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

Members Present: Larry Tague (Chair), Chandra Alston, Bob Belland, Jackie Burchum, Yan Cui, Charles Cossar, Paul Dassow (Chattanooga), Paul Gahn, Dale Jackson for Anna Montgomery, C. Judith Nyabando, Travis Turner (Knoxville) and Jada Williams

IT Services (ITS): Jan van der Aa, Vice Chancellor for Information Technology and CIO
Judy Jefferson Johnson, Secretary

Absent: Darnita Brassel, Jim Eoff, Tricia Page, La’Keith Miller, Rakesh Patel and Vada Singleton

Mediasite Recording: For members’ review, a Mediasite recording of the 10-28-2013 meeting is provided.

Meeting Materials: Agenda; Minutes of the September 23, 2013 meeting.

Call to Order: The meeting was opened by Chair Larry Tague at 9:04 a.m., with a motion to approve the proposed meeting agenda. It was motioned, seconded and unanimously voted to accept the agenda.

ITS Reports

Chair Tague reviewed ITS news and updates written reports and complimented the information provided. Members should review the information prior to each meeting for discussion.

Additional updates provided by CIO Jan van der Aa were:

- Word Press: Go live is the first week of November for campus news and digest messages.
- IT Security: Frank Davison has accepted the position of Director, Office of Compliance. He will continue to cover his former duties until the position is filled. Two additional analyst positions were also created. Davison will not be a part of ITS once the transition is complete.
- Office of Compliance: Newly formed office that reports to Finance and Operations. This campus area is represented by Charles Cossar.

OLD BUSINESS

IT Goals and Priorities (Tague): The latest version of IT Priorities (2010-11 Working IT Priorities List) was reviewed for status updates. Subcommittees have been created to address non-completed and new priorities. Status updates were:

- Secure/Robust Document Server to Relax Email Attachment Size Restrictions: Complete. Xythos is the solution. Nolij is used in a similar manner. van der Aa clarified that Nolij is a document management system that creates and categorizes documents into searchable PDF files. Xythos is a secure data storage document solution that works like a dropbox and documents are not searchable.

Other points noted by Tague—there are data backup needs; Xythos is used for data storage; and Xythos also has data storage needs. van der Aa stressed the importance of knowing where UTHSC’s data are. Central storage is the direction van der Aa desires for campus to move into,
emphasizing the timeframe in reinstalling a workstation that would take only 15 minutes, rather than a day with reimaging (current timeframe). He reiterated it is not necessary to move data.

- Network Attached Storage (NAS): ITS is moving ahead with NAS that will provide 100 Tb storage (can expand as needed). A second NAS will be located offsite (perhaps Knoxville). Data will be synchronized in real time. There will be Internet 2 connectivity between both campuses that will expand storage to 100 Gb (currently it is 10 Gb).

- Immediate/Advanced Computer Software Classes/Workshops: Complete. (van der Aa) EdTech supports this endeavor. Online software courses are available via the web. Lynda.com was also mentioned. Tague noted it provides training for some software used on campus, but not all.

- Increased Quota for Email: In Progress. (van der Aa) This is tied to the offer of Office365 to students. Tague noted free email resources, Microsoft and Google, that offer 25 Gb mailboxes. van der AA added under federal laws including HIPAA, a BAA agreement is required that prevents UTHSC from moving forward with Google. Recommendation (Tague): Revisit topic for consideration. More follow-up is needed. Tague also noted some institutions utilize Google.

- Campus Electronic Directory: Complete (Status Change). Subcommittee update will be shared later.

- Desktop Refresh: Budget issue. Needs to be considered by Administration due to cost factor.

- Extended Hours Helpdesk: Budget issue for 24/7 availability. Needs to be discussed by the subcommittee and brought to the Advisory Committee at a later time.

- Communications about IT-Related Services: In Progress (Status Unchanged). Subcommittee will address. Tague added a manual needs to be developed listing all ITS resources available and posted on the ITS web page under Quick Links. Updates should be made monthly.

- Single Source Calendaring Tool: Complete. Subcommittee update will be provided.

