Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
March 23, 2009

Members Present: Taylor Strickland (CIO), Jeanne Hermann-Petrin (Chair), Bill Brescia, Felicia Christian, Sheila Champlin, R. Dale Jackson, Chris Woody for Richard Kuebler, Chanchai McDonald, Tonya Brown for Vikki Massey, Don Peruski (Knoxville), Ryan Peterson and David Ball (Standby Designee), Rebecca Reynolds, Linda Risby and Creshunda Phillips (Designee), Larry Tague for Don Thomason and, Jennifer Watson (Secretary).

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Charlie Brooks, Application Development; Peter Fox, Computing Systems; Dan Albaugh for Jason Holden, Infrastructure; Todd Barber, Webmaster; Joe Morrison, IT Security.

Judy Jefferson Johnson, Meeting Coordinator.

Members Absent: Latorie Bradshaw, Kent Lee (Chattanooga), Ron Patterson, David Rosenthal, George Wood.

Call to Order: Chair Hermann-Petrin called the meeting to order at 8:34 a.m.

Approval of Minutes: Minutes of the February 23, 2009 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the February 23, 2009 Meeting; Terms of Service Handout

Announcement: The meeting will be recorded for the purpose of the minutes on embedded conference room equipment.

CIO Report:

- **Microsoft Systems Contract.** UT System has negotiated a contract with Microsoft to provide some of its software free to faculty and staff. Students are not included in this resource. Two licenses will be provided, one for the office and one for home. Software included: Office for PCs and Macs, Office Groove, InfoPath, Publisher, OneNote; operating systems (Vista at this time); SPAM-hosted filtering, server access licenses, Operations Manager, Windows Write Management and ForeFront. Knoxville is still researching the best way to implement software downloads. Forefront is being tested to replace McAfee for faculty and staff. At the request of Chair Hermann, Lisa Aitken will forward an inclusive list to the Committee. The licenses will cover the lab. If employees have more than one work computer, a license would need to be purchased for it.

- **Acting UT President’s Campus Visit.** CIO Strickland shared highlights of the 3/13 Deans/Vice Chancellors’ meeting with Dr. Jan Simek. His impression was Dr. Simek seems very down to earth and approachable. Conscious of the economy and UT budget, he drove to each campus for meetings. He stated his role as President will not be permanent. A long-term UT employee, his passion is teaching and he plans to return to it. The relationship between UT
Knoxville and System was clarified, meaning when he refers to Knoxville, his is referring to the campus, which has the same challenges with System as the other campuses. Dr. Simek believes UT System is too large and by June, he plans to reduce its size. He also believes campuses should have more autonomy. While in office, Dr. Simek plans to make changes.

- **Blackboard.** The data has returned to Campus. Representative McDonald provided the following updates. The server will be hosted onsite. Several factors contributed to the decision: the budget, inadequate customer and technical support, and the current contract expired 3/19/09. Dr. McDonald and her staff compared the data when it was returned to Campus and discovered missing data which were attachment files in the Discussion Board. She believes this feature is used only by a limited group of users—medical students, she and her students, and a few others.

  Blackboard is working to prepare a fix for the problem. If a fix is not possible, they suggested that Campus upgrade to version 8. Dr. McDonald checked with Knoxville to compare the current and new versions and was told Version 8 is significantly different, as it has more functionality and add-ons. Campus training would be required before use. Consequently, the upgrade cannot take place now, but will be postponed until the December holiday break. Blackboard has agreed to leave the server open free of charge, until the data is either returned to Campus, a fix is developed or version 8 is installed. Representative McDonald reiterated that the Blackboard data process needs to involve IT Computing Systems and the Administrator (Keisha Houston). Additional comments:

  - Discussion Board is a new function in version 7.3. Attachments are not always received. An in-house substitute software, KISMET Wiki, was created by Dr. McDonald and her staff. She and her class use it and it was shared with the medical students also.
  - Discussion Board is more widely used on Campus. Representative Reynolds commented that attachments are very difficult to open in it.

**Questions and Answers**

Q. When will the courses that have not been brought forward be made available? Only current Spring courses are available. Access is needed to all courses.
A. IT Computing Systems already has the hard drive. Blackboard needs to be consulted for instructions to restore the remaining courses, to ensure all data are included. Peter Fox explained the export problem in version 7 that caused the problem. A patch has been incorporated into version 8, but cannot be extracted just to apply to version 7 to resolve the problem.

Q. What should faculty do to get ready for summer courses?
A. All courses should be restored within a week or two. Faculty needs to confirm they have all their course data.

