CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
August 22, 2011

Members Present: La’Keith Miller (Chair), Darnita Brassel, Bill Brescia, Jackie Burchum (tele-conference), Charles Cossar, James Eoff, Paul Gahn, Dale Jackson, Sergio Klimkowski, Tricia Page, Beth Bowman for Marcia Sharp, Vada Singleton, Ebony Smith, Joseph Swanson and Don Thomason

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Charles Mooney for Todd Barber, Web Services; Charlie Brooks, Application Development; Steve Butler, Audiovisual Services; Peter Fox, Computing Systems; William “Billy” Hatcher, Jr., Infrastructure; Frank Davison for Joe Morrison, Security; Vikki Massey, Project Manager

Vikki Massey for Judy Jefferson Johnson, Secretary

Others: John Bossier, Safety Officer; Michael Miles, Banner Phase II Project Director

Members Absent: Paul Dassow, Don Peruski, Linda Risby

Call to Order: Chair Miller called the meeting to order at 9:03 a.m.

Approval of Minutes: The June 27, 2011 meeting minutes were approved as submitted.

Meeting Materials: Agenda; Minutes of the June 27, 2011 meeting

Chair Miller acknowledged new members Darnita Brassel (Exempt Staff Council), Paul Dassow (Medicine-Chattanooga), and James Eoff (Pharmacy). He also asked all other members to introduce themselves. Joseph Swanson also attended the meeting.

IT Services

IT Assessment Implementation. Highlights include the following:

- **CIO Search.** The CIO job description is finalized. Drs. Steve Schwab and Ken Brown are considering using the firm conducting the College of Nursing dean search to do the CIO search. Chair Miller thanked the committee for its quick response on the CIO job description. Chair Miller also stated that Dr. Schwab or Dr. Brown may attend today’s meeting to discuss the search further. (NOTE: Neither attended the meeting.)

- **Trouble-Ticketing Software.** An application has been chosen (Numara Footprints), and implementation will begin in October. The system will allow ITS to better collect, resolve, and report on user problems, incidents, and service requests. A highlight of the system will be a customer portal that allows users to open and manage their own help tickets.
Work Migration from Academic Affairs to ITS. The migration of application development and support activities from Academic Affairs to ITS as appropriate is going very well. ITS is working to ensure that all needs met by applications and databases developed by Academic Affairs continue to be met. ITS also is collaborating with the Educational Technology team and the bioinformatics group to ensure that their ITS needs are addressed.

Other Projects. Massey stated that in addition to implementation projects, ITS also is working on a myriad of projects that grow our infrastructure and basic IT needs, such as the email migration to Exchange 2010 and the upgrade of the wireless network, as well as address other user needs in a proactive way, such as the renewal of the SPSS and JMP licenses and the initiation of efforts to determine who will monitor campus use of statistical software. She stated that the ITS directors are to be commended for their work.

Banner. ITS Application Development now is producing a weekly report that shows missing information on student accounts. The report is given to Student Affairs each Monday in hopes of resolving all errors by Friday of that week. Additionally, SunGard, maker of Banner, has merged with the company Datatel. Miles says SunGard sees this as a positive move because it will make for a more solid product, and Miles is hoping the same. Miles stated that while he does not know at this time what the merger will look like and cannot anticipate what will happen in the next year, Student Affairs is trying to be proactive. UTHSC will retain its same Banner consultants. A financial aid consultant is here this week, and another consultant will be here at the end of September. Brooks stated that Banner is working well and that they are resolving issues as they arise. Finally, Miles encouraged users to report problems by sending emails to banner@uthsc.edu, which goes directly to him.

GEB Updates. The following updates were noted:

- GEB auditoriums A102, A103, A202, and A203 will open Monday, August 29. Audiovisual work is completed, and the last seating will arrive this week. ITS will email the campus by tomorrow about training sessions for the new audiovisual equipment in these auditoriums, to be held on Wednesday, Thursday and Friday, August 24-26. This will allow users to learn about the different digital display formats. Butler also noted that there will be technicians from his group in the auditoriums during classes to help those who can’t come to training. He and his group members also would be happy to do one-on-one training if necessary. Additionally, network cabling work in the auditoriums is completed. ITS Infrastructure is still awaiting some switches due to inaccurate room plans that delayed things. Despite this, GEB 2nd floor auditoriums will be have data jacks at each seat by August 29.

- Phase II of GEB auditorium updates starts August 29. This will include A302, A303, and A204.

- C109 will be getting an in-ceiling sound system (a portable one is in there now). Butler is awaiting a quote. Chair Miller and Butler say there is no plan to add additional audiovisual equipment and screens in C109 due to the number of screens that would be needed and the resulting need to tear out the ceiling to add them.

- A104 will be done next summer if funds are left over from this year’s renovations.

Wireless Implementation. Seven hundred thirty (730) wireless access points (WAPs) have been installed in buildings, but are not yet all turned on. There are none in Feurt, Mooney, or Beale buildings due to plans for those buildings to be closed. ITS Infrastructure currently is doing some
fine-tuning and repositioning antennas and is waiting to work with the VA and The Med. The website (http://www.uthsc.edu/its/telecommunications/wifischedule.php) lists the buildings where new WAPs are active. Infrastructure should meet the September 1 goal for having all WAPs active, with the exception of some final fine-tuning. As an aside, last week’s eight-minute network outage resulted from a denial-of-service attack at LeBonheur. This is part of a transition period in which UTHSC is removing network equipment from LeBonheur and adjustments are being made. ITS Infrastructure is working with LeBonheur on ways to address/prevent these types of issues.

Email Migration. As of August 12, all email accounts have been migrated to the Exchange 2010 server. The Exchange 2003 server will be shut off in the future after other issues are addressed.

Old Business

Dudley Building Update. An IT assessment has been done for 208 S. Dudley. Facilities is building a telecommunication closet at that location. A telephone circuit is being moved there on August 30 and will be operational about a week from then. A plan for wireless has been done for the building, and wireless equipment has been purchased.

New Business

Future of the Committee. Chair Miller said the committee is in flux because there is no CIO right now. Once a CIO is hired, however, the committee’s goal will be to establish a relationship with her or him, learn about that person’s vision, and hopefully, be a part of establishing that vision.

Student Technology Ideas. Chair Miller would like to learn more about students’ technology ideas. He has talked with Klimkowski (SGA representative) about this and expressed interest in an online survey to get student feedback. Brooks suggested a “Top 10” list of student wants/needs.

Other Items

- Macintosh OS X Lion. Mac’s newest operating system has resulted in some wireless network issues for students, and ITS Infrastructure hopes to resolve those within the next few weeks.
- New Pharmacy Building Computer Lab. Once lab staffing has been hired, the lab will be open for general use when not being used for testing or other specific Pharmacy purposes. An email will be sent to the campus when the lab is opened. Hours will be Monday through Friday, 7am-6pm, by card-reader access. The lab’s audiovisual equipment is not ready for use, and thus, the lab cannot be used for teaching yet. (NOTE: The new Pharmacy building’s grand opening is Thursday, August 25, at 10 a.m.)

With no further items, the meeting adjourned at 9:43 a.m. The next meeting will be September 26th.