

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held April 7, 2010

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

REGRETS: Marko Dumancic

1. CHAIR'S REMARKS

Microsoft Licensing. The Provost has agreed that the Microsoft Campus Agreement will be funded centrally and managed and distributed through IST. The agreement will include Windows, Office, and 4 CALs (including Exchange).

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

The minutes of the meeting of March 11, 2010 were approved as distributed.

3. CUCCIO WINTER MEETING REPORT, Andrea Chappell

The winter meeting of the Canadian University Councils of CIOs was held at the University of Western Ontario from March 14-17th.

There was significant focus on the concept of using cloud services, in the context of budget cuts, but more so in focusing on strategic directions for each university, versus commodity services that someone else may be able to do cheaper, better.

Trends:

- Context: change-over in senior administration, cuts of 3-5%
- Outsourcing, private cloud considerations: Gmail/Live@edu, Virtualization of servers and desktops
- Datacentre builds and retrofits
- Services being reviewed or added
 - Content Management Systems
 - Learning Management Systems
 - Lecture capture
 - Document management
 - Identity management
 - Electronic CV
 - Printing processes

- Network, communications: VoIP, 802.11n
- Portals
- ERP “treadmill”

For additional details, please see Chappell’s [meeting notes](#).

4. GREEN IT ADVISORY GROUP UPDATE, Bill Baer

Baer is seeking representatives from the Faculties of Arts and Engineering.

5. SUBCOMMITTEE UPDATES

Extended Email Address Names (Bob Hicks). To date, 250 staff and faculty have created a friendly account name. Students will be invited in late April.

Student Email (Martin Timmerman). WatIAM infrastructure is being adapted to capture students at the time of “account activation”. A communication plan directed at students who have already activated is being developed.

Printing (Allan Bell). Printing ‘best practices’ have been discussed during subcommittee meetings; the printing group will pass on this information to the newly formed Green IT Advisory Group. The group’s next meeting is with John Cunningham and Mike Jack of the WatCard Office to discuss processes for charging students to print.

Active Directory (Bruce Campbell and Erick Engelke). Prior to the meeting, the report of the Active Directory Consolidation and Future Governance project was distributed. During the meeting, Campbell reviewed the committee’s four recommendations:

Recommendation 1 – Nexus and ADS should be merged, and the architecture of the new campus active directory should be a single domain model. Departmental and other active directories within the scope of the project should be phased out, with the new campus active directory providing the services required.

Recommendation 2 – The AD Management Committee should be created, and terms of reference developed. The new committee co-chairs can be tasked with requesting additional resources, scheduling meetings, etc.

Recommendation 3 – IST should be responsible for operational management of the core infrastructure for the consolidated active directory. That is, acquisition, hosting, configuration, administration, monitoring, debugging, 7x24 support, disaster recovery, etc., on the set of active directory core servers (e.g., DCs). Engineering Computing will assist with the monitoring and debugging of the directory controllers.

Recommendation 4 – The APIST should, after whatever consultation and information gathering he deems reasonable, make a decision on whether to create a new directory, or merge to an existing directory.

In an email distributed prior to the meeting, the Chair stated that he endorsed the first three recommendations without reservation and regarding the fourth recommendation, he has concluded that the best approach for the campus is to migrate current Active Directory forests and domains to Nexus.

Engelke provided a [presentation](#) of the proposed structure:

- Domain should be as simple as possible while reflecting the structure of UW
- Future services like video conferencing and digital signing will make use of AD
- Economize effort, minimize duplication
- Take the best of ADS and Nexus

The Chair thanked Campbell and Engelke for leading this effort and he also thanked all those who provided their input to the committee. After some group discussion, the Chair also noted that it is clear there are lots of details to work out and one of the committee's obligations will be to consult regularly with all parties.

8. **OTHER BUSINESS**

Sending mass email messages to staff/faculty. On behalf of members of the campus community, Human Resources currently creates address lists and sends mass emails to staff and faculty. It is possible that IST is in a better position to provide this service. Roy Wagler will investigate.

Retirements. Allan Bell announced that a retirement celebration will be held for Bill Oldfield on April 23rd. Details will be distributed to the group.

Be Engaged. The group leading this campus initiative has requested a generic email address name of beengaged@uwaterloo.ca. Since this is a campus initiative and there will be only one "Be Engaged on campus, the request will be approved.

9. **NEXT MEETING**

The next CTSC meeting will be held Thursday, May 6, 2010, at 1:30pm, in MC 2015.