Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
June 23, 2014

Members Present (12): Larry Tague (Chair), Paul Gahn (Vice Chair), Charles Cossar, Sajeesh Kumar, Daniel McGarry, La’Keith Miller, Anna Montgomery, C. Judith Nyabando, Tricia Page, Vada Singleton and Jada Williams; Adobe Connect: Travis Turner (Knoxville)

IT Services (ITS): Judy Jefferson Johnson, Secretary; Vikki Massey, Project Manager

Absent (6): Bob Belland, Yan Cui, Paul Dassow (Chattanooga), Jim Eoff, Ramona Jackson and Rakesh Patel

Mediasite Recording: For members’ review, the recording of the 6-23-14 meeting is provided.

Meeting Materials: Agenda; Minutes of the May 19, 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. With only 5 approvals in Blackboard for the May meeting minutes, additional approvals were received in the meeting.

ITS Reports

Links to posted reports by ITS directors—see the agenda. Committee members were reminded to review the monthly reports and add feedback and/or questions under Comments.

OLD BUSINESS

Terms of Service: Chair Tague presented a Certificate of Appreciation to Vada Singleton, ERC (Employee Relations Committee) representative, for completing the maximum terms of service on the Committee—2 years. In his absence, CIO Jan van der Aa also conveyed congratulations via a pre-recorded audio.

By-Laws: The Committee voted to amend Article II at the May 19th meeting to include the revised vision statement and objectives. A second motion to accept Article II was tabled until this month’s meeting. Article II was reviewed. There was one correction “Office” of Information Technology will be changed to “Department”. It was motioned, seconded and unanimously voted to accept Article II as amended.

Revised IT goals and priorities and subcommittees on IT goals and priorities (Tague): No IT goals and priorities updates.

• Cloud-Based Applications Subcommittee: The form is posted, but not shared yet (a few more gmail addresses are needed). Subcommittee members will start populating the survey with questions for the campus. Tague reiterated the importance of canvassing campus for feedback on specific questions the Committee has for items impacting the entire campus.

Cisco NAC Update (Massey): Wireless problems that caused the temporary network outage on 6/3 were corrected. The outage was due to a change made to the Network Control Access agent and a...
second unrelated change that was also made. ITS is working on processes to ensure non-reoccurrence. Wired-related issues are also being reviewed and fixed. NAC rollout current status—on hold until resolution of some additional issues. Billy Hatcher is adding this entry to his ITS Reports blog. A Blackboard blog will also be posted. See http://www.uthsc.edu/ise/ for the rollout schedule. The aim—to ensure campus users will not experience future related non-network connectivity issues.

NEW BUSINESS

State of the CIO Advisory Committee 2013-14 (van der Aa): Chair Tague played the pre-recorded video message that conveyed his sentiments—he believes the Committee accomplished quite of bit: addressed a variety of topics, ITS project lists reviews, received discussion input from the members. van der Aa noted he would like to see the same interaction next year, and added the membership represents a constituency group that participates in what and how things are done in ITS. He also looks forward to working with the membership next year.

- State of IT on Campus over the past year (Tague): Our new CIO has contributed tremendously to campus information technology efforts. Since Tague’s tenure on campus since 1989, he stated this is the most fruitful year in his opinion in relation to Information Technology Services—new initiatives; his attention to details has exceeded past years. On the road of information technology, Tague also noted we have a long way to go. A lot is coming up in the future (a lot more than in the past). Options that have blossomed into a huge tree of opportunity—Tague noted the Committee should work very hard to address these in the future. The Committee has done an excellent job in the past, and has been very responsive. Tague expressed appreciation to members for contributing to all of the various projects over the past year, and look forward to the same in the coming year.

Nomination of Committee Officers for FY 2014-2015: Only 3 nominees were posted on Blackboard: Chair, Larry Tague (second term); Vice Chair, Daniel McGarry, Educational Coordinator in the College of Nursing (former staff in ITS); and Secretary: Judy Johnson, ex-officio member in the CIO’s Office. With no additional nominations from the floor, it was moved, seconded and unanimously voted that the aforementioned nominations be accepted.

Tague thanked outgoing Vice Chair, Paul Gahn, for his service over the past year (very instrumental in participating the monthly pre-agenda meetings with Tague, van der Aa and Johnson). As new Vice Chair, McGarry will be participating in these meetings. Gahn will continue to participate in Committee meeting activities.

