Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
August 26, 2013

Members Present: Larry Tague (Chair), Chandra Alston, Darnita Brassel, Jackie Burchum, Yan Cui, Charles Cossar, Paul Dassow (Chattanooga), Anne Montgomery, Paul Gahn, La’Keith Miller, Tricia Page, Rakesh Patel, Travis Turner (Knoxville), Vada Singleton, and Jada Williams

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 and John Pinto, Application Development; Steve Butler, Instructional Technology Services; Frank Davison, IT Security, Peter Fox, Jr., Computing Systems; William ‘Billy’ Hatcher, Jr., Infrastructure, Ebony Smith (Educational Technology)

Judy Jefferson Johnson, Secretary

Absent: Bob Belland and Jim Eoff

Meeting Materials: Agenda; Minutes of the June 24, 2013 meeting.

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

Chair Tague opened the meeting introducing the new format below. Blackboard should be accessed to review/print the meeting agenda and minutes monthly. Also, the meetings will include more use of campus technology.

- Agenda: A Blog was developed to post the draft agenda for members’ feedback and to add to it.
- Minutes: Prior to each meeting, members will need to review/vote to accept or submit changes to the previous month’s draft minutes. A Comments button is at the end of the minutes for voting to accept minutes as read or to submit suggested corrections.
- IT Reports: Rather than reports made in the monthly meetings, IT directors will post news and updates to the Blackboard site, as needed and at the request of the Committee.

Tague did a quick demo of accessing the above items (labeled navigation links redirect to the blog; for content display, click Chair’s name in blog box). The new format will allow more time to discuss committee business. Members were advised to use Blackboard to share reports on any of the agenda blogs.

New and offsite members were welcomed to the meeting.

Approval of Minutes: Using the approval process, members approved the minutes of the June 24, 2013 meeting as read with noted corrections.

Taylor Strickland: Reflections were made on behalf of the late William Taylor Strickland, who died July 26. Sentiments were expressed about his service as the first campus Chief Information Officer (2006-2010; Interim, 2005). Initiatives implemented under his leadership were the uthsc.edu domain name change, Minutes 8/26/13_apprv’d 9/23/13
upgrade to Exchange email, network infrastructure upgrade, campus webpage redesign, to name a few.

OLD BUSINESS
Follow-up on previously discussed topics:

a) OU Campus: Content management software. Chair Tague noted a new application will be available to campus, which is an important addition to the campus tools chest.
   - A total of 75 certificates have been purchased (25 initially, 50 additional), per Todd Barber. They will go first to users who make daily updates to web pages. Web Services staff will continue to do updates to other campus pages. Rollout will be gradual.
   - Current Version: Purchase price $50K with the current license structure. There are add-on modules (calendar, faculty portal, etc.) that are separate products. The focus is on the content management system that needs to be in place before considering other modules.

b) Qualtrics (Smith): Survey software. Qualtrics website has pertinent UTHSC-specific information on it, and it is on EdTech’s website at https://academic.uthsc.edu/edtech. Access is NetID credentials. Up and running, Qualtrics can be used by faculty, staff and students. Step-by-step instructions on use is also available, and it contains a library of survey templates.

c) Sophos (van der Aa): Malware prevention software. Software testing has been done, including intentionally accessing links that should not have been accessed. Outcome—Sophos works as it should. With limited capability to auto-deploy, including cannot auto-deployed on MACs, Sophos deployment can be done through tools available in ITS. Rollout will be a multi-tier assistance approach. The Help Desk is ready to assist users via remote desktop or a technician can install. A rollout plan is being developed by Tech Support with the end of September the target deadline.
   - No impact to students. Students were never on Forefront. They can choose their own anti-virus products.
   - Securing UTHSC data is the primary focus. With a multi-layered approach that includes firewalls, users’ devices will be connected on the outside of the firewall. Frank Davison stated he is evaluating a number of different areas in identifying our infrastructure to enhance IT security. He will develop a report and add it to the blog.
   - With an interface with our firewall, Davison also noted Sophos can be used to address other issues, such as encryption email. Other modules are available. Tague is interested in the Advisory Committee taking a more in-depth look at the software to learn more about it. He also noted there needs to be a subcommittee for Sophos.

