Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
May 19, 2014

Members Present (15): Larry Tague (Chair), Paul Gahn (Vice Chair), Bob Belland, Yan Cui, Charles Cossar, Jim Eoff, Sajeesh Kumar, Ramona Jackson, Daniel McGarry, Anna Montgomery, C. Judith Nyabando, Tricia Page, and Jada Williams; Adobe Connect: Paul Dassow (Chattanooga) and 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; William ‘Billy’ Hatcher, Jr., Infrastructure; Lisa Hall (Executive Director), Joe Johnson and John Pinto, Systems 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 (3): La’Keith Miller, and Rakesh Patel and Vada Singleton

Mediasite Recording: For members’ review, the recording of the 5-19-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the April 28, 2014 meeting.

Call to Order: The meeting was opened by Chair Larry Tague at 9:02 a.m. It was motioned, seconded and unanimously voted to accept the agenda. A quorum approving the April meeting minutes was met by the membership in Blackboard.

New Members: Ramona Jackson and Daniel McGarry introduced themselves to the group. Daniel volunteered for the Cloud-based Apps Subcommittee.

ITS Reports

Chair Tague complimented the May reports—excellent and very informative. Members should review the monthly reports and add feedback under Comments. The agenda includes links to selected posted reports.

Old Business

Terms of Service Correction: Tricia Page is eligible for reappointment for a second 3-year term. Erroneous information reported last month.

Certificate of Appreciation: Vada Singleton has completed the maximum terms of service on the Committee—2 terms. In her absence, the certificate prepared for her will be presented at the June meeting.

Cloud-Based Applications Subcommittee: Members met via Adobe Connect last week (Sajeesh Kumar was out of the country). With feedback on various aspects of cloud-based apps, the consensus was to canvas the campus and get their feedback. Some users understand what cloud-based apps are (familiar with Google Apps), while others do not. The subcommittee will develop a survey next month to educate campus on what they will be considering, and determine if the resources will be useful to campus.

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CIO Advisory Committee ByLaws: Article II addresses the objectives of the Committee. To address Chair Tague’s concern that the Committee lacks a vision statement, there were significant discussions and requests for suggestions several months ago. The amended Article II includes the consensus vision statement and objectives versions. It was motioned and seconded to amend Article II. A second motion was made and seconded to postpone the motion to accept Article II as amended for one month (according to Article VIII, Amending the Bylaws). Action Item: A link to this item on the agenda will be added for direct access to the Article. Action item: Members will be voting on Article II at the June meeting.

NAC (van der Aa): Deployment initially scheduled for early May (May 5th) will now be June 2nd, after students are gone. Due to final exams, the decision was to postpone deployment until the end of May. Communication is being prepared for campus.

Central IT Hard Drive Storage: The system is currently being configured. Rollout will be 100 GB for users. In terms of storage, it will be similar to VolShare. Space will be made available for research. VolShare will be moved to the new Isilon storage. After initial population of the Isilon storage, the shadow storage will move to Knoxville. Campus communication will be drafted today.

New Business

Terms of Service Expiring (Tague): Reappointment status for members’ terms ending 6/30/14: Paul Dassow (Chattanooga)—eligible; Jim Eoff (Pharmacy)—reappointed through December (retiring); Tricia Page (Research)—reappointed (2nd 3-year term); Ramona Jackson (Exempt Staff Council)—eligible; Vada Singleton (Employee Relations Committee)—not eligible.

Nomination of Committee Officers 2014-15 (Tague): Nominations for Chair, Vice Chair and Secretary are open now through June 23rd. An overview of the Bylaws, Article IV, Section 2 was reviewed. The Secretary role is not renewed automatically. Tague noted with Judy Johnson’s unique position in the CIO’s Office, she can continue to serve as Secretary, if so desires and if there is no objection from Committee members. Elections will be done at the June meeting via paper votes. The term is effective July 1.

Business Process Mapping Demo (Lisa Hall): An overview was presented of what business process mapping is, how it works and its benefits. Process mapping is a graphic layout of a business process. Highlights included:

- Process mapping documents current processes in place and helps identify streamlining opportunities (eliminating backtracking and redundancies). It also focuses on data, showing how data moves through the execution and approval processes.
- The graphic format can help identify areas for process improvements. The tool can be used to train existing and new staff, and help to make decisions about future needs.
- Process mapping projects: the new Faculty Appointment and Banner Upgrade processes. IT Services has also updated its Change Management process to process mapping.
- Tools available for process maps include Visio ($67 through the VolShop) or Lucid Chart, a free Cloud-based resource available at www.lucidchart.com.

Tague noted this work flow process is something the campus community can use. Other benefits: will help identify inefficiencies and show relationships with other campus departments. The Powerpoint will be posted on Blackboard; a sample template will also at Tague’s request.

IT Priorities Survey Results (Tague): Responses to the current 10 priorities were based on the Likert scale.
The rankings can be used to reprioritize the priorities/goals. Rankings varied based on mission-area significance or whether the need could be met (i.e., new testing/scoring/software to replace ParSystem, VoIP, etc.). The goal of the survey was reiterated—to find out what is/is not beneficial to campus with an understanding of what each goal is. The responses will be posted on Blackboard. Vikki Massey noted some of the priorities have been accomplished. They will be revisited, as some are several years old.

**Other Item(s)**

**July Meeting:** Typically canceled due to vacation schedules of the membership.

Next Meeting: **June 23rd**

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