Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
April 25, 2011

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

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Web Services; Charlie Brooks, Application Development; Steve Butler, Audiovisual Services; Peter Fox, Computing Systems; William ‘Billy’ Hatcher, Jr, Infrastructure/Network Services; Joe Morrison, Security.

Judy Jefferson Johnson, Secretary

Others: John Bossier, Safety Officer

Members Absent: Lee Bell, Kent Lee (Chattanooga), Don Peruski (Knoxville), Linda Risby, Bobby Thomas

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

Approval of Minutes: Minutes of the March 28, 2011 meeting were approved as submitted.

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

IT Services

Banner. Different collegiate admissions service (CAS) agencies are used in the admissions process. As a result, extracts must be written. Currently, interfaces are on desktops and the focus is to remove data from desktops. For security and other reasons, the data will be maintained on a central secure server. The target timeframe is August. Data testing will start once it is in place. A central practice will be developed for all CAS systems. At this time, only AMCAS (Medicine) maps into Banner.

- Nolij. Scanning deficiencies are being addressed (rescanning and renaming documents). There is a delay with the 3 PCs ordered. The 2 new scanners have come in.

GEB Updates. Highlights are as follows:

- Computer Lab. The Fire Marshall inspection is complete and the lab passed, per Representative Miller. Thirty-six receptacles with furniture are still outstanding. The order has been placed with delivery expected any day to the vendor. Handicapped spaces require minor adjustments. The lab will be turned over to Lisa Aitken/Tech Support once complete.

- GEB Renovations Project. Architecture and Planning has developed a 3-phase project timeline. Equipment installations will start 5/16.
  - Phase I will be complete by 8/15 and includes A102, A103, A202 and A203.
  - Phase II will start 8/16 and includes A302, A303 and A204. Renovations will be during the school year. Classes for these areas will be reassigned to other available lecture areas, including the 2 Pharmacy auditoriums that will be ready by 8/1.
  - Phase III consists of A104 which will be completed by 12/1.

Minutes 4/25/11 aprrv’d 5/23/11
Old Business

WTC Final Report Update. The ITS Response and Implementation Strategy report is complete and has been sent to all groups interviewed by WTC, including the Advisory Committee. There was no additional feedback. The IT Assessment website will be converted to the Implementation website by the end of the week by Web Services. Questions, comments, etc., can be directed to the feedback mechanism. Vikki Massey will receive this information.

Projects in progress:

- **Wireless Implementation.** On track for the September target completion.
- **Ticketing System.** Working on integrating the system to create trouble tickets and include all ITS divisions. A tracking feature will be added. Members are interested in testing the system.
- **Migration of ITS Activities.** Academic Affairs is working with ITS to migrate ITS activities back to ITS.

Additional ITS updates:

Computing Systems. Hardware has come in for the email quota expansion project. Configurations will be done. An email with the timeline is being prepared.

Customer Tech Support. College of Pharmacy computer lab set-up is 6/6. Seating capacity is 77.

Infrastructure: Additional highlights:

- **Wireless Implementation.** Kicked off this week and is progressing well. Alexander Building has 3 floors completed.
  - 600 Jefferson. The ongoing intermittent outage point-to-point wireless problem will be a priority. To address the problem, weather-proof boxes were purchased and will be tested for 40 days.
  - LeBonheur. Internet network connections problem is being addressed (dual network access issue). LeBonheur is providing VLANs for point-to-point access. Network Services is working with them on this.
- **Digital Media Signage (DMS).** Signage is up in GEB and Madison Plaza. Others waiting for custom-built cabinetry. Alexander needs hardware. Content is posted by Brad Anderson in Communications and Marketing, and will be events-type items and campus schedules. Once tested, Events Calendar items and news feeds will show. e2Campus notices will be automatic.
- **Eduroam.** The HSC is evaluating participation. UTK is spearheading this effort for all UT campuses.

Security. Joe Morrison is working with UT Knoxville’s Security Office re: e-signatures and digital signatures. Questions should be directed to him at jmorri24@uthsc.edu to forward to Knoxville.

Questions and Answers

Q. How much wireless coverage will there be inside and outside?
A. Corner-to-corner campus coverage, including all campus tunnels. Things may happen in a few small areas. VOIP should work through Forrest Park.

New Business

Nomination of Officers. Chair and Vice Chair nominations will be accepted for 2 weeks and should be forwarded to jhermann@uthsc.edu or jjohns62@uthsc.edu.

Terms Ending 6/30. Five members will rotate off the Committee. Their dean and/or vice chancellor will be notified to select a new representative or reappoint the existing representative, if eligible.
Other Item(s)

ShakeOut Drill Update. This Thursday, 4/28, UTHSC is participating in the South Central Shake Out at 10:15 A.M. Voice notifications will sound via fire alarm systems for the 90-second drill. Once over, participants will be asked to assess their areas and note items that occurred. An email has been set up for feedback at shakeout@uthsc.edu. A 3-phase mitigation plan will be developed by Safety Affairs:

- **Phase I**: Work with Facilities to make the campus more secure.
- **Phase II**: Work with Steve Rowland re: the campus Continuity of Operations Plan (COOP) in identifying continuing operations and key personnel and alternates.
- **Phase 3**: Organize a Response Operations Center that will house adequate supplies and provide medical assistance in conjunction with University Health Services.

Members were urged to visit the ShakeOut website on the campus homepage and register.

With no further items, the meeting adjourned at 9:55 A.M. The **next** meeting will be **May 23rd**.