- Speakers Bureau: On Hold. The position was not filled. Needs to be addressed by the Subcommittee. Also noted, the Community Affairs web page has an event participation form.

- Up-To-Date Computers for Students: Complete for computers in the Computer Labs, but not for students. Tague will re-write this description.

- Access to the Ability to Backup Computer Data Securely: Complete (Status Change). (van der Aa) A Cloud solution will provide an avenue to access data. Central storage will be for data backup, not to back up programs and operating systems.

- Campus-wide Free Wireless Access: Complete (Status Change). (van der Aa) There are over 1,000 campus wireless access points. Proper authentication allows access to the campus network.

- Training to Create Webcasts/Podcasts: In Progress/Unchanged. (Paul Gahn) The Library does not currently provide the service (position was not filled). It was noted there is some overlap with Adobe Connect that EdTech supports. Media Center–Subcommittee update will be provided.

Due to time constraint, Tague noted today’s meeting will focus on old priorities. Subcommittee reports will be postponed until next month’s meeting. A motion was made, seconded and passed with a unanimous vote to extend the life of Subcommittees until the first of the year. Subcommittees were thanked for their involvement. Members should contact Tague, if they have questions or need assistance with Subcommittee input. Continued updates were:

- Print Management Options for Students: Complete (Status Change). (van der Aa) There are 8 central printing stations funded by student tech fees. Quota mechanisms installed. Fees will apply if students exceed quota. Gahn noted the Library joined the quota system. Printing (paper/toner) is unresolved—still funded by the Library. Quota is 1,500 copies/year with rollover.

- Extended Software/Hardware Support: Complete. The Helpdesk does a good job in this area. Survey of the Advisory Committee revealed they are satisfied with the Helpdesk, particularly
with Bomgar, that is very helpful with remote desktop access and to offsite users. Paul Dassow utilizes Erlanger Medical Center Helpdesk. It was also noted software prices are reasonable.

- Increase Access to Online Testing: Complete.
- Upgrade Security Cameras: In Progress. (van der Aa) Have over 500. In need of a refresh. Tague noted the status will always be in progress.
- Integration of Blackboard with a Faculty Database: In Progress (Status Change).
- Reasonable Software Prices: Status not confirmed. The meaning “reasonable” needs to be revisited.
- Improved Access/Seating in Student Open Access Labs: Budget Issue. Need some additions to the labs. B106 GEB is used for teaching and testing. Installing microphones on computer desks will be useful for student participation in teaching sessions. Tried Polycom; it is difficult. Tague added the Committee can join ITS to request funding support. New goal: Install microphones; budget issue.

Tague noted information that needs to be brought to the entire committee will be added to the Blackboard wiki. Also noted, it would be helpful to come up with goals to pass on to Administration.

- E-911 Service: (van der Aa) Need VoIP. Changes in current telephone infrastructure are required. This has been added to the budget.
- iTunes: Complete.
- Web-Based Tours: No resolution. Have campus type videos on YouTube. Some organization is needed in a positive way. A central page for campus tours is also needed.
- Creation of additional Banner Reports: In Progress.
- Advanced Search Capability in Electronic Directory: In Progress (Status Change). There is still no single source to locate campus users. Jada Williams suggested combining this item with the 3rd item on the list.

The revised list will be re-reviewed to combine priorities, especially In Progress items.

NEW BUSINESS

Advisory Committee Vision Statement: Chair Tague noted the IT vision for campus needs to be revisited. The vision for ITS should be molded around the campus vision to determine the direction for IT. Feedback received was reviewed. He emphasized the vision needs to be campus specific, as it relates to how information is utilized as a whole on campus—an all-inclusive campus vision statement. Gahn’s one liner is committee-specific. van der Aa’s version is much more comprehensive. Jackie Burchum’s suggestion is also committee-specific, and needs to be broadened for output of the Committee.

Next Meeting: November 25th. Judy Johnson noted this is Thanksgiving holiday week. With that, it was motioned, seconded and voted that next month’s meeting be moved to November 18th (3rd Monday). Tague will be out of town. Vice Chair Chandra Alston will preside over the meeting.

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting was adjourned at 10:05 a.m.