Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
June 27, 2011

Members Present: La’Keith Miller (Chair-Elect) for Jeanne Hermann-Petrin (Chair), Bill Brescia, Jackie Burchum (teleconference), Charles Cossar, Paul Dassow for Kent Lee (Chattanooga), Paul Gahn, Dale Jackson, Tricia Page (Alternate, Office of Research), Phyllis Richey, Marcia Sharp, Vada Singleton, Ebony Smith and Don Thomason.

ITS Directors: 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; Vikki Massey, Project Manager; Joe Morrison, Security.

Judy Jefferson Johnson, Secretary

Others: Michael Miles, Banner Phase II Project Director

Members Absent: Sergio Klimkowski, Don Peruski (Knoxville), Linda Risby and Bobby Thomas

Approval of Minutes: Minutes of the May 23, 2011 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the May 23, 2011 meeting.

Meeting Preliminaries. Chair-Elect Miller, meeting facilitator, thanked the membership for the opportunity to serve as Chair for 2011-2012. Dr. Paul Dassow, new COM–Chattanooga representative, was welcomed to the meeting. Representative Lee, in his absence, was thanked for his service.

IT Services
IT Assessment Implementation. Highlights were:

- **CIO Search.** The draft job description has been forwarded to Dr. Ken Brown for his review and feedback. Other Campus groups—Deans and Vice Chancellors, the CIO Advisory Committee, the Faculty Senate Computing Committee, etc., will review it and offer feedback.
- **Academic Affairs Staff Migration.** Staff will be relocating to other Campus areas for better alignment of restructured job duties. ITS will receive two of the staff—one will join Application Development and the other, Computing Systems.

Banner. The Banner consultant was on campus for the past two weeks. An assessment was done that revealed processes are running, but are not completing. Troubleshooting was done and problem areas have been corrected. Spring graduation was the first to be completed in Banner. Items/concerns are welcomed and will be addressed as received. They should be sent to banner@uthsc.edu.

GEB Updates. The following updates were:

- **Computer Lab.** The C109 lab is complete. Educational Development schedules use of it. The contact number is 448-6960.
  - **Monitors Update.** Chair-Elect Miller will check on the order status.

Minutes 6/27/11 apprv’d 8/22/11
Lab Water Leak Rumor. To the question re: the rumor, Chair-Elect Miller indicated he is not aware of it, but will follow-up re: the matter.

GEB Renovations Project. Phase I renovations for A102, A103, A202 and A203 are slightly ahead of schedule. The target completion date is still 8/15. A pre-meeting will be next week re: the construction of the tables and chairs.

Other Renovations. Chair-Elect Miller inquired about the Coleman Auditorium equipment pull and replace. Steve Butler noted the process has to be done by the vendor to maintain equipment warranties. The project should be scheduled, to add to AV’s projects schedule. Chair-Elect Miller will follow-up with the project manager.

Wireless Implementation. Wireless is on schedule. Members were urged to check the wireless website at http://www.uthsc.edu/its/telecommunications/wifischedule.php for building updates.

Network Outage. Billy Hatcher also noted last week’s network outage was due to power failure and incorrect reboot sequence of network switch clusters. Cisco reviewed the problem and is working on a non-reoccurrence solution. Short staffed, temporary help may be used by Network Services to help stay abreast of campus wireless projects.

Exchange 2010 Upgrade. Migration of Entourage users to the new email server is almost complete. The upgrade to the new Exchange 2010 server will begin 7/10. Peter Fox noted the upgrade should be seamless to the user. After the front-end servers are turned on, migration of mailboxes from the old Exchange Server to the new Exchange 2010 Server will start. During this transition, users will be routed to the correct OWA client. This upgrade includes an increased email quota and improved functionality with the new OWA client. Campus notification will be sent today.

Non-Receipt of Email Attachments. It was reported some Entourage users are experiencing this problem. Tech Support has a workaround or Xythos can be used in the interim. This issue will be resolved once all mailboxes are moved to the Exchange 2010 server. Another solution offered was to use the email forward feature and the attachment(s) will appear.

Old Business

New Officers. Chair-Elect Miller and Vice Chair-Elect Sharp will take office July 1st. Both expressed appreciation for the opportunity to serve the Committee in their new roles.

New Business

New Campus Building. Chair-Elect Miller announced that the property at 208 S. Dudley is now UTHSC-owned. There is a single occupant—Holliday Fashions. Surplus will eventually move to this location. Network Services will do a network needs assessment of the building.

Term-Ending Members. In Chair Hermann’s absence, she was also thanked for her service.

Other Items

New Term Initiatives. Chair-Elect Miller expressed that he would like to see more student concerns that can be addressed by the Committee.

LDAP Directory Replication. Single sign-on access problems this morning were a Knoxville service issue. Updates made to the master UTK directory were not replicated down to the connecting UTHSC directories.

With no further items, the meeting adjourned at 9:24 A.M. It was brought to the Chair-Elect’s attention that the July meeting is typically canceled due to scheduled vacations of several members. The meeting was reopened at 9:25 A.M. The Committee was surveyed for those with July vacations. It was unanimously voted to cancel the July 25th meeting.

The meeting officially adjourned at 9:34 A.M. The next meeting will be August 22nd.