Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
March 24, 2014

Members Present (11): Larry Tague (Chair), Paul Gahn (Vice Chair), Yan Cui, Ken McCune for Charles Cossar, Jim Eoff, C. Judith Nyabando, Tricia Page, Vada Singleton and Jada Williams; Adobe Connect: Jackie Burchum and Travis Turner (Knoxville)

IT Services (ITS): Jan van der Aa, Vice Chancellor for Information Technology and CIO, Brad Terhune for 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 (Executive Director), Joe Johnson and John Pinto, System Development; Vikki Massey, Project Manager; Ebony Smith, Educational Technology; Frank Davison, Information Security

Judy Jefferson Johnson, Secretary

Other: John Bossier, Safety Officer; Safety Affairs

Absent (6): Bob Belland, Paul Dassow (Chattanooga), Sajeesh Kumar, La’Keith Miller, Anna Montgomery and Rakesh Patel

Mediasite Recording: For members’ review, the recording of the 3-24-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the February 24, 2014 meeting.

Call to Order: The meeting was opened by Chair Larry Tague at 9:02 a.m. Addendum to the agenda—a security report will be added post meeting and posted on Blackboard. With no other additions, it was motioned, seconded and unanimously voted to accept the agenda. A quorum was met by the membership in Blackboard to approve the February meeting minutes.

ITS Reports
New NAC Software—ISE (Albaugh): Cisco ISE (Identity Services Engine) is a new NAC (network access control) solution. ITS staff will test tomorrow, to ensure everything works. Target new push-out date to campus is mid-April. Once implemented, at log-in users will select an SSID—either UTHSC (faculty, staff, students) or Eduroam and will be auto-connected to the appropriate VLAN based on device type.

Windows XP Update (Terhune): Total computers that must be addressed is 250. Of this, 140 cannot be upgraded (a budget issue). Lisa Aitken has contacted business managers. Computers are in many different departments. A university-wide approach to handle the problem would be good.

- Dell Solution (van derA): Hardware Support has contracted with Dell to purchase CPUs at a cost of $500 for a very reasonable system. Software is another expense to consider.
- Non-UTHSC Domain Computers: Not included in the above count, the case with COM Knoxville.
  - Graduate School of Medicine, UTMCK (Turner): XP computers total almost 300. Older computers are being replaced first, within budget. Newer XP computers—larger hard drives supporting Windows 7 are purchased. Dell solution above not used. Older computers are almost non-replaceable; hard drives for newer XPs cost about $40.
• Computer Labs Refresh (Terhune): Another approach to replace some of the XP computers.
• Separate VLANs (van der Aa): Computers that cannot be upgraded (connected to research
equipment, etc.) will be placed in this VLAN.
• Institution-wide Hardware Refresh Proposition (van der Aa): Question posed—Is it/is it not
appropriate for UTHSC to consider a computer refresh cycle? This Advisory group can have the
discussion at a future meeting. Cost is a major factor.
  o Cost Example: Replace 4,000 computers with a life cycle of 4 years (1,000/year) times
    about $1,000. To make this happen, issues are cost and means. Software, another factor.
  o Sophos (Terhune): Anti-virus support only for campus computers, including XP systems.

OU Campus (Barber): Went live date was 3/18. Log-in issues were corrected with the new server.
Campus web pages are in OU Campus. No campus editing access yet. Training will be scheduled first.
• Web Pages Speed: To Tague’s question re: slow-to-populate pages, this was not noticed by the
group. It could be specific to browser, computer or page. Page link(s) can be forwarded to Todd
cbarber@uthsc.edu to investigate.

Web-Based Applications (Hall): The approach now used for smaller applications is an Application
Development (AppDev) back-end and a friendlier front-end created by Web Services.
• Anatomical bequests program was an example cited. Created in FileMaker Pro 5.5 and residing on
an XP. Long-term solution—redevelop the application. Short-term—the program was put on a
Windows 7 platform and its functionality is tested. Supported by ITS, this will also allow access
from anywhere and with other devices, including tablets.

Oracle Fusion Middleware Upgrade (Joe Johnson): Long-term goal—phase out the Oracle web legacy
environment. Short-term goal—convert current applications to this new platform (having some JAVA 7
incompatibility issues). Current applications are phasing-out due to purchases of new systems, including
3rd-party systems from General Stores, rewriting smaller applications in APEX, and identifying/converting
some to web-based applications. User impact is minimum—the Oracle screen will be the same.

Blackboard Consulting Services Contract (Smith): The contract for the Blackboard-Banner Integration has
been executed. Blackboard will work with ITS and the Registrar’s Office.

Blog Updates (Tague): IT directors were reminded to post their reports a week before each month’s
meeting, to allow Committee members time to review updates. For updates of projects previously listed,
add a comment only. See the blogs legend for comments icon.

