Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
February 22, 2010

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Bill Brescia, Ian Brooks (Secretary), Felicia Christian, Jeanne Hermann-Petrin and designee Tricia Page, Dale Jackson, Adam Mabe, Don Peruski (Knoxville), Vikki Massey, Bernd Meibohm, Phyllis Richey, Linda Risby and designee Creshunda Phillips, Marcia Sharp, Larry Tague, CGHS designee.


Judy Jefferson Johnson, Meeting Coordinator and A.J. Wright, Guest, UTK–OIT.

Members Absent: David Ball, Tonya Brown, Matt Grayson, Richard Kuebler, Kent Lee (Chattanooga), La’Keith Miller.

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

Approval of Minutes: Minutes of the January 25, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the January 25, 2010 Meeting.

CIO Report

➢ Domain Update. The uthsc.edu domain officially goes into effect Monday, 3/1. The domain name change message was promoted via display posters and email notices sent weekly re: assistance with configuration changes Fridays through 2/26, 12:00–3:00 P.M., Madison Plaza.

➢ Single ITS Contact Number. To simplify calls to IT Services, a single contact number is now in effect: 901-448-2222, the former Helpdesk number. Callers dial one number for all IT needs. Menu options are included to direct calls to specific ITS divisions. Routing calls through the Helpdesk will help to better identify Campus needs.

➢ IT Services Strategic Plan. IT Services is updating its strategic plan. The Committee will receive a copy of it.

Old Business

➢ IT Priorities Status Overview. CIO Strickland reviewed the 6/21/09 list of ranked IT priorities. The following are the update status of priorities 1 through 8:

1. Secure and Robust Document Server. Representative Richey, representative for the Faculty Senate, commented that more training is needed for Xythos. The Senate IT Committee’s request is for either onsite vendor training or a webinar. If a webinar is scheduled, a list of items to be addressed needs to be provided. Document tracking is included with Xythos. Joe Morrison emphasized that Xythos should be used for confidential documents. Collaboration use of Xythos requires a document owner; SharePoint needs a sponsored ID. Additional comments: Xythos updates should be
explored; IT Services needs to advertise Xythos and SharePoint to Campus to increase use of these resources on Campus.

2. **Intermediate and Advanced Computer and Software Classes/Workshops.** Since the start of the Campus web pages project, computer training has been on hold. Training will resume once the project is complete.

3. **Increased Sizes of Email Mailboxes.** The upgrade for Campus email to Exchange 2010 is in progress. The Advisory Committee will be asked to test. Email mailboxes will increase in size. Storage is a funding issue for both hardware and software.

4. **An Electronic Directory.** Advanced search will be installed by summer. In the iLogin directory, searches can be done by NetID, by department or by telephone number. Off-campus directory searches have limited view.

5. **Regular Faculty Desktop Refresh.** This is a funding issue. Representative Massey shared that computer refresh should be included in the technology section of grant funding requests. Representative Meibohm added computer refresh should be the responsibility of academic units. Services should be the responsibility of IT.

6. **IT Helpdesk With Extended Hours (7AM – 7PM).** This is a funding issue. Use did not justify the need—minimum calls were received. After hour calls are answered by Campus Police and directed to CIO Strickland or an ITS director. Representative Hermann suggested staggering office operation hours. Lisa Aitken responded that the option will be explored. An emergency was clarified—a Campus-wide issue: email down, non-working telephones, etc. Also, problems need to be properly conveyed when reported. The computer lab was recommended as an alternative, since it is card-reader accessible. It was noted that after-hours service is a good idea because of University-offered online night courses.

7. **Communications from Computer Center About Activities, Changes in Policy, Classes, etc., and**

8. **Single Source Calendaring Tools.** To reduce information-type emails, Todd Barber will try to include only relevant information for the main listserv, with all other messages as opt-ins. Word Press will be implemented, another option to retrieve these emails.

**IT Priorities 9 through 15 will be covered in next month’s meeting.**

**New Business**

- **Challenges and Solutions.** Presentation overview was done by Vikki Massey, IT Team Leader, College of Nursing—Administration. Abode Connect highlights:
  - A web-conferencing tool, a virtual classroom can be created for one-on-one communication and offsite colleague collaboration.
  - Requirements for use: Internet access, web cam and headphones for audio. The software works on all computer platforms.
  - Features: guest log-in accessibility; real-time document and desktop sharing; record session capability of audio and video; easy editing interface; a URL can be sent to other users for guest sign-in; easy computer-based problem resolutions with web-based troubleshooting. Recorded presentations can also be reviewed.
  - Special training modules and simulation modules for testing are included. Archives can be done. Sessions can be hosted or managed by a server.

Adobe Connect has various packages/licenses. Teaching needs determine the product/license to purchase. Another web-conferencing product is WebEx.

March Presenter: Marcia Sharp, College of Allied Health Sciences: ProctorU.
Other Items:

- **Blackboard.** Representative Massey commented on Blackboard’s incompatibility with IE8. Alternative web browsers that can be used are Mozilla, Firefox and Safari. The Helpdesk supports IE primarily, since it is the most popular used browser. Todd is working on a browser detection page that will alert users of the version of their web browser. If obsolete, they will be prompted to upgrade to the latest version.

With no further questions or comments, the meeting adjourned at 9:45 A.M. The next meeting will be Monday, March 22nd.