Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
601 Alexander, Nursing Conference Room
February 25, 2008

Members Present: Taylor Strickland (CIO), Bill Brescia (Chair), Sheila Champlin, Joe Cofer (Chattanooga), Debbie Smith for Jeanne Hermann-Petrin, Rick Kasser, Richard Kuebler, Chanchai McDonald, Elise Moore, Tammi Redmond, Jennifer Watson (Secretary).

New Member: Vikki Mercer Massey is IT Administrator IV in the College of Nursing. She replaces Dr. Jim Pruett.


Judy Jefferson Johnson, Meeting Coordinator

Guest: Malrie Shelton, Interim Director for Community Affairs

Members Absent: Gwen Campbell, Len Cleavelin, Scott Hollis, Alison Lockett (Knoxville), Ryan Peterson, Rebecca Reynolds, Linda Risby, Don Thomason, Stanley Tyler.

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

Approval of Minutes: Minutes of the January 28, 2008 meeting were approved.

Meeting Materials: Minutes of January 28, 2008; Agenda

Announcement(s): Next Meeting: March 24, 2008

CIO Report

➢ UT Board of Trustees (BOT) Campus Visit. President Petersen and the BOT toured the Campus with Executive Vice Chancellor Ken Brown, Saturday, February 23rd, to view buildings in need of structural renovations. State funding is needed for the required improvements. Two articles were published in the Commercial Appeal about the visit. Communications and Marketing will send a Campus-wide email with links to these articles, along with the article highlighting LeBonheur’s expansion project that also mentioned UTHSC.

➢ Banner. Pre-bid meeting for Banner was February 15th. Bidders must be present for the pre-bid process. Questions from bidders must be submitted by March 10th. The pre-bid process deadline is March 14th. Bid review back to Campus is April 7th – 11th with a videoconference to each Campus. CIO Strickland encouraged participation from the Committee and urged them to invite their colleagues to attend also. Web page set-up will be done by Knoxville. Each Campus will do their individual page set-ups.
Blackboard. The purchase order for Blackboard Enterprise was sent out last week. 24/7 Help Desk is included with the new version. Implementation responsibility will be moved from ITS to Academic, Faculty and Student Affairs. ITS will upload the data. Once loaded, ITS will not have a role in Blackboard. Representative McDonald commented that letters were sent to Keisha Houston and representatives for each College about Blackboard changes.

A question was asked about who will house Blackboard. Concerns were expressed about the speed of an external server. Representative McDonald reiterated UT Martin’s satisfaction with Blackboard hosting the server rather than them. A primary concern of hers is that faculty and student databases do not link to Blackboard.

CIO Strickland followed-up with Representative Cofer re: his interest in utilizing Blackboard for the Department of Surgery’s residency journal club activities. He has not connected with Keisha, but will follow-up with her.

Exchange Upgrade. Internet speed and email delivery are still concerns of the Campus. Peter Fox, Computing Systems Director, commented that 3 Barracuda units are used to control incoming mail traffic. The units are monitored and process approximately 1 million emails daily. If back-up occurs in the units, there is some delay in email delivery. Two mail routers will be removed which will allow mail to route directly to the Exchange server. Peter will work with users having email delivery problems on an individual basis.

IT Security. Fines are being imposed for disclosing sensitive data information such as social security numbers. Joe Morrison in IT Security made a presentation to business managers. Users are responsible for data they request. If there is not a need for sensitive data, CIO Strickland stressed that users should not request it.

Information Security Office (ISO). Campus visits are planned for May for initial server security assessments. ITS provides a secure environment for servers in its Machine Room. Contact Peter Fox if there are questions or concerns re: server security.

ORNL: Funds are available to increase bandwidth.

UTHSC Domain. There is no big expense for ITS for the domain change. The feasibility study outlined a cost effective measure for updating business cards by using stickers. A presentation will be made at a future Deans and Vice Chancellors meeting, once the study results are received from Representative Champlin with cost estimates. A decision needs to be made whether to go with the new domain. The current domain cannot be used simultaneously with the new domain. UTHSC will have a period of 6 months before discontinuing use of the current “utmem” domain.

Network Upgrade. LAN upgrade changes are forthcoming. Committees have been formed to address different aspects of the project.

ITS Budget. FY 2009 budget needs to be forwarded to Administration. CIO Strickland asked Committee members to forward suggestions re: IT Campus needs to him for consideration for inclusion in the new budget.

Questions and Answers

Q: Should new students be notified about Exchange?
A: CTS Director Lisa Aitken commented that she does not anticipate any problems with Exchange. Students will be notified of events as they occur. User names and passwords are generated for
new students automatically prior to their arrival on Campus.

Q: Passwords for Campus applications, will there be a simplified solution for changing passwords? The process is confusing with the use of 3 different passwords.

A: CTS will work on a solution to make password updates less confusing. Changing the Exchange password updates a user’s iLogin password for Oracle. When the Active Directory (AD) password is changed, it updates the iPlanet directory for IRIS. The NetID password, per Representative McDonald, also works in FIS (Faculty Information System).

**Ongoing Business**

**IT Priorities List.**

- **Progress Reports: Working Groups**
  - **Clinical Care**: No update.
  - **Education**: Representative McDonald has agreed to help to move the Committee forward.
  - **Infrastructure**: No update.
  - **Public Service**: Interim Director Malrie Shelton is working with Representative McDonald and Karlene Hopkins in Application Development, to create a way for faculty, staff and students to report their community service hours online. She met with UT Knoxville Outreach staff on the project. Templates were developed to collect the needed data. A teleconference is scheduled for March 5th with Michigan State, a current user of the software and database. Community service data is needed annually for an Outreach report.
  - **Research**: Debbie Smith, designee for Representative Hermann-Petrin, commented that the survey was sent to faculty. Faculty will choose their research software preference—COEUS or RAMSeS.

**Old Business:** None

**New Business:** None

The meeting adjourned at 9:18 A.M.