Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
January 27, 2014

Members Present (14): Larry Tague (Chair), Chandra Alston (Vice Chair) and new Allied Health Sciences representative Sajeesh Kumar, Bob Belland, Yan Cui, Charles Cossar, Jim Eoff, Paul Gahn, La’Keith Miller, Anna Montgomery, C. Judith Nyabando, Tricia Page and Vada Singleton; Adobe Connect: Paul Dassow (Chattanooga), Travis Turner (Knoxville) 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; Steve Butler, Instructional Technology Services; Peter Fox, Jr., Computing Systems; William ‘Billy’ Hatcher, Jr., Infrastructure, Joe Johnson and John Pinto, Application Development; Vikki Massey, Project Manager; Ebony Smith, Educational Technology

Judy Jefferson Johnson, Secretary

Other: Bryan Lemieux for John Bossier, Safety Officer; Safety Affairs

Absent (2): Jackie Burchum and Rakesh Patel

Mediasite Recording: For members’ review, a recording of the 1-27-2014 meeting is provided.

Meeting Materials: Agenda; Minutes of the December 16, 2013 meeting.

Call to Order: The meeting was opened by Chair Larry Tague at 9:02 a.m. It was motioned, seconded and unanimously voted to accept the agenda. A quorum was met by the membership in Blackboard to approve the meeting minutes.

ITS Reports
Blog Updates (Tague): Posted blogs and the index for new entries/comments were reviewed. ITS staff were thanked for their informative posts. A few highlights were:

- EMC Isilon NAS File Storage System (van der Aa, Fox): Infrastructure is now in place with an initial 108 Tb storage capacity that is expandable. Feedback was received from faculty and the research community. Highlights were:
  - Use will be for data storage only, not operating systems (OS). Tech Support provides reimaging of OS’s, if needed. Additional space in 25 Tb increments can be purchased.
  - A second system will be offsite backup and will be maintained in Knoxville. The two systems will be synchronized. Internet access is provided by Internet 2 that is scheduled to expand to 100 GB next fiscal year (currently have 10 GB storage).

- ISE/Identity Services Engine (Billy Hatcher): Cisco ISE solution will replace the NAC clean access agent. It is a better, cleaner, more flexible, device-friendly solution that is virtually no cost to UTHSC. Network Services is working with the vendors to get ISE ready for rollout—targeted for mid-February. Contract terms and conditions and other issues are now resolved. Network Services staff is testing ISE. ITS staff testing will be done this week and will last for 2-3 weeks. Campus will be notified about it. Additional updates:
  - Devices connecting to the network will be auto-assigned to the correct VLAN network by ISE, based on device type and active directory. There will be one SSID—UTHSC.
Current wireless SSIDs will go away. Faster internet access is expected. ISE is compatible with MAC OSs, including Maverick.

- Students will be the first to be rolled out (no impact since they are on mobile network). Faculty/staff rollout will follow--6 campus buildings at a time. There will be a new guest portal for guest access.

- Network Switch Upgrades: In progress with a switch count more than 700 (will take 10-12 days to complete). Not all IOS (software) upgrades are selected—only those beneficial to campus.

- ITS Projects List (Massey): The list has been updated. To the timeframe for the new NAC application, Massey noted the NAC entry will be renamed ISE Implementation for clarity.

**Vice Chair**

Vice Chair Alston has resigned due to her new position as Associate Vice Chancellor for Human Resources. Tague thanked her for her contributions to the Committee, and congratulated her on her new position. Alston noted Sejeesh Kumar is the new Allied Health Sciences representative going forward. He will contribute well to this group. A Health Informatics and Information Management (HIIM) faculty member, he teaches 100% online and assists other AHS departments with distance education research. His research area is Ophthalmology.

**OLD BUSINESS**

IT Goals and Priorities (Tague): The updated IT Priorities list has been scaled down—completed items and items not considered as goals were deleted. With Blackboard and Banner included in earlier priorities discussions, Blackboard-Banner Integration should be added to the list. Also noted—various aspects of Banner can interface with not only Blackboard but perhaps with other campus applications.

- Blackboard-Banner Integration (Smith): Blackboard Consulting Services is the vendor for the integration. Will move forward once contract negotiations are complete.
  - Target Implementation: Projected for the end of February. A presentation will be made at the CASA meeting.
  - Auto-Populating Courses: To Tague’s concern about an interface to auto-populate students in non-Banner, non-Blackboard courses, Smith and Pinto noted interface can be done if students (or a subset) can be identified. Some nuances may need to be worked out.

