Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
September 26, 2011

Members Present: La’Keith Miller (Chair), Darnita Brassel, Bill Brescia, Jackie Burchum (teleconference), Charles Cossar, Paul Dassow (Chattanooga), James Eoff, Paul Gahn, Dale Jackson, Tricia Page, Don Peruski (Knoxville), Marcia Sharp, Vada Singleton, Ebony Smith, Joseph Swanson, 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; Dan Albaugh for William “Billy” Hatcher, Jr., Infrastructure

Judy Jefferson Johnson, Secretary

Others: John Bossier, Safety Officer

Guest: Joe Hurt, Facilities Planning Services

Absent: Sergio Klimkowski, Linda Risby; ITS: Joe Morrison, Security; Vikki Massey, Project Manager

Call to Order: Chair Miller called the meeting to order at 9:07 A.M.

Approval of Minutes: The August 22, 2011 meeting minutes were approved as corrected.

Meeting Materials: Agenda; Minutes of the August 22, 2011 meeting

IT Services

IT Assessment Implementation. Highlights include the following:

- **Projects Update.** Lisa Aitken on behalf of Vikki Massey shared that there are 25 ongoing projects in progress. Massey will post completed projects on the website (http://www.uthsc.edu/techassess/), to keep campus updated. Questions about the projects should be emailed to Massey at vmercer@uthsc.edu. A WTC change management process is also in progress.

- **CIO Search.** Interim CIO Ken Brown joined the meeting and provided the following updates. The CIO Search projected start date is at the end of October. Chancellor Schwab requested the delay, since several searches are going on (Vice Chancellors for Development and for Research [suspended], and dean searches in Pharmacy and Nursing). A Search Committee list has been put together. Massey and Representative Thomason are on the Committee. Brown noted that a CIO is needed. The position needs to be at the Vice Chancellor level. The candidate also needs to have IT experience and a vision for IT that has not been met on campus. He added much progress has been made without a CIO in place,

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including increasing IT staff, servers and IT purchases move to ITS, the wireless upgrade, etc. The Archibus system is also in process of being implemented. Members were advised to email Brown (kbrown@uthsc.edu) re: needs that have not been met on campus. As campus resources, either he or ITS directors can be emailed directly with problems or issues. ITS directors were complimented for being very responsive to most concerns raised and for being passionate about supporting the campus.

**Banner.** The consultant is on campus this week, Tuesday through Thursday. Training for colleges will be done. Questions or concerns should continue to be emailed to banner@uthsc.edu.

- **Online Admission Application.** Representative Thomason shared a Chattanooga applicant’s concern re: constant disconnection when trying to access the online application due to blocked cookies, and asked how the issue could be corrected. Charlie Brooks noted that Campus log-on is not experiencing any problems. Off campus connection is based on the equipment and network of the applicant. Michael Miles will look into the issue. His office has also received numerous calls from applicants re: IDs and passwords. Lisa Aitken suggested that applicants contact the Helpdesk at 1-800-413-7830. This number is on the Helpdesk website. It will be added to the Admissions online application page, at Thomason’s request.

**GEB Updates.** Highlights were as follow:

- Phase II renovations have started. Target completion is the end of October or early November.
- C109 computer lab sound system quote has been sent to Dr. Cheryl Scheid. A temporary sound system is installed. The company is ready to install once the order is received.

  - **Cooling Problems: GEB A102 and A103.** Representative Brescia expressed concern about the warm temperature in these rooms. Several calls have been placed to Facilities. Chair Miller will check with HVAC and send an email to this group.

**Wireless Implementation.** Almost complete. A few outdoor antennas are due to be installed to allow wireless in and around Forrest Park. There are a few dead spots around CDD due to the concrete. Campus, otherwise, should be wireless. For the rollout schedule, see [http://www.uthsc.edu/its/telecommunications/wifischedule.php](http://www.uthsc.edu/its/telecommunications/wifischedule.php). Thomason complimented campus wireless, stating it is seamless as compared to many other campuses.

- **Intermittent Outages.** Representative Swanson shared that some faculty have experienced intermittent outage problems, and asked whether the problem is intermittent or ongoing. Buildings affected include the new Pharmacy building, GEB (small lecture rooms) and one offsite. Network Services and Tech Support will check into the problem. Small lecture rooms occurrences—every 5 minutes and disruptive to teaching. Problems, per Lisa Aitken, should be reported to the Helpdesk (448-2222). There is a recorded message of all known outages. At Chair Miller’s request, this will be a new business item on next month’s agenda.

**Old Business**

- **Student Technology Feedback.** Chair Miller and Representative Klimkowski have discussed a survey for the Top 10 ideas. Avenues to accomplish the survey include Blackboard, a listserv, a kiosk set up in high traffic areas, and handouts to students. They also discussed
giveaways for completing the survey. For selected suggestions, awarding prizes was also an idea. Funding will be discussed with Brown, and a detailed action plan will be put together.

**New Business**

- **Coleman Building Auditoriums A17 and A37.** Construction is due to be complete by 11/6, per Joe Hurt. Renovations include new seating, work surfaces, air conditioning, and lighting. Steve Butler’s group will need **2 weeks per auditorium** (4 weeks total) to reinstall AV needs.

- **Emergency Management Training.** Campus-wide emergency response training will be provided through HR-128 training. A problem with the link to the skills test needs to be worked out. John Bossier will get with Charlie Brooks to assist with a solution. Once resolved, a campus-wide message will be sent. The training should not be more than 40 minutes. Safety Affairs also has a publication titled *Emergency Preparedness Guides* for distribution. Contact Bossier at jbossier@uthsc.edu or 448-7374 to request the guides.
  - **Post Training.** Volunteers will be solicited to fill emergency response functions.
  - **Website.** To the question would a website be set up, Bossier responded the Safety Committee can look into developing a site.

- **Defibrillators.** Campus has about 3 to 4 in some campus buildings. Due to lack of training and equipment maintenance concerns, institutional requirements were established by the Federal government. Campus has two certified trainers—Chandra Alston and Dr. Kelly Rogers. All Campus Police staff will be trained, including Security Officers in various buildings. Defibrillators are up and functional in 20 campus buildings and in 5 Campus Police cars.

**Other Items:** None.

With no further items, the meeting adjourned at 9:43 A.M. The next meeting will be October 24th.