Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
August 23, 2010

Members Present: Don Thomason (Chair), Carolyn Brathwaite for Bill Brescia, Charles Cossar, Jeanne Hermann-Petrin, Dale Jackson, Kent Lee (Chattanooga), Vikki Massey, La’Keith Miller, Phyllis Richey, Linda Risby and Larry Tague, CGHS designee.

ITS Directors/Direct Reports: Brad Terhune for Lisa Aitken, Customer Technology Support (CTS); Charles Mooney for Todd Barber, Webmaster; Joe Johnson for Charlie Brooks, Application Development; Steve Butler, AV and Videoconferencing; Peter Fox, Computing Systems; Joe Morrison, IT Security.

Judy Jefferson Johnson, Meeting Coordinator and Minutes Recorder.

Members Absent: Lee Bell (Clinical Rotation–Oregon), Tonya Brown, Marcia Sharp, Robert St. Clair, George Wood for Bernd Meibohm, Don Peruski (Knoxville), S. Ying Vuthipadadon.

Call to Order: Chair Thomason called the meeting to order at 8:30 a.m.

Approval of Minutes: Minutes of the June 28, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the June 28, 2010 meeting.

Meeting Cancellation: July 26th.

Introductions were done by Committee members and IT Services staff.

IT Services

➢ IT Assessment. Chair Thomason updated the Committee. The WTC Consultant, Dr. Ann-Marie Lancaster, has met with various Campus groups. Members should contact him or Representative Massey (co-Project Managers), if interested in a follow-up meeting or if additional information needs to be added. Those involved will be notified of the date/time of the meetings by Representative Massey. One more open forum will also be scheduled. The next step—visits to off-site units in Chattanooga and Knoxville for their input.

 o Concerns from the Assessment. Chair Thomason presented the following:

 ▪ Additional Homepage Links. A recurring request was to add Banner and the UTK link for free software downloads to the main homepage for easier access. Comments were made that the links are hard to find. One suggestion was to add them to the Quick Links bar. Current links were briefly discussed. It was suggested that more frequently used links should replace less used links.

 In conjunction with the above, the Helpdesk site was viewed. Several comments were made re: the Windows link. One suggestion—include a list of some of the free software with the link. Charles Mooney added that he is revising the site. Suggestions should be forwarded to him at cmooney@uthsc.edu.
Wireless. A recurring complaint of some remote desktop users is no weekend access. After some discussion, Larry Tague asked if VPN is used. He added that he uses it and does not experience this problem. The item will be added to next month’s agenda for update by Jason Holden.

New Business

- **Nomination of Officers.** Representative Vikki Massey was nominated for Chair. There were no additional nominations. With a unanimous vote, Representative Massey was elected as Chair. There were no nominations for Secretary. Representative Jeanne Hermann volunteered. She received a unanimous vote to serve as Secretary.

- **New GEB Computer Lab.** Representative Miller reported that the HVAC walk-thru was done 8/20, and results are expected soon. The carpet has been installed. Considerable ceiling work still needs to be done once the HVAC work is complete. A question was asked about the target completion timeframe. The response—November. To the question will there be dividers, the response was the furniture has been ordered and is the same as the B107 lab. Representative Miller added that a capital improvement project has been approved for the GEB. Specific improvements have not been identified. Knoxville Capital Improvements Office will determine improvements priorities.

- **Disaster Recovery Plan.** The HSC Disaster Recovery Plan is in the process of being updated. Members were asked to survey their constituents to identify 3-5 critical applications needed for restore and the required restore timeframe. The information is needed in two weeks and should be sent to Joe Morrison at jmorri24@uthsc.edu. A reminder notice will be sent.

Other Items

- **NAC Audit.** In discussing NAC Audit with Infrastructure Director, Jason Holden, Chair Thomason was provided information on a one-week period. To date, a total of 60 incidents have been reported. Those affected have not been notified. Joe Morrison commented that reports were pulled for non-compliant systems, with findings showing many did not have an anti-virus program. Users were sent notification; follow-up was done to ensure install. A question was asked if checking for Forefront for faculty/staff, is there a redirect for Forefront install. It was not determined.

Questions and Answers

Q: When will audit mode be complete and have those affected been contacted?
A: Information currently is just being collected and those affected have not been notified. Brad Terhune added that he is not sure about the end date, since the question is network-related.

Q: What does in compliance mean?
A: Brad responded that the Cisco NAC agent is checking for system updates and anti-virus software: Windows, service pack 3; Vista, service pack 2; Anti-virus: Forefront for faculty/staff only; students, any updatable anti-virus program. MAC users, authentication required for network use.

Q: What specific anti-virus programs are being checked?
A: On the student side, open as long as there are updates, unless very little is known about the program. A comment was made to add a list of approved/unapproved programs to the webpage.

Q: Will the technologies be the same as in the existing teaching lab or new?
A: The lab is specifically a testing facility, not a general use facility.

Q: Where is the new lab located? What will happen to the current teaching/testing lab?
A: C109 GEB. The current lab will serve as a second teaching/testing lab.

With no additional questions or comments, the meeting adjourned at 9:00 A.M. The next meeting will be Monday, September 27th.