Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
November 26, 2012

Members Present: La’Keith Miller (Chair), Chandra Alston, Darnita Brassel, Jackie Burchum (teleconference), Jim Eoff, Charles Cossar, Paul Dassow (Chattanooga), Paul Gahn, Dale Jackson, Don Peruski (Knoxville), Molly Rosebush, Vada Singleton, Ebony Smith and Larry Tague

IT Services (ITS): Jan van der Aa, Vice Chancellor for Information Technology and CIO, Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Web Services; Charlie Brooks, Application Development; Steve Butler, Instructional Technology Services; Frank Davison, IT Security, Peter Fox, Jr., Computing Systems; William ‘Billy’ Hatcher, Jr., Infrastructure

Judy Jefferson Johnson, Secretary

Absent: Yan Cui, Bhumin Patel (Student) and Tricia Page

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

Approval of Minutes: Minutes of the October 29, 2012 meeting approved with corrections.

Meeting Materials: Agenda; Minutes of the October 29, 2012 meeting.

Campus Internet Usage: Chair Miller opened the discussion in light of Cyber Monday and campus internet usage in general, as it relates to campus policy. UTHSC has an Acceptable Use Policy regarding University equipment and IT resources. Personal use, both reasonable and excessive, was briefly discussed. Section E of the policy under Compliance was read by Todd Barber, which provided clarity on what is permissible and what is not, and how excessive use is handled. CIO van der Aa noted that enforcement of acceptable use of computer equipment is not an IT issue. The policy will be revisited to review policy language for updates. The last policy revision was in 2004. Each campus has procedures that may be more general or specific. Representative Dassow, UT COM Chattanooga, has not heard the topic come up in any official capacity in the last few years.

IT Services

Network

Encryption: Billy Hatcher noted Network Services is scheduling the patch install for the NAC system to get NetID and password encryption back working. To avoid interruption of service, Dan Albaugh will work with Tech Support to apply the patch to the server. Students’ testing schedules will be considered.

Wireless: Antennas for high density Wi-Fi came in last week. This is the new Cisco WAP solution. Network Services is still researching other solutions. Problem areas include the Simulation Lab, and GEB auditoriums and teaching labs. Hatcher reiterated the cause of the problem—the number of students
and the number of wireless devices each of them has. The aim is to test WAPs in a couple of the rooms to find the best solution, then address all of the rooms.

Security Updates

Phishing Scams: With an increase in phishing scams, IT Security will be putting up a web page. Frank Davison noted a phishing test will also be added to help educate campus users about phishing and what it looks like. This is a teaching and outreach measure. The issue—more of users than technology. Miller commended the effort that will provide information to campus users who may not use computers often.

GEB

A104 GEB: Miller reported that the contractor has done substantial work on the Facilities side, which is complete. The contractor is working on the punch list. There will be a meeting Tuesday, 11/27, 2:00 p.m. AV equipment install will be complete 12/7. All terminations will be programmed and tested. Network Services will do table-top terminations and patch panel terminations, then test-out cabling.

Banner

Banner Assessment: Ongoing. The assessment should be complete in January.

Old Business: None.

New Business

Parking Lot: van der Aa introduced this new section of the agenda for non-immediate action items. The items will remain on the agenda as a reminder to address at a later time. Listserv is the first item.

Secure Email: This solution is for email with confidential content. Technology solutions are being reviewed that will send secure emails within UTHSC and to outside UTHSC partners. The Advisory Committee will have an opportunity to review and vote on the solutions that work from a user’s perspective.

MediaSite Storage: Academic lectures currently recorded include Pharmacy, Medicine Grand Rounds and Telehealth. Data storage has tripled. More disk space is required. An approach is needed to delete unneeded content. Concerns expressed were data retention and maintenance. It was agreed that video streams do not need to be maintained long-term. Short- and long-term storage solutions need to be addressed. Recommendations are needed re: indefinite data retention mechanisms. Representative Tague suggested considering the same approach Blackboard uses for data storage. He also stressed that faculty feedback is needed. Peter Fox noted basic data storage costs also need to be considered. van der Aa stated a policy draft for data retention will be brought to the Committee for review and approval, and will also be addressed with the Faculty Senate. A college-based, standard approach should be considered with exceptions. It was noted that 90% of data stored can be deleted. A few courses need to be maintained. To van der Aa’s question of how the different colleges handle data storage, responses were:

- Pharmacy: One year is the general rule, Representative Eoff noted. For courses not taught every semester, the content is kept until the next time the course is taught.
- Dentistry: Representative Jackson was not sure at the time of the meeting. After checking with college leaders, Dentistry is not aware of any faculty videotaping lectures. There is no policy in place for keeping or discarding lectures. The question will be brought to the Curriculum Committee on 12/13 and the ruling by the Committee will be reviewed by Dean Hottel.
• Allied Health Sciences: AdobeConnect is used, Representative Alston noted. Only PT and OT lectures are recorded. Faculty is asked to delete unneeded lectures.

Additional data storage comments were:
• From a Faculty Senate perspective, Representative Rosebush noted faculty lectures are not typically recorded. Special Events-type guest lectures should be given an option to keep, if not the standard approach.
• Tague noted data storage retention should be the responsibility of faculty. He suggested that a data retention form be developed.
• Other MediaSite uses include Board of Trustees meetings.
• Podcasts were also mentioned. College of Medicine students use podcasts to distribute lectures, not to maintain them. Podcasts are deleted after a year. Podcast users are looking to move to MediaSite.
• PDFs versus PowerPoint makes a difference, Rosebush noted
• Back-ups are another factor that should be considered.

It was reiterated that course deletion is a faculty issue, not a technology issue.

Blackboard Data Storage: Representative Smith noted the idea is to have a single instance for each course. With courses recycled, there are multiple instances. To address the redundancy issue, EdTech will revisit how storage is done in Blackboard.

Blackboard Evaluation: A good practice if computerized systems are used. van der Aa shared his thoughts. The approach selected should be used for 5 years. A holistic approach is needed to determine a process to find out if the selected approach is the best solution in terms of cost-effectiveness and whether it is liked by both faculty and students. Feedback is needed from faculty, students and Customer Tech Support. He also noted this is not an IT issue. Smith commented that there are many features on the market than what the current Blackboard system has. Additional modules can be added to improve the evaluation process.

Educational Technology: Smith noted processes to secure future campus software will include faculty input. Additional comments:
• A stern policy would need to be put in place re: data storage. An approach is needed to delete unneeded courses. Exceptions will be considered.
• Campus resources should serve several needs, Tague noted. Educational and other mission goals need to be considered in software purchases for cost savings and tech support purposes. Selecting resources on a general level may not be suited for a medical institution, as with Banner.

CIO Reception: Miller noted the reception in Jan’s honor with UTHSC external partners is scheduled for 11/29, 6:00 p.m. RSVP is required.

December Meeting: Due to many members scheduling annual leave around the upcoming Christmas/Winter break, it was motioned and seconded to cancel the 12/17 meeting.

The next scheduled meeting will be January 28, 2013.

With no further business, the meeting adjourned at 10:00 A.M.

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