Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
January 24, 2011

Members Present: Vikki Massey (Chair), Bill Brescia, Jackie Burchum (teleconference), Charles Cossar, Paul Gahn, Tricia Page for Jeanne Hermann-Petrin, Dale Jackson, Kent Lee (Chattanooga), La’Keith Miller, Don Peruski (Knoxville), Linda Risby, Phyllis Richey, Marcia Sharp, Vada Singleton and Larry Tague for Don Thomason. Ken Brown, Executive Vice Chancellor and Interim CIO, also joined the meeting.

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Webmaster; Charlie Brooks, Application Development; Kevin Carmon for Steve Butler, AV and Videoconferencing; Chris Stachowski for Peter Fox, Computing Systems; Jason Holden, Infrastructure and Network Services.

Judy Jefferson Johnson, Meeting Coordinator and Minutes Recorder

Guest(s): Michael Miles, Banner Phase II Project Director; Zach Pretzer, Annual Giving Director, Development

Members Absent: Lee Bell, Tonya Brown, Bobby Thomas

Call to Order: The meeting was called to order by Chair Massey at 9:05 a.m.

Approval of Minutes: Minutes of the November 22, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the November 22, 2010 meeting.

IT Services

➢ IT Assessment. The following highlights were provided by Chair Massey:
  o Final Report: Complete. Dr. Brown has received it. ITS directors and Vice Chancellors Scheid and Ferrara have also reviewed it. The report will be shared with the Committee soon.

Updates from Dr. Brown included the assessment process, though painstaking, was good for campus. A better perspective of IT was gained by campus and ITS. There are questions that need to be re-addressed by the consultants. All campus groups met with them. With the number of recommendations received, a defined strategy is needed for implementation. Among firsts, Dr. Brown will meet with ITS directors. The direction of ITS is clearer. Committee members will receive a copy of the report.

  ▪ IT Services: Directors and staff were commended for a job well done in continuing IT operations despite leadership transition. Meeting directly with directors has been helpful. Personnel and operating needs continue to be met.

  ▪ Project Implementation: A project manager is needed. Chair Massey is being considered. The Committee will be kept abreast of the progress.
CIO Search: Campus groups will have an opportunity to meet with the candidates.

Expansion of ITS: The College of Nursing will be moving out of the Alexander Building. IT Services will expand and occupy the 6th and 7th floors. Next year’s budget process is underway. Dr. Brown indicated that changes will be made to the ITS budget, as it has never been fully funded. The new redefined budget will include support for all campus IT infrastructure. Computer refresh will be included. ITS will manage this, in addition to software purchases and licenses. He noted that the campus should be responsible for IT.

Banner Implementation Update. Phase II project implementation is in progress. Michael Miles, project manager, provided the following highlights:

- Phase I implementation is 90% correct. HSC is ahead of the curve. Deficiencies are being addressed, with Admissions the largest deficiency. SunGard consultants are providing support. Financial Aid went well and is on track. Registration has improved. A new email address has been created for Banner. Users can now submit issues or questions to banner@uthsc.edu. The Banner Users Group team addresses all items. Charlie Brooks added that the Banner implementation assessment is also being addressed.

- HSC is going to the CAS (Centralized Application Service) system. Dentistry is looking forward to joining. The service is very student friendly and works well with Banner.

After-Hours Network Interruptions Procedures. Campus Police should be contacted at 448-4444 for calls of this nature. The Helpdesk website at http://www.uthsc.edu/helpdesk/ includes this information. An ITS contacts call-down list is maintained. Access to server files was discussed. Jason Holden commented that all servers need to be maintained in the ITS Machine Room, 7th Floor Alexander, since redundancies are in place. To the question could accessing files be considered an emergency, the response was it is an individual call. It was noted that the ongoing network problems at 600 Jefferson are due to the location not being on the main port. A meeting was held in November with all parties. The problems are a substation grid and trees that need to be cut down. There will be a future meeting.

Chair Massey advised members to review the Helpdesk site for services offered and to pass along information shared in Advisory meetings to their constituents.

Old Business

Revision of Bylaws. Nominations and elections for the offices of Vice Chair and Secretary were done by Chair Massey. Representative Hermann-Petrin is the Vice Chair and Judy Johnson, Secretary, coinciding with their current functions.

CIO Search Questions. A handout of compiled survey results was distributed by Chair Massey. Significant feedback was received from members and ex-officio members. To scale down the responses to the 5 questions, ranking was recommended. Items receiving 50% or more votes will be re-ranked until there is a final list. Additional items can be forwarded to Chair Massey to add to the list. Members will receive the URL for the rank process by next week. The goal is to discuss the final list at the February 28th meeting. Members will have the final list prior to then. The final format will be forwarded to Dr. Brown.

New Business

IT Priorities List. The Committee will continue to work toward it. New priorities will come out of the survey feedback.
Other Items

- Upgrade: Development Database Software. Zach Pretzer, Development’s Annual Giving Director, shared that they will be facing new software implementation in August. UT Systems is updating its database software to a more robust package with an improved e-marketing tool and streamlined communications in solicitation and stewardship. Implementation will take up to a year.

With no additional questions or comments, the meeting adjourned at 9:58 A.M. The next meeting will be February 28th.