Minutes  
CIO Advisory Committee Meeting  
The University of Tennessee Health Science Center  
910 Madison, Room 502  
May 18, 2009  

Members Present:  Taylor Strickland (CIO), Jeanne Hermann-Petrin (Chair), Sheila Champlin (Teleconference), Felicia Christian, R. Dale Jackson, Chris Woody for Richard Kuebler, Ian Brooks for Chanchai McDonald, Adam Mabe (Teleconference) for Ryan Peterson and David Ball (Standby Designee), Don Peruski (Knoxville), Linda Risby, Don Thomason and Jennifer Watson (Secretary).  


Judy Jefferson Johnson, Meeting Coordinator.  

Members Absent:  Bill Brescia, Latorie Bradshaw, Kent Lee (Chattanooga), Vikki Massey, Ron Patterson, Rebecca Reynolds, David Rosenthal.  

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

Approval of Minutes:  Minutes of the March 23rd and April 27th 2009 meetings were approved as submitted.  

Meeting Materials:  Agenda; Minutes of the April 27, 2009 Meeting.  

CIO Report  
- Phishing.  Campus had a rash of phishing attempts last week.  Despite efforts to educate the Campus to not give out their passwords, some users still do.  Email accounts of responders are used to send out bogus emails.  An Acceptable Use Policy was written to address the phishing issue.  With modification in March, it is now a University policy violation to respond to phishing emails.  CIO Strickland will send a Campus-wide message this week to this effect.  A question was asked whether the policy change has been promoted to actively alert Campus.  The topic was discussed with Deans and Vice Chancellors and at a recent CASA meeting (Committee on Academic and Student Affairs).  Suggestive approaches to reiterate “do not respond to phishing messages” were to:  1) add a “no phishing ad” periodically to the rotating photos on the Campus homepage, and 2) create a link to a site outlining what occurs when users respond to the messages.  CIO Strickland stated he will move forward on the suggestions.  Members were urged to remind constituents that UT will never ask for their password and emails that request their password are bogus.  

- UT Domain Change.  The UT domain change from “utmem.edu” to “uthsc.edu” was discussed in last week’s meeting with Deans and Vice Chancellors.  It was agreed to move forward with it.  The University of Texas at Austin will keep the “uthsc.edu” domain through July 31st.  Upon receipt of an affirmative reply to proceed, CIO Strickland will apply for the domain after that date.  Once approved, email change notifications will need to be sent out.
Wherever listed, the domain would need to be updated. Both domains can be used during the 6-month transition period.

- **Xythos.** The Committee was reminded to test the software before it is released to Campus to see how it works and to resolve problems, if any. A question was asked whether Xythos is only for email attachments and not as a shared disk. Xythos is for collaboration and for large attachments. It is not intended for storage. Chair Hermann stated it can be used as a mapped drive, but using the web interface allows dragging/dropping files. For questions about Xythos or to request an account, contact Jenny Butler in Computing Systems at jennyb@utmem.edu.

- **Software Consolidation.** CIO Strickland commented on the need to begin looking at ways to share same function software across Campus to effectively utilize University funds and eliminate duplicating software purchases.

- **Banner.** Validation tables have been identified, given a priority and are being populated. Scripts have been written to populate the General Person table and include legacy students back to the 1980s and UTHSC faculty loaded from the IRIS data. Scripts have also been written to populate the General Student table and the Catalog table, which is used to build all future class schedules. Long descriptions will be entered by the functional staff when the catalog is ready. Testing is underway on all tables and corrections are made as needed. The web application form is in the development stage and will replace the UTAPE application to allow future students to apply via the web directly into Banner. Functionality to replace APT and PAR is unknown at this time.

**Questions & Answers**

Q. Will software consolidation affect all software or just software that has a fee attached to it?
A. It will just affect fee-based software.

Q. With the domain change, will funding be made available to reprint printed materials?
A. Representative Champlin has done a great job identifying the types of items to be reprinted. A budget has not been confirmed. Funding will be directed to Communications and Marketing. The majority of the cost for the domain change will be PR and printing.

Q. Would it be helpful for departments to compile a list of things that would need to be reprinted?
A. Yes, but it is not certain that a completely comprehensive list could be developed.

Q. Will all new incoming students get the new domain and current students transition over later?
A. Everyone will need to use the new domain once approval is received. Both domains can be used during the 6-month transition period; after that, the old domain will no longer work.

Q. What about listservs that many subscribe to?
A. Offsite subscribers will need to resubscribe to listservs. The 6-month period also applies.

Q. Is the HSC blacklisted now?
A. We are clear now. Last week for a period, UT were blacklisted with Yahoo. Comcast removed us from their blacklist.

