Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
January 28, 2013

Members Present: La’Keith Miller (Chair), Chandra Alston, Jackie Burchum, Yan Cui, Charles Cossar, Jim Eoff, Paul Gahn, Dale Jackson, Tricia Page, Don Peruski (Knoxville), Molly Rosebush, 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; Vikki Massey, Project Manager

Judy Jefferson Johnson, Secretary

Absent: Darnita Brassel, Paul Dassow (Chattanooga), Bhumin Patel (Student) and Vada Singleton

Call to Order: The meeting was opened by Chair Miller at 9:04 A.M.

Approval of Minutes: Minutes of the November 26, 2012 meeting approved with corrections.

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

Chair Miller welcomed Vikki Massey back to the meeting. Massey, along with Representatives Gahn and Rosebush, were congratulated on their new bundle of joy.

IT Services

Network Services

Wi-Fi in Auditoriums: Cisco and MERU are high-density solutions being tested to resolve wireless issues caused by multiple devices simultaneously in use in large auditoriums. Installation will be primarily in auditoriums in GEB and Pharmacy, along with one teaching lab in Dentistry. The install goal is during spring break, prior to the return of students.

NAC: Network Services is working to improve the NAC. The Windows OS 8 patch is ready to install. Safe Connect Impulse is another NAC product that will be reviewed. Several large universities use this solution. With new deployment authentication, particularly identity management, users’ devices will be placed in the appropriate network VLAN (faculty, staff, student or guest).

IP Address: Network Services is looking to better manage VLANs. The current homegrown system will be replaced. InfoBlox and BlueCat, are two address management tools being tested by ITS staff. DHCP-based, the tools will identify devices used and they interface with GUI (graphical user interface). The type of devices with BYODs is not the primary concern, but to protect institutional data. Devices are whitelisted until they are NAC supported. Devices used will be identified. The new NAC solution will
provide 24-hour access for new OS systems, unlike the 90-day gap with Cisco products. Product release is based on actual software release. The objective is a smoother end-user experience while maintaining infrastructure security.

Security Updates

SPAM: This is an ongoing problem that ITS is trying to resolve.
Secure Email Solution: Frank Davison is reviewing products that will be brought to the Committee.
CyberSense Website: The quiz has 200 entries. A winner will be announced at today’s drawing.

GEB

A104 GEB: Complete. Opening day was 1/2/2013.

Banner

Banner Assessment: Applications Development received forms for completion and return to Knoxville.

Old Business

Parking Lot: At Chair Miller’s request, Archibus and Energy Solution. Listserv is the first item.

MediaSite Storage: Steve Butler reiterated that a year is the standard timeframe for data storage, unless a special video.

New Business

Adobe Audit: Adobe has requested an audit of the UT System. This includes all Adobe software—Reader, Presenter, PhotoShop, etc. An inventory of Adobe products on all UT-owned computers will be collected. License purchases need to be forwarded to ITS, whether from the General Stores or a vendor such as CDW. A comparison of purchased licenses vs installed copies will be done. The audit review will be within 14 days. ITS will serve as the central collection point of all records. Records of purchases of Adobe products need to be sent to ITS. Additional highlights:

• Data Collection: This is Step 1. Data will be gathered from workstations and servers. Adobe will send a tool that will automatically run upon login for PCs that will automatically store reported data. MAC users would need to run the Adobe tool manually. The tool has been tested and it works within 2 mins. Servers maintained by ITS will be done by ITS. Servers that are not maintained by ITS, the owners need to contact ITS. To Representative Peruski’s question about his location, offsite locations would need the setup for their environments. Lisa will connect with him re: the tool.

• Timeline: At the beginning of February, Adobe will run the script and collect data. Data submission is no later than 2/15/13. There is a 15-day extension.

If a personal Adobe copy was purchased, a receipt must be submitted.

Nolij: Campus has a number of supporting software tools such as Nolij. With a number of software products used campus-wide, CIO van der Aa asked a series of questions. How are all products used? Are products effectively used? Does the software have much more capability than what’s being used? What is the software license expense? How can software usage be broadened for uses in other University areas? Do we want to make use of expanded capabilities of software? Banner was cited as an example, as van der Aa noted it can also do workflow. Campus software and software in general is minimally used. Sometimes this is a training issue. A subcommittee can study this issue.
Archibus:  Space management software. Chair Miller noted the software has infrastructure layers that can be utilized to view network resources for space planning. Network Services will start with what is known and make updates. An electrical module can also be added. Floor plans of campus buildings can also be accessed in the Archibus system.

Energy Solution: Chair Miller expressed appreciation to Billy Hatcher for IT support in testing new products in Facilities. Energy consumption is improving. Facilities is also looking into programmable thermostats that will automatically adjust building temperatures for more savings to the University in power reduction and energy and cost savings. This is an effort to become environmentally conscience. An energy manager from MLG&W will be invited by Miller to do an energy presentation.

Parking Lot: Archibus and energy solution are new items to be added to this list.

Other Items

Employee Safety Training: John Bossier, Safety Officer, shared that he is working with Linda Hendricks, Vice President and Chief Human Resources Officer at UTK to incorporate this into HR-128 training for job hazard. Archibus will be used to generate types of space and occupants for training purposes. To better utilize, IT support will be needed. Training will be a more proactive approach in varying areas of compliance. Chemical inventory can also be accessed.

Questions and Answers

Q: How will Adobe distinct between UT-owned and non-UT owned computers?
A: If purchased with UT funds, it is UT-owned, whether purchased through the General Stores or UT Bookstores.

Q: For Adobe Reader, will these be checked?
A: All freebies will also be checked. A presentation was done at the Business Managers meeting last week. Business Managers should have receipts of purchases on UT accounts, including UTK Bookstore purchases. Receipts for computer purchase should be submitted directly to CIO van der Aa. Receipts for server purchases need to be submitted to Peter Fox.

Q: How far back will the audit go back?
A: 5-7 years.

The next scheduled meeting is February 25, 2013.

With no further business, the meeting adjourned at 9:56 A.M.