alternative to addressing or resolving some of the identified IT needs.
  ◦ HIPPA guidelines will also need to be followed. Chair Thomason commented on the security article published in the March – April 2007 issue of The Record. He also made reference to a Newsweek article on email that included pie charts demonstrating increases in email volume from one quarter to the next. Chair Thomason stated the article is worth discussing, as it explains how email works.

Clinical Care and Community Service:
- Calendar Tool for Campus Events: Communications and Marketing is working on this project. CIO Strickland commented that moving the Campus to Exchange mail will assist in this effort. Migration is 74% complete. The target deadline is 12/30/07.

Other Items:
Barracuda Email Delays: Computing Systems Director, Peter Fox, clarified that of the 800,000 daily email deliveries, reports indicate the longest delay in transmission is 2-3 seconds. IMAP emails route through Barracuda. The Exchange environment is not affected. Concerns were expressed indicating significant delays are attributed to Campus. One email in particular was cited
as having taken 8 hours to transmit. Director Fox asked that the email header be forwarded to him at pfox@utmem.edu. The source of the problem can be tracked from its original point to its destination point.

**New Domain:** CIO Strickland reiterated Educause’s policy on domains—one per university. He is working with Educause on this issue.

**Old Business:**

**Web Posting of Meeting Minutes:** Advisory Committee minutes are now published on the Information Technology Services (ITS) web page at: [http://www.utmem.edu/comp/](http://www.utmem.edu/comp/).

**Blackboard:** Account set-up is complete for Advisory Committee members. If members already have an account, see section “My Courses” for the added course titled “Advisory Committee”. If a member does not have an existing Blackboard account, access instructions can be forwarded to you. Contact Judy Johnson at jjohns62@utmem.edu.

**New Business:**

**Election of New Officers.** Terms for new officers begin July 1, 2007. Members were urged to forward nominations to Chair Thomason, whether for themselves or someone else.

The meeting adjourned at 9:30 A.M.