

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held September 10, 2009

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

REGRETS: Martin Timmerman

1. CHAIR'S REMARKS

The Chair noted that the agenda for this meeting is largely information sharing, which is a main committee objective. He thanked those committee members who distributed their summaries in advance.

2. APPROVAL OF THE MINUTES OF THE MEETING OF AUGUST 17, 2009

The minutes of the meeting of August 17, 2009, were approved as distributed.

3. ROUNDTABLE DISCUSSION

A roundtable discussion was held to summarize:

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

The following reports were presented at this meeting:

[Arts](#)

[CSCF](#)

[IST, Client Services](#)

[MFCF](#)

The items listed below were flagged for further discussion at a future meeting:

- Records Management
 - Retention schedules (tracking what we need to keep, for the length of time we need to keep it)
 - We have many tools but need to understand our toolset to decide what tools are appropriate, at what time
- OFIS (Online Faculty Information System) and OFAS (Online Faculty Application System)
 - Systems have been modified for use in various Faculties -- parameterize for one common source on campus?
- Guidelines/Policy for Creation of UW Userids
 - A committee is being led by Bob Hicks
- Active Directory Strategy
- Shared Machine Rooms
- Student Printing

4. ***CONTENT MANAGEMENT SYSTEMS PROJECT – EXPERTISE REQUIRED***

The project leader, Eva Grabinski, has been invited to the next CTSC meeting to review the project charter. In preparation for this meeting, it should be noted that Grabinski is looking for people from various jurisdictions who are willing to commit to supporting the project. This is a major institutional project with a huge potential for benefit. Please note that each project team member can be responsible for one role or multiple roles, and that more than one person can assume particular roles. The following roles (areas of expertise) have been identified for project success:

- *Accessibility Specialist* (web authoring tools, web-page and website design, legislative requirements): moderate level of commitment for middle to end of implementation.
- *Communications Specialist* (university communications plan, project communications with university community, liaison with UW Web Redesign Project): heavy commitment at planning phase and moderate commitment throughout project.
- *Database Specialist* (administration, design, development): moderate level of commitment for beginning and middle of implementation.
- *OTWS Consultant* (from Open Text or third party with expert knowledge of the system architecture and with experience implementing OTWS in similar organizations): heavy at beginning of implementation and moderate to light during middle to end of implementation.
- *Project Manager* (project planning, tracking and control, and project-team communications): heavy at beginning of project and moderate to heavy throughout project.
- *Requirements Analyst* (technical requirements for hardware and software, technical requirements stemming from business needs and end users): heavy at beginning to middle of implementation and light to moderate at end of implementation.

- *System Architect* (expertise in the structure/architecture of the system, system optimization, system integration, system customization): heavy to moderate throughout implementation.
- *System Administrator* (implementing and running all required hardware and software): very heavy at beginning and middle of implementation and heavy throughout project.
- *Technical Lead (Implementation Specialist)* (experience in leading the technical implementation of enterprise level applications): moderate to heavy throughout project.
- *Tester* (end-user testing by web administrators, web content maintainers, etc.): moderate at middle of implementation and heavy towards end of implementation.
- *Training and Support Specialist* (training and support plan for end users, technical writing/documentation): heavy during middle to end of implementation.
- *Usability Specialist* (user-interface-design specialist, website usability specialist): moderate commitment during middle to end of implementation.
- *Web Information Architect* (information architecture/taxonomy for implementation in OTWS): high level of commitment during the beginning and middle of implementation.
- *Web Administrator* (generating websites, assigning user roles and permissions): moderate at beginning of implementation and heavy at middle to end of implementation.
- *Web Designer* (implementing university web templates in OTWS): heavy at middle of implementation and light or moderate at end of implementation.
- *Web Developer/Programmer* (knowledge of Application Programming Interface (API), OTWS query language, common web languages): moderate level of commitment at beginning of implementation and heavy level of commitment in middle to end of implementation.

5. **OTHER BUSINESS**

Committee Name. A committee member indicated that he would like to explore the possibility of a different name for the committee. The Chair invited suggestions.

Campus IT Projects. A committee member noted the CTSC has an opportunity to play an active role in project evolution by inviting project leaders to provide periodic updates. The more engagement there is across campus regarding new initiatives, the more likely it is that they will gain general adoption.

6. **NEXT MEETING**

The next CTSC meeting will be held Monday, September 21, 2009 at 3:00pm, in NH 3004.

/mlc
September 14, 2009

Melissa Conrad
Secretary to the Committee