Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
February 27, 2012

Members Present: La’Keith Miller (Chair), Bill Brescia, Darnita Brassel, Charles Cossar, Paul Dassow (Chattanooga), Paul Gahn, Dale Jackson, Sergio Klimkowski, Tricia Page, Don Peruski (Knoxville), Marcia Sharp, Vada Singleton, Ebony Smith, Joseph Swanson and Larry Tague

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

Judy Jefferson Johnson, Secretary

Others: John Bossier, Safety Director; Keith Chandler, Banner Project Director

Absent: Jackie Burchum and James Eoff

Guests: Kimberly Quiney, Archibus Project Manager

Call to Order: The meeting was called to order by Chair Miller at 9:05 A.M.

Approval of Minutes: The January 23, 2012 meeting minutes was approved as submitted.

Meeting Materials: Agenda; Minutes of the January 23, 2012 meeting

IT Services
IT Assessment Implementation

➢ CIO Search: Vikki Massey reported that invitation letters to the Search Committee were sent and all have accepted. There are two co-chairs, Drs. Mark Scarbecz (College of Dentistry), and Alicia Dorsey (Academic Affairs). July 1 is Dr. Brown’s goal for the selection of a new CIO.

Interim CIO, Dr. Ken Brown, joined the meeting with additional updates. Parker Search Firm will meet with the Search Committee in about two weeks. He expects the Search to be a 3-month process. Three finalist candidates will be selected and will meet with the Advisory Committee and other campus groups. He also noted this group should review CIO articles shared with the Search Committee, including Gartner’s “Hiring A CIO? Ask These Interview Questions” and “The Role of the CIO and CTO”, along with two other articles. Judy Johnson will post all articles to the Advisory Blackboard site. Gartner consultants will have some Search involvement.

o New CIO. With major concerns about IT security, Dr. Brown stated IT Security is undergoing major restructuring. Getting a new director is the first thing the new CIO will need to do.

Miller thanked Brown for the updates. He added the Committee looks forward to being a part of the Search process. Brown encouraged members to feel free to contact him directly re: any need.
ITS Project: Point and Click Solutions is University Health’s new electronic health record (EHR) system. Final system checks are being done. User-friendly, students will find the student health services program very helpful. Massey noted it will bring more IT security re: HIPAA regulations. Go-live is 2/28.

Banner: Keith Chandler, the new Banner Project Director, was introduced by Miller. Updates were Student Affairs is moving forward with Banner training. The first session will be in March with the College of Medicine. The session will cover reports and reporting with the 68 reports made available with Application Development’s leadership. An update will be provided at the next meeting.

GEB Updates: The contract to renovate A104 was awarded to brg3s architects. They will meet with the Planning Office and provide a definite timeline and cost. Target completion is mid-August. The majority of the renovations will be done while students are out for the summer.

- **Window Leaks**: Pickering Engineering Firm is developing specs to resolve several GEB structural issues, including window leaks. Their engineers will meet with Billy Hatcher this week re: 7th Floor Alexander Building west side windows. The 2nd Floor east side windows issue is resolved.
  - **Campus Window Washing**: Miller noted UTHSC does not have a systematic campus plan. The service is very expensive. Only select buildings get the service.

**Network Services**

- **3G WAN Service**: Hatcher noted UTHSC provided cell phones were replaced with stipends for cell phones and associated broadband data plans. Purchasing has two GSM cellular service contracts, Sprint and AT&T (or NetTN, within its broad services contract). Highlights were:
  - Sprint primarily provides push-to-talk cellular service (known as Nextel), and does not include any 3G/4G USB modems. Facilities is a primary user. Sprint’s business mobility bandwidth options include a free or purchasable 3G/4G USB Modem with data plans ranging from $39.99 for 500MB to $79.99 for 12GB. Mobile Hotspots are also available, free or purchasable, and the same data plans apply. All require 2-year contracts, but a contract addendum is possible to add negotiated services.
  - The AT&T NetTN contract includes a 3G/4G USB GSM/Cellular Modem with unlimited data for $39.99/month. Activation is also available on a month-to-month basis. AT&T also has HotSpots, but not on our NetTN contract. An addendum can be added to it to include the cellular modem. A 3G/4G WiFi HotSpot can be created when plugging the USB modem into a WAP (wireless access point).

