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

Members Present: La’Keith Miller (Chair), Chandra Alston, Yan Cui, Charles Cossar, Jim Eoff, Paul Gahn, Dale Jackson, Don Peruski (Knoxville), Molly Rosebush, Ebony Smith, Vada Singleton 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; Kevin Carmon for Steve Butler, Instructional Technology Services; Frank Davison, IT Security, Peter Fox, Jr., Computing Systems; Dan Albaugh for William ‘Billy’ Hatcher, Jr., Infrastructure; Vikki Massey, Project Manager

Judy Jefferson Johnson, Secretary

Absent: Darnita Brassel, Jackie Burchum, Paul Dassow (Chattanooga), Bhumin Patel (Student) and Tricia Page

Meeting Materials: Agenda; Minutes of the February 25, 2013 meeting.

Call to Order: The meeting was opened by Chair Miller at 9:03 A.M.

Approval of Minutes: Minutes of the February 25, 2013 meeting was approved as submitted.

IT Services
Adobe Audit: All information has been uploaded to Knoxville. There is no final decision yet from discussions between the UT System Legal Department and Abode re: data release to Adobe.

NETWORK SERVICES
MERU High Density Solution: Pizza party scheduled for Monday, 4/1, in A104 GEB. Instructors contacted their students to bring their wireless devices. For effective testing, at least 200 devices are needed.

Demolition Updates: Fiber reroute for Randolph–SAC tunnel to install redundancy. Randolph staging is in progress. Beale Building is also scheduled for demolition. Miller added no buildings will be imploded.

IPAM: Vendor testing. Implementation will be once a vendor is selected.

NAC: Network Services is researching new access solutions, including Next Generation Firewall. Existing Firewall blocks many devices. Next Generation Firewall is more user-friendly and will route user traffic.

New Business
First 100 Days: CIO van der Aa presented an Office 365 Cloud presentation of insights gained:

- A sense of the HSC culture and how things function from meetings with deans, administrators, faculty, staff and State IT.
• IT Services delivers great service.
• ITS concerns (career paths, training, compensation, etc.). Also noted was in comparison to other academic institutions, compensation for ITS staff does not rank in the top 10%, 50% nor 80%.

ITS Goals
• Bi-directional communication and collaboration can be improved. Better working relationships in- and outside of IT need to be developed.
• Effective and efficient use of technology.
• Data security. Questions: Where is UTHSC data? Where is it stored? How is it backed-up?
• Application level support can be improved, as users want effectiveness.
• Simplify things.
• Main Themes: security; governance; ISAC; web presence both internal/external; infrastructure—wireless, PCs, providing good support; and align the IT organization functionally with services provided, both necessary and needed.

ISAC: A new initiative, the first meeting of ISAC (Information Security Advisory Council) will be this afternoon. The Council will address a number of issues (NAC, firewall approaches, etc.). Members will ensure compliance with university, state and federal guidelines. They will also make recommendations for the HSC. Governance of IT will be another focus area.

Other Items

Faculty Senate: Representative Rosebush shared her last day at UTHSC is 6/14/13. Her replacement will be the new president of the Faculty Computing Committee.

Parking Lot: Archibus and energy solutions updates will be coming up in the next several months.

Qualtrics: van der Aa shared a UT statewide licensing agreement opportunity. The cost is in the range of $8,000–10,000 annually. The resource would be at no cost to faculty, staff and students. Current needs expand across academic, administrative, clinical, and research users. There was unanimous support for a campus survey tool. Policies would need to be developed. Discussion points were:

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users create and analyze their own data (patient surveys can also be done)</td>
<td>Good existing campus survey tools (Blackboard, CourseEval)</td>
</tr>
<tr>
<td>Secure data—without login, data cannot be share</td>
<td>The number of HIPAA-related surveys need to be considered.</td>
</tr>
<tr>
<td>Secure storage</td>
<td></td>
</tr>
<tr>
<td>Surveys allow other content</td>
<td></td>
</tr>
<tr>
<td>Not course-based</td>
<td></td>
</tr>
<tr>
<td>Multi-purpose survey tool</td>
<td></td>
</tr>
</tbody>
</table>

Survey tools currently used are Blackboard, CourseEval and Survey Monkey (100 responses restriction). Having Qualtrics would eliminate any trust barrier, additional costs for Survey Monkey analyses, and survey development and database support by ITS and EdTech. Universities using Qualtrics include Duke, University of Florida, UTK, and others. The web address is http://www.qualtrics.com/. A demo was suggested for the April meeting. Status: Collect more information before making a decision.

The next scheduled meeting is April 22, 2013.

With no further business, the meeting adjourned at 9:46 A.M.

Minutes 3/25/13_apprv’d 4/29/13