Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
August 24, 2009

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Bill Brescia, Ian Brooks (Secretary), Felicia Christian, Emile David, Matt Grayson, Jeanne Hermann-Petrin, R. Dale Jackson, Chris Woody for Richard Kuebler, Kent Lee (Chattanooga), Adam Mabe, Bernd Meibohm, Vikki Massey, Don Peruski (Knoxville), Phyllis Richey, Linda Risby, Marcia Sharp and Larry Tague, CGHS designee.

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Charles Mooney for Todd Barber, Webmaster; Shawn Bryan for Charlie Brooks, Application Development; Peter Fox, Computing Systems.

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

Members Absent: David Ball.

Call to Order: Chair Thomason called the meeting to order at 8:35 a.m.

With several new members on the Committee, along with the newly appointed Chair and Secretary, introductions were done.

Approval of Minutes: Minutes of the June 22, 2009 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the June 22, 2009 Meeting.

CIO Report

- **NAC Implementation.** Deployment of the Network Access Control (NAC) begins today. A website has been developed with information about what NAC is and what it does. It includes pre-installation instructions with videos for PCs and MACs, in addition to the rollout schedule and FAQs. Members were urged to visit the website at [www.utmem.edu/nac](http://www.utmem.edu/nac). The NAC authenticates computers and other devices to the network, verifying security updates and anti-virus at log-in. This is another measure to secure the Campus network.

  Representative Peruski commented on the problem caused when HSC staff at UTMCK tried to install the NAC software on their computers. He suggested that future global emails of this type either include a statement that this does not apply to offsite campuses, or that he or IT receives a copy of the email ahead of time to notify their staff.

Old Business

- **iTunesU.** Website set-up is currently in progress. The next step is for a pilot test group to post materials to the site. If satisfactory, an email will be sent to Campus by Todd Barber for interested users to sign up for the service. Storage capacity for the HSC account is 500 Gb total. Additional storage space, if needed, will be provided by Computing Systems.
Xythos Digital Locker. Representative Richey reiterated the need for the version of Digital Locker that enables multiple users to edit a single document rather than having multiple edited documents. Peter Fox commented that this would be an add-on feature at an additional cost. A WebEx or web presentation will demo the Digital Locker version purchased by the Campus and can be scheduled some time in the future for better Campus participation.

SharePoint Demo. Microsoft can schedule a WebEx. The best time for the web presentation needs to be determined by the Committee.

New Business

Events Calendar Subcommittee. There is agreement now that there will be a single calendar for Campus events. Emails with events-type content will be moved over to the calendar, eliminating multi-posting of listserv messages. Departments will have a representative who will manage posting events to the calendar, determining what content, when and where to post events. Corrections to events will not be sent out. Users can view only events of their interest. Listserv will still work. Only event announcements will be disabled. Secretary Ian Brooks and Todd Barber are representatives on the Calendar Committee, along with a couple of staff in Academic Affairs.

Computer Resources Subcommittee. This subcommittee was suggested at the last meeting to better educate the Campus about the various computer resources available—Xythos, SharePoint, iTunesU and Blackboard, and the best uses for each. The UTHSC Campus-wide Applications handout prepared by IT Services was distributed. It includes a brief description of what each resource is and its uses. A suggestion was made to set up and maintain a Campus website listing the resources and uses which should not be public information. Volunteers for the subcommittee include Representatives Adam Mabe (Students); Jeanne Hermann (Staff); Phyllis Richey (Faculty) or someone from the Faculty Senate IT Committee. CIO Strickland will appoint the IT representative. The subcommittee will look at ways to publish this information to the Campus.

Student Printing. A handout was distributed with the outcome of the effectiveness of the GEB print lab. No complaints have been received. A significant reduction in the amount of printing in the lab was the outcome of providing students with course materials in advanced and instituting the printing account of 1000 sheets/year/student that allows students to monitor their printing. This was an ongoing problem that seems to have some resolution now.

Domain Change. The uthsc.edu domain is officially on reserve for the HSC, pending approval by Interim President Simek. Once approved, the HSC has six months to implement the change. After that timeframe, the utmem.edu domain can no longer be used. The Print Shop has been instructed not to print new requests for business cards or anything with the current domain on it. With the suggestion from Representative Richey, CIO Strickland will look into whether stimulus funds could be used to support this one-time project. He added that the task will be enormous in notifying contacts and changing everything with the domain name on it. A comment was made that a tag line could be auto-inserted in email messages, to notify contacts of the domain name change. In response to a question about who will oversee the project, CIO Strickland stated there are various stages of the project, and it is initially in the hand of Peter Fox. A project leader will be designated when he receives final notification.

Questions & Answers

Q. Is the anti-virus scheduled to change?
A. Yes. ForeFront will replace McAfee which is good through 6/30/2010. ForeFront will be deployed gradually. It will not be available to students. AVG, a free anti-virus software, will be recommended to the students instead. It was emphasized that the NAC is not looking for a specific
anti-virus, but that computers have one turned on.

Q. Is NAC a certificate-based single sign-on controlled system?
A. It is single sign-on if users are on the domain. MAC users will need to log in for the NAC and again for email.

Q. Is there an option to not have computers on the domain?
A. No, unless there is a valid reason.

Q. Will study computers with an administrative log-in for multiple users cause a problem?
A. CIO Strickland stated he was not sure, but he will look into it.

Q. Are faculty included in the pilot group for testing iTunesU?
A. Yes.

Q. How can one sign-up for the pilot group?
A. The test group is already determined. Once testing is complete and the outcome is satisfactory, a Campus-wide announcement will be sent out for sign-up.

Ongoing Business

- **IT Priorities.** No change since the last meeting. It was suggested by Representative Hermann that Committee members re-review the priorities list to try to identify ways to accomplish them. Although there are budget constraints, some of the items can still be accomplished. Others are already accomplished and need to be communicated to the Campus. The best way to publish this information should be determined by the Committee with advice from IT. A question of whether stimulus funds are available to address some of the costly priorities was asked. CIO Strickland responded none has been specifically identified to him. He added if the Committee identifies particular priorities, he will check on funding possibilities.

Other Items

- **Podcast Subcommittee.** The subcommittee has not been formed yet. The purpose of the subcommittee would be to address how podcasts should be used. Technical support for podcast uploads will be provided by Todd Barber. Clarity on appropriate content and copyright issues need to be addressed. Chair Thomason will bring these issues up at the next Council for Academic and Student Affairs (CASA) meeting. Podcasting is an educational issue and should be addressed by the students and the Faculty Senate. To have podcasts uploaded to iTunesU, sign-up can be done after the Campuswide announcement is sent.

- **Challenges and Solutions.** Chair Thomason proposed adding a monthly spotlight segment on the agenda that would highlight IT challenges and solutions Committee members face on a day-to-day basis. The objective is to provide IT Services with a better picture of Campus IT issues and needs. There was no objection from Committee members. A comment was made that this would be useful not only to IT, but for the colleges/departments represented on the Committee. Members would volunteer monthly, beginning with Chair Thomason representing the College of Graduate Health Sciences. Due to technical difficulties, his presentation was postponed until next month.

Chair Thomason commented on the progress the CIO Advisory Committee has made since its inception and the positive direction it is headed. He added that IT Services has been responsive in setting the direction.

With no further questions or comments, the meeting adjourned at 9:25 A.M. The next meeting will be Monday, **September 28th**.