Members Present (13): Larry Tague (Chair), Daniel McGarry (Vice Chair), Ken McCune for Charles Cossar, Yan Cui, Paul Gahn, Ramona Jackson, La’Keith Miller, Anna Montgomery, Judith Nyabando, Tricia Page, Jada Williams; Adobe Connect: Phyllis Richey and Travis Turner

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; Ebony Smith, Educational Technology.

Secretary: Judy Johnson

Other: Bryan Lemieux, Safety Affairs

Absent (3): Stephen Adams, Sajeesh Kumar and Rakesh Patel; Vikki Massey, Project Management

Mediasite Recording: For members’ review, the recording of the March 23, 2015 meeting is provided.

Meeting Materials: Agenda; Minutes of the February 23, 2015 meeting.

Call to Order
I. Chair Tague called the meeting to order at 9:06 a.m.
II. Meeting agenda and the February 23, 2015 meeting minutes were approved.
   i. Printable Agenda: The Blackboard agenda does not print in its entirety. Chair Tague will look into the matter.
   Post Meeting: A printable PDF agenda is now included with the posted agenda.
III. ITS Reports (Tague)
   i. An overview of posted reports was done. Clarity was needed on several posts:
      a. State Audits: Regular IT audits. ITS has had 7 audits in 14 months.
      b. Clarity items by Chair Tague included:
         1. (Aitken): Computer Labs refresh is a hardware refresh cycle done every 3 years (the case for B110 GEB/314 SAC), or when computers are out of warranty. AxiUm is Dentistry’s clinical system. SCCM—Microsoft updates product for Windows and Office.
         2. (Butler): Library Renovations Phase II includes 4th/5th floors, new study carrels also. Technology design in Audiology & Speech Pathology (Knoxville)—early phase.
         3. (Barber): OU Campus—Rollout of instructional pieces is in progress.
         4. Office 365 Education Suite (van der Aa for Massey): Cloud-based Microsoft Word, Excel, etc., Lync (videoconferencing) and OneDrive for Business (storage). The suite was available to students last November. Target faculty/staff rollout—in a few weeks.
         6. Blackboard Integration (Smith): Blackboard will return to a vendor-hosted model. EdTech will work with Blackboard. Impact on functionality—none expected.

Minutes 3/23/15__apprv’d 4-27-15
Old Business

I. Subcommittee Reports:
   i. Cloud-Based Applications Subcommittee (Tague): Raw data for Google Drive/Apps survey is available (see Blackboard). Response percentage, although low, provides valuable input. Noted: Soliciting survey responses by campus digest messages is not very effective. Responders--60% use Google Drive and Dropbox. Many people use cloud-based resources.
   ii. Discussion Forum Contributions (Tague)
      a. CIOAC Suggested ITS Projects and Priorities: Committee response to this forum is low. A post by Travis Turner was reviewed—XP computer upgrade at UT Medical Center–Knoxville (UTMCK). **Action Item:** CIO van der Aa will contact him.
      b. ITS Projects List (van der Aa): Current projects were reviewed. Listed projects are all UTHSC projects. Additional updates:
         1. The **Project Management Office** is formalized. Vikki Massey is the Director. She and her internal staff will develop processes and procedures for project intake, prioritization, and formalizing projects to align with project management practices in documenting projects (know how often projects are received, from whom and cost).
            a. Project benefits are campus-wide, and they align with strategic goals.
            b. Projects are received by completing a project request form.
         2. UTHSC Website Redesign: Rollout is later this year.
         3. Windows 2003 Server: ITS will retire the server next month.
         4. O365 Email: Will provide unlimited cloud storage

New Business

I. ITS State Audit (van der Aa): Highlights and takeaways:
   i. Generator checks—proof was required.
   ii. Data Access and Documentation: Must be in place for the Machine Room and communication closets. ITS has a list of all persons with access. Auditors were checking access privileges (persons who have access and whether that access was still need). Access updates must be done. ITS needs improvements in this area.
   iii. Information Security Training Efforts: Audited. For those who did not complete training, auditors wanted to know if sanctions are in place.
   iv. Processes and Procedures: Documenting and updating procedures—IT Services (ITS) does not do a do good job in this area. We must work on this.
   v. Ongoing Requests: IT Services continues to support requests from the auditors.

II. Application Level Security Review Approach (van der Aa for Lisa Hall): Highlights were:
   i. Banner Audit: Review revealed that some users have access, but never accessed Banner; some have changed roles, but have the same access privileges. We need two processes in place: (1) to update data access (not an IT decision); (2) establish processes that need to be executed in a repeatable fashion.
   ii. Data Access Categories: Data owners—establish data user access and data operations. Data stewards—have access and do day-to-day operations. Data custodians—ITS (can make access happen, but does not decide who has access).
   iii. Termination from UTHSC: Leaving a department or the university does not satisfy that a user no longer has access to data. We need to modify access when users change jobs or terminate employment. Data owners need to know this process for updates/regular review. This applies to all university systems (Banner, Blackboard, AxiUm, etc.).

III. Physical Security and Media Destruction Discussion Board
   i. Data owners need to grant access and make updates. The auditors’ report revealed that in some instances, access is granted without data owners’ knowledge (e.g., communication
closets with card readers). Card readers provide a record of access.

ii. ITS needs to know who has access to what applications and services, and is it appropriate.
   Noted: Having identity in a UTHSC system should not mean access to services. Data owners need access to the data.

iii. Policies Review (Tague): Published policies with a 3/14/15 deadline had very few responses from members. This is a big project for the Committee to keep open and discuss. Membership needs to review and approve Information Security policies. Committee input is needed before implementation. Feedback should be: approve, approve with provisions or disapprove. Auditors’ review revealed that policies are not reviewed in a timely fashion.

Tabled Old Business: None

Tabled New Business: None

Adjournment
   I. Next Meeting: April 27, 2015
   II. With no further business, a motion was made and seconded to adjourn. With a unanimous vote, the meeting adjourned at 10:09 A.M.