

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held June 3, 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, Victor Neglia, Terry Stewart, Jason Testart, Martin Timmerman, Roy Wagler

1. CHAIR'S REMARKS

Microsoft Licensing. On behalf of all faculty and staff, IST is entering into a campus agreement for desktop software. The CTSC subcommittee, led by Bill Baer, was able to negotiate for enterprise licenses rather than the standard ones, for the same price. The enterprise licenses include VoiP and video/web conferencing as well as a better SharePoint suite and additional security. More details will be provided at the PDAG session on June 11th.

Waterloo CMS Update. Terry Stewart provided a progress update:

- Themers have started and the wireframes are coming along.
- The information architecture is also coming along.
- The developers have written their first module on Event Manager.
- Some hardware has been purchased (purchasing as little hardware as possible while they investigate what can be done with virtual machines).
- Three pilot sites have been selected for September: Housing, Waterloo's main pages, and the project's own website.
- Planning to go into production in early 2011.

The Chair stated that the wireframes were distributed to Deans' Council and the response was quite positive.

Meeting frequency. The committee has been meeting bi-weekly and has managed to get a terrific amount done. The Chair asked the group if we should continue to meet every two weeks or switch to once a month. With the exception of a possible hiatus during the summer months, the group decided to continue to schedule meetings bi-weekly with the understanding that the meetings will be cancelled when agendas are light. In order to publicly post the minutes in a timely fashion, when a meeting is cancelled, the Secretary will request approval of the previous meeting's minutes via email.

2. APPROVAL OF THE MINUTES OF THE MEETING OF MAY 6, 2010

The minutes of the meeting of May 6, 2010 were approved as distributed.

3. OUCC REPORT, Bob Hicks

Bob Hicks, Jason Testart, and Martin Timmerman attended [OUCC 2010](#) in Ottawa from May 30 to June 1st.

Hicks provided some conference highlights:

- Keynote 1: Ken Cochrane, Former CIO Government of Canada: Discussed getting aligned with your clients, earning a reputation as a trusted advisor, and working on good relationships.
- Keynote 2: John MacDonald from Google – Google Apps momentum is growing (e.g., Carleton now using for alumni and others are investigating)
- Service Catalogue: York also used McGill’s model (as IST did). IST’s next step is to create “ETAs” for each requested service.
- Service: are we meeting student needs: mobile friendly apps, shared editing

Martin Timmerman attended the Web Content Management session. He stated that many universities are making use of distributed systems, but setting them up centrally, just as we are doing. The institutions involved are having various degrees of success.

Jason Testart shared the theme of project management versus project portfolio management. While project management is making sure you are doing a project in the right way, portfolio management is making sure you are doing the right things.

A more complete review of OUCC 2010 will occur at an upcoming PDAG session.

4. SUBCOMMITTEE UPDATES

Generic Accounts and Extended Email Address Names (Bob Hicks). While students have not been officially invited to create a friendly email address name, some have stumbled across it. A few ‘interesting’ email names have been created. Details will be forwarded to Bob Hicks for follow up.

IST has received a request for a generic account that if allowed, may make it difficult to identify to whom it belongs. The group discussed the request and agreed that it is not something that would be considered unique so committee members suggested alternatives. Hicks will present the alternatives to the department and if required, the Chair will have a discussion with the department head.

Student Email (Martin Timmerman). The group is working towards implementation. At the time of matriculation (when a student accepts), they will be given a UW email address (information will be

sent to the email address provided on their application). The note will be sent from the Office of the Registrar but students will be asked to contact IST if they need assistance.

In response to a question from a committee member, Timmerman offered to investigate if both Nexus and ADS passwords can be available to the students (some are now still using Nexus, then they will use ADS (mailservices), and then back to Nexus in a year or so).

Printing (Allan Bell). The committee is reviewing functional requirements. Bell will create a draft to be reviewed at the next CTSC meeting.

Active Directory (Bruce Campbell and Erick Engelke). Campbell and Engelke have started identifying things to do and people to do them to move forward. Help will be needed with WatIAM and with the movement of software distribution to IST and in other areas as well. There has been discussion with Engineering because assistance from them will be essential.

Green IT. No update.

8. **OTHER BUSINESS**

IBM Software Audit. The IBM audit is progressing. This may require a little bit of digging, but committee members were asked not to start looking until Timmerman asks for specific information.

STAC. Hicks will distribute agendas to CTSC members.

Exchange Calendar etc. Migration from Exchange 2007 to Exchange 2010 will occur in June, July and August. Exchange Calendar training will be provided in late September and October. Exchange Calendar implementation month is November, which includes decommissioning Bookit.

Office 2010 is something that will be done in parallel, as Outlook 2010 and Exchange Calendar go hand-in-hand.

Windows 7. Please notify Bob Hicks of any issues with Windows 7.

WaterlooWorks. There will be a small pilot for architecture during this term, with a larger pilot in the fall, and 'go live' next winter. The group expressed interest in seeing a demonstration of the system. [Secretary's note: Ken McKay will provide a demonstration on June 17th.]

Security Audit. An internal audit was recently conducted. Jason Testart will summarize findings and distribute to the committee.

IE8 Compatibility. A lot of our corporate apps are compatible, but some are not (e.g., OnBase). IST's Client Services maintains a [website](#) that tracks IE8 issues.

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9. NEXT MEETING

The next CTSC meeting will be held Thursday, June 17, 2010, at 1:30pm, in NH 3004.

/mlc
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Melissa Conrad
Secretary to the Committee