Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
June 22, 2009

Members Present: Jeanne Hermann-Petrin (Chair), Bill Brescia, Felicia Christian, R. Dale Jackson, Ian Brooks for Chanchai McDonald, David Ball for Adam Mabe, Vikki Massey, Don Peruski (Knoxville), Creshunda Phillips for Linda Risby, Phyllis Richey for Rebecca Reynolds, Larry Tague for Don Thomason, and Jennifer Watson (Secretary).


Judith Jefferson Johnson, Meeting Coordinator.

Members Absent: Taylor Strickland (CIO), Sheila Champlin, Richard Kuebler, Kent Lee (Chattanooga), Marcia Sharp for David Rosenthal.

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

Approval of Minutes: Minutes of the May 18, 2009 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the May 18, 2009 Meeting.

CIO Report

- **Banner.** A team from Knoxville will be on Campus Thursday, June 25th, to promote and sync efforts of the functional and IT staff. The IT side was in technical training last week and will be again this week. The primary goal for IT Application Development is to finalize scripts and legacy data. Scripts are expected to be finalized after this week’s training.

Old Business

- **Events Calendar.** Since Administration’s decision is to keep the current Events Calendar for special events, a calendar subcommittee was formed to discuss other possibilities for a single source events calendar for all Campus events. Volunteers included Ian Brooks, Todd Barber and Chair Hermann.

- **iTunesU Contract.** The contract between UTHSC and Apple is signed and is fully executed. Todd Barber is awaiting the email from Apple with site setup instructions. An update email has been sent to the Apple representative re: the executed contract. Another one will be sent today to help expedite things.

- **Approval of Listserv Messages Without Content.** Communications and Marketing will monitor emails to ensure message content is in the body of emails rather than as attachments.

- **Campus Directory.** The directory will no longer be printed. Communications and Marketing is working with Todd Barber to develop ways to improve people search. A phonetic search feature will be created in people search to assist with misspelled entries. Training is needed to educate Campus about the different search functionalities available. Currently, people search...
can be done in a variety of ways, including but not limited to first name or last name—with or without campus location, and by campus location, department and/or telephone number. An advanced search option can also be added. A comment was made that the online directory does not provide degree designations or gender information that would be helpful for written communication purposes. Todd responded that there are two directory searches available for Campus use—the public facing search on the Homepage and the private search in iLogin which includes photos of faculty and staff. The departmental sections of the directory will continue to be maintained in an electronic PDF format. A question was asked if the Campus would be officially notified that there will no longer be a printed directory. The responsibility would be that of Communications and Marketing.

**Questions & Answers**

Q. How would the academic units know that the iTunesU resource exists if they want to use it?
A. The service is not marketed yet, since there was no previous interest in using iTunesU. The first request to utilize the service came from the Internal Medicine group to move their podcasts to it. Since there is interest, software testing can be done to ready the Campus to use the free resource. Todd Barber will move forward with a marketing plan to notify Campus. As a university, the storage capacity for HSC is 500 Gb. Software install is required to use podcasts.

Q. What is iTunesU?
A. An extension of iTunes offered only to universities. Once signed up for the service, UTHSC will be included in the alpha list of colleges and universities utilizing it. Posting podcasts can be either public or private. Anyone with iTunes can access public information. Private sites require NetID/password access. Authentication will be against the HSC active directory. Whatever is marked private will stay private. For academia, iTunesU usage will be voluntary.

Q. What will iTunesU do for researchers?
A. The service will provide an easy way for users to post and distribute podcasts. Currently, HSC does not have an easy mechanism to distribute podcasts.

Q. Is anyone monitoring the content? Is there tracking?
A. Yes.

Q. Should private podcasts be avoided in iTunesU since it would require a username and password?
A. Not necessarily. Existing materials from larger universities have recorded lectures posted both on iTunesU or YouTube. Podcasts have multi-mission purposes, not just academic.

Q. As a research tool, how would the IRB fit into this, as an approver if a research intervention is podcasted?
A. If a podcast requires IRB or other approval, this should be done prior to posting. Postings should not occur without proper approvals. Persons posting items would need to be familiar with the rules. An employee from each department/unit will be selected to post podcasts by Todd Barber. Upper level approval would be required before podcasts are posted. The approval or person designated to post podcasts should be familiar with podcast content prior to postings.

Q. For lectures, is IT the supervising entity?
A. With academic lectures, the Faculty Senate or Academic Affairs would need to approve. Services as it relates to marketing would be the responsibility of departments.

Faculty Senate designee Phyllis Richey will take the question back to the Faculty Senate. To a follow-up question of whether there is a standing committee for intellectual property in the Faculty Senate, she responded no. She added Richard Nollan of the Library was once the contact for intellectual property and development of its policies. This item also will be presented to the Senate Executive Committee at their Tuesday meeting.
Q. How would iTunesU be marketed by Campus?
A. Currently it is marketed externally. The Campaign Tennessee videos were developed using it. Anyone accessing iTunes can view highlights of UT research and academics. Medicine Grand Rounds will soon be posted as video podcasts. Internally once testing is complete, email notification will be sent to the Campus. As a free service for distribute podcasts internally, this could act as a test bed. If it works, it would support a request for an in-house archive to maintain new information.

