



**Attendees:**

Leo Bodden, Frank Fries, Charlotte Nichols, and Robert Sideli

**Opening Remarks**

- The opening remarks and discussions in this roundtable centered on the highly secure USB drives from IronKey.
  - Dr Robert Sideli, Chief Information Officer, CUMC IT, described the safety features in IronKey flash drives. These flash drives provide encryption and very high security. This Dr Sideli said, makes them secure, especially in the background that recently a few laptops, cameras, and other miscellaneous equipment went missing in the Harkness Eye Institute. These incidents he believed were under a security investigation.

Frank Fries, Manager, Biomedical Informatics added to Dr Sideli's remarks that if someone tries to use the flash drive and enters the wrong password more than ten times, the IronKey drive would self destruct the data that is on it. Dr Sideli said a personal version of a 2GB drive costs about \$99 and said that the cost was nothing when compared with the kind of security these drives provide for the sensitive data that the doctors or residents may sometimes carry on a flash drive.

**Network Related Issues in CUMC**

- Leo Bodden, Director, CORE Resources briefed the attendees about a network connectivity issue that they were planning to address that evening which he expected may cause network connectivity disruptions for about half hour. He cited the reason for undertaking this maintenance as an issue of synchronization between two firewalls that surround CUMC network. This was causing the primary fire wall to shut down by itself. Dr Sideli added that this news may need to be conveyed to the CROWN user group. Charlotte Nichols, Asst Vice-President CUMC IT Service Desk volunteered to do the needful.
  - *(Dr Sideli then shared an interesting side note on how All Scripts got the name CROWN in CUMC. He said the doctor who came up with the name Clinical Records Online Web Network—CROWN, was inspired by the name of a gift shop his mother owned in Texas which was named CROWN! He said the name fit in very nicely for the system in CUMC)*

**i-Phones and MacBooks**

- Leo Bodden brought up the issue of support to 200 odd i-Phones that are owned by doctors and residents in CUMC. He said that the i-Phone has become the pseudo-desktop for these users as it is the primary device for tasks like e-mail, texting and communication. He said the chief resident's office asked CORE a while back if they would support i-Phones. He stated that his office had replied in the affirmative. While nothing happened afterwards recently CORE has been receiving complaints on connectivity and coverage. Most of these centered around weak or lack of coverage in Milstein building. He said to off-set the coverage issues they had discussions with AT and T and suggested two plans. One was a cost-effective plan to lay out copper wires from the top into the building so that the wiring works as a repeater for bouncing the signals. The other was a plan to fix coverage issues in coordination with ATandT – the budget: over \$100K! While surveyors had come and gone, he said the project has not moved forward for lack of a clear direction from the chief resident's office.
  - He also spoke about an issue in Mac notebooks. Some notebooks with OS 10.5 and above would go to sleep and not connect to Athens. He said Mac does not have a refresh wireless networks feature that Windows notebooks have. For a question from Frank Fries if this issue was taken up with Apple or Cisco, Leo Bodden replied in the affirmative and said this is a known issue. The only fix was to turn off the cards and turn them back on so that they would refresh.

- Leo Bodden also made a suggestion to the attendees that it is best if the new i-Phone 3G is tested out internally and requested Frank Fries to be a volunteer to undertake this testing as he is a power user of the i-Phone. Frank Fries agreed to Leo Bodden's request.

#### **BlueCat Issues**

- Frank Fries asked Leo Bodden if his group would get access to BlueCat. Leo Bodden then described a few issues they have been experiencing with BlueCat. He said while the solution is good, the support from the company was not timely. He cited instances where when they asked for support they had to wait for weeks before someone showed up to fix the problems. Leo Bodden gave the example of getting Bradford back on line. He said after he called the President of the company they sent a consultant who could write the scripts and fix the issues to get Bradford up.
  - Leo Bodden said they have not evaluated other options although InfoBlox which is used in Cornell may be reviewed. This model would have QIP in the front end with DNS and DHCP binds in the back end.

#### **Bandwidth Testing in Cornell and CUMC**

- Charlotte Nichols asked if Bradford would be extended to other buildings. Leo Bodden stated that it would be rolled out to other buildings. He then went on to share with the attendees a few points on bandwidth testing in Cornell and CUMC. He felt that Cornell WAN was a bit under designed and stated that in CUMC the base bandwidth utilization was at six minutes while it spiked to twelve minutes. In Cornell the base was at six to nine and spiked to fifteen to twenty minutes. He said although Cornell was slow they would be going live with it soon. He also said it was very difficult to measure bandwidth utilization as several captures had to be taken and the info gathered may not be comprehensive enough to arrive at the right numbers.

#### **Closing Remarks:**

- Dr Sideli thanked the invitees for attending and said the next meeting is scheduled for June 25, 2009. The meeting was adjourned.