Members Present (15): Larry Tague (Chair), Daniel McGarry (Vice Chair), Charles Cossar, Yan Cui, Paul Gahn, Sajeesh Kumar, La’Keith Miller, Ramona Jackson, Chandra Johnson, Anna Montgomery, C. Judith Nyabando, Tricia Page, Phyllis Richey, Jada Williams; Adobe Connect: Travis Turner (Knoxville)

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; Dan Albaugh for William ‘Billy’ Hatcher, Jr., Infrastructure; Lisa Hall and Joe Johnson, Systems Development; Vikki Massey, Project Management; Ebony Smith, Educational Technology

Judy Jefferson Johnson, Secretary

Other: Bryan Lemieux, Radiation Safety Officer; Safety Affairs

Absent (3): Stephen Adams (Chattanooga), Jim Eoff and Rakesh Patel

Mediasite Recording: For members’ review, the recording of the 10-27-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the September 22, 2014 meeting.

Call to Order

I. Chair Tague welcomed members and called the meeting to order at 9:00 a.m.
II. Meeting agenda and September 22, 2014 meeting minutes were approved.
III. ITS Reports: Clickable links are included on the agenda for reports posted. Members were reminded to check the posted reports.

OLD BUSINESS

I. Subcommittee Reports
   i. Cloud-Based Applications Subcommittee: Survey feedback—none. Some members have already completed the survey. It works as it should. Survey kickoff will be at the Tech Fair. Chair Tague is working on communication to go out to the various campus advertising sites.
   
   II. Technology Fair: November 4th. Chair Tague and Vice Chair McGarry will be at the Advisory Committee’s table. Members should plan to visit the table. Video interviews will be previewed. A handout will be available listing members, so people can know who their representative is.

   III. Discussion Forum: Suggested ITS Projects and Priorities is the current discussion. There’s no Committee feedback. [Old discussions are archived.]

   Action Item: Members need to add suggestions for new projects or comments about existing Committee projects/priorities or ITS Projects in the next month or so. Once members create a thread, other members’ feedback can then be viewed. Also, members can subscribe to the Discussion Forum to receive alerts when others enter their feedback.

ITS Projects: CIO van der Aa announced a change in the ITS organization. Vikki Massey has recently received PMP certification and is now Director, Project Management Office.
NEW BUSINESS

I. Do IT Priorities Impact the Campus Community or a Subset of Users? (Tague): Ongoing survey. See survey results in Blackboard. Currently there is an old set of priorities. Tague suggested to include projects suggested by members and those on the ITS projects list in the survey for continuous communication with the membership on whether projects are valuable to the entire campus. van der Aa noted there are 3 categories of projects (included on the ITS internal list, but needs to be confirmed whether they are on the ITS Projects list):

   i. Mandated by the government, UT System or Chancellor: Must do; timelines are determined for ITS, not by ITS
   ii. Internal to ITS (e.g., updating NAS or SAN): Must do; impacts UTHSC
   iii. User/Customer-Driven: Have a little more discretion in when these can be executed; where ITS resources will be devoted; may require input/discussion by the Committee

II. NAC Mac OSX Wireless Problems (Tague): A work-around solution Tague uses—uninstall Sophos; install ClamXav. For wired, EDUROAM is used. van der Aa tried the work-around; it had a 100% fail rate. Clarification by Dan Albaugh, Network Service Manager:

   • Sophos did not have the latest version. The non-updated version was not updating correctly. Solution: Users need to make sure they are running version 9 (the latest version for Sophos). Problem: The failure is at 802.1x. The computer wasn’t authenticating to the switch. Noted: The latest version of Sophos works with MACs. Yosemite users will be whitelisted. Mac 10.5 users will have problems with the upgrades. The patch works intermittently—it does not respond to 802.1x to log into the network. Logs were sent to Cisco for review. Paul Gahn noted web filtering in Sophos was turned on—the apparent source of the problem in the Library. Turning the feature off, per the Help Desk, resolved the problem. Tague stated resolution is still needed.

III. Project Management Flow Demo (Lisa Hall): This is a follow-up to Business Process Mapping. The demo overview discussed COM’s (College of Medicine) request with their annual planned income project, a recently closed project. Their current process—very manual, pulling data from various sources. The customers wanted to automate the process for quarterly updates by the next quarter (September). Process highlights:

   • Project Management (PM) process was implemented (developed by Vikki Massey and the Systems Development team). See the ITS website for the project request form. The form (developed in Qualtrics) collects customer input that helps in prioritizing the project. Team members from this group included Charles Cossar (Finance) and Joe Johnson (technical lead).
   • Project Scope: Identifies what’s in and out of scope, eliminating scope creep to meet project dates (Out of scope: IRIS feed—it could not change).
   • User Requirements: A description of the users’ needs including:
     o Project Purpose: Background (including what’s important now)
     o Current Processes: Current application support for current processes; also data source—old or converted data
     o Future Vision: How the project will be used to meet future needs.
     o Solution Options: Considered are commercial applications (cost factor); a hosted solution; or internal development (time-consuming and cost factor).
     o Business Analyst (liaison between techs and users): Helped in developing the processes (interprets users’ needs for the development team).
   • Process Steps: Documented throughout the entire project phase (6/11–9/1/14). Helped project users understand the process flow. Delivered project—the ultimate output is a
lengthy, multi-faceted, user-friendly report. Changes can easily be made at any time, regardless of programmer or code changes. Process mapping provides clarity and understanding to the process. Noted: Quality planning and documentation help in executing a quality product, eliminating rebuilding it.

- Expand for Use by Other Colleges/Departments: Components of the project could possibly be used, if needed, though it is unique to COM.
- PM Process: Will be used for all project requests received; the project form starts the entire process. A project management (PM) website is in process of being developed by the Tech Fair (11/4). Included will be the definition of project and criteria in determining whether a request is a project or not. All projects will be housed on the website. See Massey’s October blog.

IV. Infoblox: Infrastructure will be invited to the next meeting for updates.

Tabled New Business
I. NAS
II. OU Campus
III. Educause roundabout
IV. Establishing a Meeting Registry for those on campus attending outside meetings

Next Meetings:
I. November 24th: Keep as scheduled: The membership was polled and minimum members will be out the week of the Thanksgiving holiday.
II. December 15th: Cancel: It was motioned, seconded and unanimously voted to cancel this meeting, as Chair Tague and some members are scheduled out for the Christmas/Winter break.

Adjournment
I. With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:05 a.m.