Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
September 22, 2014

Members Present (13): Larry Tague (Chair), Daniel McGarry (Vice Chair), Charles Cossar, Yan Cui, Paul Gahn, Sajeesh Kumar, La’Keith Miller, Anna Montgomery, C. Judith Nyabando, Tricia Page, Phyllis Richey, Jada Williams; Adobe Connect: Travis Turner (Knoxville)

IT Services (ITS) / Other: Jan van der Aa, Vice Chancellor for Information Technology and CIO; Vikki Massey, Project Manager (also minutes recorder in the absence of the Secretary, Judy Johnson); Ebony Smith, Educational Technology; and Frank Davison, Information Security. John Bossier, Safety Affairs.

Absent (5): Stephen Adams (Chattanooga), Jim Eoff, Ramona Jackson, Chandra Johnson, Rakesh Patel

Mediasite Recording: For members’ review, the recording of the 9-22-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the August 25, 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 August 25, 2014 meeting minutes were approved.

III. ITS Reports:
   i. Chair Tague stated that most ITS directors provided robust comments in their blogs.
   ii. Conference reports: Chair Tague suggested that ITS members going to the EDUCAUSE conference provide a report to the committee about the conference upon their return and a link to the conference site as a way to maximize the event’s benefit to the university.

Old Business

I. Subcommittee reports:
   i. Cloud-Based Applications subcommittee report (Tague): Chair Tague and Vice Chair McGarry have created a survey in Google Forms to collect campus users’ opinions about use of Google Apps for Education. Tague provided a demo of the form, which will be sent out to campus at a later date. More details about the form and its distribution will follow. Also noted, certain Google Apps tools would have to be disabled (such as Sites, Groups, etc) if UTHSC signed a BAA (business associate agreement) with Google.

II. Changes to CIOAC Blackboard Tool-Set (Tague): New discussion forums created include:
   i. Suggestions for ITS Projects and Priorities: Enter the forum and click Create Thread to start a new discussion. Click the Subscribe button to receive email notifications whenever new posts are added. All members must create a thread or discussion to participate in the forum.
   ii. OU Campus: Tague suggested that people at the administrative level of all colleges should be the first ones trained to use OU Campus to update content.

III. The ITS directorship subcommittees have been deleted.

IV. Fall ITS Tech Fair: Tuesday, November 4, 11am–1pm, GEB Café area. CIOAC table—Tague and McGarry will work the table at the fair. All committee members are invited to attend and/or work the table (if desired). There will be a CIOAC poster. Ex-officio member Smith said the Tech Fair committee will be reaching out to Tague and McGarry this week to discuss setup and ensure consistency in look and preparation.
New Business

I. Using CIOAC Survey Instruments for Both Committee Business and Campus Opinions
   i. Survey for ITS Policy Development (van der Aa): ITS has drafted a policy to guide ITS policy development. The policy also includes two standards and a form for requesting a policy exception. (Please note exceptions will not be granted for government mandates.) The committee is invited to provide feedback. Tague noted the policy and the vetting of it by the committee both are good ideas.

II. Do IT Priorities Impact the Campus Community or Just a Subset of Users? See below.

III. Configuration and Change Management (van der Aa): The UT System audited UTHSC ITS earliest this year, with a focus on configuration and change management. A draft of the report was issued a few weeks ago. We scored a medium maturity level, with room for improvement. The main concerns were a lack of formal processes and policies. van der Aa commented on the draft, including outlining a plan for addressing the main issues over the next 18 months. The final document is scheduled to be completed in the next few weeks and submitted to UT System President, Board of Trustees, UTHSC administration, and others. The audit group will check progress on our proposed plan in a year.
   i. Representative Williams asked about PCI/DSS compliance (a set of credit card industry standards for those who accept credit card payments) for the UT Foundation. van der Aa said we are looking for the best way to meet these standards. Tague asked if we are becoming a “PayPal” or banking institution; ex-officio member Davison answered that we are not because we are not doing anything with the information we gather other than passing it on to our transaction agent. Williams clarified that the only non-compliance we have right now is that the computer used to enter credit card donations provided by phone to the UT Foundation cannot be used to do anything else other than collect those credit card donations. Representative Richey inquired if this issue should be dealt with at the UT System level. Williams stated that even if it were, we still would have to address this issue because people will continue to call them directly to make donations.

IV. Update on Secure Email via Barracuda (van der Aa): ITS canceled this project because we cannot guarantee encryption of email sent to recipients who share our Exchange email server environment (ex: people at UTK, UT-Chattanooga, etc.) and who have their UT email forwarded. Other encryption methods are available and documented on the IT Security website. Richey noted she was not aware of this information. Ex-Officio Member van der Aa said ITS would take this as an opportunity to re-inform and educate the campus about these available tools. Chair Tague stated and CIO van der Aa agreed that security is everyone’s responsibility. Helpful links to encryption information are listed below:
   iv. Xythos secure file transfer application account request form: http://oracle.uthsc.edu/XythosRequest.php (click the “Xythos” link at the top of the UTHSC home page to actually log into and use Xythos)

Tabled New Business

I. Do IT Priorities Impact the Campus Community or Just a Subset of Users?

Adjournment

I. Next Meeting: October 27, 2014

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

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