Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
April 23, 2012

Members Present: La’Keith Miller (Chair), Darnita Brassel, Bill Brescia, Jackie Burchum, Charles Cossar, Paul Gahn, Dale Jackson, Sergio Klimkowski (and new SGA appointee Bhumin Patel), Tricia Page, Vada Singleton, Marcia Sharp, Ebony Smith, and Larry Tague

ITS Directors: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Web Services; Kevin Carmon for Steve Butler, Instructional Technology Services; Charlie Brooks, Application Development; Peter Fox, Computing Systems; Vikki Massey, Project Manager; Frank Davison, Security

Judy Jefferson Johnson, Secretary

Others: Keith Chandler, Banner Project Director

Absent: Paul Dassow (Chattanooga), James Eoff, Don Peruski (Knoxville) and Joseph Swanson

Call to Order: The meeting was called to order by Chair Miller at 9:03 A.M.

Approval of Minutes: The March 26, 2012 meeting minutes was approved as submitted.

Meeting Materials: Agenda; Minutes of the March 26, 2012 meeting

IT Services

CIO Search. The job announcement is posted, per Vikki Massey. The Search process includes a good schedule. In April and May, applications will be received. In June, a select group will be identified for off-campus interviews. Second round, on-campus interviews will be in July. Several campus groups, including the Advisory Committee, will meet with candidates. The best candidate will be selected by the Chancellor, and an offer will be made. The start date will depend on the candidate’s availability.

➢ CIO Search Website: Massey provided an overview of the site. Posted items include the job announcement with an Executive Summary, the Search Committee, the Search firm, and a general timeline (see http://uthsc.edu/its/ciosearch). Massey emphasized that Committee activities are confidential and cannot be discussed by Search members. Advisory members were encouraged to submit nominations. Contact information is only needed. Parker Executive Search will then contact nominees. Feedback is welcomed and can be done anonymously. Co-Chairs are Drs. Alicia Dorsey and Mark Scarbecz.

IT Assessment Implementation. Project status updates were made. The CIO Search link is also included. See http://www.uthsc.edu/techassess/updates.php.

Network Updates: The rollout date for campus-wide NAC Enforcement is still 5/1. Tech Support has reached out to campus. Lisa Aitken noted about 12 users do not comply. They have been emailed.
IT Security: With no updates, Chair Miller inquired about two IT security concerns:

- **D & S Changer Computer Virus:** To his questions whether campus is aware of the virus and what is the impact to campus users, it was noted that campus is pretty safe. The website is external to the UTHSC domain.

- **Strange Solicitations from Verizon Wireless:** Messages look very real. There is a noticeable increase in the volume of messages received. Frank Davison stated users are sending these to IT Security at security@uthsc.edu. Domains of the messages are forwarded to Network Services to block at the Firewall. There is a challenge to keep up with the changes in blocked domains, as similar subject lines keep coming up. Users should check email message domains they receive.

Banner

**Annual Banner Summit.** Keith Chandler and colleagues attended the summit. A debriefing will be provided once notes are compared and consolidated. A preview of Banner 9 was done. Rollout was not specified, but will be done in phases. More details will come later. He noted Banner needs to be more intuitive for users and the interface easier to use.

- **SunGuard and Datatel Merge:** With the merger, the new name is Ellucian (www.ellucian.com).

**Banner Assessment.** UTK is rolling out a System-wide Banner assessment. All campuses will be visited. The assessment focus is basically reviewing how campuses look at security access in relation to policies and procedures, to see what’s done well and make suggestions where improvements can be made.

UTHSC security access plan was shared. The assessment timeline is a year.

**Banner Work Group Meeting.** Chandler and Davison will meet today re: the HSC plan.

GEB Updates

The cost proposal for BRG3S, the contractor for A104, is still pending approval in Knoxville, per Miller. Once approved by the Capital Planning Office, the process can move forward.

- **Window Leaks:** Facilities is still meeting with engineers re: specifications, as there are multiple problems and contributing factors. One contributing factor is condensation. A condensate trap was added to the boiler room and will help some with the steam.