Subcommittees Reports–New IT Goals and Priorities (Tague): No additional action on the list.

**Vision for Information Technology on the UTHSC Campus (Tague):** Two statements will be posted on Blackboard for consideration/feedback/vote by Committee and Ex-Officio members. Additional highlights:

- The vision statement is a vision for campus IT, a core component in advancing IT. It will also direct the Committee in its vision and will be campus-wide, encompassing all aspects of IT—education, business, clinical practice, research and community service.

- It should be a dynamic statement, integrating current and future goals and align with University goals for a vision of how the Committee wants to look in 5-10 years.

Barber noted the language needs to be clear or it could be misconstrued as an ITS vision statement. An ITS vision statement, Tague noted, would be more service-oriented.

**NEW BUSINESS**

OU Campus (Barber): The new web content management system (CMS) will allow adding, editing, and removing web content, while UTHSC themes and regulatory content will be left intact. Major import of all UTHSC content is complete. General issues are being worked out. Content rollout—end of February if there are no major issues. Other highlights:
- Web Services, along with EdTech, are the first groups who will access the new system. EdTech will develop/provide campus training. Power users (high content updaters) will be the second group to be added.
- Features: easier design changes; quicker content updates by content managers; reusable content (such as mission statement)—no copy/paste on web for version accuracy; easy to edit (just like using Microsoft Word); easy workflow; version control; spell check; scheduled page publisher/expire; and scheduled stale notification. New version will offer new APIs or gadgets to make CMS easier to use.
- Licenses total 50 for UTHSC. Tague suggested that at least one license go to every college or have a power updater in each college that will be helpful in distributing CMS across campus. Web Services will work with updaters to ensure content accuracy.
- People search is not a part of content management. It is pulled from IRIS—a separate workflow.

For questions, email Todd Barber at cbarber@uthsc.edu. Tague encouraged members to add comments to Barber’s or any director’s report. An email will be generated. (The feature can be activated in configurations setup to receive notifications when comments are made to posted entries.)

Note: Once OU Campus is fully deployed throughout the campus, the next challenge for Web Services is the redesign of UTHSC website, per van der Aa.

Cloud Storage Disposition (Fox): See File Storage System under IT Reports. Additional highlights:
- Once hardware configuration is complete, data center storage will be replicated. Back-up offsite will mirror it, as local actions--making changes, adding a node or files, deleting files, etc., will be replicated. It was reiterated the system is not a backed-up.
- Accommodate storage requests for 1-3 Tb.
- Back-ups can be done, such as shadow copies for short-term storage (web-based software).
- Restore from back-up can be done. Systems with hardware failure or compromised systems can be cleaned, wiped and reimaged. Software can be re-added and the system can then be reattached to storage. This process is quicker than rebuilding systems.
- File Sharing is on an outdated hardware platform with space issues. Central storage will address it.
- An encryption layer can be added to both nodes (data center and back-up) for an additional cost for added protection of campus data.
- Email Encryption (van der Aa): This is high on the ITS wish list. The Barracuda system protecting campus email has a component that allows sending encrypted email. The recipient is emailed and instructed to create an account to pick up encrypted email. Exploring additional solutions, such as Sophos that is similar to Barracuda, and Voltage that is more transparent and seamless. Data protection is primary. Need to move forward on this added layer of protection that is strongly encouraged for portable devices that have sensitive, protected health information on them. Free software license—ITS can make available to campus users at no cost. It installs on Windows OS systems and does not slow down devices. Working on policies that will mandate encryption.

Software Inventory: ITS budget for software last year was $800K that represents a portion of campus costs for software purchases. ITS is creating the inventory of known UTHSC software with other factors—users, purpose for software, purchase cost, number of licenses, cost of the license(s), annual maintenance cost and where the software is used. This group will provide recommendations re: the software list.

Vice Chair Nominations: Tague opened the floor for nominations and nominated Paul Gahn. There were no other nominations. It was motioned, seconded and unanimously approved to accept Gahn as Vice Chair for remainder of the 2013-14 year.

Other Items:

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• e2Campus: Rebrand will be UTHSC Alert (see Projects list). User name is your UTHSC email address. After 2/4/14, campus users can log-in and add additional email addresses and mobile numbers to receive campus alerts. For non-UTHSC members, a mobile opt-in will be provided. An email was sent last week. More communication will be sent about it.

Next Meeting: February 24th

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:14 a.m.