

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held July 15, 2010

PRESENT: Alan George (Chair), Melissa Conrad (Secretary), Allan Bell, Andrea Chappell, Marko Dumancic, Erick Engelke, Bill Ince, Paul Miskovsky, Martin Timmerman, Roy Wagler

Stephen Markan

REGRETS: Bill Baer, Jim Bell, Bruce Campbell, Bob Hicks, Terry Stewart, Jason Testart, Victor Neglia

1. SHAREPOINT 2010 REPORT, Stephen Markan

The Chair welcomed Stephen Markan of IST's Client Services. Markan is leading the [Investigation into SharePoint 2010](#) project. The objective of the project is to investigate whether IST should move from Windows SharePoint Services (WSS) to SharePoint 2010.

The project team completed a review and their main recommendation is that the WSS 3.x environment should be upgraded to SharePoint Foundation 2010 as soon as appropriate hardware is available to handle the Server Farm infrastructure. Once the WSS 3.0 environment has been migrated to SharePoint Foundation 2010, then a SharePoint Server 2010 Pilot server farm should be created for testing and design.

2. CHAIR'S REMARKS

Security Review. Recently, consultants from Deloitte spent a week on campus performing an internal network vulnerability assessment, as part of UW's internal audit plan. Reporting on Jason Testart's behalf, the Chair stated that he believed the security review was a valuable exercise as there were a number of items identified in the report.

One fairly substantial issue is that there are a fair number of outdated operating systems in use in some areas. This does represent a vulnerability -- outdated operating systems are more likely to be missing critical security patches.

Another concern identified in the report is the security of passwords. Testart has distributed a draft password standards document to the Security Working Group and has received good feedback. This will be an agenda item at the next CTSC meeting.

Deloitte also recommended that the University restrict or limit the DNS zone transfers to only those systems that absolutely require a copy of the DNS Zone information. As a result, zone transfers will no longer be wide open; instead, people will be asked to provide a rationale for why it is required.

Going forward, these items will need attention. This report from Deloitte will go to the Audit Committee and will be periodically reviewed to see if we have addressed the identified issues.

3. ***REMOTE CAMPUS SUPPORT, Andrea Chappell***

Prior to the meeting, a “check list” was distributed as a starting point for discussions of IT support for remote campuses. This document was drafted by IST based on a discussion at the IST retreat. CTSC input is now being sought. Chappell asked committee members to review the document and forward her any content they wish to see included.

4. ***EMAIL SERVICE SUPPORT GROUP FORUM, Martin Timmerman***

University of Waterloo email is moving to consolidated campus-wide services for students, as well as for faculty and staff. IST is responsible for providing the services and the support, with local support provided in collaboration with campus IT support groups. In order to help focus the service for users and to provide the best possible service to the user community, a forum for members of IT support groups is proposed as a way to share ideas, jointly solve problems and discuss communications to the user community.

One issue that is already at the forefront is “greylisting”. It is agreed that greylisting does delay some legitimate messages and some committee members have questioned how much spam it is stopping which would not be blocked by another mechanism. A suggestion was made to turn off greylisting for a period of time and measure the amount of spam. Timmerman will think about the technical issues involved. This will be a discussion item at an upcoming meeting.

5. ***CAMPUS COMPUTING ADVISORY GROUPS, Discussion***

Should some of the computing advisory groups report to CTSC?

CTSC is more operational in nature and it may be more effective if these committees report to CTSC, rather than UCIST. The committee tentatively agreed that computing advisory groups should report through CTSC and issues will be brought to UCIST, as required.

Should mandates be revised?

It was agreed that groups that focus on a particular service may be more effective than groups that have a more general focus (e.g. email, web, networks, active directory). The Secretary has collected the current terms of reference for the IT/IS advisory groups and will distribute to CTSC. This list will give everyone a starting point to review the mandates. The committee will discuss further at a future meeting.

6. SUBCOMMITTEE UPDATES

Student Email (Martin Timmerman).

Implementation for September 2010

- Mass matriculation of undergraduate students took place weekend of June 25-26.
- At that point they became students and were provided with identity in UWLDAP.
- If sometime in the prior 6-8 months they had used WatIAM to set an email delivery address, that value was not changed.
- If they never did set an email address specifically, then `userid@mailservices.uwaterloo.ca` was set as the email delivery address on their behalf.
Approximately 2,650 new students ended up with email delivery address of mailservices. Mass matriculation of graduate students is taking place this week or next. From this point "matriculation" is something that happens on a continual basis, but not in big numbers.
- Email information was sent on Wed July 7, 2010 to undergraduate students. It invited them to use myWaterloo to check out the system. This caused confusion for those who had an off-campus email address chosen already.
- Thanks to the IST Helpdesk for explaining to many students and Ray White of Engineering Computing for putting a banner message on the myWaterloo landing page to try mailservices as server name.
- Over 5,200 students across campus now have email delivery address of mailservices, over 500 in each faculty.

Other Updates

- Email password: either Quest/WatIAM or Nexus password. We have not chosen an implementation date yet, but soon mailservices will accept either password. This should ease the transition for students from faculty email servers and is also done in anticipation of Active Directory consolidation.
- Migration for Arts students. IST has been working with Keith McGowan of Arts Computing. He is very busy, and we have offered to provide more direct help to move this project along.
- Migration for Engineering students. We have started discussions with Engineering Computing to migrate existing students to mailservices.
- Support group, considering changes. All intended to make more public the discussions and seek consensus on change. We also need to raise awareness and knowledge at the Helpdesk level.

Printing (Allan Bell). A final draft of a requirements document is being prepared and will be distributed to CTSC.

Active Directory (Bruce Campbell and Erick Engelke). It is a requirement to have users in the same locations in the tree structure. A WatIAM upgrade will be required before it is possible to proceed.

7. OTHER BUSINESS

VPN project. A committee member suggested that students be included in the VPN solution because student access through the VPN will be needed for undergraduate teaching and the Library. The Chair advised that cost will be a factor.

YouTube or Itunes U. YouTube has been selected by an on campus group. Ideally, one solution would be used campus-wide and to ensure the right solution is chosen, Andrea Chappell's group is currently comparing YouTube and iTunes U. Anyone interested in participating is asked to contact Chappell.

Math support in ACE successor. Many of the learning management systems do not give a lot of attention to the requirements of Math, Engineering, and Science curriculums. It is often necessary to integrate MATLAB or Mathematica. Chappell is requesting feedback from committee members to see what aspects of UW-ACE have frustrated faculty members so when choosing a replacement system, we can try to get what is needed.

8. NEXT MEETING

The next CTSC meeting will be held Thursday, July 29, 2010, at 1:30pm, in NH 3001.
[Secretary's note: This meeting has been rescheduled to Friday, July 30, 2010, at 9:00am, in NH 3004.]

/mlc
July 27, 2010

Melissa Conrad
Secretary to the Committee