Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
March 28, 2011

Members Present: Vikki Massey (Chair), Lee Bell, Bill Brescia, Jackie Burchum (teleconference), Charles Cossar, Paul Gahn, Jeanne Hermann-Petrin, Dale Jackson, La’Keith Miller, Don Peruski (Knoxville), Phyllis Richey, Keisha Brooks for Marcia Sharp, Vada Singleton, Don Thomason and alternate Larry Tague.

ITS Directors/Direct Reports:  Brad Terhune for Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Webmaster; Joe Johnson for Charlie Brooks, Application Development; Steve Butler, Audiovisual Services; Chris Stachowski for Peter Fox, Computing Systems; William ‘Billy’ Hatcher, Infrastructure/Network Services.

Judy Jefferson Johnson, Secretary

Others:  Michael Miles, Banner Phase II Project Director; Ron Patterson, Director of Admissions; John Bossier, Safety Officer

Members Absent:  Kent Lee (Chattanooga), Linda Risby, 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 February 28, 2011 meeting were approved as submitted.

Meeting Materials:  Agenda; Minutes of the February 28, 2011 meeting.

Committee Leadership Change

Chair Massey will no longer serve as Chair, in conjunction with her new role in IT Services. She noted this aligns with the Bylaws, since she is not in a represented area of the Committee. With her transition to ITS, Academic Affairs will appoint a new representative. Vice Chair Hermann will chair the meetings through year-end, 6/30/2011. Chair Massey will be an ex-officio member.

IT Services

Staff Changes. Highlights were:

- **Project Manager**: Chair Massey joined ITS 3/7 as Project Manager. She will continue to coordinate the WTC implementation process and assist ITS groups in planning, organizing, and managing resources of ITS-supported projects.
- **Infrastructure**: Jason Holden has resigned as director of Infrastructure. Billy Hatcher, former Network Services manager, is the new director. He was welcomed to the meeting.

IT Assessment. The WTC original report and recommendations released 12/2010 will be disseminated by Chair Massey today to the various campus groups interviewed. A list of those receiving the items will be included. Forwarding the report was delayed to allow ITS directors and staff the opportunity to respond to the report and create a proposed implementation strategy. The Committee will discuss the report at the April meeting, along with the proposed strategies. Members can share the report with their constituents for feedback. Chair Massey (as ITS Project Manager) will meet with the interviewed groups in a few weeks. The Technology Assessment site will be updated to include
feedback avenues. Questions about the report can be forwarded to Chair Massey or Dr. Ken Brown.

Banner Update. The Banner environment is very stable, per Michael Miles. Student Affairs is proactive in addressing needs as they arise.

- **Admissions.** Ron Patterson, invited guest and Director, provided updates. Meetings are scheduled with deans and assistant deans of the colleges re: issues that arise and college-specific concerns. Legacy data is in the new Banner system. Some concerns relate to finding and retrieving this data, similar to the former system.
  - **Website Update.** To meet the needs of the colleges, SunGard is working with Admissions to build an admissions suite of college- and program specific applications to enhance instructions to apply and access of information. Availability: Fall 2012.
  - **Collegiate Admission Service (CAS).** Application Development is developing a central depository that will house data of 5 to 6 college programs. SunGard, working with Admissions, will pull the data. Student consultants will map it. Availability is targeted for this Summer.
  - **Nolij.** Document scanning and display problems are issues with the scanning document solution. Staff in Admissions, ITS and the colleges met to address the concerns. Scanners were adjusted and new PCs were ordered to improve the imaging process. Previously scanned images will be renamed. Staff training is ongoing in Banner Admissions. It was noted that Shawn Bryan, new Nolij system administrator, is developing a standardized scanning process. Secure access will also be an added feature.

To a question re: the status of modifying courses, Mr. Patterson responded a curriculum meeting is scheduled for Friday, 4/1.

GEB Renovations Update. Steve Butler met with Architecture and Planning. A draft schedule of the 8-lecture hall renovations project is underway. Work will begin in June. Painting is already complete. Estimates are expected soon for seating, carpentry, electrical, etc. State approval is pending. By August, four of the 8 GEB rooms will be complete. Additional lecture space is available in Coleman North and South Auditoriums, along with Pharmacy’s 2 lecture rooms. The Scheduling and Planning offices are working together re: space needs and availability. Members were assured the tight timeline is very doable. Other updates: wide-screen monitors with VGA in all rooms; recorded lectures available via web- and/or podcast; a back-up storage server has been purchased; and students will be able to receive lectures via listserv. Additionally, end lecture rooms will have videoconference capability. Resolution is being researched for issues re: Dells and Macs.

