

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held November 19, 2009

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

REGRETS: Jim Bell, Andrea Chappell

1. CHAIR'S REMARKS

Microsoft Software Licensing. The Chair asked for a volunteer to serve as chair of the subcommittee that has been struck to review Microsoft licensing. Bill Baer agreed to serve.

Some course instructor mappings not recorded in Quest. At a recent UCIST meeting, there was a discussion about the fact that sometimes the "instructor of record" data is missing from Quest. When the instructor of record entry is not there, this can cause difficulty for various groups. Specifically for IST's ITMS group, it causes issues when there is a problem with the computing equipment in a classroom and the instructor needs to be notified. Mark Walker (Registrar's Office) and Derek Kirkland (IST) are investigating.

2. APPROVAL OF THE MINUTES OF THE MEETING OF NOVEMBER 5, 2009

The minutes of the meeting of November 5, 2009, were approved subject to the following revision (agenda item 4):

A fifth option, name or nickname.initial.secondinitial.lastname@uwaterloo.ca was suggested. Also, another suggestion was to allow users to pick something that included their name (e.g., firstnamelastname (no period) or firstname.lastname.number).

Should read:

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).

3. **ACTIVE DIRECTORY CONSOLIDATION AND FUTURE GOVERNANCE**

The Report of the IT Task Force included a recommendation to review UW's Active Directory environment with an intention to consolidate, to the maximum extent possible.

The Chair and Beth Jewkes met to discuss possibilities and subsequently, the Chair crafted a one pager to suggest a way forward in implementing the recommendation. The document identified two essential elements to this undertaking. One is to strike a project to sort out what the "endpoint" should be, and how we get there from where we are now. The second essential element is the creation of an AD Management Committee to establish a "governance structure" for the long term.

The Chair thanked Bruce Campbell and Erick Engelke for agreeing to serve as co-leaders of the project team and also as inaugural co-chairs of the AD Management Committee. There is the potential here for many benefits.

The Chair noted that while Campbell and Engelke are the first two named, eventually others will be involved in the workings of the committee.

A committee member recalled prior discussions regarding the merging of Nexus and ADS and that there was some concern about whether people looking after the teaching environment should have privileged access to sensitive corporate data. While this is a valid issue that needs to be addressed, the Chair noted that we are all employees of the University and are expected to act in a responsible manner and follow university policies. We should accept that until proven otherwise.

It was also mentioned that part of the reason the AD evolved into two separate environments is that with one common AD, we are all locked together. For instance, what happens when one group wants to move to a new OS and others are not ready? This and other issues will be considered by the project team.

4. **SUBCOMMITTEE UPDATES**

Generic Accounts and Extended Email Accounts (Bob Hicks). The recommendation to offer extended email accounts was taken to UCIST and approved. Allan Bell has contacted a former employer whose system handled the creation of email accounts well and has requested information.

Student Email (Martin Timmerman). The student email subcommittee is meeting regularly. The subcommittee consists of one large group and the following three subgroups:

- Enhancing mailservices infrastructure for more student email
- WatIAM changes and enhancements
- Communication and implementation

The first two subgroups have met and the third will meet soon. Notes from the various meetings are

available [online](#).

It is clear that moving all students to mailservices within the proposed timeframe will be a fairly significant task.

Printing. The goal of the sub-committee will be to look for collaboration opportunities and to identify best practices for printing services across campus. To begin the knowledge exchange, Allan Bell has requested written submissions.

