Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
May 20, 2013

Members Present: La’Keith Miller (Chair), Marcia Sharp for Chandra Alston, Jackie McClarin for Darnita Brassel, Jackie Burchum (teleconference), Yan Cui, Paul Dassow (Chattanooga), Dale Jackson, Tricia Page, Molly Rosebush 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; Joe Johnson for Charlie Brooks, Application Development; Kevin Carmon for Steve Butler, Instructional Technology Services; Frank Davison, IT Security, Peter Fox, Jr., Computing Systems; William ‘Billy’ Hatcher, Jr., Infrastructure

Judy Jefferson Johnson, Secretary

Absent: Charles Cossar, Jim Eoff, Rick Fought for Paul Gahn, Bhumin Patel, Don Peruski (Knoxville), Ebony Smith and Vada Singleton

Meeting Materials: Agenda; Minutes of the April 29, 2013 meeting.

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

Approval of Minutes: Minutes of the April 29, 2013 meeting was approved with corrections.

IT Services
Adobe Audit Update: A current license proposal is on the table for $500K that would provide UT System with a number of services, per CIO van der Aa. UTHSC’s cost would be $90K/year for 3 years for 3 families of products (Adobe Creative Cloud, Adobe Acrobat Professional XI, and the Adobe eLearning Suite). If the contract is not continued, all Adobe software would need to be removed from all faculty and staff computers (students not included). Todd Barber noted a local-installed license or Cloud component of Adobe software would need to be purchased to reinstall on end users’ computers. Otherwise, Adobe files will not be able to open without an installer. Additional highlights were:

- Creative Suite 7: Offered at a monthly subscription cost, the release will be Cloud-based only. Adobe is moving forwarding with the new release.
- Substitute Software: Except for PhotoShop, there are substitutes for Adobe products used on campus.

Adobe software purchased by end users can remain on their computers. To Representative Tague’s question, if Cloud-based would VPN be needed to get access, the response was no.

NETWORK SERVICES
Wi-Fi High Density Solutions: Wi-Fi testing of students’ devices is complete, per Billy Hatcher. With classes exceeding 100 students, the number of tested devices was not ideal. However, Network Services was able to look at new hardware and monitor activity. Login off and on issues were noticed and are
being addressed. Products and devices tested work well. Top concerns of students: a more user-friendly NAC, wireless speed, and simplify wireless registration. Additional wi-fi testing will be done in June. Testing 200 devices is ideal. This will be done with ITS staff and other users.

Building Demolition Update: The projected timeline is now November 1st, rather than October. Of campus buildings slated for demolition, the Hyde Building may or may not be included.

Mobile Devices: The 802.1x authentication is now complete. Palo Alto firewall is another approach Network Services is looking into. It works at the application level and has device recognition.

Bandwidth: At the end of May, bandwidth will be doubled to 400Mbit/s (megabits per second). New routers will provide spare capacity as needed for additional expansion.

Infrastructure Upgrade: An upgrade is upcoming in the near future.

600 Jefferson: Requesting prices for fiber.

SECURITY

HIPAA Assessments: CIO van der Aa and Frank Davison visited all UT campuses. Assessments were done the first week of May. Davison is attending a HIPAA meeting.

OLD BUSINESS

Qualtrics Update: Plans are moving forward to purchase Qualtrics. Per van der Aa; $8,000 is committed to licensing agreements. Additional updates from Vikki Massey on behalf of Ebony Smith were:
- EdTech has completed its first preliminary system admin training.
- Peter Fox and the Computing Systems team will join the EdTech team in a vendor meeting for set-up of the authentication module for campus users this week. More in-depth training will be done, once this is in place. Target implementation is late summer for university-wide rollout.
- Qualtrics will be available to faculty, staff and students. Smith is working with Qualtrics on a BAA agreement for confidential surveys. Training will be provided by EdTech.
- Plans are to replace CoursEval and Survey Monkey with Qualtrics.

NEW BUSINESS

CIO Update: van der Aa provided an overview of the direction for ITS with the following focus areas requested by Chancellor Schwab for FY 2013-2014:
- Vice Chancellor for Research Search (VCR Search): Fully engaged.
- Improve functionality of Banner System: The processes—what’s/how’s and align them.
- Transfer of Educational Technology (EdTech) to IT Services (ITS): This will be effective 7/1. There will be no loss of service during the transition.
- Content Management System: An approach is considered for revamping the campus web site and understanding a web strategy. Vendor options were narrowed down to OU Campus, higher-education vendor. Universities using OU Campus include University of Memphis and UT Chattanooga. OU Campus has a state contract in place that will make the purchase smoother.
- Distance Education: Exploring a new format.
- Evaluating Campus IT Security: Improve network posture. Improve end points for data protection (do not own a number of these). Also, develop wireless infrastructure suitable for UTHSC. A number of campuses utilize EDUROAM. van der Aa commented he noticed no authentication problems during his statewide visits, as he moved around.
Organizational Alignment: A work in progress, van der Aa discussed realigning FTEs with services ITS provides. Additional highlights were:

- Service delivery to customers is the primary focus for best possible customer service, specializing within IT teams.
- Improve communication within IT among teams and to customers, tearing down silos and maintaining existing services.
- Improve what’s in place, changing the culture from ‘us and them’ to ‘we’.
- Define service levels; develop service level agreements (service available at specified timeframes).
- Implement Inclusive Governance. ISAC (Information Security Advisory Council) was formed. Educational Technology (EdTech) also has an Advisory Committee. There is delineation between decision makers and those who make recommendations, etc.
- Measurements of success includes: expanding customer satisfaction surveys and ITS service lines; broadening success with multidisciplinary project teams; establishing career paths; and focusing on higher IT job satisfaction.
- Key Areas: For greater efficiency, van der Aa noted grouping “like” ITS resources will improve effectiveness and will yield better customer experience and service. Highlights of the areas:
  - Applications and Systems Development: Will include Application Development and Web Development. With Charlie Brooks retiring, this is a good time to make this happen.
  - Customer Relations: Will include all customer-facing functions such as the Helpdesk, workstation/ device support (student labs, desktops]) and IAM (Identity and Access Management)--managing network levels.
  - Technology Services: Will bring preconfigured desktops to customers and restore desktops with data imaging in minutes, not days. Areas include servers, Database Administration, Network, Communication, desktops, data center, storage, IT Security.
  - Academic and Application Support: Want to bring focus in this area, an interface between vendors and customers for both vendor- and in-house supported applications. Will include videoconferencing, distance education, application support, academic technology, media services, and training.

Questions and Answers
Q: How do you see identity access working with others who are not UT-affiliated?
A: Aligning who needs access to what, working at the UT level to make this happen. It can be based on provisioning of services at one’s current level, even if a retiree.

Terms Ending: Chair Miller thanked Representatives Jackson, Peruski and Risby for serving two 3-year terms, and Patel for his year of service to the Committee. Their terms end 6/30/13. In his absence, Patel was also congratulated for being a 2013 College of Medicine graduate. Representative Rosebush, whose last day is 6/14, was thanked for her service to the Committee and congratulated on her new job at LSU.

OTHER ITEMS: None.

The next scheduled meeting is June 24, 2013.

With no further business, the meeting adjourned at 10:04 A.M.