- **Wireless Update.** All auditoriums will be 100% wireless, per Billy Hatcher. Testing will be done. The bid is pending for cabling and access points. To the question can A104 handle wireless access for 100+ students simultaneously, the response was yes. Everything is gigabit.
  - **iPods and iPads.** These devices are an issue on the network. White-listing is required for network authentication. Cisco is aware of the iPhone/iPad issues and is working on a solution. Androids are being hacked and may be removed from the network.
- **GEB Computer Lab.** Furniture for the 99-seat lab is the delay. Delivery is expected 4/7 with install 4/8. Fire Marshall inspection is a week later (4/15). Once done, the computers can be installed. Set-up will take 5 business days. Scheduling cannot be before this timeframe.
- **Exchange 2010.** Campus rollout will be after all Entourage users’ systems are updated to prevent service disruption. The change should be seamless for PC users. Apple users will require a special access patch. Brad Terhune noted Tech Support will discuss access options with these users. Chris Stachowski added the upgrade will also provide email storage increase to Campus users of 1GB. Availability is expected within the next few weeks.
Old Business
CIO Search Proposal Document. The revised document was forwarded to the Committee for review and feedback on 3/23. The IT Priorities section was redone as Appendix I and includes status updates. With no further discussion, the Committee unanimously accepted the revised document. It will serve as the formal representation of this Committee and will be submitted to Dr. Ken Brown. Chair Massey was complimented for a job well done on the proposal document. Committee and ex-officio members were thanked for their invaluable input to the comprehensive project.

Questions and Answers
Q. What access points (APs) will be in this meeting room (910 Madison, Room 502)?
A. A site survey of AP design/placement was done by the vendor. The blueprint will be re-reviewed by Mr. Hatcher and a return reply re: the specific count will be sent to Vice Chair Hermann.
Q. Is UTHSC not going to allow ActiveSync for smartphones with the Exchange 2010 server rollout? This is the case at UTMCK. And with increased PDA usage, are there performance, connectivity or recurring server issues at HSC?
A. No plans to disallow Exchange/ActiveSync. Performance issues, no. Connectivity, yes. No plans for a separate PDA server or to disable access to white-listed devices. No recurring server issues.

New Business
Passing the Reins. The meeting was turned over to Vice Chair Hermann. It was noted that the Committee needs to continue with the work of the Committee.

Other Items
Earthquake Drill. John Bossier, HSC Safety Officer, announced the South Central Shake Out is scheduled for April 28th at 10:15 A.M. University Administration has a meeting this afternoon to discuss this upcoming event. Plans are developing for a building by building evacuation. The entire Campus will participate in the 90-second drill. Several scenarios will be planned. Sounds will be simulated with central audio and video tools. This initiative is designed for better awareness. More information will be forthcoming. Individual registration is available on the Shake Out website.
  * Business Continuity Plan. Business managers in individual departments are reviewing their plans to work through continuing operations in the event of a disaster.

Additional Questions
Q: Will the network experience decreased service during this exercise?
A: Mr. Hatcher responded he is not aware of it. HSC is doing a shared data site at the University of Memphis. Campus Police will be the Command Center in the event of Campus disaster. Mr. Bossier noted Madison Plaza will also be an operations center. Administration is also looking at recently built campus buildings as an alternate center.
Q: Is there outside storage beyond Memphis?
A: Yes. UT System is working with state agencies to locate an alternate site in Nashville.
Q: Will the Shake Out exercise utilize cell phone messaging?
A: Yes. The Campus emergency contact list includes primary/secondary persons for each operational unit. The need was stressed for everyone to sign up for e2 campus alert at http://www.uthsc.edu/campuspolice/. Cell phones will be used to communicate emergency information.
Q: Are there emergency defibrillators on Campus?
A: Yes, Madison Plaza Lobby and GEB. There is some discussion to include them in some Campus Police vehicles. Equipment maintenance will be required. Only trained personnel will use them.

With no further items, the meeting adjourned at 10:00 A.M. The next meeting will be April 25th.