Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
601 Alexander Nursing Conference Room
April 28, 2008

Members Present:  Bill Brescia (Chair), Gwen Campbell, Rick Kasser, Vikki Massey, Elise Moore, Ryan Peterson, Tammi Redmond, Rebecca Reynolds, Linda Risby, Don Thomason, Stanley Tyler, Jennifer Watson (Secretary).

ITS Directors:  Lisa Aitken, Customer Technology Support (CTS); Peter Fox, Computing Systems; Jason Holden, Infrastructure; Joe Morrison, IT Security Office.

Judy Jefferson Johnson, Meeting Coordinator.

Other:  Malrie Shelton, Interim Director of Community Affairs and Chair, Public Service Committee

Members Absent:  Taylor Strickland (CIO), Sheila Champlin, Len Cleavelin, Joe Cofer (Chattanooga), Jeanne Hermann-Petrin, Scott Hollis, Richard Kuebler, Alison Lockett (Knoxville), Chanchai McDonald.

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

Approval of Minutes:  Minutes of the March 24, 2008 meeting were approved.

Meeting Materials:  Minutes of April 28, 2008; Agenda; Research Work Group Recommendations

Announcement(s):  Next Meeting:  Tuesday, May 27, 2008

CIO Report.  In the absence of CIO Strickland, ITS directors provided the updates.

- **Banner.**  Two additional bids were received and are under review.  A meeting with the vendors will be held May 7th in Nashville.  Webcast presentations will also be available.

- **Blackboard.**  Blackboard no longer resides in IT Services, but in the Office of Academic, Faculty and Students Affairs.  Questions about Blackboard should be directed to Academic Affairs.  Committee members will update their constituents about this change.

- **Exchange Password Reset Update.**  Password reset notifications for UTHSC will be generated by IT Services, not Knoxville.  New passwords will authenticate against NetID and active directory (AD).  Blackboard password is still separate, but will authenticate soon.

- **Bomgar Desktop Streaming.**  CTS Division recently purchased a desktop streaming software that provides remote desktop control.  Helpdesk callers are directed to a URL to connect to the software as a user to receive guided instructions from Helpdesk specialists.  The software works well.

- **Network Bandwidth.**  The bid to increase bandwidth on Campus is expected to be forwarded to the Purchasing Department this week.
Network Upgrade. The completion rate is 60% per Jason. All network closets in every building have switches. Cutover implementation is expected to take 1 to 1.5 months to move users. Schedules will be developed to move departments which can be done without IP changes at this point.

Campus Servers. IT Security Officer Joe Morrison emphasized the need for all Campus servers to be identified due to the redesign of IP addresses. All IP addresses will be changed.

- Committee members were asked to poll their constituents re: servers and forward server contact information to jmorri24@utmem.edu by May 15th.
- Billy Hatcher, IT Services Network Manager, met with MAC users.
- Redesign of IP Addresses. An email re: the network redesign project will be sent Campus-wide. A question was asked whether IT Security has a list of known users. The response was yes, but a very short list. An upcoming article in The Record should include this information. The email will also cover expectations for end users. The IT Security web page contains a brief description of the server upgrade project and a link to follow to provide required server information, specifically, data type and system identification. Two tools are listed—one for PCs and one for MACs. The purpose of IP address changes is to address security issues.

Document Storage Server. A Xythos demo was given to the Faculty Senate IT Committee. Primary features include a disk storage utility for filesharing with document tracking and a secured link to send large attachments with either one-time or unlimited access. The Senate IT Committee endorses the purchase of Xythos. A second Xythos visit will be scheduled for the Campus. To advertise the demo to a wider audience, it was suggested by Representative Reynolds to have a pre-meeting before a given Faculty Senate meeting held monthly, 3rd Tuesdays, 3:30 p.m.

Questions and Answers

Q: How is Xythos different from SharePoint?
A: Xythos is web accessible anywhere and very intuitive. From an IT Security perspective, Xythos meets a lot of logging and tracking controls to make it more compliant with HIPAA and FERPA.

Q: Is there anyway for students to use Xythos?
A: Yes.

Q: What is the plan for implementation of Xythos?
A: Campus needs to be surveyed to find out the interest level, as the product is expensive. Licensing, hardware, storage as it relates to user allocation, and training will determine when Xythos would be available once purchased.

Q: What is the difference between Xythos and the version included in Blackboard?
A: Xythos provides more document storage space. Blackboard academic suite contains a content management system, 1 of 3 of its components, which is a stripped down version of Xythos.

Q: What is the status for adding more space for Podcasting?
A: Peter stated 72gb have been added for Podcasting.

Q: Will students be getting their own space? If so, is there a target implementation date?
A: Brad Terhune has distributed a message to students, per Lisa. The implementation date has not been decided.
Q: Are there problems with wireless access in the SAC? Can access problems be detected? Chair Brescia commented he experienced several instances of disconnectivity, which also occurred during an attempt to access Blackboard training with a wireless Dell computer. A: Lisa and Jason confirmed there were no access problems in the SAC. Access problems can be detected. Lisa added configuration setup may be the cause of the problem in HPs, as they may have problems with wireless. The Educational Excellence Showcase was held in the SAC and there were no problems. Q: Is there an update re: the new computer lab? A: Lisa responded the proposal has been reviewed and is a budget issue.

**Ongoing Business**

**IT Priorities List.**

- Progress Reports: Working Groups
  - Clinical Care: No updated reported.
  - Education: Faculty, staff and students will soon be able to track community hours per PS/CA Chair Malrie Shelton. This will be made possible from the community pages for faculty and staff. Students will use a portal system that will be developed.
  - Infrastructure: Secretary Watson reported that Dr. Jim Pruett is helping out with this group. The focus is to talk to Jason to learn about Infrastructure. Issues and problems from UTMCK will be included to see how Infrastructure can address them.
  - Public Service/Community Affairs (PS/CA): Chair Shelton stated priorities have been identified. A link to this information will be set up by Jason.
  - Research: Chair Brescia reiterated that priorities were identified through a survey circulated to faculty.

**Old Business:** None

**New Business**

**Campus Calendar.** Peter commented that the calendar is almost ready for publishing. It will include academic and student information.

**Library Media Lab.** Secretary Watson announced the Media Lab now has a manager. Services the lab provides include video editing, digitizing and streamlining multimedia content. Representative Peterson inquired as to whether a download card could be purchased to enable students to load content onto their PDAs while in the lab. To utilize the services, the Library should be contacted.

**Other Items:** None

The meeting adjourned at 9:13 A.M.