Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
Joint November – December Meeting
November 24, 2014

Members Present (12): Larry Tague (Chair), Daniel McGarry (Vice Chair), Charles Cossar, Jim Eoff, Paul Gahn, Ramona Jackson, Anna Montgomery, C. Judith Nyabando, Tricia Page, Phyllis Richey; Adobe Connect: Stephen Adams (Chattanooga) and Travis Turner (Knoxville)

IT Services (ITS): Jan van der Aa, Vice Chancellor for Information Technology and CIO, Todd Barber, Web Services; Peter Fox, Jr., Computing Systems; William ‘Billy’ Hatcher, Jr., Infrastructure; Vikki Massey, Project Management; Ebony Smith, Educational Technology

Judy Jefferson Johnson, Secretary

Other: Bryan Lemieux, Radiation Safety Officer; Safety Affairs

Absent (6): Yan Cui, Chandra Johnson, Sajeesh Kumar, La’Keith Miller, Rakesh Patel and Jada Williams

Mediasite Recording: For members’ review, the recording of the 11-24-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the October 27, 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 the October 27, 2014 meeting minutes were approved.

III. ITS Reports: The agenda includes clickable links to the reports. Directors were commended for all reports posted. Members should review the reports monthly.

OLD BUSINESS

I. Subcommittee Reports

i. Google Apps for Education Survey (Tague): The survey posted Saturday (11/22/14 Daily Digest). Preliminary summary overview highlights:

- Preliminary responses: 43 (20 faculty, 19 staff and 4 students)
- Response percentages preview:

<table>
<thead>
<tr>
<th>Have Gogole account</th>
<th>91%</th>
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</thead>
<tbody>
<tr>
<td>Familiarity with Gogole Drive (and some use); not familiar, 28%</td>
<td>70%</td>
</tr>
<tr>
<td>Google Apps Users (daily); weekly, 9%</td>
<td>21%</td>
</tr>
<tr>
<td>Important Google Drive Features: Document editing online; Collaboration online 35%; Research 16%; Downloads multiple formats 23%; Document storage 35%; Compatibility 26%; Multiple devices (for editing) 35%</td>
<td>28%</td>
</tr>
<tr>
<td>If UTHSC implements, would use (may use, 9%; would not, 2%)</td>
<td>33%</td>
</tr>
<tr>
<td>Reason for Non-Use: Privacy (Noted: This can be isolated to campus.)</td>
<td>12%</td>
</tr>
</tbody>
</table>

Response totals are expected to increase across categories. Survey deadline is 12/5/14. The survey confirms Google Apps is used on campus. Feedback is continuing to come in.
ii. Survey for Other Approaches: Microsoft Office Online Suite, etc., will also be surveyed. One may offer something others may not. Objective—to be selective to see what best serves campus needs. Implementation can be efficient and effective without a burden to ITS.

iii. Institution Users: Vanderbilt uses Google Apps for Education.

II. Discussion Forum Contributions (Tague): New responses and feedback are included in the current discussion (data storage, Office 365 Phase II, secure email, etc.). Additional feedback:

- **Action Item:** Between now and the January 26th meeting, members should re-review existing threads and add new ones for discussion.
- **Compliment Post:** Charles Cossar’s post was read, stating the great job ITS does maintaining and keeping UTHSC Infrastructure up-to-date, and keeping IRIS connected to Knoxville. Tague added what ITS is doing well and needs to improve should be shared.

NEW BUSINESS

I. Technology Fair Results and Discussion: Roundtable feedback was done. Highlights were:

**Pros:**
- Very well attended; useful information shared (i.e., rollout of new mobile features)
- Very knowledgeable and helpful ITS staff; learned a lot. Event location—centrally located although there was a traffic flow problem.
- Vendors—Besides IT Services, others included the Library, Banner, VolShop, Encore, PCS, Apple and the CIO Advisory Committee; beneficial information shared
- Strong staff presence; stickers were a big hit, ensuring everyone went to all tables
- Very enjoyable; great turnout. Committee handout (what it does; membership listing) was distributed; also included a fun facts survey.

**Cons:**
- Traffic flow very tight for the number of attendees
- Wireless—heavy usage apparently. Google Apps survey kickoff did not happen; online surveys could not be completed

Coordinator’s Feedback (Smith): Attendance doubled from last year. Good feedback was received. Post-event surveys were sent (one to vendors; one to attendees). Debrief is 12/8. All who staffed the Tech Fair should attend to provide feedback. Tague also thanked van der Aa for the post-event lunch.

