Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
April 28, 2014

Members Present (14): Larry Tague (Chair), Paul Gahn (Vice Chair), Daniel McGarry for Jackie Burchum, Yan Cui, Charles Cossar, Jim Eoff, Ramona Jackson, Rebecca Reynolds for Sajeeesh Kumar, La’Keith Miller, Anna Montgomery, Kristy Conger for C. Judith Nyabando and Tricia Page; Adobe Connect: Jada Williams and Travis Turner (Knoxville)

Subcommittee Member: Bill Brescia

IT Services (ITS): Jan van der Aa, Vice Chancellor for Information Technology and CIO; Judy Jefferson Johnson, Secretary; Vikki Massey, Project Manager

Absent (4): Bob Belland, Paul Dassow (Chattanooga), Rakesh Patel and Vada Singleton

Mediasite Recording: For members’ review, the 4-28-14 meeting recording is provided.

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

Call to Order: The meeting was opened by Chair Larry Tague at 9:00 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 March meeting minutes.

ITS Reports
Links to April updates and reports were included on the agenda. Questions or comments can be added to blog updates by clicking on Comments, per Chair Tague. Additional feedback:

- Banner Update (Vikki Massey for John Pinto/Lisa Hall): To Tague’s questions re: why TutorTrac is being considered and has other applications been reviewed, the overview provided was:
  - TutorTrac, an academic support services application, is one of 3-4 applications SASS has reviewed. SASS is tasked with managing tutoring setup for all colleges (providing for only two colleges). The application would reduce manual overhead considerably.
  - TutorTrac is one component of the Trac system. The application meets some of SASS’s tutoring management needs. SASS already owns AdvisorTrac, another component. If SASS’s decision is TutorTrac, the vendor has agreed to exchange it for a nominal fee.
  - ITS is reviewing the application’s technical specifications. A map process is also being developed by ITS to help SASS understand their current processes and to know what changes may be needed when adopting any new application.

- Instructional Technology Update: Pharmacy Nashville Classroom—to Tague’s question re: the need for a physical classroom vs a virtual classroom (ex. AdobeConnect, etc.), Representative Jim Eoff will follow-up with Dr. Stephanie Phelps and add a response. Feedback offered follows:
  - (Eoff) There is not a complete College of Pharmacy classroom system in Nashville. Students take their exams in the neighboring College of Social Work computer lab. They also have access to another set of 10 computers and a printer in the lounge.
  - (Massey) Another reason could be that every set of UTHSC students should have a similar
setup with access to all UTHSC services, regardless of their location. Massey will follow-up with Steve Butler and add his response as a comment.

- (Eoff) A set-up similar to the Knoxville campus will provide students online access to the same courses taught in Knoxville that will be direct simulcast. An existing classroom has this setup already for various faculty, student and public service meetings and events.
  - Currently, with no required courses taught in Nashville, 3rd year didactic courses will be next year, followed by 2nd and 3rd year courses the following year.
  - Nashville Expansion Plan: Part of the Chancellor’s plan is to expand UT’s presence in middle Tennessee that will offer the same opportunities of east Tennessee. 4th year rotations have been there since the mid-1970’s. This will impact student enrollment. Legislators and the Pharmacy student association are in Nashville. Eoff noted it is helpful to be there.

**OLD BUSINESS**

- Revised IT Goals and Priorities and Subcommittees on IT Goals and Priorities: No action.
  - Action Item: Members should review the IT Priorities relative to their respective department/unit and propose goals to add to the list.
  - Google Apps for Education, Office Online, etc. (Tague): Subcommittee members (Kumar, Gahn and Tague, and non-members Don Thomason and Cindy Russell) will be reviewing Cloud-based free resources for campus. Several medical universities are currently using the resources. Daniel McGarry asked whether Box.com has been considered as a resource. He will forward information about it to Tague.

- ITS Projects List (Massey): The list has been updated.

- Vision Statement (Tague): Vote outcome on the two statements: 55% in favor of the first version; 44% for the second version. Combining both versions will be looked at next month.