ISAC (Davison): Information Security Advisory Council, a subgroup of the CIO Advisory Committee, makes IT recommendations. ISAC is currently on hiatus for two months, with developments in Compliance. Different entities are being put in place. ISAC, more of a representation of users, includes three Advisory Committee members (Jim Eoff, Don Peruski and Ebony Smith). Ending comments were:
   - Tague stated the voting membership needs to be on the ISAC committee and on any IT-related groups formed, and should be involved when groups are formed, to ensure representation.
   - Smith added college representatives are on committees and will be responsible for reporting back to the Advisory Committee.

NEW BUSINESS
Several new business items addressed by Chair Tague were:

a) Computer and Online Technology Goal: The Advisory Committee needs to establish computer technology goals in using IT and IT technology that interface with campus goals. Tague will post something on Blackboard to work on offline before bringing it to the Committee to discuss.
b) Committee Members Responsibilities for Agenda Items: Members’ feedback is needed in contributing to the meeting agenda. Tague urges active participation with feedback by all representative areas on how community IT resources are being used.
   
   1) Meeting Format Change: IT representation will attend every other meeting (optional). The exception is Jan (CIO) and Judy (Advisory Committee Secretary) who will attend all meetings.

   It was moved and seconded that IT ex-officio members attend every other meeting. One abstain. Representative Miller requested that the item be tabled to the next meeting to think about the motion. His observation—IT ex-officio members can use this forum for updates. It was noted Blackboard can be utilized for this purpose.

c) Use Technology in Committee Meetings and to Support Committee Goals: Tague noted Committee members need to be technological savvy. Adobe Connect will be used for future a meeting, with support from Ebony Smith. He noted living in a digital world, formal protocol can be altered based on digital improvements in communication. This will familiarize the membership with available tools, to be better equipped to advise. To Smith’s question about switching the meeting format to Adobe Connect, Tague stated it is for learning and training purposes, just for one meeting for members who cannot attend a regular meeting.

d) Reviewing Old Priorities and Suggest New Priorities: At the next meeting, old priorities will be reviewed for discussion. The last update was 2010-11, overdue for updates. Members can generate a discussion prior to the meeting in Blackboard. Note: Using email in Blackboard does not display recipients.

e) Working Groups: Subcommittees will address specific tasks with end dates, as defined in Roberts Rules of Order for subcommittees. Members were encouraged to utilize ITS ex officio members. Tague will post a blog on Blackboard for volunteers to the various working groups. If no volunteers, he will volunteer members to the working groups.

**IT Services**

Windows XP (van der Aa): Microsoft will end Windows XP support on April 8, 2014. There is still an XP presence on campus. There will not be an XP presence on campus by this date. Van der Aa.

BYOD: More attention is needed in this area to bring more awareness to it. A subcommittee is needed in this area. Everything is open for discussion/feedback.

Security Audit: UT Board of Trustees is in the process of doing a security audit of all UT systems at all UT campuses, and will be on campus 9/16–23. Davison requested if the auditors could attend the 9/23 meeting to observe the Committee’s governance process. Chair Tague approved the request.

**Questions and Answers**

Q: Would XP be a topic for a subcommittee? Is there a particular process for ITS to follow for adding IT issues that impact the entire campus to an issues list?

A: This is an exception—deactivating IT computer-related platforms. The topic will be added to the next meeting agenda for discussion. Areas where subcommittees can have a focus will also be addressed.

Chair Tague reiterated that IT presence is optional, but is needed for those who have some reporting to the Committee. Miller noted having an IT knowledge base present at the meetings is helpful. Further discussions can be done online for a definitive decision.

The next scheduled meeting is **September 23, 2013**. With no further business, the meeting adjourned at 10:02 A.M.

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