Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
April 27, 2009

Members Present: Jeanne Hermann-Petrin (Chair), Bill Brescia, Sheila Champlin, R. Dale Jackson, Kent Lee (Chattanooga), Chanchai McDonald, Tonya Brown for Vikki Massey, Adam Mabe for Ryan Peterson and David Ball (Standby Designee), Don Thomason and Larry Tague (Designee) and Jennifer Watson (Secretary).

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Joe Johnson for 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.


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

Approval of Minutes: Approval of minutes was deferred to the May 18\textsuperscript{th} meeting; minutes reached members the day of the meeting.

Meeting Materials: Agenda; Minutes of the March 23, 2009 Meeting; Handouts: Microsoft Campus Agreement Software List and the Draft Consolidated IT Priorities.

CIO Report (Updates were provided by ITS Directors):

- Microsoft Agreement Update. There were no new developments. Downloads are still being tested. Lisa Aitken stated that a conference call is scheduled this week to update Memphis and the other campuses on how things will work and provide an opportunity to do individual campus testing. A question was asked whether the site licenses are for all campuses or just for Memphis. The response was for all campuses.
  - McAfee Update. McAfee will remain as is through the end of this year. A clarity question was asked, whether calendar or fiscal year. Mrs. Aitken responded calendar year, since there is not enough time to implement Forefront by the end of June.

Old Business
- NAC Update. NAC testing is still in progress.

New Business
- SharePoint. IT Computing Systems hosts a SharePoint server. Peter Fox stated 10 sites are already set up. An invitation was extended for anyone interested in setting up a site to contact him at pfox@utmem.edu. Training is not provided; therefore, the application is self-taught. Systems will assist users as much as possible. Site management is the responsibility of users.
Xythos. Testing is almost complete. Feedback is coming in from the test group. Customer Technology Support (CTS) has also tested the application. A release date to Campus has not been decided, as Computing Systems and CTS need to be prepared to assist users with questions. Training materials are also being developed.

Xythos will be open to students; it is unknown whether it will be included in student orientations. The initial proposed space allocation to students will be between 100-250MB, but could increase depending on available storage space. Representative Thompson expressed concern about the small space restriction. His suggested ideal allocation was at least 10GB per user based on sizes of attachments. The problem of available space was reiterated by Mr. Fox, due to hosting needs, backups and hardware capacity. A per user storage size has not been decided; the capacity will be based on the factors previously stated. Exceptions will also be considered. The purpose of Xythos was emphasized—a transfer/collaboration utility, not document storage. The primary need for Xythos is for transporting sizeable documents that cannot be done in email. The issue of backups was discussed. Mr. Fox commented that backups are required for Xythos, as some extended uses include patient data. This was confirmed by Joe Morrison, IT security officer. In addressing hardware space, a suggestion was made to tailor use according to actual needs, rather than designating uniform storage allocations. Mr. Fox will check on available options. Other concerns addressed—document management, network speed. Documents should only be in Xythos long enough to move them to desired destinations. They are searchable by title and key words; however, they should not stay there indefinitely. Using Xythos as a portable drive will not slow down the network; it is similar to using fileshare. It ensures HIPAA regulations since users are both local and offsite.

Ongoing Business

Consolidated IT Priorities Ranking. Members reviewed the 2/20/09 draft version of the priorities. A voice vote was done for listed priorities whether to leave items on the list or to mark them off. Marked off priorities will be published to Campus about how to use them. A listing of the priorities with a description will be prepared by Chair Hermann to send out to Campus. She will also create an e-survey of the remaining non-completed priorities for members to prioritize. The survey will not be sent anonymously. Non-responding members will be contacted, so survey results will reflect full Committee representation. Related items will be grouped together. Highlights of discussed priorities are below.

Calendar. Exists on the Campus homepage. Events Calendar concerns:

- Recurring events are not considered special events and are not approved for the calendar. ‘Special’ needs to be expanded to include more events.
- Calendar administrators, Pam Houston and Emma Anderson, approve events based on administrative guidelines. A copy will be requested for the Committee to review.
- Todd Barber clarified that the calendar is a robust calendaring tool. It was developed to be a complete Campus events calendar. Current restrictions, such as limiting recurring events, are not related to functionality. A filtering feature is also included to allow users to select posting location, whether Campus homepage or other. Changes, whether event-type or editorial, can only be made by the administrators—a software restriction. Training is needed for optimal use of the calendar.
- With the filtering feature, research-related events regardless of area submitted display on the Research Office web page.
- Status: Leave on the list. An update will be made at next month’s meeting.

Computer Labs. Print management options: “Improve” needs to be added in front of this description. Status: In progress; Dr. Scheid will be reviewing the stats after May.
Computer Training. No comment.

Data Backup. No comment.

Directory/Profile. Electronic directory is complete.
- Community service volunteer entries: See [www.utmem.edu/communityaffairs](http://www.utmem.edu/communityaffairs).
  Speakers Bureau: Planning phase; entries will be searchable. Status: Leave on list.

- Blackboard Files: Discussion Board problems still exist due to the return of the server to Campus and the current version of Blackboard.

Fundamental. Filter campus-wide email: Delete from list. IT security is a continuous priority item. A few concerns re: GEB wireless were discussed: wireless locations, degrees of service within the same building and speed. See the Helpdesk webpage for a listing of wireless locations. Roger Schwartz in Network Services should be contacted for wireless concerns at rschwartz@utmem.edu. Remaining items: No comment.

Hardware. No comment.

Help Desk. Extended hours for the IT Help Desk clarified: 7:00A – 6:00P, not 24 hours.

Software. Obtaining electronic subscriptions and software at reasonable prices: Library subscriptions are outside the Committee’s purview. Status: Leave on the list.

Student IS. Electronic course registration: Banner.
- Integration of Blackboard with a Faculty Database: Blackboard and Banner will integrate. For course information purposes, while in both programs, faculty data can be pulled out of the central system to avoid re-entry of the data. Status: Leave on list.
- Webcasts/Podcasts for CME. The iTunesU contract has been signed, but still needs to be returned from Apple. Once access instructions are received, Todd Barber will post created GME podcasts to the site. If it works, the resource will be marketed to Campus. On-campus computers in labs and the Library will need iTunesU installed on them. The Library’s Media Lab can assist with creating podcasts. An iTunesU account is needed to access podcasts. Log-in is only required for private information. Organizations can make their materials private. NetID and password will be needed to log-in. VPN is not required since the server is not UT’s. There is no limitation on what podcasts will be approved for distribution, as there are no set policies. Space is limited. Old podcasts will be archived to a server on campus. Funding support for a podcast server will be requested if the need warrants it. Full lectures are downloadable for viewing on computers. Status: Leave on the list.

Web/Public View. Updating information on department/unit and Campus website: IT security is ongoing and depends on individual departments, not ITS. Website content should be updated by departments. ITS can also update the content if contacted to do so.
- Convenient/Intuitive Navigation on UTHSC Website: Due to search engine complaints, UTHSC is changing to Google custom search effective June 1st. Functionality to users will still be the same. The current search will still be available, but only via the Knoxville website.

Chair Hermann stated the survey will be prepared by May 4th.

Other Items: None.

With no further questions or comments, the meeting adjourned at 9:30 A.M. The next meeting will be Monday, May 18th, due to the Memorial Day holiday May 25th.