Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
October 25, 2010

Members Present: Vikki Massey (Chair), Lee Bell, Bill Brescia, Jackie Burchum, Charles Cossar, Paul Gahn, Tricia Page for Jeanne Hermann-Petrin, Dale Jackson, Don Peruski (Knoxville), Phyllis Richey, Linda Risby and alternate Erika Clinton, Marcia Sharp, Bobby Thomas and Larry Tague, CGHS designee for Don Thomason.


Judy Jefferson Johnson, Meeting Coordinator and Minutes Recorder.

Members Absent: Tonya Brown, Kent Lee (Chattanooga), La’Keith Miller, and Vada Singleton.

Call to Order: Chair Massey called the meeting to order at 9:00 a.m.

Approval of Minutes: Minutes of the September 27, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the September 27, 2010 meeting.

IT Services

- IT Assessment. Chair Massey provided the following highlights:
  - WTC interviews are officially complete.
  - The consultants will review their final report with the engagement teams that include the Policy and Working Groups and the Steering Committee.

- Disaster Recovery Plan. Still proceeding is the update provided by Joe Morrison.

Old Business

- New GEB Computer Lab Update. Brad Terhune reported that HVAC updates are in progress in labs above the new computer lab. Target completion is now mid-December. The order for computers is on hold. The project will proceed forward once HVAC updates are complete.

- NAC. There were no updates. There was a request to change the weekly NAC reset time from 2:30 A.M. Sundays. The reason noted by Representative Brescia was interference in performing an academic task for Monday mornings. Todd Barber reiterated that the initial configurations have not changed. Nathan Boswell will consult with Network Services re: a possible update. An additional comment was to consider extending the validation period to a week rather than daily.

- Revision of Bylaws. Several sections of the Bylaws were updated to provide clarity. Motions went forward by the Committee at the September meeting to accept the following revisions. The Committee unanimously approved acceptance of each revision as noted:
- **Article III, Section 2: Composition.** This section was updated to delete two units: (1) Health System Affairs, an inactive unit and (2) Public Relations, a duplicate reporting unit to the Executive Vice Chancellor’s Office.

- **Article III, Section 5: Membership requirements.** The term “delegate” was changed to “alternate”. The role of the alternate was also clarified in conjunction with the presence or absence of the regular member.

- **Article III, Section 8: Exit from organization unit.** This is a new section that addresses the forfeiture of a Committee appointment if a member leaves an organizational unit prior to the end of term.

- **Article V, Section 1: Meeting days.** The meeting time was restated to indicate one hour at a time agreed upon by the Committee.

**New Business**

- **Revision of Bylaws.** Article IV, Sections 1–4 and 6 of the Bylaws were reviewed. Motions were accepted for approval of each amended change to Article IV:
  - **Section 1: Names.** This section was revised to add the office of Vice Chair. The responsibilities for each of the three roles were clarified.
  - **Section 2: Nomination and elections.** This section was revised to include Vice Chair. The role of Secretary was expanded to include “and also may include the CIO’s administrative assistant”.
  - **Section 3: Eligibility.** This section was updated to say, “At the time of nomination and election for an office, candidates must be in the first or second year of their term, with the exception being the CIO’s administrative assistance if serving as Secretary.”
  - **Section 4: Term of office.** This section was expanded to include “with the exception being the CIO’s administrative assistance if serving as Secretary.”
  - **Section 6: Vacancies.** This section was revised to designate the Vice Chair as the officer who will fill the position of Chair if the Chair position is vacated and expanded to state that “a vacated Vice Chair position will be filled by Chair appointment until an election can be held”.

- **Characteristics of the Next CIO.** Chair Massey opened discussion for characteristics Committee members would like to see in the next CIO. Highlights are as follows:
  - **Primary Funding Initiative:** As a service entity of the HSC, IT Services can better support IT initiatives with the right infrastructure.
  - **Be Service and Academic-Oriented:** As a health-related institution, the next CIO must prepare major grant proposals to compete for and secure available funding opportunities. Peter Fox noted ITS funded a part-time position a couple of years ago. The faculty member was unable to find IT funding.
  - **Multi-Characteristics:** Must have the ability to create/manage change, experience in leading a health care institution, and foster followship among technology staff.
  - **Synergize Needs of All of the Colleges:** Someone is needed to analyze this input and respond to common issues (e.g., distance education, etc.)
    - **Server:** Server management is essential, restoring when needed. Education should not be compromised.
    - **Media Site:** Utilize this resource supported by Steve Butler’s staff.
- Distance Education: Supporter of distance education, or someone with academic computer experience. Budget cuts and the trend in education are driving this issue.
  o Distance Education: Definite consideration; Campus education is no longer just in the traditional setting.
  o Be More Supportive of Campus Needs: It is important to communicate effectively with all of the colleges, understand their needs and be supportive of them.
  o Unify ITS Divisions with One Mission
  o Motivator, Visualizer, Strategizer and Budget Manager
  o Have Health Care Experience
  o Familiar with Regulatory Health Care Atmosphere: Meshing different regulatory environments will be critical.
  o Manage/Distribute Services in a Multi-Campus Environment: With the HSC campuses on different networks, this is a complex issue. IT resources need to be tailored to be accessible at all Campus sites. Representative Peruski will develop and forward his list of criteria to Chair Massey.
  o Understand Undergraduate vs Health Science IT Needs
  o Advocate at the UT System Level
  o Manage Partnerships with Affiliated Hospitals: Maximize resources.
  o Experience in an Academic Realm
  o Must Interface with Medical Delivery, in Addition to Research and Graduate Health Sciences: There are academic opportunities on each end. It will be important to leverage.

At offsite units, HSC IT resources need to be used more than hospital IT resources at Erlanger (Chattanooga) and UT Medical Center (Knoxville). It was added that balancing this is a challenge.

Chair Massey encouraged members who have not submitted their CIO characteristics list to do so. All feedback will be compiled into a comprehensive list to be considered by the Committee.

- Communication: Discussion of How to Improve Re: IT Initiatives and Projects. For input on how future initiatives can be communicated with the same success as the domain name change, Chair Massey addressed the issue with Sheila Champlin, Director of Communications and Marketing and Jason Holden, Director of Infrastructure, IT Services. As neither was present, discussion was tabled until the next meeting. Both will be invited to speak and answer questions at the next meeting. Chair Massey will post Ms. Champlin’s comments on Blackboard to the questions posed. Members were asked to review the document and bring questions they may have to the November meeting.

Other Items. None.

With no additional questions or comments, the meeting adjourned at 9:53 A.M. The next meeting will be November 22nd.