Isilon Storage (Fox): The equipment is in and is up and running. There are two nodes, a primary (off-site)
and secondary (on-site). The back-up site is being prepared in Knoxville. The disaster recovery (DR)
process for the nodes is not ironed out. Total storage is 108TB. Other highlights:
• Replication was clarified—it is not back-up.
• Back-up Concerns: Storage timeframes—short-term (2 weeks), long-term (a year), and version
  limits. Tague noted people will have both needs. Also reiterated, back-ups will decrease available
  storage. A proposal will be developed, per van der Aa, to address storage options. Storage can be
  purchased (much like buying service).
• Target Rollout: Not specified.

ITS Projects (Massey): The list is updated monthly. A revision date will be added. A link will be added
to Blackboard also. Updates will be done by mid-month. A new feature will be projects highlights.
• i-Start: International Affairs implemented the application to facilitate managing and tracking data
their office maintains and reports to SEVIS (Student and Exchange Visitor Information System). The data collection process (once paper) is now electronic. ITS support—server setup and maintenance and population of the system with Banner and IRIS demographic data. Functionality will expand for direct data input via a web interface for international students, faculty and research staff and their sponsoring departments. Campus will be notified once available. Appropriate users will be trained. iStart is a licensed version of Sunapsis international software created and supported by Indiana University.

Banner (Pinto): College of Allied Health Sciences (AHS) Name Change: New name—College of Health Professions. The database and existing applications will be recreated and updated with the new name going forward. For transcript purposes going forward, a new funds center number will be added. The current funds center number is used for the College of Health Profession for now.

- AHS Department Move: Dental Hygiene will be moving to the College of Dentistry effective July 1. The funds center number will change.

OLD BUSINESS

Revised IT Goals and Priorities and Subcommittees on IT Goals and Priorities: No major change; only one additional response to the vision statement.

- Subcommittee Membership: Bill Brescia has agreed to join the Educational Technology.
- Google Cloud-based Applications Subcommittee (Google Apps for Education, etc.): Purpose—to start looking at Google Apps such as Office Online, when the apps can apply to campus, when they are no or low cost, and what they provide (look at free apps first), since a BAA agreement is in place for HIPAA concerns.
  - Members: Tague, Sajeesh Kumar and Paul Gahn; Ex-Officio member Jan van der Aa, and campus non-members Don Thomason and Cindy Russell who have a lot of experience in this area. The group will be looking at cost and administration in particular.
  - Accessibility Issues (Barber): If/when there are thoughts about moving forward with cloud-based apps, be aware of accessibility issues (Section 508, etc.). Goggle has not addressed these issues. Rollout would be problem; UTHSC is a federal-funded institution.

Tague noted subcommittees are not fixed. As information and expertise are needed, the group will be in contact with those with expertise.

- Information Security (Davison): Working on two different projects at the same time—response to the BerryDunn Assessment and policies update:
  (Frank Davison was welcomed back as he has re-joined ITS. Tague also welcomed John Bossier back who has been out on sick leave.)
  - Information Security Posture / BerryDunn Assessment: The response will be ready to submit to Sandy Jansen, Auditor’s Office, on 4/1. It is a gap analysis of the status of UTHSC during the interviews last fall and where we are now (accomplished items and plans going forward included). Offsite members who did not receive the handout last month, see the report posted on Blackboard. Also, there is a Discussion Board post. To track updates, click subscribe in Discussion Board to receive alerts of new postings.
  - IT Security Policies: Will be rewritten; many are outdated. Currently working on four (4) policies that will be posted on Blackboard:
    1) General Provision: A policy on policies. It comes out of the System CIO Office and is a framework to be followed and how polices will be developed (not within a vacuum, but input is solicited before putting into place).
Policy was defined—a high-level statement of expectation relating to the protection of information. A set of standards—levels of quality that must be met will be attached, along with the procedures or process—a list of tasks to achieve standards. An example of standard is data encryption for email and files.

UT System Administration (UTSA) current standard is NIST (government agency that translates regulations into standards). Other standards are ISO (more for international standards) and SANS (newer U.S. standard on information security). Each standard has a maturity model that organizations can achieve, and can be changed without rewriting policies.

A how-to policy page will be created for users.

2) Policy on data classification
3) Policy on encryption
4) Policy on a statement that UTHSC is committed to handling information in an appropriate manner.

- Campaign: Once the policies are in place, there will be a campus awareness campaign.

- Email Encryption Update (van der Aa): An electronic encryption mechanism is now available. Confidential emails should include [encrypt] (not case sensitive) in the subject line. The recipient will be directed to a Barracuda mailbox to create an account to retrieve the encrypted email. There will be a post on Blackboard. Members should share this information with their constituents. For more information, contact CIO van der Aa at jvandera@uthsc.edu.

NEW BUSINESS: None

Other Item(s): None

Next Meeting: April 28th.

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:12 a.m.