

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held January 28, 2010

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

Giles Malet

REGRETS: Bill Baer, Bill Ince

1. EXTENDED EMAIL ACCOUNT NAMES, Giles Malet

Giles Malet has been leading the group charged with the creating an interface to allow users to select friendlier email account names. Malet explained the process and provided screen shots of the test system. The system is very close to being ready to go live. CTSC members will be invited to test the new system.

2. CHAIR'S REMARKS

Laptop Encryption. According to an article distributed by Erick Engelke, Ontario's Information and Privacy Commissioner has ordered government agencies to encrypt personal information on devices such as USB keys and laptops. This adds a note of urgency to what we are trying to implement.

3. APPROVAL OF THE MINUTES OF THE MEETING OF JANUARY 14, 2010

Subject to a modification, the minutes of the meeting of January 14, 2010 were approved.

4. GREEN IT STATEMENT, Marko Dumancic

At the previous meeting, Marko Dumancic introduced a draft Green IT statement and asked committee members to submit feedback. The intent of the document is to create a mindset of where we would like to go, rather than to be highly prescriptive.

A suggestion was made to encourage people to look beyond the initial cost of equipment and also consider the operating cost. It was noted that decisions to consider operating costs would have to be moral because individual units will not see the return on the electricity bill.

Additional suggestions can be sent to Dumancic or Andrea Chappell.

5. NOTIFICATION OF IST PROFESSIONAL DEVELOPMENT SEMINARS, Bob Hicks

It was determined that all CTSC members are notified of IST seminars through other mail lists to which they subscribe. No additional communication is required.

6. IST's MACINTOSH SUPPORT, Bob Hicks

Bob Hicks is in the process of formalizing the amount of Macintosh support that IST's Client Services provides. Hicks asked if there is something that IST is not providing, but should be.

The group provided feedback and it seems that most are fine with the current arrangement.

Some concern over the ability for the corporate applications environment to support Macs was expressed. For example, the new ODAA system is Windows based.

In response to a concern expressed by a committee member that we need to focus on the co-existence of Macs and PCs, a colleague advised that MacTUG (Macintosh Technical Users Group) meets once a month to exchange this kind of information.

The Chair stated that it appears that we will have a heterogeneous environment indefinitely and we will need to provide services for both.

7. SOFTWARE TRAINING THROUGH LYNDA.COM, Bob Hicks

IST has purchased ten accounts from lynda.com, a web-based software training provider. More than seven hundred courses are available. Accounts will be administered through the CHIP and will be available to individuals for two weeks at a time. Those interested should telephone the CHIP [x33456] or email a request [request@ist.uwaterloo.ca].

Usage will be monitored and additional accounts will be purchased, as required.

8. LEARNING MANAGEMENT SYSTEM UPDATE, Andrea Chappell

Andrea Chappell provided an update on the investigation into learning management systems:

- Review of story to date
- [LMS Selection Project](#) progress
- Some criteria
- Timing
- Review of LMS options
- "Open" – what does it mean?
- What are others selecting?

- Recent LMS selection results
- Next steps

To view the entire presentation, please see:

http://ist.uwaterloo.ca/projects/lms_selection/communications/20100128_ctsc_lms_selection_project.pptx

Ease of migration is a major consideration in changing to a new LMS, as the change will be a huge undertaking. If UW stays with Blackboard, the migration path may be easier, but that is not yet clear. As we choose an LMS solution, we need to assess the potential for ending in the same unfortunate situation in which we find ourselves now, after our LMS was purchased and will disappear.

9. ***SUBCOMMITTEE UPDATES***

Student Email (Martin Timmerman). The subcommittee has discovered that an applicant's acceptance of an offer of admission does not necessarily occur at or near the same time as "matriculation". A new event type would need to be created for Quest to communicate to WatIAM that an applicant has accepted an offer of admission.

A meeting of the communication subgroup has been organized and will be held soon.

Approximately 85-90% of the offers will go out in May and June.

The mailservices sub-group is providing more people with access to the log files to find meaningful information in the logs. They have also started discussion of email features, such as the list of attachments that are not allowed. That list was last reviewed in 2003-04.

Printing. The mandate has been drafted and distributed and the sub-committee will meet the week of February 1, 2010.

Active Directory. Seven or eight written submissions have been received. Campbell thanked those who contributed, as it is clear that a lot of time and effort went into the reports. The next phase of information gathering is to meet with each of the groups and discuss their submissions in more detail. Following these interviews, Campbell and Engelke will prepare a detailed summary, which will include the formal project structure.

Microsoft Software Licensing. The subcommittee will meet once more and then share their proposal with CTSC.

Laptop Encryption. The subcommittee met and agreed that key escrow is a requirement for disk encryption software. In addition to this requirement, factors that the subcommittee identified as important include:

- Easy to use UI
- Good hardware interoperability

- Mac support
- Software vendor's ability to keep-up with OS releases
- How they implement key escrow
- Support managed and unmanaged laptops
- Cryptographic strength
- Cost

The subcommittee surveyed other institutions and received seven responses. Most of the seven who responded use either McAfee or SecureDoc, while the University of Victoria is at same stage as we are and Queens provides online tutorials for some popular free technologies.

Questions:

- How will laptop encryption be supported?
- Who will do the initial install/encrypt the drive? End user? Support staff?

The subcommittee will discuss this a little more and then present a recommendation which will include education.

7. *OTHER BUSINESS*

Exchange 2010. A group of twenty-two people are testing Exchange Calendar. There is good representation from across campus.

Student Technology Advisory Committee. Bob Hicks is a member of the Student Technology Advisory Committee and will provide regular reports to CTSC.

8. *NEXT MEETING*

The next CTSC meeting will be held Thursday, February 11, 2010, at 1:30pm, in NH 3001.

/mlc
February 8, 2010

Melissa Conrad
Secretary to the Committee