Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
December 16, 2013

Members Present (14): Larry Tague (Chair), Chandra Alston (Vice Chair), Jackie McClarin for Darnita Brassel, Yan Cui, Ken McCune for Charles Cossar, Jim Eoff, Paul Gahn, Anna Montgomery, Kristy Conger for C. Judith Nyabando, Tricia Page and Vada Singleton; Adobe Connect: Jackie Burchum, Paul Dassow (Chattanooga) and Travis Turner (Knoxville)

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

Absent (4): Bob Belland, La’Keith Miller, Rakesh Patel and Jada Williams

Mediasite Recording: The recording of the 12-16-2013 meeting is an added resource for members.

Meeting Materials: Agenda; Minutes of the November 18, 2013 meeting.

Call to Order: The meeting was opened by Chair Larry Tague at 9:03 a.m. A motion was made and seconded to approve the proposed meeting agenda; it was approved with a unanimous vote. A quorum was met by the membership to approve the meeting minutes in Blackboard.

ITS Reports
Tague reviewed and complimented ITS written reports for December. Highlights included:

- Automatic Course Book Builder (Todd Barber/Web Services): Seems like a great service—semester book returns. This is a part of Banner Integration, per Vikki Massey.
- Educational Technology Staff Changes (Ebony Smith): Gary Shockley, current Adobe support, is getting married and leaving UTHSC effective 1/10/14. Position: Will post very soon. Until filled, Grace Rodich and Smith will provide support; Tonya Brown will provide ExamSoft support. Curriculum Mapping: one45 is the new software. Rollout and training will be staggered by college, beginning with Pharmacy for their accreditation.
- College of Pharmacy Interview Scheduler (Joe Johnson/Application Development): Web-based. Interviewees can select dates. The homegrown tool is similar to the HR 128 training database and can be customized. Massey added input from colleges was collected and Pharmacy reached out to try it. It was also presented at a Banners Users Group (B.U.G.) meeting.
- Technology Upgrades (Steve Butler/Instructional Technology): College of Graduate Health Sciences has a new state-of-the-art conference room. New Simulation Building—Technology design--more details will be provided at the next meeting.
- ITS Projects List (Vikki Massey): The list is posted on the ITS website and on Blackboard. December 2013 items are In Progress items. ME Mobile Phase II is upcoming in February 2014 (app created by Ellucian, a Student Affairs initiative). Projects are driven by campus needs. Members should review the list in relation to goals and priorities.

OLD BUSINESS
IT Goals and Priorities (Tague): The revised IT Priorities list was reviewed. Status changes are in red. Completed priorities will be deleted from the list and maintained in a historical record. Deleted priorities include a reason.

Minutes 12/16/13 _apprv’d 1/27/14
### Completed Goals and Priorities

<table>
<thead>
<tr>
<th>Description</th>
<th>Status Update</th>
<th>Comments</th>
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<tbody>
<tr>
<td>A secure and robust document server to relax email attachment restriction</td>
<td></td>
<td>Print management options for students – allow access to all four years printing quota beginning first year</td>
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<tr>
<td>Immediate and advanced classes/workshops on computer and software</td>
<td></td>
<td>Extended software/hardware support via the ITS Helpdesk</td>
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<td>Electronic directory</td>
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<td>Increase access to online testing facilities</td>
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<td>Single source calendaring tools</td>
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<td>Reasonable software prices</td>
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<td>Up-to-date computers for students</td>
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<td>Improved access and seating in student open access labs</td>
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<td>Access to the ability to backup computer data securely</td>
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<td>iTunes in computer lab</td>
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<td>Campus-wide free wireless access</td>
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### Deleted Goals and Priorities: A motion was made and seconded with unanimous vote to delete:

- IT Helpdesk with extended hours 7am – 7pm: Low demand. Call-in hours: 7:30A to 5:30P. Walk-ins 8:00A–5:00P. Call statistics shared by van der Aa for a 3-week period: on average 55 calls/day; 18 from 7:30–8:00A, peak hours 9:00–11:00A, 150 average calls/week; after-hours, 2.
  - Library extended hours (Tague): Library Advisory Council news—Library 24/7 physical building access will change due to decreased demand. This may change, per Paul Gahn, after Library renovations, since 5th Floor Alexander was closed where study areas are. The Library will move to the 6th Floor the week of 1/6/14 and will remain closed through 1/24.
- Training on how to create webcasts/podcasts for UTHSC: Podcasts only, not webcasts—no longer supported by Library, per Gahn. Technology changes. Low demand; thin iTunes library.
- Extended software/hardware support via the ITS Helpdesk: Under-utilized.
- Upgrade security cameras on campus: Not an IT project, but for a Campus Police advisory group.

