

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held August 17, 2009**

PRESENT: Alan George (Chair), Melissa Conrad (Secretary), Bill Baer, Allan Bell, Jim Bell, Bruce Campbell, Marko Dumancic, Erick Engelke, Bob Hicks, Bill Ince, Paul Miskovsky, Victor Neglia, Terry Stewart, Jason Testart, Martin Timmerman, Roy Wagler

REGRETS: Andrea Chappell

**1. INTRODUCTIONS**

Group members introduced themselves and gave descriptions of their respective responsibilities.

**2. CHAIR'S REMARKS**

The idea to create a Computing Technology and Services Committee came about when the IT Task Force met with computing groups and discovered that in many cases the same idea, or the same technology, was being explored by various groups. Often these groups were not aware that similar investigations were underway in other areas. When this happens, we lose the opportunity for critical mass and collective wisdom.

The task force recommended that the leaders of each of these computing groups get together on a regular basis to identify promising ideas. It is hoped that after the new ideas have been discussed, one or more CTSC members would agree to lead a project to thoroughly investigate the possibilities and return to the group with a recommendation. This is one of the main objectives of this committee -- to marshal our collective resources.

The Chair noted that like Dean's Council or Executive Council, this is a University level committee and that when people serve on these committees, there is an expectation that to a significant extent members will leave their constituencies "at home" and act as University Officers. In the Chair's experience, adopting the attitude that we are thinking of the campus, not our own jurisdictions, is the key to getting things done.

**3. REVIEW CTSC'S TERMS OF REFERENCE**

UCIST members reviewed the terms of reference and agreed that these somewhat revised terms seemed more useful: <http://ist.uwaterloo.ca/as/ctsc/termsofreference.html>.

**4. REVIEW CHANGES TO UCIST**

The following positions will now be included in UCIST's membership:

- Associate Vice-President, Academic
- Director, Client Services, IST

UCIST membership will no longer include the following positions:

- Associate Provost, Academic and Student Affairs
- Associate Provost, Human Resources
- Vice-President, Administration and Finance

In the past, WNAG, CNAG, and CSAG all reported at UCIST meetings on a regular basis. It was suggested that these committees now report at CTSC meetings.

CTSC discussed procedures for campus information system steering committees (e.g., SISP, Financials, HR, etc.) and while these steering committees do operate independently, it was suggested that perhaps representatives of those steering committee might report to UCIST on a more regular basis. It was also suggested that perhaps UCIST (or even CTSC) might be given access to the minutes of these steering committees.

**5. REVIEW IT TASK FORCE'S CTSC-RELATED RECOMMENDATIONS AND PLAN NEXT STEPS**

Committee members began a discussion regarding items identified as issues that should be addressed by the CTSC:

*The development of a compendium of IT expertise at UW*

It was agreed that it is best to avoid the creation of something that will require a lot of maintenance – especially when CTSC members are well aware of the expertise available in each of their groups. Committee members will share information regarding past, current, and future projects and it is expected that people who have expertise in specific areas will just emerge naturally. A round table discussion will be held during the next meeting and in preparation, CTSC members were asked to distribute the following:

- Areas of expertise within group
- Local implementations that might have campus-wide use
- Projects currently underway
- Projects to undertake if time and resources allow

For now, committee members are invited to email short questions regarding expertise in other groups to the CTSC mail list. The longer or less urgent questions would be raised in person at a CTSC meeting.

*The development of a 'library' of best practices in IT service solutions*

This will also be addressed during the round table discussion at the next meeting

*Develop a set of preferred configurations of desktop equipment [and laptops]*

The committee discussed the development of a set of standards for applications. These standards would be kept as generic as possible. It was noted that assuring application compatibility with basic browser functionality would be a good place to start.

## **6. OTHER BUSINESS**

*Distribution of minutes?* The minutes will be posted to a publicly accessible webpage after they have been approved by CTSC.

*How often to meet?* The committee will meet bi-weekly (or at least twice a month) in the beginning. As time goes on, the committee may decide to reduce the frequency to once a month.

*Substitutions.* Committee members will use email to provide updates if they are unable to attend a meeting. This should maintain continuity, yet avoid the need for substitutions.

*Resource Person.* Committee members will bring resource people to meetings, as required.

*Voting.* This is not a voting committee, it is an advisory committee. CTSC is advisory to the Chair and to UCIST, as well as to the Provost.

## **7. NEXT MEETING**

The next CTSC meeting will be held Thursday, September 10, 2009 at 3:00pm, in NH 3004.

/mlc  
August 17, 2009

Melissa Conrad  
Secretary to the Committee