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

Members Present: La’Keith Miller (Chair), Bill Brescia, Jackie Burchum (teleconference), Jackie McClarin for Darnita Brassel, Charles Cossar, Paul Gahn, Dale Jackson, Don Peruski (Knoxville), Linda Risby, Marcia Sharp, Vada Singleton and Larry Tague

ITS Directors: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Web Services; Joe Johnson for Charlie Brooks, Application Development; Kevin Carmon for Steve Butler, Audiovisual Services; Chris Stachowski for Peter Fox, Computing Systems; William “Billy” Hatcher, Jr., Infrastructure; Vikki Massey, Project Manager

Judy Jefferson Johnson, Secretary

Others: Michael Miles, Banner Phase II Project Director

Absent: Paul Dassow (Chattanooga), James Eoff, Sergio Klimkowski, Tricia Page, Ebony Smith and Joseph Swanson

Call to Order: Chair Miller called the meeting to order at 9:05 A.M.

Approval of Minutes: The October 24, 2011 meeting minutes were approved with corrections.

Meeting Materials: Agenda; Minutes of the October 24, 2011 meeting

IT Services
IT Assessment Implementation. No updates.
Gartner Research Web Portal. A group meeting with Gartner will be this week re: technical details.
Banner. No updates.
GEB Updates. Administration approval is still needed re: Phase 3 renovation (GEB A104) and its timeline. All other renovations are complete.

Network Services. Updates include:

- WiFi. 99% complete. Some tweaks and updates to controllers are being performed. Redesign of WiFi coverage at Doc’s field requires Goodman Dorm shutdown.
- Van Vleet. RxBio move-in completed in Van Vleet with a new Telecom closet (3rd Floor N) for RxBio and GTx WAN transition from 3rd Floor Central Telecom closet.
- Outages. No campus-wide outages known. There have been some intermittent outages affecting a small # of users.

Additional highlights were:

- EDUROAM WiFi SSID. UTHSC will join UTK and ORNL in EDUROAM, providing new SSID that
allows online network access at participating institutions. Guest log-in is the same as their institution’s credentials. The service will benefit those who travel. Not all states participate (about 12-13). All UT campuses will be online, with UTHSC coming online after in January. For a list of participating institutions, the web address is www.eduroam.org.

- **Other Options.** Larry Tague asked about the option of 3G WAN service for travelers. Hatcher acknowledged that possibility, noting some campus departments use it. 3G Wi-Fi provides connectivity to UTHSC e-mail and apps from distant locales, as if from home. Hatcher also noted several hurdles to its use, such as carrier and signal strength at some locations (previous experiences), access to institutional LANS are often required for working in collaborative environments, and 3G Solutions does not circumvent guest registration at guest institutional locations to access IT services.

  A cost comparison of 3G Wi-Fi services and on-demand 3G Wi-Fi services will be done by Hatcher at Tague’s and Chair Miller’s request.

- **Nortel.** Items that need to be ordered will hopefully be done before the December break.
- **South Dudley Property.** Point to point access install is underway. The location will be added to the network by the end of the month.

**Old Business**

**Student Technology Feedback.** The Top 10 ideas from students is moving forward, per Chair Miller.

**New Business**

- **IT Articles.** Chair Miller distributed summary handouts of the two articles with key points:
  - In the “Don’t Fear IT Assessment” article, benchmarking was emphasized and its benefits in identifying assessment strategies. To Chair Miller’s comments referring to the university’s recent engagement with Gartner as another campus IT Assessment, Vikki Massey clarified that Gartner will be providing ongoing IT advisory and research services for two years, not just a one-time review. The EDUCAUSE Core Data Service document was also mentioned as a benchmarking resource.
  - The focal points of “The Future CIO: Critical Skills and Competencies” article were: the CIO has to know more than technology, be more of a visionary and in tune with the university’s strategic plan, and be at the executive level ensuring the university’s technology needs are communicated in strategic planning discussions. The difference between a CTO (Chief Technology Officer) and CIO was briefly discussed. Chair Miller reiterated that the CIO for UTHSC will be at the Vice Chancellor level.

**Other Items**

**Campus IT.** Members were asked by Chair Miller to share any initiatives that could cross departments or if there were issues occurring in their department that could be of interest to other departments. He started the segment with an update on Archibus, primarily a space planning software. Facilities has met with Kim Quiney, project manager, and is now in the benchmarking phase. Data capturing is also being done before the assessment. He noted Archibus can be utilized by other departments.

  Other feedback included:
  - **Student Printing.** The Library will be added to the current print management system, per
Representative Gahn. He is working with Brad Terhune re: technical/financial issues. This is a replacement print method for the Library. Once implemented, students can utilize their existing student printing account in the Library. The quota is still 1,500 pages/year, with rollover balance. Printing above quota is $.05/page. Students now use a copy card system.

- **Outlook Calendar.** Representative Brescia expressed concern about calendars for M1 and M2 classes disappearing and reappearing for no reason. Lisa Aitken stated the problem may be a network connection loss over the weekend. Other possibilities could be sync issues with servers, or with MACs. Chris Stachowski should be contacted at 448-1185, should the problem reoccur.

Massey encouraged members to contact her (vmercer@uthsc.edu or 448-8040) to make IT project requests or discuss IT-related needs. Her job will be to detail these needs and pass them on to ITS leadership for consideration and prioritization.

**Questions and Answers**

Q: Can the Footprints link be added to the Helpdesk webpage?
A: Yes.

Q: Are CIOs hard to find and are there ideas on what to look for?
A: The partnership between UTHSC and Gartner will help to solicit a pool of CIO candidates with qualifications that meet UTHSC’s needs, both technological knowledgeable and executive friendly. Gartner will guide the CIO Search Committee with things to look for beyond what’s on résumés (i.e., CIO titles with CTO functions; CIO functions, but not the title; qualifications not in an educational environment, etc.)

Q: Can the reoccurring problem of calendars disappearing and reappearing in Outlook be fixed?
A: Yes.

The December 19th meeting is canceled, a unanimous vote by the Committee.

With no further items, the meeting adjourned at 9:50 A.M.