

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held February 25, 2010

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, Terry Stewart, Jason Testart, Martin Timmerman, Roy Wagler

REGRETS: Victor Neglia

1. CHAIR'S REMARKS

Student Technology Advisory Committee (STAC). The next STAC meeting will be held on March 9th. A group of students will be providing demonstrations of other institutions' student portals. CTSC members are welcome to attend.

Domain Controllers. New domain controllers are required to support Nexus with Windows 7. These domain controllers will be housed in IST and funded by IST, with the understanding that they will eventually be re-deployed to support whatever emerges as the new AD architecture.

2. APPROVAL OF THE MINUTES OF THE MEETING OF FEBRUARY 11, 2010

The minutes of the meeting of February 11, 2010 were approved.

3. CAMPUS PASSWORD STANDARDS, Jason Testart

There have been compromises due to poor passwords. Testart would like to see longer passwords, with punctuation; or the current length, with punctuation, but changed every 90 days. An alternative is multi-factor authentication, but this can be expensive.

There is some concern that asking people to remember longer passwords or to change their passwords more frequently will cause problems as a result of people forgetting their passwords or writing them down so they do not forget them. Also, it is not entirely clear what constitutes a stronger password. If we set new rules that do not help reduce hacking, but make it hard to remember a password, we are not helping the situation. If we enforce a requirement for stronger passwords, we could have difficulty convincing people to participate in a consolidated environment.

Additional suggestions included:

- Temporarily lockout accounts after a certain number of unsuccessful login attempts.
- A stricter set of rules for IT staff.

The Chair observed that these are all important issues and we will need to digest this before moving forward. If our passwords are being cracked, we do need to do something, but if what we do just means people will try to find a way around it or ignore it, this will not get us where we want to go.

4. GREEN IT UPDATE, Andrea Chappell

The Statement on Green IT is expected to be approved at the next UCIST meeting. Going forward, it is proposed that a standing committee will be created and channelled through CTSC, to UCIST. Faculty appointees will not necessarily be members of CTSC; however, a CTSC member will likely be asked to chair the committee.

A Terms of Reference will be drafted by UCIST's Subcommittee on Green IT and distributed to CTSC members.

5. WEB ADVISORY COMMITTEE UPDATE, Terry Stewart

Terry Stewart provided an [update from the Web Advisory Committee](#). The Web Advisory Committee is an advisory committee to Web Steering and UCIST. Its chair is appointed by UCIST and its members represent the administrators and developers of the various Web sites across campus. The committee is focusing on:

- Communication
- Collaboration
- Contribution

Upcoming activities include:

- Domain Name Resolution Policy Committee
- Web Technology Standards Committee (WAC/CTSC)
- Web Vulnerability Scanning
- Meeting Accessibility Requirements

6. LAPTOP ENCRYPTION, Jason Testart

Laptop encryption licenses for 250 machines will be purchased from WinMagic. The Chair stated that rather than passing money around within the institution, IST will purchase the licenses and assume the annual maintenance costs.

This decision will not preclude us from looking at an open source system for desktop encryption.

7. **SUBCOMMITTEE UPDATES**

Friendly Email Address Names (Bob Hicks). An invitation to choose a friendly email address name has been distributed to all staff in IST.

In order to allow for the addition of a friendly email name, a technical change was made to Connect to accept messages for all valid email addresses the user had chosen and deliver them to the same mailbox. The chosen method to make that change was to synchronize email addresses in Connect with all valid email addresses the user has listed in WatIAM/UWldap. The long-form email address was the default in UWldap and therefore became the default in Connect. This essentially changed the email address of 263 people without their knowledge or consent. The affected people will be given the following options:

- Keep their long email id
- Request that IST change the email address back to the short form
- Create a friendly email address of the form firstname.lastname

[Secretary's note: Additional information can be found [here](#).]

Student Email (Martin Timmerman). The subcommittee is currently investigating coding changes required within WatIAM.

Printing (Allan Bell). The documentation submitted to the subcommittee has been reviewed and it was determined that more information will be required to fulfill the subcommittee's mandate. The group will be asking CTSC members to provide information such as what hardware systems, pay systems, and accounting systems are being used.

Active Directory (Bruce Campbell and Erick Engelke). Campbell and Engelke have met with all faculties and will meet soon with the Library and IST.

Microsoft Software Licensing (Bill Baer). A draft proposal will be distributed prior to next meeting.

8. **OTHER BUSINESS**

Cellular Reception Improvements. Housing is pursuing improvements to cellular reception in the residences. We will want to use the same vendor if we do need to boost the cellular signal in other areas so upcoming vendor meetings are open to all. Bill Baer will distribute the vendor presentations schedule.

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9. NEXT MEETING

The next CTSC meeting will be held Thursday, March 11, 2010, at 1:30pm, in BMH 3119.

/mlc
March 10, 2010

Melissa Conrad
Secretary to the Committee