Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
A138-140 Coleman Building
January 28, 2008

Members Present: Taylor Strickland (CIO), Bill Brescia (Chair), Gwen Campbell, Sheila Champlin (Teleconference), Jeanne Hermann-Petrin, Rick Kasser, Alison Lockett (Knoxville), Chanchai McDonald, Elise Moore, Ryan Peterson, Rebecca Reynolds, Linda Risby, Don Thomason, Stanley Tyler, Matt Grayson for Jennifer Watson (Secretary).


Judy Jefferson Johnson, Meeting Coordinator

Members Absent: Len Cleavelin, Joe Cofer (Chattanooga), Scott Hollis, Richard Kuebler, Tammi Redmond.

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

Approval of Minutes: Minutes of the November 26, 2007 meeting were approved.

Meeting Materials: Minutes of November 26, 2007; Agenda

Announcement(s): Next Meeting: February 25, 2008

Meeting Cancellation: December 17, 2007

CIO Report

- **Banner.** CIO Strickland and VC Ferrara will be going to Nashville January 29th to meet with Statewide officials re: finalizing the RFP (Request for Proposal) for Banner consultation and implementation. Current business practices are included in consultant services to link existing functionality with implementation. Many subcommittees will be formed to work through implementation; Advisory Committee members will volunteer. Chattanooga will implement first followed by Memphis. Martin already has Banner.

- **Blackboard.** Blackboard Enterprise contract was signed in December 2007. The representative has been in contact with Lisa Aitken. Production target date is July 2008.
  - Test box is expected within the next few weeks.
  - Current Blackboard content will be moved to Enterprise. Lisa strongly urges Blackboard users to review their materials once moved. Authentication will use the NetID and password. Representative Reynolds expressed concern about content look and function in Enterprise. CIO Strickland commented that the existing version of Blackboard will be brought up to current and a key provided.
Training: Blackboard consultants are scheduled to come to UTHSC for a 3-day train-the-trainer type session at the end of March or first of April. Keisha Houston is coordinating this training contact her if you would like to attend.

Additional pieces are included in the purchase, including a 24/7 helpdesk and web page. Other features including community and content will be turned on around the end of the year.

- **Exchange.** Everyone has been moved, including 120 IMAP non-response users. Anyone experiencing problems should contact the Helpdesk. Lisa confirmed that IMAP has been enabled and configuration instructions are on the Helpdesk web page.

- **UTHSC Domain.** The domain is now available. The University of Texas Health Science Center – Houston agreed to relinquish it. A feasibility study is being conducted, since the change will have a big effect on a lot of things, including email and listservs. Campus Administration has not approved the domain change yet.

- **Non-Secure Wireless.** Most devices have been removed from the network. The disconnectivity deadline was December 1st.

- **Network Upgrade.** The $3 million electronic LAN upgrade is on schedule. Various committees are forming. Private addressing will replace public addressing in most cases.

- **ISO Assessment.** College of Pharmacy Knoxville assessment has been done. Primary concern: improper maintenance of servers—not performing critical updates, leaving systems vulnerable to hackers. Computing Systems provides a secure server environment. Committee members were urged to make their constituents aware of this information.

- **Faculty Senate.** CIO Strickland met with the Faculty Senate January 8th. There was good exchange of discussion. A list of short-term action items will be developed. ITS will be planning its FY 2009 budget; projections for improvements and upgrades need to be included.

- **Computer Lab.** Additional printers were ordered for the GEB lab. The open access lab contains 50 terminals and 9 printers. Another printer has been installed in the SAC lab. Concerns were expressed re: student printing of course handouts. To address the large volume of printing, printer monitors were added, providing the status of print requests. The lab manager and tech also assist students with printing. Establishing student print quotas may be a measure to curve excessive duplicate printing in the labs. Student fees address printing needs. CIO Strickland met with SGAEC, giving them an overview of technical services provided in their tech fees.

- **GEB Wireless.** Coverage has been improved. No feedback has been received from students re: problems. Representative Peterson confirmed that students are surveyed all the time.

**Questions and Answers**

Q: Will Blackboard login be in 2 systems?
A: TSS Director Lisa Aitken responded no, since 2 applications cannot run at the same time.

Q: Will IT Services send out Campus notices re: server security?
A: CIO Strickland commented that Gary Rogers, CFO, has been invited to address the Deans and Vice Chancellors; he is still waiting on a reply. *The Record* will also publish an article.

Q: What is the status of 110 connection?
A: CIO Strickland stated that State funds may be needed to get connectivity. Usage needs to be determined. UTHSC has Internet 2 connectivity from the University of Memphis. He will follow-up with ORNL.
Q: Is there any update re: wireless access with kiosk for Coleman Building?

A: Julie Sutch is the contact person. She has not contacted Lisa Aitken nor Jason Holden, Infrastructure Director.

**Ongoing Business**

**IT Priorities List.**

- Progress Reports: Working Groups
  - Clinical Care: Subcommittee has not met.
  - Education: Subcommittee has not met.
  - Infrastructure: Representative Kasser commented re: finding other locations for computing testing other than GEB lab.
  - Public Service: No update provided.
  - Research: Representative Hermann-Petrin provided the following highlights:
    - There are 3 additional members on the Subcommittee: Julia Krushkal, Thad Wilson, and David Nelson.
    - Research Administration is interested in new research software. RAMSeS was developed by the University of North Carolina and contains various modules—electronic submission for proposals, laboratory cage management, IRB protocol submission. VC Rusty Johnson will discuss the software with Executive VP David Millhorn and it is hopeful a decision is reached soon, as the decision will affect faculty. CIO Strickland reiterated that he had offered to host the software at UTHSC. Grants and Contracts currently use COEUS.
    - A survey was developed for distribution to faculty through the Faculty Senate re: software preference.

**Other Items**

- Podcasting. Representative Peterson commented on the success of Podcasting in the College of Medicine—minimum technical problems. Instruction improvements: cursor movements, encirclement of word/phrases. The first two classes surveyed showed positive.
  - Representative McDonald expressed interest in Podcast or Blackboard for publishing students’ publications, since students access both software.
  - Representative Peterson commented that students volunteer to prepare Podcast materials. He suggested that possibly M-2’s can work with the Education Subcommittee to come up with a design. Matt Grayson confirmed the Library only provides Podcasting, not instructions on how to develop.

**Old Business:** None

**New Business**

- CTSI. Representative McDonald commented on the new CTSI website that will be reviewed by NIH.
  - Secondary Web Pages, UTHSC. CIO Strickland will follow-up with Todd re: the status.

The meeting adjourned at 9:15 A.M.