Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
October 24, 2011

Members Present: La’Keith Miller (Chair), Carolyn Dawson for Bill Brescia, Jackie Burchum (teleconference), Charles Cossar, Paul Dassow (Chattanooga), Paul Gahn, Dale Jackson, Sergio Klimkowski, Tricia Page, Don Peruski (Knoxville), Ebony Smith, Joseph Swanson and Larry Tague for Don Thomason.

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

Judy Jefferson Johnson, Secretary

Others: Michael Miles, Banner Phase II Project Director

Guest: Jerry Hall, Human Resources Director; Kimberly Quiney, Archibus Project Manager

Absent: Darnita Brassel, James Eoff, Linda Risby, Marcia Sharp and Vada Singleton

Call to Order: Chair Miller called the meeting to order at 9:04 A.M.

Approval of Minutes: The September 26, 2011 meeting minutes were approved with corrections.

Meeting Materials: Agenda; Minutes of the September 26, 2011 meeting

Chair Miller extended congratulations to Interim Dean Jim Eoff (Pharmacy), in his absence, on his new appointment.

IT Services

IT Assessment Implementation. Highlights were as follows:

- Change Management Process. Change Management will ensure full planning, scheduling, documentation, and communication of all IT changes. Creation and implementation of the process is going well, and ITS is moving forward with it. This is one of the recommendations from WTC. The process is based on the ITIL (Information Technology Infrastructure Library) framework, as well as the process used at UT Knoxville and other institutions.

- Ticketing System. ITS has selected a new ticketing system and is now ready to implement it. The system has a web portal that will allow users to create and track help tickets, as well as view global IT incidents occurring on campus.

- CIO Search. The search is still on the table. Interim CIO Brown is ready to move forward. A Search Committee will be created that will have broad campus representation. The Advisory
Committee will be kept informed re: this process.

- **Technology Assessment.** Much progress is being made in accordance with the first two years of WTC’s implementation roadmap (see [http://www.uthsc.edu/techassess/roadmap.php](http://www.uthsc.edu/techassess/roadmap.php)). Other things are also being planned. Questions should be directed to Vikki Massey at vmercer@uthsc.edu or 448-8040.

Additional discussion items:

- **Gartner Research.** UTHSC will utilize Gartner, Inc., an IT research and advisory firm, to provide strategic planning services in all areas of ITS. The engagement period is 2 years, with the first meeting next week. The Campus community will have access to Gartner research documents via a web portal. Other services will be provided specifically for the CIO, Chief Finance Officer and a delegate of their choice. To the question will Gartner meet with the Advisory Committee, Massey responded no. The services will cost $175,000. Note that Gartner will not replace the search firm that will be used to identify CIO candidates, but will assist in informing the search process.

- **EDUCAUSE.** Tracks higher education IT uses and trends. The 2009-2010 core data service survey results are complete. More than 600 schools, including UTHSC, participated in the survey. Massey will forward the outcomes report to Chair Miller for review and to share with the Committee.

**IT Articles.** Chair Miller distributed two IT articles Interim CIO Brown wants the Committee to review, “Don’t Fear IT Assessment” and “The Future CIO: Critical Skills and Competencies”. The articles will be discussed at next month’s meeting. Feedback can also be forwarded to Chair Miller prior to the meeting at lmille37@uthsc.edu. The 2-page article refers to the aforementioned EDUCAUSE survey results as an effective IT benchmarking tool.

**Banner.** No real updates to report. The servers are stable. Individual needs of users are beginning to be addressed. Problems/concerns should continue to be sent to banner@uthsc.edu.

**GEB Updates.** Phase II renovations will be complete by 11/14 as follows: A302 and A303 will be online and operational 10/31; A202 videoconference room will be operational 11/14. Everything is running smoothly.

**Network Services.** Current projects include wiring in Van Vleet for a new Telecom closet, wiring in GEB for Phase III renovations and wiring in the Fitness Center for cable TV.

**Old Business.** None.

**New Business**

- **Intermittent Outages.** Laptop testing was done 10/3 and 10/21 by Network Services in GEB 211 and 212. No issues were noticed. Adjustments to controllers and access points (APs) could have been reasons for any connectivity problems encountered. Everything is working now.

- **Archibus System.** UTHSC has purchased Archibus software. Kimberly Quiney, project manager, provided an overview. A handout was also distributed. The software consists of many modules, i.e., space, capital budgeting, strategic master planning, real estate, leases, cable management and others. Space will be implemented first for research and administrative space decisions for up-to-date information on space availability and usage. A challenge in IRIS, Archibus will provide space updates in real time and in graphics. Business
managers will eventually have the ability to update space changes as they occur. In addition, changes to processes designs and space reallocations can be made and tracked accordingly. Autocad drawings will also be linked to the software. Quiney will find out if actual pictures can be attached to drawings. Other modules that will be purchased, real estate, etc., will be implemented over several years. Additional highlights:

- Archibus software comes in Windows and web versions.
- Data requirements are being done with users. Small and large asset needs of campus departments can be accommodated.
- TBR (Tennessee Board of Regents) is currently using the space module. UT System and State of Tennessee will start using it also.

Employee Engagement Survey. Jerry Hall provided an overview of the survey, along with an information handout. The Statewide survey will identify strong points and areas for improvement for each campus and UT System. The survey is November 1st – 15th. Dr. Brown wants 100% participation from faculty and staff. ModernThink, a third party company, will direct the survey. Hall emphasized that nothing will go to supervisors or to Human Resources (HR). The 60-question survey will take about 20 minutes to complete. For employees without access to a computer, a kiosk will be set up in the GEB, or a locked dropbox will be available in HR (Benefits Office) to return completed paper copies. Results are expected back in January.

Other Items:

- HIPAA Policies. Administration has approved the combined HIPAA Privacy and Security Combined Policies, per Joe Morrison. There are major changes in the combined policies. Particularly, the privacy policies are separate from the procedures. The approved policies document will be posted on the UTHSC Policies and Procedures website (see HIPAA Combined Policies at http://www.uthsc.edu/policies/w932_document_list.php?app=IT).

- IT Segment. Committee members were asked to think about an IT change in their area and come prepared at the next meeting to share it.
  - Facilities New Database. Chair Miller discussed the change the Facilities Department is undertaking in implementing a new software program. Archibus will replace the various areas’ individually-written programs for assets management and work orders.

Questions and Answers

Q: Is there a plan to educate the Campus about the privacy policies?
A: Yes. There is no timeline on the training.

With no further items, the meeting adjourned at 9:50 A.M. November 28th is the next scheduled meeting.