

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held November 5, 2009

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

Sandra Laughlin

REGRETS: Bruce Campbell, Andrea Chappell

1. *MICROSOFT LICENSING, Sandra Laughlin*

Sandra Laughlin joined the group to provide information on Microsoft licensing options. There may be opportunities to collect together to obtain better rates.

At UW we have two types of Microsoft agreements, 'Select' and 'Campus'. In the 'Select' agreement we 'purchase' a license per workstation whereas in the 'Campus' agreement we 'lease' a license per FTE (all FTEs not just PC users). Every graduate student is also counted, at 1/3 of an FTE. The decision to 'buy' or 'lease' is a function of the (# of PCs / FTE) as well as calculations based on the replacement cycle for new versions of Microsoft software.

The Campus Agreement program will be of particular interest to units that have a high computer to FTE ratio (e.g., a faculty with many student labs). The Select agreement will be more attractive to groups with a high FTE to computer ratio (e.g., Plant Operations and Food Services).

There are some differences in the details of the two agreements. For instance, the Select Agreement does not include Software Assurance (no free upgrades) and not all Microsoft software is available under this license (e.g., Windows 7 Ultimate and Enterprise). The Campus Agreement includes Software Assurance and some software not available through Select (e.g., Windows 7 Enterprise).

It is possible to have one main campus agreement for the whole campus, with pockets underneath. One advantage to doing this is that we may get to 3000 "points" which allows us the best possible rate. There are various ways to get to 3,000 points; for instance, 3,000 users with a campus agreement for an operating system (1 point) would equal 3,000 points. Alternatively, only 1,000 users are required to reach 3,000 points when leasing the desktop package (3 points each).

A subcommittee will be struck to review the issues and develop a multi-year plan which will be used when negotiating with Microsoft. "At the end of the day" we may be doing just fine, but this is worth investigating. Those expressing interest in joining the subcommittee included Bill Baer, Marko Dumancic, Bob Hicks, Paul Miskovsky, and Vic Neglia. In addition, Erick Engelke delegated Daniel Delattre and Jim Bell noted that he will send a delegate from MFCF. [Secretary's

note: Subsequent to the meeting, Tom Serviss was named as the MFCCF delegate and Carlos Mendes (Psychology) expressed interest].

The committee discussed concerns regarding how a move to one large agreement might affect a computing unit's ability to recover costs from researchers. The Chair suggested that the committee work out the best deal first and then we will look at whether it is worth recovering costs or if perhaps we can simplify things with a flat one-time or annual charge.

2. CHAIR'S REMARKS

The Chair made an observation that procedure 1, section 8, states that he should be signing all contracts or agreements relating to IT infrastructure. There are advantages to having these documents authorized by him – if he is the person signing these agreements, he is the person responsible if anything goes wrong. Also, it helps for him to know where all these agreements are and who has entered into them.

[Secretary's note: As a follow-up, here are excerpts from [Procedure 1](#):

"Any contract or agreement which includes purchase of equipment or services with potential to impact UW's IT infrastructure must have prior endorsement of the Associate Provost IST before an agreement or contract can be executed."

Then, later in the document, there is the following verbiage regarding signing authority:

8. COMPUTING, INFORMATION PROCESSING, AND COMMUNICATIONS NETWORKS

Relating to the acquisition, or the sale or distribution of software or hardware owned by or held under agreement by the University of Waterloo :

A. With respect to contracts, licences and agreements for the acquisition of software systems or computer programs, and contracts, agreements and licenses for the acquisition or maintenance of computer and/or computer communications equipment or for computer consulting agreements for which the cost or licence fee does not exceed \$200,000 in any one year; but excluding acquisitions or contracts which are part of a research activity:

*The Associate Provost, Information Systems & Technology
and A Group Director, Information Systems & Technology*

B. With respect to contracts, agreements and licences to establish the University of Waterloo as an authorized dealer, distributor, maintenance facility, or licensor of computer equipment, supplies and/or software:

One of:

*The Associate Provost, Information Systems & Technology
The Director, University Business Operations*

and One of:

*The Director of Retail Services
The Manager, University of Waterloo Computer Store
A Group Director, Information Systems & Technology]*

3. APPROVAL OF THE MINUTES OF THE MEETING OF OCTOBER 22, 2009

The minutes of the meeting of October 22, 2009, were approved as distributed.