- Email Encryption Update (van der Aa): ITS has been meeting to implement the in-house Barracuda system. This is a cost-effective solution for users who need it. A key-word approach enclosed in asterisks will be used (similarly used at St. Jude and formerly The Med).
  - Rollout: Slightly delayed. The **new key word** is *HSC Sec* *(Sec = secure)*. It will be system deliverable in the Cloud and encrypted. Recipients receive a Barracuda email to create an account to access the encrypted message. Status: Close to finalizing. Note: The former key word [encrypt] blocked St. Jude’s emails—the reason for rollout delay.
  - No problem attaching PHI. Recipients also can reply to messages.
  - File Size Limitations: Not aware of any size restrictions. Barracuda storage is Cloud-based for **30 days**.
  - Campus Communication Campaign: ITS is working on do’s and don’ts.
  - Email Forward: Outgoing messages will be encrypted. More than 50% of campus users forward their email outside of our Exchange environment, such as Gmail, Yahoo, etc.

**Questions and Answers**

Q: What happens if an alias is used at log-in?
A: Nothing needs to be done if in Exchange. If forwarded to a non-Exchange email, the recipient would need to create an email based on the non-Exchange email to access it. Email is encrypted in Barracuda. The new email name is just a moniker.

Q: Can students’ email be contained within Exchange, and email forward be disabled? This is a common problem. Their primary email is their UTHSC email.
A: Email forward can be blocked altogether. CIO van der Aa noted he would have to double check.
Tague also noted the reason for forward initially was a space issue (email quota).

Q: What if a Barracuda encrypted email is downloaded onto an unencrypted laptop within the 30 days?
A: This is a concern. Users need to be educated on potential risks. Noted: A Cloud-based email system would eliminate this risk.

Q: Can a mini-training refresher session be required at the new device validation phase?
A: Sounds like a good idea.

Q: Is email encryption now available?
A: Internal email encryption is turned on and is available using *HSC Sec *. Email forward encryption is not yet. CIO van der Aa wants FAQs and other helpful information available before rollout.

NEW BUSINESS

Terms of Service (Tague): See Terms of Service and Bylaws (Sections 3 and 4). Reappointment eligible for a second 3-year term: Paul Dassow, Jim Eoff, and new member Ramona Jackson. Eoff will be retiring this year, and will forward a replacement recommendation to his Dean. Non-reappointment eligible: Tricia Page and Vada Singleton—currently in their second term.

Central Storage (van der Aa): Isilon storage. 108 TB initial capacity. Usage can be for individual, shared (groups) and research storage needs and is expandable. More space can be allocated for legitimate reasons.

• Eligibility for Storage: Each faculty and staff are eligible. Size allocation is still under discussion. Feedback is welcome for equitable ways to meet space needs, rather than ITS making the decision.
• Additional Storage: Tague suggested designating an amount of space for each college. If more space is needed, more can be purchased by researchers. Once the space is exhausted, funding would be needed to purchase additional terabytes ($45K/100 TB).
  o Cost Burden: Two suggestions for assuming the cost, by departments or researchers.
• VolShare: Lisa Aitken’s update (ITS Reports). Current capacity clarified by Massey—6 TB (50 shares of data). Files will be mapped and moved to Isilon storage over the Memorial Day weekend. Look and functionality—will not change. Fall back plan—in place. VolShare and Vol2Share are different (no plans to move Vol2Share yet). VolShare is not similar to Xythos.
  o Notifying Campus (Reynolds): Faculty with courses beginning at the end of May need to be notified. Course information should be backed-up. Notification: send ahead of time.

Other Items

EdTech Updates (Tague/van der Aa): More details were requested.

• High-Stakes Testing: Pilot test of our wireless environment was done with the PA program (began in January with 20 students). The students were provided pre-configured computers with ExamSoft. Successful test. In a separate debriefing, our wireless environment received favorable remarks for 66 N. Pauline, GEB and students’ devices. Two concerns—security and privacy. The PA program uses a privacy screen over the LCDs which works for them.

• Spring Student Event 4/15
  o Q & A Forum: A venue made available to all students with the ITS executive team. Concerns were voiced. ITS is addressing some of these now. An example—the College of Medicine room, microphones were not picking up transmittal on one side of the room. This is now fixed. The forum was successful. It is planned again for this fall.

Reynolds noted not participating in forums is a huge gap for offsite students who do not have access to UTHSC services. Needs are different from college to college. Two forums suggested: an online forum and an online student council; both have been recommended to Dr. Sonya Smith.

Process Map Demo (Tague): Lisa Hall will be contacted to do a demo at the May meeting.

Minutes 4/28/14 aprov’d 5/19/14
ITS Goals Survey (Tague): Members should complete the posted IT Priorities survey on Blackboard (see Announcements) relative to whether their impact is to the campus community or a subset of users.

Next Meeting: May 19th

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:00 a.m.