Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
601 Alexander Nursing Conference Room
March 24, 2008

Members Present: Taylor Strickland (CIO), Bill Brescia (Chair), Gwen Campbell, Sheila Champlin (Teleconference), Joe Cofer (Chattanooga), Jeanne Hermann-Petrin, Richard Kuebler, Alison Lockett (Knoxville), Chanchai McDonald, Vikki Massey, Elise Moore, Rebecca Reynolds, Don Thomason, Stanley Tyler, Jennifer Watson (Secretary).


Judy Jefferson Johnson, Meeting Coordinator.

Members Absent: Len Cleavelin, Scott Hollis, Rick Kasser, Ryan Peterson, Tammi Redmond, Linda Risby.

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

Approval of Minutes: Minutes of the February 25, 2008 meeting were approved. Minutes of January 28th were reapproved with an updated change.

Meeting Materials: Minutes of February 25, 2008; Agenda

Announcement(s): Next Meeting: April 28, 2008

CIO Report

- Banner. A single bid was received from SunGard and its subcontractor. The review process is under way to ensure criteria are met. A videoconference will be held across UT campuses, April 8th, 9:00 AM (CDT). The UTHSC location is 101 Hyman. Target implementation timeline is 22 months.

- Blackboard. Representative Massey provided an update re: the Blackboard upgrade. Data migration to the Blackboard server is complete; the next step is software upgrade. Blackboard services were restored March 20th. Changes made to courses during the upgrade period were not saved. A concern was expressed re: the short turnaround time between Campus-wide notification of the upgrade and the actual downtime. It was reiterated by Representative Massey that Spring Break for students was selected as the best time for the upgrade, since it was thought to have the least impact on most users. To accommodate implementation needs and to ensure Blackboard will be available when needed, Representative Reynolds suggested better planning to better prepare users for required extended downtimes. The Blackboard manager is aware of the concerns.
Representative Cofer has received access and instructions to Blackboard for their residency program. He expressed concern re: content quota limits. His goal is to have a single location to access articles and research resources such as Powerpoint presentations, archived lectures, etc. A central server could meet the need in consolidating residency research materials for all Campuses. Representatives Kuebler and Cofer will discuss this option. Secretary Watson suggested another resource, a streaming server, that the Library offers which provides students with a URL. She will also follow-up with Representative Cofer.

- **Exchange.** The current email account size is 250 MB (100 MB for students). Chris Stachowski, Computing Systems, confirmed the inbound email attachment limit is 10 MB.
  - **Password Reset Update.** Lisa Aitken has not received a response from Knoxville. She commented that by changing your password in active directory (AD), there is not a need to change it anywhere else because of AD synchronization. Lisa will follow-up with Knoxville today.

- **ORNL.** Existing Statewide connectivity spanning across Tennessee—ORNL to Nashville to the University of Memphis will be expanded to connect UTHSC and St. Jude. State funding of $3 million has been allocated for the expansion. The project is on hold, pending resolution to contract negotiations between the State and ORNL.
  - **Network Bandwidth.** CIO Strickland stated more bandwidth can be purchased for the Campus. The new contract has better rates. Chair Brescia commented on Second Life and the future possibility of using it for teaching which would require considerable bandwidth usage. Blackboard is now requiring more bandwidth since it is accessed remotely.
    - **Misuse.** A bandwidth review of current usage has been done to determine types of usage. Some misuse has been identified and will be disclosed in a Campus-wide email along with the policy on appropriate usage.

- **Network Upgrade.** The project is moving forward, except for the Alexander Building core room that is on hold pending completion of renovations. IP addresses will be changed. All Campus servers need to be identified to ensure proper security measures for content.

- **Faculty Senate Resolution.** CIO Strickland received three project items as a result of his meeting with the Faculty Senate January 8th for ITS implementation:
  - **Document Storage Server:** ITS is trying to schedule a Xythos demo on Campus which should involve the Faculty Senate and faculty group. CIO Strickland has obtained Administration approval.
  - **UpToDate.** The web-based database is being purchased and has a contract effective date of July 1. It is widely used by residents. Chattanooga residents can also use it.
  - **Phased 3-Year Computer Replacement Program.** An inventory of all faculty computers is needed—basic sciences and clinical faculty. Representative Cofer will forward Chattanooga’s inventory to CIO Strickland.

- **Computer Lab Update.** Lisa Aitken commented that construction will begin on the new C109 GEB lab in mid-May; completion is expected by mid-August. Seating capacity is 80 to 100.
  - A question was asked whether the B110 lab could be reconstructed for better needs.

- **Software Licenses.** Software licenses and purchases need to be centralized. Users need to be aware that accepting software license agreements obligates UTHSC to terms and conditions of the software. Software purchases and licenses may need to be authorized by ITS as a preventive measure.
  - **Reflections.** Attachmate’s software used for terminal emulation was used by UTHSC Campus-wide in 1994, but is only used by a few users now. An updated version of the
software was purchased and posted on a web site which has created concerns of licenses infringement and network security.

- **Web Page Services.** Migration of secondary pages is going slowly. Executive Vice Chancellor Ken Brown met with CIO Strickland and Todd Barber, UTHSC Webmaster re: migration status. IT Services staff will team up to move the migration efforts forward.

**Questions and Answers**

Q: What is the purpose for the guaranteed enrollment fee? If students decline an offer, NetIDs would have been generated for no reason.

A: The fee is for students who have been accepted to UTHSC. When the fee is received, a NetID is created and a UTHSC email account is generated. The process is automated once an offer is made to students. As Banner is implemented, current business practices will need to be updated.

**Ongoing Business**

**IT Priorities List.**

- **Progress Reports: Working Groups**
  - **Clinical Care:** Representative Thomason commented that items are being crossed off of priorities lists for this group and for the Education group. Software resources are available at UTHSC. Software training is needed to educate interested users.
  - **Education:** See Clinical Care; no additional update to report.
  - **Infrastructure:** The group has not met yet. Representative McDonald will work with Dr. Jim Pruett to coordinate a meeting.
  - **Public Service:** Malrie Shelton, Interim Director of Community Affairs, is a part of the Public Service working group. The group’s name is now recognized as Public Service/Community Affairs. A meeting will be scheduled when all group members are available. There is not a designated chair for this group.
  - **Research:** The survey report is in draft format. Priorities are less than 10, with top priorities being desktop computers refresh every 3 to 4 years, update email size restrictions—increase email quotas. Priority #1: Free wireless access in common areas such as conference rooms; adequate access points are a concern. The 7th priority is implement Xythos. Representative Hermann-Petrin will post the draft document on Blackboard. A total of 84 responses were received. The survey was posted for a week.

**Old Business:** None

**New Business**

**Educational Technology Showcase.** Chair Brescia stated the showcase will be held April 15th and will feature demonstrations and posters by faculty and staff. There will be a keynote speaker. Door prizes will also be given away, to include a PDA.

The meeting adjourned at 9:28 A.M.