Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
January 26, 2009

Members Present: Taylor Strickland (CIO), Jeanne Hermann-Petrin (Chair), Latorie Bradshaw, Bill Brescia, Felicia Christian, Sheila Champlin, R. Dale Jackson, Kent Lee (Chattanooga), Chanchai McDonald, Vikki Massey, Don Peruski (Knoxville), Ryan Peterson, Rebecca Reynolds, David Rosenthal, Larry Tague for Don Thomason, Jennifer Watson (Secretary).


Judy Jefferson Johnson, Meeting Coordinator; Malrie Shelton, Interim Director of Community Affairs.

Guest: Matt Sanchez, Assistant Vice Chancellor for Student Affairs.

Members Absent: Richard Kuebler, Ron Patterson, Tammi Redmond, Linda Risby, George Wood.

Call to Order: Chair Hermann-Petrin called the meeting to order at 8:32 a.m.

Approval of Minutes: Minutes of the December 15, 2008 meeting were approved.

Meeting Materials: Agenda; Minutes of the December 15, 2008 Meeting; Banner General Timeline Handout; 2007-08 IT Priorities; 2006-07 Previous Years Summaries

New Business

- **Banner**: Mr. Sanchez stated there’s little to report other than training is underway. His presentation was opened with a Q & A session to address concerns of Committee members. In response to questions regarding specific modules that will be deployed and a timeframe, Mr. Sanchez stated he would forward the SharePoint website to Chair Hermann. The Banner handout outlined implementation phases and projected go-live dates for Admissions, Registration and Financial Aid. Banner will be added to a future meeting agenda for updates.

CIO Report

- **Network Upgrade**: The upgrade will be complete February 11th. A few old network servers are still active.
  - **NAC**: Network Access Control will replace network registration. Credential checks and updates will be done prior to allowing network access. The NAC has been purchased. Target completion is still June 2009. New registration details will be posted.

Registration concerns were voiced. A new committee has been formed to address Identity Management (IM), a UT System initiative. Registration testing will be done,
including the testing lab. Annual registrations will not be affected, as Oracle database will not be used. Guest registration will remain the same. Blackboard sign-on will also.

- **Server Migration.** The Machine Room is now complete. A few servers are still on the old network.
- **Firewall Procedure.** Firewall security is redesigned, per Mr. Morrison. The request form is now available online in iLogin. Once submitted, the form routes to him. To access the form, go to [https://oracle.utmem.edu/pls/htmldb/prd/f?p=113307:1](https://oracle.utmem.edu/pls/htmldb/prd/f?p=113307:1), and enter your NetID and password.

### Questions and Answers

**Q:** What are the go-live timeframes for Banner applications/modules?
**A:** Fall 2010. Admissions will be implemented in September 2009. Others will follow in phases.

**Q:** What does implementing Admissions mean?
**A:** Regular process functions that permit registration.

**Q:** How will current functions equate to Banner functions?
**A:** It is unknown how Banner will operate until installation. Training is helping in learning the software. Software testing will be done in June to work out any mechanics or unforeseen occurrences.

**Q:** How is the schedule done for the testing lab to increase scheduling efficiency?
**A:** Mrs. Aitken replied on a first come first serve basis. Suggestions were sent to Dr. Scheid to narrow testing times. Mrs. Aitken added she is not sure if the topic is on the burner for further discussion.

### Old Business

- **UTHSC Virtual Tour Web Option.** Malrie Shelton provided the following update:
  - Todd Barber (UTHSC Webmaster) viewed websites with virtual tours before the winter holiday break. A draft video will be developed and will include photos and other resources from existing materials. Committee members who volunteered for the subcommittee will meet to review and discuss it. If additional reviewers are needed for input, Mrs. Shelton will return to the Committee for more volunteers and solicit others from the Campus body.

### Ongoing Business

**IT Priorities List.** 2007-08 Priorities Summary Document was reviewed by the Committee.

- **Progress Categories.** Check Off*, Check-In: Committee members used the categories to update the priorities by mission areas. Priorities with some degree of completion are noted as Check-Off. Check-In priorities represent items that will be revisited every 6 months for an update status. A separate list for priorities to continue to strive for will be maintained.
  - **Clinical Care:** Last year’s items will be crossed off.
  - **Education:** Items cross-off is in progress.
  - **Infrastructure:**
    - **Check Off:** 1. Improve speed of network
    - **Check In:** 2. Increase access to online testing (Budget determination)
      - 3. Improve IT security (ongoing process.) Complete per Subcommittee
      - 4. Upgrade technology—security cameras on campus
      - 5. Implement E-911 service to campus (On Hold)
      - 6. Filter campus-wide email on a per campus basis
For item 4, Committee members briefly discussed the need for increased security in the tunnels and in parking garages. Mr. Holden stated that Campus Police determines where cameras are placed on Campus. Security camera requests should be forwarded to them.

For item 6, complaints continue to be received from Knoxville concerning staff digest messages. When sent to more than one listserv, messages are received multiple times.

- **Public Service:**
  Check In: 1. Area for faculty/staff/students to enter community service work
  2. Area for listing of community volunteer opportunities
  3. Speakers bureau tours options
  4. Campus tours

  Interim Director Shelton stated there’s a system in place for entering community service hours. IT is working on items 3 and 4 on a priority basis. Item 3 is not set up yet, but will be a formal system whereby speakers can be requested for Campus engagements.

- **Research:**
  Check In: 1. Campus-wide free wireless access – especially public areas
  2. Regular faculty desktop refresh – PC and Mac every 3-4 years
  3. Relax email attachment size restrictions and increase email quotas teamed with implementation of Xythos document server**

  Mr. Holden reiterated that Campus does not have blanket wireless access. In providing guest wireless, he stressed to the Committee that Campus does not need to be viewed as an ISP or wireless café. Campus complies with CALEA’s requirement concerning wireless in providing guest wireless, rather than open access. Sponsored guests are classified as friends of UT. He suggested that members identify places where wireless would be helpful and forward their requests to Network Services for consideration.

  Xythos Update: Hardware has been delivered, per Mr. Fox. Software install: February.

Chair Hermann requested a group of 5 volunteers to meet to review the 2006-07 priorities document. Secretary Watson, Representative Reynolds, Mrs. Aitken and Mrs. Shelton volunteered. She pointed out that priorities represent various goal levels—smaller achievable, over-achieving, short- and long-term, and those that will be blocked by budget. To achieve some of the goals, Chair Hermann commented that existing technology will need to be used in a better way.

**Other Items**

- **Blackboard.** Plans are underway to return Blackboard services to Campus. The reasons for the decision include the current budget state and contract expiration in March. The projected timeline is late February/early March. Academic Affairs is working with Peter Fox to prepare for the transition. Representative McDonald will send out a Campus message with specific downtime dates. During this time, content can only be reviewed—**no updates can be made.** Although Blackboard archives are done, all users are advised to back-up their course content as well. It was suggested to post the change to the Blackboard log-in page.

- **Campus Listservs: Opting In/Out.** Chair Hermann tabled item discussion until the next meeting. CIO Strickland will check to see if opting out is possible and if so, which lists.

With no further questions or comments, the meeting adjourned at 9:30 A.M. The next meeting will be Monday, **February 23rd**.