

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held October 22, 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, Martin Timmerman, Roy Wagler

Phil Knipe

**1. EXCHANGE MIGRATION UPDATE, Phil Knipe**

Bob Hicks introduced Phil Knipe, of IST's Client Services who joined the group to provide an update on migration to the Exchange Server. Hicks noted that the intended time for moving to Exchange's calendaring facility is spring 2010 (although circumstances around the release of the new version of the software may change the cutover date). UW's license for Bookit is in effect until May 1<sup>st</sup>, 2010.

Knipe reported that the migration is progressing smoothly with new users joining each day. There are now over 1,000 Exchange accounts (65% in academic support and 35% in faculties) and clients have reported a high level of satisfaction, particularly with Outlook Web Access, "out of office" notifications, and the 3 gigabyte quota.

AHS and Environment are heavy users of Exchange and in addition, within the Faculty's of Arts and Science, Psychology and the School of Pharmacy are also participating. Math and Engineering are not yet involved in the Project.

Faculties are able to manage their own administration, set up accounts, delete accounts, set quotas, etc.

Targets, goals, and wishes of the project team include:

- Admmail server offline by January 2010
- All Faculties participating
- Exchange Web site
  - More FAQ pages
  - Support and Migration docs
- Retirees allowed to stay on connect
- Easy navigation to OWA from UW home page

More information on Exchange can be found on ISTs [Exchange page](#) and on the project's publically accessible [SharePoint site](#).

**2. CHAIR'S REMARKS**

Sandra Laughlin will attend the next meeting to provide information on Microsoft licensing options. There may be opportunities to collect together to obtain better rates. Laughlin will circulate some information in advance. In preparation for the discussion, it will be helpful if committee members collect relevant data for their FTE calculations [formula is 1.0 x full time staff/faculty + 0.5 x part time + 0.3 x grad students]..

**3. APPROVAL OF THE MINUTES OF THE MEETING OF OCTOBER 8, 2009**

The minutes of the meeting of October 8, 2009, were approved as distributed.

**4. IT TRAINING, Bob Hicks**

The UW IT PDAG (Professional Development Advisory Group) now has members from Arts, MFCF, CSCF, AHS, and Environment. The group is still seeking members from Engineering and Science. In addition to organizing the professional development meetings on Friday mornings, the group will also help to organize training for all IT groups on campus. At PDAG's most recent meeting, the group discussed Windows 7 training options.

**5. EMAIL LINK ON UW'S HOMEPAGE: CONNECT? MYWATERLOO? Terry Stewart**

Currently, the email link on the homepage points to myWaterloo, which does not "play nice" with Connect. Adding a second email link to the University's homepage will be an issue. The committee recommends that the home page link be changed to direct users to a "landing page" where they would then select an appropriate web interface for email (i.e., Outlook Web Access, myWaterloo).

**6. CONTINUATION OF INFORMATION SHARING**

The roundtable discussion was continued 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 and discussed at the meeting:

[Science](#)

[AHS](#)

[IST: IT Security](#)

The items below were flagged for further discussion:

- Virtualization
- Software licensing

**7. OTHER BUSINESS**

*Generic accounts and extended email accounts.* The extended group for discussing generic accounts and extended email accounts has been formed and will be meeting on Friday October 23<sup>rd</sup>.

*New IST staff member in Client Services.* Jennifer Keir is starting in IST Client Services on November 1<sup>st</sup>, replacing Neil Patterson who has retired. Jennifer will be working on SAS/SPSS licensing/consulting/training, eVote, and SharePoint.

**8. NEXT MEETING**

The next CTSC meeting will be held Thursday, November 5, 2009 at 1:30pm, in NH 3004.

/mlc  
October 29, 2009

Melissa Conrad  
Secretary to the Committee