Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
February 25, 2013

Members Present: La’Keith Miller (Chair), Chandra Alston, Darnita Brassel, 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: Jackie Burchum, 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 January 28, 2012 meeting approved with corrections.

Meeting Materials: Agenda; Minutes of the January 28, 2012 meeting.

Chair Miller welcomed Vikki Massey back to the meeting. Massey, along with Representatives Paul Gahn and Molly Rosebush, were congratulated on the birth of their newborns.

IT Services
Adobe Audit: Scanning is almost complete. Mechanisms are in place for the MACs. There were more older MACs than originally thought. Data collection is complete. Purchase records were also received. Discussions are underway between UT System and Adobe to determine what data will be part of the audit.

NETWORK SERVICES
GEB: MERU high-density solution is installed in A102 GEB. Testing with more than 200 devices should take place this week. A lack of student participation prevented testing devices sooner, as they have reduced the number of devices used due to the wireless issue.

COM teaching facility is now testing high-density solutions. Other vendors include Aruba and Cisco. Cisco deployment is the first weekend in March.

CDD
Fiber for CDD was rerouted for demolition of the Randolph Building. Fiber must be extended for telephone services.
IPAM

The IP Address Management solution is being tested. To reduce Malware on campus, UTHSC is contemplating considering Next Generation Firewall. Internet ports must be open. The application-based firewall must identify with the Internet traffic going through it.

SECURITY

SPAM: This is a continuing issue. ITS is starting a new campaign to promote “do not click on and delete unfamiliar links”. This campaign should have a large impact.

Secure Email: Test accounts are set up for all ITS directors for feedback. Secure email allows sending encrypted email. It also allows users to receive encrypted email on mobile devices. Emails remain encrypted on mobile devices and sensitive information is safe.

To the question what is the name of the product and the level of security, Frank Davison responded Voltage will handle encryption management. It has a plug-in for Outlook and solutions for MACs. He noted the product is the most flexible and the best.

Banner

No updates

OLD BUSINESS: None

NEW BUSINESS

SPAM Filtering: Jay Leafey, IT System Administrator in IT Services, shared information about email and its components: mail routing for email delivery and the Barracuda firewall. Additional highlights:

- Before the uthsc.edu domain name change, the Barracuda was processing 2M emails per day.
- Now 45K emails are processed a day. Good incoming email is 50%.
- SPAM mail accounts for 45% of incoming email that’s easily recognizable. Of this, about 2% of this might be SPAM. Pattern matching and headers determine if email is SPAM. Email infected by viruses represents a very narrow percentage (less than 1%). The problem area is SPAM.

The Barracuda has learned our traffic patterns and trends, and tags email labeled SPAM. The simple message for SPAM mail is delete it. Also, unfamiliar links should not be clicked. If unsure or uneasy about an email, delete it. Suspected SPAM mail should be forwarded to abuse@uthsc.edu.

It was also noted that Facebook is another source for SPAM mail. Frank Davison also commented on external email clients (e.g., Gmail, Yahoo, Hotmail, etc.), additional sources for SPAM. Accessing these also exposes the UTHSC network to vulnerabilities. To help educate campus about SPAM, IT Security created CyberSense.

The Barracuda firewall has reached its limit. The Next Generation Firewalls (NGF) will pick up where it dropped off, and can read encrypted emails.

Miller expressed appreciation to ITS all of its efforts to secure the UTHSC campus infrastructure.
Other Items

Governance for ITS: CIO van der Aa briefly discussed his new initiative to ensure resources are appropriately allocated and making smarter decisions re: University business tools.

- ISAC: The Information Security Advisory Council is a new structured committee that has been put into place to help ITS with better allocation of UTHSC’s limited resources.
- Project Request/Intake Form: The form will be developed as a tool for making requests and a tracking mechanism resource. van der Aa is pursuing this initiative. Advisory Committee feedback is welcomed.
- Institutional-wide projects discussed included:
  - Software Applications: ITS will be reviewing underutilized software.

  Miller noted UTK will initiate Archibus software install. Facilities will piggyback off UTK. Archibus will be used for its work orders. Currently, they are still done in Oracle. A meeting will be scheduled by UT in the near future.

The next scheduled meeting is March 25, 2013.

With no further business, the meeting adjourned at 9:40 A.M.