New Barracuda Secure Email System Demo (Massey): ITS has been working on setting up a secure way for campus to send encrypted email and to transmit confidential content. Create an email with subject line [utsec] anywhere in the subject line (beginning, middle, or end). The encryption will be done from the Barracuda server. The recipient will receive an email from the Barracuda server stating someone has sent the receiver a new encrypted message. Note: The subject line of the created message does not appear in the Barracuda email title. The link provided is encrypt.barracuda.com which is an authentic link. The receiver must create a username and password to retrieve the encrypted email (username is the user’s email address). The password **should not** be the same as the user’s NetID password. The Barracuda encrypted email will be available for 30 days only. Campus communication will be sent within the next few weeks. Other highlights:

- Users can only reply to emails (compose new email is not a feature in Barracuda Encryption).

Minutes 6/23/14 _apprv’d_ 8/25/14
• The reply message only discloses you have a new encrypted email. If **within campus**, users must go to Barracuda to retrieve the reply. Note: As long as email subject line remains *unchanged*, the message will continue to be encrypted.

• Communication to the campus will include a video. Rollout is **on hold**, as ITS wants to ensure that there will be no ‘exceptions’ in using [utsec]. Testing is still in progress to make sure the encryption piece works in cases where uthsc.edu is an exception. ITS wants to be sure the tool will produces what it says it will do—encrypt confidential email.

• Email messages sent from our campus routes through Barracuda first before it is routed to a forwarded email account.

• This email tool provides secure file transfer. Default capacity 512 Mbytes. Xythos should be used for larger share files or documents that need to be available beyond 30 days.

Project Management (PM) Demo (Massey): ITS is implementing more formal PM processes. Project is defined as temporary, unique and produces an outcome (product, result or service), unlike normal operations. As project manager, Vikki Massey plans, executes and manages projects. Functional managers—ITS directors control project resources. ITS wants projects to be more planned and well-communicated to constituents. The goal is to improve communication and standardize the project *processes* to be more prioritized and sequenced. Projects can then be easier to manage, more communicated and documented that can produce a standardized project management list. Overview highlights:

• **Formal PM standard 5-step processes:** initiating, planning, executing, monitoring and controlling and closing. Initiating is the phase that helps customers know ITS understands the project goal. Submission form—Massey is working on this which will be used with the prioritization model to score the project (urgency, impact to other projects, how it ties to strategic mission, relation to security, etc.).

• **Planning:** A project plan will be developed identifying scope (baseline—original budget, schedule). Note: Changes would need to be vetted through a formal change management process for impact across the project. More time should be in this phase for cost/execution management.

• **Monitoring/Controlling:** Evaluative process in managing changes via change request process.

• **Closing Project:** Transition into operations; identify support and lessons learned.

PM benefits are more planning, less execution. It also reduces re-working the plan. There are plenty PM tools on the market. The **process** is more important.

Next Steps: Massey will be creating templates. In the planning meetings, benefits have surfaced with customers.

• **Facilities Computer Lab Construction Project:** La’Keith Miller concurred about benefits of early project stages. All potential decision makers were at the table which was very helpful in discussing the design, the software, what’s too much, what’s not enough, etc.

**Questions and Answers**

Q: How can Barracuda encryption be secure from those outside UTHSC?
A: Only users with UTHSC email can use the Barracuda tool.

Q: Couldn’t security be obtained by using Xythos?
A: Yes. Xythos is another tool that provides secure email transmission. The Barracuda tool
provides a mode of communication users are commonly using for email transmission, without having to go to another tool like Xythos.

Q: Is there any way to add utfi.org domain? To Jada Williams’ test message, the response was “Until the message is validated, the message will stay in Barracuda for 48 days”.

A: Massey will check and follow-up.

Q: Will users need to create an account for each external email address a user has?

A: Yes. For additional questions, send Massey an email at vmercer@uthsc.edu.

Q: Is the cost going to the customer or will it be internal to ITS?

A: Customers foot the bill for 3rd party purchased software. If Systems Development does it, there is no charge back and recovery for in-house applications.

Survey Results Calculated: Do IT Priorities impact the campus community or just a subset of users? Due to time limitations, this was tabled until the next meeting.

Other Item(s): None

Next Meeting: August 25, 2014

With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:08 a.m.