

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held May 6, 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, Roy Wagler

REGRETS: Marko Dumancic, Martin Timmerman

**1. CHAIR'S REMARKS**

*IBM Audit.* IBM is performing a software audit. Please contact Sandra Laughlin if your unit licenses any software directly from IBM. Laughlin will be asked to distribute a list of IBM's current software inventory.

**2. APPROVAL OF THE MINUTES OF THE MEETING OF APRIL 7, 2010**

The minutes of the meeting of April 7, 2010 were approved as distributed.

**3. DOMAIN NAME RESOLUTION, Terry Stewart**

A subcommittee of the Web Advisory Committee (WAC) was struck to come up with recommendations on issues related to domain name conflict resolution. Also, the subcommittee was asked to identify and document best practices for use of domain names on Waterloo websites. Terry Stewart chaired this subcommittee and provided CTSC members with details regarding the specific objectives and also shared the subcommittee's draft recommendations.

CTSC members discussed the proposed recommendations and provided suggestions. Along with input Stewart receives from WAC, Stewart will incorporate these suggestions into the document.

The final version of the document will be reviewed by the UW Web Steering Committee and members of UCIST. It will then go to Executive Council for endorsement.

The draft report can be found here:

<https://strobe.uwaterloo.ca/~twiki/pub/WebAdvisory/WebHome/DNS.docx>

**4. NETWORK MANAGEMENT, Bruce Campbell**

Bruce Campbell provided a presentation on management of the network. Topics included:

- Review of the related IT Task Force Recommendation
- Current Network Management

- IST Manages:
  - core routers
  - border routers
  - external internet services
  - campus wide wireless
  - central data centre network
  - wired network services in
    - Faculty of Applied Health Sciences
    - Faculty of Environment
    - Academic Support departments
    - Ancillary departments
    - Federated and Affiliated Colleges
    - Residences
    - Pharmacy
    - McMaster Medical
- Wired network services within these areas are managed by the local IT groups:
  - Faculty of Engineering
  - Faculty of Arts
  - Faculty of Science
  - Faculty of Math
  - School of Computer Science
- Capital Network Expenditures
- Capital Plus Annual Expenses
- Summary
  - IST manages 68% of the campus network
  - IST funds 70% of all campus network related expenses

Campbell stated that with the addition of one staff member and additional budget of \$250,000 - \$300,000 per year, IST could essentially manage and fund the entire campus network.

To view Campbell's entire presentation, please see:

[http://ist.uwaterloo.ca/as/ctsc/documents/NetworkManagement\\_May2010.pdf](http://ist.uwaterloo.ca/as/ctsc/documents/NetworkManagement_May2010.pdf)

IT units would continue to do some of the work, managed by IST. IT groups would need to be able to provision port connections, through the use of IST provided tools. An example of how a centralized model might work is Housing's agreement with IST. IST manages the network but Housing staff install access points.

A centralized model would not mean "one size fits all". For example, one area may require extremely high bandwidth and perhaps IST would provide funding for the standard configuration and the unit would pay the additional costs for the enhanced local needs.

The Chair stated that this was a good start and that discussions will continue.

**5. UPCOMING PROJECTS, Bob Hicks**

Three new projects are beginning in IST:

- [Exchange Calendar Implementation](#)
- [Office 2010 Investigation](#)
- [Investigation into Google Apps and Microsoft's Live@edu](#)

Bob Hicks has invited those interested in participating to contact him.

**6. AFTER HOURS SERVICE, Bob Hicks**

The IST computing help desk's voice mail is not monitored during evenings and weekends and on most holidays. The help desk's voice mail is monitored during the Christmas break and during special circumstances such as the recent planned power outage.

IST does monitor outages and does have staff on call, 24/7, in the Network Services and Computing Systems Services groups.

**7. STUDENT TECHNOLOGY ADVISORY COMMITTEE (STAC) UPDATE, Bob Hicks**

At the next meeting, next steps for student portals will be reviewed. Also, there will be more discussion on making some University data accessible for applications that students write – the Open Data Initiative.

**8. SUBCOMMITTEE UPDATES**

*Generic and Extended Email Address Names (Bob Hicks).* Regarding generic email addresses, the staff in the CHIP will notify Hicks if there is a request for a generic address. Hicks will bring anything he is uncomfortable with to CTSC for discussion.

*Student Email (Martin Timmerman).* No additional information to report.

*Printing (Allan Bell).* IST has met with John Cunningham and plans to proceed to move the transfer of money from Watcard to XAS to a web function instead of a swiper function. IST is getting access to the specification.

The group has begun to inventory and diagram the various implementations across campus looking for Best Practices; PrinterOn for laptop printing as an example.

The faculty reps on the Subcommittee are beginning the process of identifying their functional requirements so that the group can assess some of the options that could be shared across campus.

*Active Directory (Bruce Campbell and Erick Engelke).* Nothing new to report.

*Green IT.* The first meeting was held April 30<sup>th</sup>. The group updated the terms of reference and added a representative from the Library.

**8. OTHER BUSINESS**

*Sending mass emails to staff/faculty.* HR will provide extracts but will no longer be sending email on behalf of departments. There are plans for self-service extractions, but not in the immediate future.

*Next Meeting.* The meeting of May 20<sup>th</sup> will be cancelled.

**9. NEXT MEETING**

The next CTSC meeting will be held Thursday, June 3, 2010, at 1:30pm, in NH 3004.

/mlc  
May 13, 2010

Melissa Conrad  
Secretary to the Committee