Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
September 27, 2010

Members Present: Vikki Massey (Chair), Lee Bell, Bill Brescia, Jackie Burchum, Charles Cossar, Paul Gahn, Jeanne Hermann-Petrin, La’Keith Miller, Don Peruski (Knoxville), Teeradache Viangteeravat for S. Ying Vuthipadadon, Phyllis Richey, Linda Risby, Vada Singleton, Don Thomason and CGHS designee Larry Tague.

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Webmaster; Joe Johnson for Charlie Brooks, Application Development; Steve Butler, AV and Videoconferencing; Peter Fox, Computing Systems; Jason Holden and Dan Albaugh, Infrastructure and Network Services; Joe Morrison, IT Security.

Judy Jefferson Johnson, Meeting Coordinator and Minutes Recorder.

Members Absent: Tonya Brown, Dale Jackson, Kent Lee (Chattanooga), Marcia Sharp, George Wood.

Call to Order: Chair Massey called the meeting to order at 9:05 a.m.

Approval of Minutes: Minutes of the August 23, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the August 23, 2010 meeting.

Introduction of New Members. Chair Massey introduced new members to the Committee.

IT Services

➢ IT Assessment. The Committee was updated by Chair Massey on final IT Assessment events. Final meetings scheduled this week with WTC officials include:
  o UT System CIO group in Knoxville, 9/28.
  o UTC’s CIO and academic computing directors in Chattanooga, 9/29.
  o HSC wrap-up interview meetings with the Student Technology Initiative group and Facilities database group, 9/30. An Open Forum is also scheduled 9:30-11:00 A.M., Link Auditorium. Individuals or Campus groups that have not interviewed with the WTC consultants and wish to do should plan to attend. Offsite participation was also encouraged.

Members were advised to visit the website at http://www.uthsc.edu/techassess/ for the latest updates and the list of Campus groups interviewed by WTC.

Old Business

➢ New GEB Computer Lab Update. The initial target opening was November 2010. However, due to an additional 5 weeks needed for HVAC completion, the projected timetable is the first of 2011. Remaining workstations are in the process of being ordered. To the question will the lab have dividers, the response was no.

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Disaster Recovery Plan. Joe Morrison thanked Committee members for their responses to his request for 3-5 critical restore applications in the event of a disaster. A couple of colleges are still outstanding—Graduate Health Sciences and Pharmacy, in addition to faculty and staff groups—Faculty Senate, Exempt Staff Council and Employee Relations Committee. To the question is there a trend in responses received, Joe responded email and Enterprise and Oracle applications.

NAC Audit. There are no new developments. Based on last month’s reports, Dan Albaugh of Network Services reiterated that NAC checked faculty and staff computers for Forefront or McAfee, virus definition dates, and system updates. Forefront is only for University-owned computers. The system is flexible for students’ personal PCs. MS Security Essentials is recommended to students by Tech Support. In optional mode, there are redirects to install virus applications that can be skipped now, still allowing network access. However, when mandatory mode is activated, this option will not be available. Postdoc concerns were also mentioned. VLAN testing will be done before switching from audit to mandatory mode.

Questions and Answers
Q: What does the NAC see on the networks?
A: Different types of software. The NAC is capable of monitoring several virus applications and definitions. Centralizing software purchases is helpful.

Q: How widespread is the anti-virus problem on Campus?
A: A very small number. It is important that anti-viruses are updated ASAP. Anti-virus updates need to be enforced to ensure less vulnerability on the network. Most anti-virus programs are recognized by the NAC.

Q: Who makes decisions about software support issues?
A: Support issues are directed to Customer Technology Support. With centralized PC purchases, this helps with support issues.

Q: What assurance is there that Forefront is not installed on personal PCs?
A: The Forefront page includes information about anti-virus options offered to Campus users. NetID and password are required for downloads. See http://www.uthsc.edu/antivirus/. Software vendors request details re: licenses and usage.

New Business

Revision of Bylaws. The Bylaws were reviewed and revised by Chair Massey after several issues were brought to her attention, including the meeting time change. Copies of the revised Bylaws were distributed to Committee members for review and discussion. The handout included tracked changes with explanations in the margin of each change. Members were reminded of Parliamentary procedures required for motions, seconds and votes approving amendments to the Bylaws. Amended changes will be voted on at the October meeting. Several items required in-depth discussion before decisions were made re: amended changes. Member representation and the role of alternates were among these. One member per representative area will remain the same. Alternates can participate in meeting discussions, but cannot motion, second or vote was the final decision by the Committee. Amended changes under Article IV, Sections 1–6, were not discussed for the sake of time. Members were asked to review the content and bring feedback to the October meeting.

Committee Goals 2010-2011. Chair Massey invited open discussion from members about the goal of the Committee going forward. It was added that existing priorities can be revised on a regular basis. The responsibility of members was reiterated—to share information from the meetings with constituents and to bring to the Committee issues important to them.
Communication. The Committee unanimously agreed on this as a workable goal. Information delivery of IT initiatives to the Campus community is not as effective as it should be. Members briefly discussed avenues they use to communicate Committee news and updates to their constituents. To address this issue, suggestions were to include a Communications and Marketing representative on the Committee, or invite a member from this department to dialogue with the Committee. Daily Digest messages are not effective in conveying important IT messages to Campus users. Additional discussion on this topic will continue next month.

Future HSC technology leadership will be an agenda topic also at next month’s meeting.

Other Items

- CyberSecurity Briefing Meeting. Joe Morrison announced that the meeting will be Tuesday, October 19, 11:00A – 2:00P, in the Student Alumni Center. Committee members were invited to attend. The meeting is also open to faculty and staff. There will be speakers. Lunch will be provided.

With no additional questions or comments, the meeting adjourned at 9:55 A.M. The next meeting will be Monday, October 25th.