

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held December 17, 2009

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

Beth Jewkes

REGRETS: Allan Bell, Marko Dumancic

1. *ONLINE FACULTY INFORMATION SYSTEM (OFIS), Beth Jewkes*

OFIS was developed by people in Engineering to assist their faculty members in the preparation of various reports they are asked to produce. These reports often require similar information, but in different formats (e.g., annual merit reports, Ontario Council of Graduate Studies reports, etc.).

OFIS data sources include the Office of Research, Graduate Studies Office, Human Resources, Quest, and the Faculty of Engineering (for Engineering use). Currently, OFIS is populated with information on teaching, research funding and graduate supervision for all faculty members within UW. Faculty members from other areas are welcome to use the system.

Future Plans

- Enhance Institutional Feeds
 - E.g., Course titles as well as numbers
 - Progression through the ranks, sabbaticals
- “Close the loop” on errors
 - Correct errors at the source
- Broader use on campus
- Common UW Annual Report
 - Differ in different faculties. If Engineering had the template could in theory do these too
- Common UW Teaching Evaluations
 - Teaching evaluations differ right now but there is a desire to have a common instrument developed.

To view Jewkes’ entire presentation, please see: <http://ist.uwaterloo.ca/as/ctsc/documents/OFIS-Overview-November09.pdf>

The Curriculum Vitae OFIS produces is close to what is required for Tenure and Promotion and it

would not take much for a Tenure Brief to be added. This would probably take some discussion at Deans' Council.

The Chair stated that he would like to see the Online Faculty Information System adopted campus wide. He wonders what the views are of the other faculties and noted that Peter Douglas demonstrated the system at Deans' Council some time ago, but at that time OFIS was much more Engineering-centric than it is now. Jewkes stated that she would be happy to provide a demonstration and answer any questions.

2. CHAIR'S REMARKS

None.

3. APPROVAL OF THE MINUTES OF THE MEETING OF NOVEMBER 19, 2009

Approval of the minutes of the meeting of November 19, 2009 has been deferred until the next meeting.

4. LAPTOP ENCRYPTION, Jason Testart

When laptops containing sensitive information are lost or stolen, the institution or company involved may receive bad press or worse and this can lead to reduced trust in the organization. The campus community will be strongly encouraged to use a laptop encryption tool to protect confidential and restricted information.

Testart has reviewed various encryption tools and will pilot SecureDoc. Testart invited anyone interested in trying this tool to contact him.

5. COMMON RT SYSTEM, Preliminary Discussion

The IT Task Force recommended that a common request tracking system, such as the IST RT system, be employed universally across campus. The group discussed the various systems currently used and also shared future plans.

Most IST groups use Request Tracker (RT) as the interface for client requests. The majority of requests go to a general queue and IST's Client Services staff redirect them to a specific queue. Each queue's "owner" receives regular reports informing them which requests are getting stale and need to be addressed. RT has recently been embellished to accommodate change management. In addition, IST uses a time and materials system called "TAMs".

The request tracking system used by CSCF has been modified over time and is now more of an internal management tool. Clients are not expected to use this system. Bill Ince will provide a demonstration of CSCF's system in the New Year.

MFCF uses the same version supported by CSCF, but do not use it in the same way and would like to move to something more user-friendly. Jim Bell would consider using IST's RT but also wishes to investigate the purchase of a new system.

Science does not use a request tracker system to interface with clients. If a common request tracking system is to be used by all, Miskovsky hopes for one that is more feature rich than IST's RT.

AHS Computing does not currently use a request tracking system.

Housing uses Track-IT which works well for managing inventory, but has not been satisfactory as a request tracker. Housing will move to a request tracker system and limit the use of Track-IT to managing inventory.

Engineering Computing uses IST's RT, but not extensively.

Arts Computing does have a queue in IST's RT but is a bit reluctant to use it as their client interface. Currently, clients send an email to "acohelp" which is copied to every coop student and staff member, or telephone the Arts Computing help line which rings on everyone's phone.

The Chair commented that this was a good discussion and exchange of information and committee members should do some thinking about a common system. He noted that looking at different systems may be part of the exercise.

6. ***SUBCOMMITTEE UPDATES***

Generic Accounts and Extended Email Accounts Names (Bob Hicks). Giles Malet is leading the team implementing extended email accounts names. In the New Year, Hicks would like to test the process on a small pilot group, perhaps the members of CTSC.

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. The goal is to assign email accounts to new students at the time they accept the offer, but unless changes are made to the timing of Quest updates, it will not happen instantly – it will take about 24 hours before they receive information about their UW email account.

Printing. Prior to the meeting, Allan Bell sent a further plea for submissions for the sub-group's consideration. 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

Active Directory. Written contributions are being sought until January 15th.

Microsoft Software Licensing. This sub-committee met December 11th and discussion focused on the two different types of agreements (select and campus).

7. **OTHER BUSINESS**

Web Technology Standards Committee. Paul Miskovsky has agreed to chair a Web Technology Standards Committee. This committee will review issues such as accessibility and will report back to Web Advisory Committee and CTSC. Those who are interested in participating or who would like to delegate someone to participate were asked to contact Terry Stewart or Paul Miskovsky.

WatITis. Conference topics will be reviewed at the first IST professional development seminar of 2010 and additional interest will be gauged. Based on these findings, follow-up seminars will be scheduled throughout the year.

8. **NEXT MEETING**

The next CTSC meeting will be held Thursday, January 14, 2010, at 1:30pm, in NH 3004.

/mlc
January 6, 2010

Melissa Conrad
Secretary to the Committee