Q. Can a message go out Campus-wide whenever a blacklist occurrence happens? Users are usually unaware that the HSC is blacklisted. The HSC is not the one that is blacklisted.
A. Once mail is released from Outlook, it goes to the mail routers and is queued. Back up of mail in routers would be one early indicator of being blacklisted. The Helpdesk is also alerted.

Q. What is the penalty for responding to the emails?
A. CIO Strickland is working with HR on this. Violation of IT policy becomes an HR problem.

The blacklist problem should also be included in the notice to the Campus. Chair Hermann reminded the Committee to forward messages they receive in Outlook Message Format (.msg) to Brad Terhune in CTS—he responds even on the weekend. It was also noted that the “do not respond message” is
incorporated into student packets for newly accepted and potential students, both in electronic and hard copy formats.

Old Business

- **Microsoft Campus Enterprise Agreement Update.** Microsoft Office 2007 for Windows, Office 2008 for Macintosh can be downloaded on Campus from the OIT Knoxville site at [www.oit.utk.edu](http://www.oit.utk.edu). The Campus Enterprise Agreement also gives UT Faculty and Staff the ability to purchase a personal At Home Use copy directly from a Microsoft Website. The cost for the full Microsoft Office 2007 or 2008 package is $9.95 plus tax. A full version will be mailed to the purchaser. The price includes shipping and handling. There is also a Work At Home license available for Faculty and Staff. Microsoft’s license agreement states that the product can be used on a personally owned computer but for UT work purposes only. This product and the Vista Enterprise operating system will be available from the ITS helpdesk via CD or DVD. A CD or DVD will be made available for departments that have a need to install Office 2007 or Office 2008 on computers in offices off-campus where downloading is not feasible. A question was asked is there a limit for personal use purchases? Mrs. Aitken responded not to her knowledge. The question of can multiple copies be downloaded from the OIT website for labs was asked. The response was yes. Users would need to log-in with NetIDs and passwords.

- **Events Calendar.** Administration prefers to keep the calendar as a Campus special events calendar. Chair Hermann commented she will review the ideas Todd Barber has for another avenue to post all Campus events.

- **iTunesU Contract.** SGA designee Adam Mabe inquired about an update. CIO Strickland commented on the unresolved discrepancy re: the University’s official name in the contact. Secretary Watson suggested the Library’s remedy, to use the University of Tennessee on behalf of the University of Tennessee Health Science Center. For further questions, Todd Barber should be contacted at ebarber@utmem.edu.

New Business

- **Nominations of Officers.** Representative Don Thomason was nominated for Chair. With no other nominations, he accepted the nomination. Chair Hermann requested nominations or volunteers for Secretary. On behalf of Representative McDonald, her designee volunteered, Ian Brooks. With no other nominations, his nomination was accepted. With unanimous respective votes, Representative Thomason is the newly elected Chair and the designee for Academic Faculty and Student Affairs, Ian Brooks, is the elected Secretary, on behalf of Representative McDonald.

Ongoing Business

- **IT Priorities E-Results.** The survey will be sent by the end of the week, either May 21st or 22nd. Chair Hermann commented that the survey will be a URL to the Survey Monkey instrument for voting on top four priority choices. Authentication is not required. Members’ names will be requested for response monitoring only. In order to have the results by the June meeting, Chair Hermann requested survey completion by June 1st.

Other Items

- **Approval of Listserv Messages Without Content.** To the question who approves listserv messages without content, Representative Champlin responded messages sometimes appear to be normal text on screen, but could have attachments. Staff listserv messages, approved by Equity and Diversity, do not accept attachments. Campus and Faculty listserv messages are approved by Communications and Marketing.—faculty listserv accepts attachments; campus
listserv does not. She noted it is hard to tell what will display until messages are sent. Chris Stachowski will research why a listserv message appears not to include an attachment when it does.

- **UT Interstate Signage.** The former TDOT UT Memphis signs near the Union Avenue exits will be replaced with the new UTHSC (Le Bonheur is also included below it). The Architecture and Planning Office assisted with the correction of UT’s identity. Signage cost is shared between TDOT and UTHSC.

- **Campus Directory.** University Directory, the current Campus directory publisher, will no longer print the directory due to economic reasons. Representative Champlin revisited the questions of whether UTHSC needs or wants a printed directory, or is it possible to modify the online software to search/find names without having complete spelling. CIO Strickland will consult with Todd Barber for a definitive answer. She will check with UTK re: printing alternatives, since over half of the University community surveyed want a directory.

With no further questions or comments, the meeting adjourned at 9:23 A.M. The next meeting will be Monday, **June 22**nd.