- **Network Outage 2/3**: This was not a UTHSC problem. UTK had a network routing loss issue that caused the shutdown. IRIS and other UTK applications and web pages were unavailable. Network Services was limited in working on affected pages, due to the nature of the problem.

**Old Business**: None.

**New Business**

- **Archibus Update**: UT System purchased Archibus, the new major software for space planning. Business Resource Group (BRG) is the awarded vendor. Kimberly Quiney noted UTHSC is negotiating a contract with BRG. An official award is hopeful this week. Space management is the first module to be implemented. Other modules are available. The Campus Kickoff meeting will be 3/12, with system-wide project manager Tony Schubert, Jonathan Ruth and Les Matthews.

- **NAC Compliance Enforcement**: NAC, initially deployed in 2009, does 3 things: authenticates, postures end-users, and manages compliance. Authentication (NetID and Password) has been in
place since 2009. Posturing is the ability to distinguish between Students and Faculty/Staff for appropriate VLAN assignment (in place since 2009). Compliance is verifying that all computers have anti-virus, OS (operating systems) updates, and that PCs are members of the MS (Microsoft) domain. There are 3 levels of compliance enforcement: Audit – let’s IT see computer deficiencies, Optional – tells end-user what needs to be done to become compliant, and Enforcement – denies access to any computer not in compliance. UTHSC is currently in Optional mode, notifying end-users of what is needed to become NAC Compliant. UTHSC will move to Enforcement mode the last week of March. Computers not in compliance at that time will not be allowed to access the network. MACs will not be put on the MS domain at this time.

- **UTHSC Website Enhancements**: The navigation links format now aligns with other campus pages in style. The new format is more user-friendly, particularly for mobile devices. It also allows for faster loading of web pages for all users, including dial-up. The footer also bridges in common footers (contact, technical and Student Right to Know information). Todd Barber noted the UTHSC home page should look and function the same, regardless of browser/computer platform. The latest version of web browsers should be checked, if there are problems. Direct questions, comments and/or concerns to Web Services by clicking on the Campus Webmaster link.

**Other Items:**

- **IT Security Goals**
  - **Vulnerabilities**: Frank Davison, Senior Security Analyst, conveyed the need for IT security to be viewed as a value-based service. The importance of security is derived from the value of the work of faculty, staff and students in supporting our campus mission. Reaching excellence in IT security and having the best security possible start with requiring anti-virus on all campus machines, including Linux. Tech Support will post the AVG link, a free anti-virus software that also works with Linux, on its web page. Representative Swanson suggested when sending campus emails include the actual link, along with specific steps of what needs to be accomplished.
  - **Domain Implementation**: The next step—getting all computers on the domain, including Windows, MACs and Linux. Several representatives expressed concerns about MACs and wireless devices such as iPads, laptops not used as desktops, etc., not currently on the domain. Non-free anti-virus software for MACs was another concern. Free resources suggested included ClamXAV and iAntiVirus (ClamXAV is on Tech Support’s web page at [http://uthsc.edu/antivirus/facultystaff.php](http://uthsc.edu/antivirus/facultystaff.php)). The purpose is to protect MACs from Malware which can be downloaded to Campus MACs via websites infected with malicious codes. Lisa Aitken reiterated that anything wired will need to be on the domain.

To Representative Tague’s question is there any experience with this at other universities, Davison responded yes, UAB and Michigan. He added he has discussed with them their experience, issues encountered, etc. Tague noted it should be researched more.

**Questions and Answers**

**Q:** Can you buy a month at a time with AT&T NetTN without signing a year contract?
**A:** Yes. Some departments use it. Hatcher will get clarification on how to get department use.

**Q:** How would students’ computers be handled with domain implementation?
**A:** Most students’ laptops are wireless. Wireless requires the NAC, but not the domain.

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

Minutes 2/27/12 _ apprv’d 3/26/12