Some topics to cover in submissions include:

- Software supported
- Hardware supported
- Human resources required
- Workflow for the users and customer reactions/ comments/ suggestions
- Any issues that you are dealing with, for example, "bad" files or chronic paper jams
- Settings for duplexing, or other "greening" strategies
- Billing mechanisms

5. **BLACKBERRY SUPPORT, Bob Hicks**

Bob Hicks shared IST's new [BlackBerry support webpage](#). One of the recommendations of the IT Task Force is for IST to provide a robust service. Four IST staff have been designated to provide BlackBerry technical support and services which include:

- Contacting the client when the new or replacement device has arrived (usually via a request from Telecommunications Services)
- Assistance transferring data from an old device to new device
- Assistance setting up new BlackBerrys – including setting up @carrier.blackberry.net or activating their BlackBerry with their exchange (connect) account for BES setup
- Assistance troubleshooting technical issues, contacting vendor technical support if needed
- one-on-one training session

Hicks requested that CTSC members send him the names of any people who are providing support in their areas for inclusion in the "other help" section of the webpage. The Chair noted that with various campus groups having one person identified whose job it is to support BlackBerrys, there are many single points of failure. Also, if doing so is only part of one's regular job (perhaps for only a few hours a week) one is likely to be less "expert" than someone who is regularly engaged in supporting the technology. It was suggested that a mailing list be created for those providing support to exchange information and also, for periodic meetings to be held.

6. **BACKUP CHARGES**

During the IT Task Force's consultations with campus IT staff, one common message was IST's backup charges were too high and it is far less expensive to acquire and operate local backup infrastructure. The Report of the IT Task Force recommended that CTSC review the issue to determine if charges are out of line and if not, why there is a perception that they are out of line.

Timmerman explained that the cost for the [IST Backup Service](#) is an annual fee based on anticipated usage for the year. There are five different categories:

Category	Backup size	Annual fee
A - Basic service	Average under 5 GB per month	\$150
B - Small server	Average from 5-20 GB per month	\$360
C - Medium server	Average from 20-50 GB per month	\$600
D - Large server	Average from 50-100 GB per month	\$900
E - High volume	Average over 100 GB per month	\$9 per GB/year

Currently, IST is collecting \$125,000 from outside IST and if IST were to collect internally, \$275,000 would be collected, for a total of \$400,000.

Documentation from Timmerman's presentation is available [here](#).

Issues to consider:

- Is the fee schedule too high?
- Will reducing the fee schedule increase campus usage?
- Do other units charge any fee schedule for backups? If yes, what is the fee schedule? If no, who is entitled?
- Is the service more than desired? Would a reduced service at reduced fees be even more favourable?
- What are we using the backups for? Is it just disaster recovery or are we concerned about the individual file?
- There is a difference between archiving and backup. Are some groups using this service to archive data?
- There other costs besides disk space to consider - Legato software, salaries, etc.
- With the cheaper solutions, how is a restore managed? End user restore can be much more difficult with some cheaper solutions.
- Many laptop users are not being backed up because they use wireless and/or are connected off campus. Should we have another service for laptops? Mozy?

The Chair stated that this does need to be addressed as an institution and that backups are just one part of the picture. Carolyn Dirks has spent the last two years or more looking at records and retention schedules. Right now we are keeping everything and there are some things we should not be keeping. Other things should be kept for a time and then disappear when the appropriate life expires. Increasingly, we are going to have to do a better job than we are now.

It was agreed that there is a lot more to the backup issue than just reviewing the fees. This service was created as a one size fits all and one size does not fit all. IST can likely do more to provide specific services to meet specific needs.

Committee members were asked to compile their thoughts and send them to Timmerman.

7. *OTHER BUSINESS*

Net App. A committee member shared a warning that his group recently ordered a 6 terabyte Net App system, and that by the time it was up and running, it had a capacity of less than 3 terabytes. He was aware that some disk space would be lost to formatting and that the rated capacity is not what you actually get, but losing so much disk space was a surprise. Some disk space was recovered by going to zero hot spares and two parity drives.

SATA versus SCSI. Typically, SATA drives do not have the same level of performance as SCSI drives. The head speed is slower, transfer time is slower, and there are additional factors. SCSI drives are more expensive, but they are faster.

8. *NEXT MEETING*

The next CTSC meeting will be held Thursday, December 17, 2009 at 1:30pm, in NH 3004.

/mlc
December 16, 2009

Melissa Conrad
Secretary to the Committee