Q. Is the only problem with the Discussion Board attachments?
A. Yes.

Q. The bug that affects exporting, what affect does it have on archiving?
A. Mr. Fox responded he’s not sure and would need to check with Blackboard, as he is uncertain what the actual bug is and what the patch repairs.

Q. Is it possible when courses are archived, everything may not be included?
A. That may be the case, per Representative McDonald. GSH designee Larry Tague stated he archived his courses and has not found a problem.

- **Banner Update.** Application Development (AD) is currently trying to build validation tables used in forms and screens. System values are in and campuses are allowed to build onto them. AD staff is still attending functional and technical training. Admissions legacy data in the
Oracle environment will **not** be converted. Everything going into Banner effective 10/19/09 forward will be new information. Financial Aid is year by year and therefore, there will not be any imports. The problem will be producing transcripts, as some students started in quarters and finished in semesters several years each way of 1992. It is uncertain how combining the timeframes would work in Banner. Transcripts can be produced either by quarters or by semesters. Banner Document Managing Software (BDMS) will be used to scan transcripts and general student records will be created for pre-1992 and 1992 forward. This same process has to be done for graduates before the electronic era. If Banner can create transcripts combining quarters and semesters, transcript scanning will go back as far as 1985.

AD is very aware of the milestones and what needs to be done. In starting to develop items, some restriction exists, as AD cannot get applicable validation values that are used to build forms/screens around. The rebuilding process cannot be done until the values are known. The challenge is to get as many of these populated as possible. The last of the server farm was received 3/19 and 3/20. Production is still scheduled for 10/19/09, with the Admissions piece first to go live. Testing and development is still being done in the Knoxville system environment. Members should contact Mr. Brooks at cbrooks@utmem.edu, if they have questions.

**Old Business**

- **Campus Listservs: Opting In/Out.** CIO Strickland verified with Administration his response given re: faculty, staff and student listservs, that they cannot be opted out of, except when leaving the University. This is Administration’s confirmed position.

- **Campus Announcements.** In response to a more professional look for daily Digest messages, Secretary Watson shared a St. Jude announcements email. CIO Strickland and Representative Champlin discussed the format and her comments were: 1) Organized by major area, e.g., seminars/conferences, on-campus activities, etc., the announcements format is very neat; 2) Communications and Marketing does not have the manpower to prepare a single document in this fashion, as messages would need to be cut and pasted, reviewed and edited, and summarized with a brief synopsis per message; 3) messages are received throughout the day and her office does not receive all messages since Equity and Diversity moderates the staff listserv. She suggested a 3-line synopsis box that could be added to the submission form which senders could insert a message summary to serve as the message header.

- **Student Printing: Survey Results.** Representative Peterson distributed a handout of basic broad results. There were 161 responses. The survey covered 1st – 4th years. Responses were categorized by year. He plans to develop a proposal for Dr. Scheid summarizing the 6 pages of findings of free responses not included in the handout, since she decides on print quota limits. The student printing data can be sorted by college, but not by year. The majority of students feel the print quota should be increased to 700-800 in the 1st and 2nd years. Additional summary comments:
  - More computers are needed in other areas; students are aware of the possibility of the new printing lab.
  - More electrical outlets need to be added in GEB, especially in large lecture rooms.
  - More electrical outlets are needed in places for computers to actually hook into the network.
  - Wireless drops continually in some places, e.g., GEB, the Library (conflicting reports).
  - Some reports of problems with MACs accessing over the network, e.g., iPod touches.
  - Students are generally pleased with the GEB computer lab. They also like the single sign-on set-up implemented in the GEB lab.
Lecture notes should be posted in a timely manner on Bb or future site. This will be re-emphasized to Dr. Scheid. Last minute changes contribute to the printing problem.

About 1/3 – 2/3 of students use their laptops to take notes. Representative Peterson asked is there a policy against finding GEB printers on the network for students to print class materials for later pickup. CIO Strickland responded not to his knowledge. He commented this would be a better use of student printing.

The summary data will also include the percent of faculty by college who post lecture materials online within 24 hours of lectures, e.g., Dentistry, 8%. The summary will also be available to interested members. The Student Technology Initiative (STI) will compile a handout or FAQ for students re: technology issues at their request. Instructions for printing to network printers in the GEB can be included in it. Members interested in submitting suggestions for the FAQ can send it to Representative Peterson for now. He will be leaving in May and will find a replacement representative for SGA. One clarity point was made by Mrs. Aitken— the new print facility will be for testing and not for printing, since there is increased needs for testing. The existing lab space will be made into an open access area for students. A question was asked about the new testing lab and when it would be ready. CIO Strickland responded this is a funding issue; however, plans are still moving forward on it.

