Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
October 29, 2012

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

IT Services (ITS): Johannes “Jan” van der Aa, Vice Chancellor for Information Technology and CIO, Brad Terhune for Lisa Aitken, Customer Technology Support (CTS); Charles Mooney for 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: Bhumin Patel (Student), Paul Dassow (Chattanooga)

Call to Order: The meeting was opened by Chair Miller at 9:10 A.M.

Approval of Minutes: Minutes of the September 24, 2012 meeting approved with corrections.

Meeting Materials: Agenda; Minutes of the September 24, 2012 meeting.

Jan van der Aa, Vice Chancellor for Information Technology and CIO, was introduced by Chair Miller. Roundtable introductions were done by Committee members, including offsite members.

CIO van der Aa noted that the Advisory Committee is a team to assist him with active participation in sharing their thoughts, concerns, wishes, etc. He is interested to know what goes on in the represented areas. His direction for the Committee is as follows:

- Promote alignment of ITS function with the UTHSC missions, goals and programs.
- Promote coherent use of shared IT infrastructure (computing, telecommunication and information resources).
- Monitor development of and annual updates of ITS strategic and operational plans. Membership input is needed.
- Promote continued effectiveness and efficiency of information services and support at all UTHSC locations. Smart decisions need to be made, as resources are limited. Rather than a top down approach, the CIO noted it is important that he knows the functions and needs of the various groups. The membership is expected to verbalize their and their constituents’ needs.
- Advise and assist the CIO in matters concerning information technology.
- Offer guidance regarding IT direction, policies and standards.
- Encourage and nurture collaborative efforts at UTHSC and with other UT and IT groups. The CIO would like to break down silos.
- Promote effective communication with and among the UTHSC community, leadership, key

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stakeholders and service organizations.
van der Aa reiterated the importance of communication. His vision for the Committee follows:

- Work with groups on IT-related projects.
- Determine which requests and/or projects should be under the purview of the Committee, considering the direction and goals of ITS.
- Review and recommend disposition of ITS project requests.
- Recommend priorities and approaches to resources for ITS projects and ongoing services.
- Identify projects in distress and recommend remedial action. Members should sponsor projects and communicate with their respective constituency on a regular basis.

Miller conveyed his sentiments re: van der Aa’s plans for the Committee in fulfilling its important role. He noted the Committee is an instrumental voice for IT.

Committee members were encouraged to share IT initiatives in their respective areas. Miller shared updates on the energy efficiency initiative in Facilities, with ITS support from Infrastructure and Web Services. The University is now seeing savings in this area. Archibus, the space planning software, is another initiative that will need IT support. Miller complimented ITS staff for their support to campus.

GEB

A104 GEB: Miller reported the electrical inspection went well and was approved by the State Fire Marshall. The concrete flooring is complete. The next phase is heating and air. There will be few interruptions to classes. Contractors will work Monday through Friday, 8:00AM–5:00PM. Estimated completion is mid-November. Furniture delivery is expected by 11/19. Additional updates: cable install by Instructional Technology and Infrastructure will follow the carpet install. NCS will start Wednesday, 10/31. Expected completion is by the 3rd week of December. Testing will be done 1/3/2013.

IT Services

Network

NAC Updates: All upgrade issues are resolved, except NetID and password encryption. Dan Albaugh continues to work with Cisco engineers via a VMware mock-up of the UTHSC Infrastructure. The issue is now replicable and resolution is expected within a couple of weeks.

Wireless: Network Services is working through the wireless issues in the large auditoriums and labs. With students all carrying a minimum of 2 WiFi devices, the existing WiFi configurations are having difficulty with the high density. Network Services is currently evaluating a new high-density WiFi solution and talking with additional vendors that specialize in high-density WiFi solutions.

- Pharmacy Building: The wireless issue in the auditoriums is resolved. The solution—terminating the use of the WiFi-based clickers, and using manual clickers instead. Everything now works. Network Services is working through the problems.

Representative Smith clarified that the connectivity issue was not just a networking issue, but a combination of network, multi-devices, and the vendor’s server non-connectivity period. Students in Pharmacy, Nursing and Medicine used the ResponseWare mobile device clickers. They were offered refunds and reduced prices. Traditional clickers are now used by everyone, and everything is working.

To the question is there WiFi in the park, Hatcher noted WiFi is provided from buildings surrounding the park. The signal strength varies due to some interference. Coverage is good otherwise. The pavilion

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does not have coverage as it has a metal roof. There is discussion to add a WAP (wireless access point) to the pavilion for classroom purposes.

Security Updates
VA Interconnect: The connection comes up securely, per Frank Davison. Log-in is to Washington, D.C. to the VA for access of patients’ notes. He continues to work with James Martin in Network Services as this 4-year project nears completion. With patient overflow to The Med and Methodist due to limited patients’ beds at the VA, van der Aa commented on the need for EHR terminals at these facilities.

IT Security Awareness: Walk-up opportunities are available to ask IT security questions on 1st and 3rd Tuesdays, 11:00A – 1:00P, Madison Lobby. Security materials are provided and can be emailed. Videos are available also.

Graduate School of Medicine, Knoxville Campus: Davison commented on his visit to this campus unit and the nice job Representative Peruski provides as IT support. Peruski noted he uses the UTMCK hospital infrastructure.

Banner Assessment: Davison is working with Keith Chandler, Banner Project Director, on the upcoming 11/9 assessment. AJ Wright at UTK is guiding the assessment.

Banner
Data Reporting: Charlie Brooks noted race and ethnicity brought credence to reporting. It is now working at the level colleges need. Banner staff is working with Institutional Effectiveness.

NetID: Using credentials of a terminated employee was discussed. The issue was brought to the attention of IT Security. Brooks stressed the necessity of closing the gap between an employee’s termination date and the IRIS exit clearance date, which poses a security concern. Recommendations need to be made to improve the exit clearance process for full-time faculty and staff, as well as NetID credentials for internal transfer employees. Representative Tague expressed concern about terminating network access of emeritus faculty. Peter Fox explained the options available for faculty and staff leaving the University, namely requesting a retirement account or a sponsorship account (good for one year). Terminating NetIDs of students is handled differently. Graduating students’ NetIDs are good for a year. Retirees and various levels of Friends (non-paid category) were also discussed. To make campus aware of the exit clearance concerns, Representative Alston suggested the Business Managers’ meetings. Staff handling exit clearance attends these. She will forward the next meeting date to Brooks.

Old Business
Listservs: Miller opened the discussion on moderated listservs, to address the issue of important campus notices reaching users at different times. It was agreed some messages should post without moderator approval, such as ITS and Campus Police. To improve communications, van der Aa wants to review the list of all listservs to determine which groups should post unrestricted.

Nomination of Chair: To provide continuity, van der Aa stated he wants Miller to remain in his current role as Chair until the topic is revisited in January. He opened the floor for thoughts and suggestions. There were none.

New Business
Center for Developmental Disabilities: Capital project. Audiovisual upgrades to 4 to 5 classrooms will include both analog and digital hook-ups. Structural aesthetics will also be done.

With no further items, the meeting adjourned at 10:15 A.M.

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