Old Business: None.

New Business

**IT Priorities:** The annual review of IT Priorities was done. Below are updates of all non-complete items:

- Increased quotas for email mailboxes: **Complete**
- Faculty computer refresh: **Still a budget issue.** It is on the ‘to do’ list.
- Extended Helpdesk: **Complete.** Hours are 7:30 A.M. to 5:30 P.M. Another full-time staff has been added. To the questions is turnaround response time monitored and is there an increase in calls, Aitken responded yes. Only outages cause increases in calls.
- Communication from ITS about activities, changes, etc.: **Complete.** Emails are sent from ITS notifying campus of upgrades, network maintenance, etc. Massey noted a list of all major projects in ITS will be updated for this year.
- Speakers Bureau listing: **Still on hold.**
- Ability to back-up computer data securely: Clarity is needed on the actual need.
- Campus-wide free wireless: **Complete**
- Webcast/Podcast training: The update that the Library is doing this was news to Representative Gahn. Later follow-up confirmed the service is no longer provided (a former staff graduated and left the Library in early 2011). Representative Smith stated Educational Technology (EdTech)
does not currently provide the service. This can be proposed as an EdTech initiative. Training is needed for faculty. SGA representatives Klimkowski (outgoing) and Patel (incoming) agreed emailing tutorials to students would be fine. Tutorials with Best Practices can be posted on EdTech’s website. Todd Barber noted creating a podcast is easy, but how to distribute them is the challenge. Kevin Carmon confirmed audio and video are done of lectures. Audio is more practical. Patel stated videos need to include the speaker and Blackboard. To his webcast question, Carmon responded live record capability is available with posting via web links. Patel added there is a need for a website with steps to create and post webcasts.

- **Podcasts:** To Patel’s question how difficult is it to make live podcasts, Carmon noted Mediasite cannot support podcasts, only webcasts. Barber suggested HTML5. With its next release, podcasts can be made on any SmartPhone. Technical versus policy is the issue. A faculty issue, Barber noted podcasting should be addressed with the Office of Faculty Affairs.

- **Print management:** Access to the full 4-year print quota in the first year is **still a budget issue.** Student print quota is 1,500 pages per year with rollover balance. This is now extended to the Library. Bookedge scanner, a printing alternative, was suggested by Representative Tague. Users can capture information and send it to a thumb drive or their email to view. Searchable PDFs, other image files, and audio files can also be created. Information about the Library’s Bookedge scanner is at [http://library.uthsc.edu/news/2012/04/16/new-scanner-available/](http://library.uthsc.edu/news/2012/04/16/new-scanner-available/).

- **Upgrade Security Cameras:** No status update provided. Miller stated several were added in Facilities. Some cameras are accessible by Campus Police, while others are accessible by designated areas.

- **Integration of Blackboard with the faculty database:** EdTech is working with ITS to integrate the new management system with Banner.

- **Web-based campus tours:** **Still on hold**

- **Advanced search capability:** Functionality tweaks are in progress. Public search is by name only. Private search is via iLogin.

**Items not updated:**

- Implementation of E911
- Creation of additional Banner reports and training on how to access
- New testing/scoring software to replace ParSystem

To add additional priorities to the list, email Vikki Massey at vmercer@uthsc.edu.

**Department IT Initiatives**

- **Archibus:** There will be an update at the May meeting. Miller expressed interest using the customer feedback feature in Footprints. Licenses can be added to add Facilities, per Aitken. Her recommendation was to check either the Archibus system for the feature or with its vendor.

**Other Items**

**CIO Search Proposal Document:** Massey shared that the document was forwarded to the Search Committee. Off-campus questions will be the same for all applicants. The Search document questions will be used for on-campus interviews.

Next month’s meeting will be **May 21st,** due to the Memorial Day holiday. With no further items, the meeting adjourned at 9:54 A.M.

*Minutes 4/23/12_apprv’d 6/25/12*