Ongoing Business

IT Priorities List. Chair Hermann has not received any additional priorities to add to the new list. It is not too late to submit suggestions for inclusion. Consolidated priorities need to be ranked. Thin clients can be installed in the 910 Madison meeting room for members to vote on the priorities. A web page will be developed to rank the priorities which can also be done outside of the meeting time.

New Business

Terms Expiring 6/30/09. The handout with Committee members’ terms was reviewed by Chair Hermann. Members whose terms will expire were reminded that they can server another 3-year term. Their Dean/Vice Chancellor should be notified of their interest to serve another term, or if not interested, they were asked to forward a nomination of an energetic colleague who could serve, understanding the time commitment and responsibilities.

Elections of officers also need to be held for the Chair and the Secretary. Nominations can be held at the April meeting. Voting for new officers will need to be done at the May meeting. New officers need to be in place for the July meeting. Current and past officers can be contacted for guidance on expectations and required time commitments for each office.

Chair Hermann surveyed the Committee to see if June presented a conflict for the regularly scheduled meeting—not conflict. Maximum attendance by members would be required for voting.

Other Items

NAC Campus Ramifications. NAC stands for network access control. Dan Albaugh of Network Services provided the highlights. PCs and MACs are checked for authorized use of network resources. Single sign-on works for PCs. MACs are not a part of the UT domain; users therefore must log-in twice. The process is automatic at log-in and requires a valid NetID and password. The software resides on your computer and will perform a security check for XP Service Pack 2 and up-to-date antivirus software. This process is replacing the
annual computer registration. Non-interactive equipment such as printers, Polycoms, video systems, thin clients, etc., will not go through the NAC process. Auto password changes are recognized by the NAC software and new credentials will activate at log-in. Questions about NAC follows:

Q. Will wireless be affected by NAC?
A. Eventually wireless will also need to be checked. Wireless devices that connect to the network will need to go through the NAC process. Laptops need to meet log-in criteria of valid antivirus definitions to access the network.

Q. Is NAC tied to the LDAP system?
A. Yes, depending on the operating system. Windows uses AD for single sign-on.

Q. What about machines that are not PCs or MACs that are connected to the network for software uploads such as Linux machines in research labs? Will these be subject to the IP regimen?
A. Not sure. Non-interactive devices such as printers, PDAs, thin clients, video systems, Polycoms, etc., will not go through the NAC process, basically desktop computers only.

Q. Will white-listing wireless devices be done automatically or will there be instructions?
A. The NAC process will be as seamless as possible. The purpose is to ensure that every time a device is connected to the network, it is safe—a network security measure.

Q. New curriculum will be interactive to report duty hours. Computer secureness was a problem. How secure is NAC?
A. NAC ensures network secureness.

Q. How often will NAC be done?
A. Currently, once a year. The goal is once weekly or monthly. In case of virus threats, connected users can be contacted to do a manual check. Representative Peterson suggested that testing computers be exempted from this process.

Q. How will NAC work on a remote VPN?
A. Remote testing has not been done yet. Mr. Albaugh will check from a remote site.

Q. Lab instrumentations have internal network for lab printers and require network access for software upgrades. What type of impact will NAC have on labs?
A. There will always be exceptions to the rules.
Q. How will servers be handled?
A. The same as computers. The latest updates will be installed. Most problems with servers on Campus is the lack of the latest updates.
Q. How will NAC affect guest wireless?
A. Guest wireless only provides access to the Internet and to the networks of guests, not to Campus network resources. Therefore, guest wireless is not affected by NAC.
Q. Will a file be installed on users’ computers?
A. Yes, but it is optional. It is a persistent agent—a very minute file stays running at all times.

When Network Services get further along with NAC testing, a group will be needed to test with. Chair Hermann suggested considering the Advisory Committee. Members were urged to try logging in from home as NAC testing nears.

Representative Peruski expressed concern about the change from McAfee to Forefront. Although on the Knoxville campus, he is actually on the medical center’s network and uses some UT licenses. He was informed by email that UTMCK is switching to Trend Micro in the next 2 weeks. He asked when would the UT change to Forefront take place. Mrs. Aitken stated she is unsure of the date and suggested that he check with Samantha Johnson in Knoxville, the contact for the contract; she is negotiating an extension on the McAfee contract. Chair Hermann stated Campus Managed McAfee will be added to the April agenda for further updates. Joe Morrison mentioned August is the target timeframe for the switch to Forefront.

With no further questions or comments, the meeting adjourned at 9:40 A.M. The next meeting will be Monday, April 27th.