4. SUBCOMMITTEE UPDATES

Extended Email Accounts (Bob Hicks). The subcommittee recommended the following:

Present user with 4 choices, if available:

1. *firstname.lastname@uwaterloo.ca, (e.g., robert.hicks@uwaterloo.ca)*
2. *firstname.initial.lastname@uwaterloo.ca, (e.g., robert.j.hicks@uwaterloo.ca)*
3. *nickname.lastname@uwaterloo.ca, (e.g., bob.hicks@uwaterloo.ca)*
4. *nickname.initial.lastname@uwaterloo.ca, (e.g., bob.j.hicks@uwaterloo.ca)*

A fifth option was to allow users to pick something that included their name and a number (e.g., *firstname.lastname.number*). A sixth option, suggested at the meeting, was to allow for an additional initial (e.g., *name or nickname.initial.secondinitial.lastname*). There is some concern about nicknames and the fact that users might want to use one that may not be appropriate. Allan Bell commented that a former employer used a program that handled the issue of generating email address options quite well. He will contact them to get their rules and request access to their interface.

It was agreed that faculty and staff would be given an opportunity to choose an extended email address before it is opened up to students.

CTSC members agreed that the recommendation to offer extended email accounts should be brought forward to UCIST.

Generic accounts (Bob Hicks). If email to a generic email address needs to reside in its own mailbox, then a generic email address can be created in WatIAM through the administrative interface. It will be recommended to UCIST that addresses must clearly identify the organizational unit within the University that is responsible for the entry. Generic accounts should contain the

faculty/department name, and if the account is a position, it should be followed by a period, followed by position (e.g., optometry.director@uwaterloo.ca).

Student Email (Martin Timmerman). Timmerman provided a summary of the subcommittee's first meeting, held on October 30th. The student email subcommittee's discussions included what this change will mean for incoming students and what it means for existing students. Also, they discussed whether grad students should move to mailservices or if they should be on Exchange. Implications for WatIAM were also examined. The subcommittee will continue to meet as a whole and also as subgroups focussing on various areas of the implementation.

A committee member questioned if we are following the right path. He stated that many students use gmail and wondered if we should consider moving our student services there. The Chair responded that even if we choose to consider moving to gmail down the road, it is too risky to imagine going from the distributed system we have right now to gmail for all. While there are many good reasons to move to gmail, the experience of institutions that have moved to gmail is not all positive. The Chair stated that while we are not closing the door for something down the road, we would definitely need to go there in two steps.

5. EMAIL LINK ON UW'S HOMEPAGE, Terry Stewart

Terry Stewart created and distributed a mockup of a landing page which will allow users to click on "email" on the homepage and then choose between mywaterloo and Outlook Web Access. Committee members understand that this means an extra click for users, but we will go ahead with the change and revisit if there are many complaints about the extra click. It was observed that users could simply bookmark the appropriate page, reducing the navigation to one click thereafter.

[Secretary's note: Stewart arranged to have the email link on UW's homepage changed to [the landing page](#)].

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 report was presented and discussed at the meeting:

[IST: Information Systems](#)

Terminal Services vs. Desktop Virtualization was flagged for possible further discussion.

CTSC

November 5, 2009

Page 5

7. OTHER BUSINESS

Alternate names for the committee. Please send any suggested name changes to the Secretary.

8. NEXT MEETING

The next CTSC meeting will be held Thursday, November 19, 2009 at 1:30pm, in MC 2009.

/mlc
November 17, 2009

Melissa Conrad
Secretary to the Committee