Q. What services do iTunesU provide?
A. iTunesU does video, audio and distributes PDFs and documents.

Q. With the document download feature in iTunesU, integrating this with existing Campus systems such as Xythos, is there coordination to eliminate redundant systems since there is a space issue?
A. iTunesU does not work the same as Xythos or Blackboard. Broad access would not be given to everyone. Members were urged to visit the iTunesU website for software download and review of the services offered to see how they can best be utilized academically.

Q. Is the 500 Gb storage for all UT campuses or just UTHSC?
A. Just UTHSC.

Q. Would Academic Affairs need to develop guidelines for faculty on the best e-tools to use?
A. A combined effort of the Faculty Senate Computing Committee and IT could develop a computer resources list. A demo of the resources could also be done at the next Showcase of Educational Excellence event sponsored by Academic Affairs, where other software options are showcased. The Educational Technology Committee could also distribute information about these resources.

Chair Hermann suggested that a group get together to discuss the different systems available and their appropriate uses, to better direct users to the best place to consolidate information. Lisa Aitken concurred, adding available space for each should also be included. Guidelines for posting various types of items will also be addressed. Academic Affairs, along with IT Systems, need to jointly provide this information. The topic will be discussed further at the July meeting. The projected timeframe for Campus podcast use is in 6 months.

Additional comments re: publicizing computer resources included:
- Blackboard should also be considered for setting up a Q and A site for faculty as it relates to the various resources available and what the requirements would be for using each.
- Whether a website or training, it would be helpful to disseminate information or provide training to the faculty.
- Academic Affairs can set up HR 128 training classes for departments or groups.

**Ongoing Business**

- **IT Priorities E-Survey Results.** A copy of the survey results was provided as a handout. Chair Hermann summarized the survey results as ranked priorities based on the second round of votes. All priorities on the second round of votes were not included. The first 9 priorities are ranked based on votes received. Shared rankings begin with priorities 10 through 15. The rankings for 15 did not receive priority votes on the initial survey. It was noted that although important, these items were not ranked as top 4 choices. Chair Hermann will prepare a formal document of the survey results for the July meeting. Q and A from the survey results:

  Q. For Ranking 15, item iTunesU in the computer lab, is there a way to restrict iTunes on computers to iTunesU only for the lecture materials? Generic iTunes on computers would not be a good idea for computers in the lab.
  A. Once iTunesU is set up for publishing podcasts, iTunes would need to be added to computers. Installing iTunes on computers do not pose any conflicts. Music is streamed in 30-second clips and users must purchase items.
Q. Do the computers in the lab have audio output? Sound would be an issue.
A. Headphones would be required. Students could bring their own phones and use the front load jacks.

Q. Since iPod synchronization is germane to one computer, how would using personal phones in the computer lab work?
A. Users can listen to lectures, but will not be able to download materials. Using an iTouch or iPhone would provide access to the iTunes store for the downloads. Chair Hermann added that this should be included in the iTunesU discussions.

Faculty Senate designee Phyllis Richey expressed concern regarding Priority 1, a secure and robust document server. The version of Xythos purchased by Campus does not include digital locker, a feature that provides multiple users access to the same document with the capability of allowing individual users the ability to check out the document for editing. The edited document is then rechecked in for review by all parties. With the current version, each user’s changes are uploaded as separate documents. Joe Morrison, IT Security, confirmed the version purchased is Digital Locker. The purchased version needs to be explored to see what it is licensed to do and its most efficient uses should be marketed to Campus. Another version of Xythos provides upscale features, including routing and signing off on grants. This version was not purchased by Campus.

An additional concern about Xythos was that it should have the capability of transferring entire grants and manuscripts, including graphics, with version control. Joe confirmed there is versioning in Xythos that users can turn on. He added that an encryption module will be added to provide a secure work area for document collaboration on and off site for temporary data storage and data transfer. The timetable for adding this feature is unknown. It has, however, been ordered. Once it is added, Xythos will be advertised to Campus.

To follow-up on software concerns, Peter Fox can check on what features are actually included in the current Xythos Digital Locker version. Also, since SharePoint is now being used, he can also schedule a second Campus demo to include only existing features of the purchased version.

It was reiterated by GHS designee Larry Tague that Xythos is currently set up as a document transfer utility for large attachments. He commented that SharePoint has version control capabilities, but it restricts document collaboration outside the University. He added SharePoint is not redundant software, but could be used in a collaborative environment for checking documents in and out.

New Business

- Copyright Infringement Posters. Correction noted—should be Anti-Copyright Infringement. This activity began earlier this year. The posters, devised by the Information Security Office in Knoxville, reinforce security compliance. The posters are now posted on Campus. A contact number is on the posters if there are questions concerning them. Reports must be furnished now based on the new Tennessee laws.

Other Items

- None.

With no further questions or comments, the meeting adjourned at 9:45 A.M. The next meeting will be Monday, July 27th.