II. New Discussion Forum Contributions (Tague): There will be a projects discussion item every month, whether ITS projects in progress or new projects proposed.

III. NAC–Sophos–Mac OS X Problems (Hatcher): Post ISE deployment update—The Apple OSX wired-LAN and 802.1x issues have been resolved by installing Yosemite. Phyllis Richey, Faculty Senate FCC Chair, reported that some Mac OSX users are still having internet access problems. van der Aa noted that redeployment of Yosemite 10.10 and 10.10.1 on a number of devices in the test environment was 100% successful on the tested devices. With issues random and no consistent patterns, ITS will continue to research the issue. Additional feedback:

- Concerns were—not all MACs can handle Yosemite; software incompatibility with Yosemite; some still unplug/reboot to connect to the internet (Richey also).
- The latest NAC version should be used. Maverick 10.9 also works.
- A released statement from Apple on 10/30, stated Yosemite fixed the problem (they denied awareness of a problem). ITS and Cisco researched the problem for 4 months--same outcome, the problem wasn’t with Cisco.
Mac users should check the Apple OSX page to see if Apple still supports their software version (10.5, 10.6 are no longer supported), per Hatcher.

Suggestion for Mac OSX Solution (Richey): ITS should publish known scenarios and how they will be supported (i.e., list current known non-supported apps and how ITS will address). Other challenges: hardware upgrade (similar to XP non-support); inability to upgrade to Yosemite; and software incompatibility (a large variety of software utilized).

IV. InfoBlox: IP address management tool. It will provide a broader support pool to manage VLAN changes. A Unix platform, it also comes with guest access portal that will be brought online after bringing DHCP/DHS online on 12/10. InfoBlox will also provide insight to the Helpdesk re: VLAN issues. Services and support—very good. Hatcher is looking forward to rolling it out.

V. NAS/Network Attached Storage (van der Aa): NAS is available now, but is not made public to campus yet. Deployment will be on an ‘as need’ basis (word of mouth, not campus-wide), due to rollout of Office (O) 365 and OneDrive. Departments/groups can request the shared onsite storage—a shared drive by calling the Helpdesk at 448-2222. O365 will provide 1 TB free storage. Rollout will be January 2015 to all UTHSC employees. Additional feedback:

- Tague noted Campus NAS is under UTHSC control. Most folks would prefer local storage for mission critical documents.
- O365 has been rolled out to students already. It needs to be defined what storage should be used for.

QUESTIONS AND ANSWERS

Q: How is NAS managed for colleges/departments?
A: A block is provided that can be divided up by users.

Q: Is training necessary?
A: No, NAS is just a shared drive where folders can be created.

Q: How does NAS work across campuses?
A: Not very easily due to different domains. An access point is needed rather than VPN.
Comment: UTHSC needs to work on a VPN solution to be more inclusive with UT sites.

Q: Within O365, will other Microsoft services be included (SharePoint, Lync, etc.)?
A: Vikki Massey will check to see if other productivity software will be included.

Q: Can something be done to stabilize VPN when trying to access campus resources. It seems like it’s not reconnecting as it should—not reconnecting seamlessly.
A: Network Services uses VPN on a regular basis. Contact the Helpdesk at 448-2222 whenever there are problems—sooner rather than later. UTHSC can’t do anything about other networks (Erlanger). ATT is used—no problems. For data capture—Packetshaker can help.

van der Aa noted ITS will take a look at VPN appliances. He stressed that the problem needs to be researched while it is occurring.

VI. OU Campus (Smith): EdTech is working with Web Services to do front-end training. EdTech is in train-the-trainer phase November through January. Training will be rolled out to a subset of users. EdTech will work with colleges/departments, and will offer training to heavy users. Target training—late January/early February. Web Services training will be the “whys” re: web pages. Online training is available, but for offsite staff. Training will be face-to-face with some pre-recorded sessions. All colleges (except Medicine) have been notified. Many Administrative units have not been notified. To find out your web contact, or if you have additional questions, email Web Services at webmaster@uthsc.edu. Graduate College’s contact was noted.

Tabled New Business

I. Educause Roundabout

Minutes 11/24/14_apprv’d 1-26-15
II. Establishing a Meeting Registry for those on campus attending outside meetings

Next Meetings:
   I. Reminder: December’s meeting was combined with November. Next meeting is January 26th.

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.