Remaining IT priorities follow with status updates. The title will be updated from 2010-11 to 2013-14.

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<td>Increased quotas for email mailboxes (Note: All faculty, staff and student quas will increase to 1 GB when accounts are migrated to Exchange 2010; migration completed in 2011.)</td>
<td>In Progress</td>
<td>Tague noted this falls short of free resources. (van der Aa) System-level effort will offer at no cost to UTHSC users Office 365 (Exchange email with 20 GB mailbox, Skydrive, Word, Powerpoint and possibly Lync in the Cloud (person-to-person videoconferencing) that may open up opportunities. Technical reps are reviewing. ITS absorbs the cost. It is HIPAA compliant; a BAA has been signed.</td>
</tr>
<tr>
<td>Regular faculty desktop refresh – PC and Mac – every 3-4 years</td>
<td>Budget issue</td>
<td>Colleges/departments absorb the cost. Research groups: old computers on UTHSC network need to be discussed, per van der Aa. Tague suggested a tie-in approach for faculty activities to help faculty who do not have a grant, but have applied for funding. Rewrite to clarify and include tie-in approach also.</td>
</tr>
<tr>
<td>Communications (newsletters, emails, etc) from IT Services about activities, changes in policy, classes, etc.</td>
<td>In Progress</td>
<td>Status will always be in progress. See Other Items for comments.</td>
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Speakers bureau listing that would include: Convenient access to data about clinical activities and expertise, outreach and community service, and research activities and expertise at UTHSC. (Note: Changed from “In Progress” to “On Hold” when project contact person left the university and the replacement did not continue the project.)

In Progress

(van der Aa) It may be of interest to see what types of activities UTHSC is engaged in (e.g., grants awarded, the source, etc.). May be a project for the Office of Institutional Effectiveness (IE) – may have easy access to this data. Tague noted content could be provided on campus web pages. OU Campus is another data source for this data (pull from web pages). Rewrite to indicate that each campus/unit will provide the data to integrate into a central information site.

Integration of Blackboard with a faculty database

On Hold

Separate database not needed. This should be maintained at the departmental level and could be harvested into an institutional central depository.

Implementation of E-911 service to campus

Budget issue

E-911 identifies with the IP infrastructure, not based on telephone number. With VoIP, could be more targeted than mobile telephony. Concern—range for first responders. Change goal to VoIP rather than E-911.

Web-based campus tours (The status continues to be “On Hold”) On Hold

Exists already on the college/department websites. Could be effectively used as a central database.

Functional Vision for Information Technology on the UTHSC Campus (Tague): Hold to January meeting.

NEW BUSINESS

Direction Adjustments for IT Vision and Goals/Priorities and Cloud Storage Disposition: Postpone; to be addressed at the January meeting.

Financing/Funding Structure: For campus projects or other campus needs, Committee can solicit Administration for funding support.

Other Items

ITS Fair (van der Aa): Showcased ITS and was well attended. Hope to continue the fair next year. ITS is working on a services catalog that will define services provided, what it means to have the service and ultimately provide an estimate of cost if there’s a need to determine whether to continue a service.

New Password Change Feature (van der Aa): New icon; see the campus homepage, bottom left corner. Campus users will no longer receive emails with a link to update passwords.

Blackboard (Tague): Some members use it sparsely. To determine effectiveness, roundtable feedback was:

<table>
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<tr>
<th>Use only for Committee activities; do not work in Blackboard on a daily/weekly basis</th>
<th>Somewhat complex; hard to navigate; information needs to be centralized and indexed</th>
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<tr>
<td>Email is better; only use Blackboard when an email is received</td>
<td>Use is more about habit forming; be more diligent in using it</td>
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<td>Helpful for reading meeting materials; familiar with Blackboard; valuable; pretty good overall</td>
<td>Time-consuming (website does not come up as it should—could be browser issue; links do not always work correctly); offsite—limited support to troubleshoot.</td>
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<td>Encourage more feedback from subcommittees; new content alerts are sent to subscribers</td>
<td>Demo academic tools discussed in meetings that could be useful resources</td>
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Next Meeting: January 27th.

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting was adjourned at 10:07 a.m.