

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held October 7, 2010**

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

**1. EXCHANGE CALENDAR MIGRATION (Will Lewis)**

The Chair welcomed Will Lewis who joined the group to provide an update on the migration from Bookit to Exchange Calendar.

It has been determined that we will need to contract a third party to move the data; the chosen solution is called CalMover.

Migration Schedule:

- Current Activities (to Oct 18)
  - Accounts are being moved from Exchange 2007 to 2010 SP1.
  - Determining Bookit users who use their calendars and are not on Exchange
  - Determining resources (rooms/equipment) with bookings
  - Documentation
- Later in October
  - Create accounts for all current Bookit users who have entries in their calendars
  - Create accounts for all resources
  - Set up delegates for resources (based on Bookit ownership)
- November
  - Pilot test (date TBD, Nov 1?)
  - Training for end users and resource owners (November 15-30, December after migration, and January)
  - Validate lists of accounts three weeks prior to migration (Nov 15-19)
- Weekend of Dec 10-12
  - Bookit shuts down the afternoon of Friday, December 10<sup>th</sup>
  - Data imported on Saturday, December 11<sup>th</sup>
  - Monday, December 12<sup>th</sup>, Bookit entries will appear in Exchange

Committee members were advised that the best thing they can do to prepare is to move to Outlook and the Exchange Server. That said, the implementation team is making the assumption that people will continue to use what they are using now and are planning to make the calendar useable for everyone.

Lewis asked committee members for input on the threshold for moving data. After some discussion, the group decided that the threshold should be zero and that calendars with even just one entry should be migrated.

Lewis also wondered how much historical data should be migrated from Bookit to Exchange. The group agreed that all data should be moved. The data can later be archived within Exchange, if required.

Regarding delegates, there is some question as to whether users can make changes themselves to who has delegate access for booking rooms, etc. Perhaps permissions for this might be given to one or two people in each unit. Further investigation is required.

**2. CHAIR'S REMARKS**

*Independent IT Security Review.* This review will occur during the week of October 25<sup>th</sup> and will focus on policy, practice, and whether we have an appropriate awareness program in place. The Chair will distribute the one page scope document and the interview schedule.

**3. APPROVAL OF THE MINUTES OF THE MEETING OF SEPTEMBER 23, 2010 AND BUSINESS ARISING**

Subject to a revision, the minutes of the meeting of September 23, 2010 were approved.

*IT Committee Mandates.* The Secretary will fold in changes from the last meeting and redistribute prior to submitting the document for UCIST's consideration.

**4. STUDENT PRINTING CHARGES, Alan George**

The Chair advised that UCIST members have agreed to raise the printing charges to 10 cents a page for black and white, 8.5x11, and 15 cents for duplex. These charges will include HST.

In addition, CTSC agreed to the following:

- 11x17 black and white single -- 20cents
- 11x17 black and white duplex -- 30 cents
  
- 8.5x11 colour single – 50 cents
- 8.5x11 colour duplex – 80 cents
  
- 11x17 colour single - \$1.00
- 11x17 colour duplex - \$1.60

These changes will take effect on January 1st. The Associate Provost will craft a message explaining the increase and the XAS page will be updated to announce that prices will change on January 1, 2011.

**5. IT SECURITY UPDATE, Jason Testart**

*Outdated Windows Operating Systems.* Approximately 50% of the issues have been resolved.

*Solaris 8 – Vintage Patch Service.* To get Solaris 8 patches for a system, you need the following:

1. A support agreement.
2. Subscription to the Vintage Patch Service.

According to Oracle, the Vintage Patch Service costs 20% of the support agreement. Sandra Laughlin has contacted Oracle for an example quote. [Secretary's note: Oracle will only give one quote for the Vintage Patch Service per "location" - where the "location" in this case is the entire University of Waterloo campus. So, to proceed, Oracle requires a list of all machines that Waterloo would want covered.]

Committee members were asked to make plans for their Solaris machines and to share their plans with Testart. For example, in a situation where only 2 or 3 people are logging onto the workstation, a personal firewall is probably a reasonable solution.

*Null Sessions.* Mike Patterson will send out information soon.

*Laptop Encryption Software.* The software is working with Windows 7. Testart is currently discussing distribution logistics with IST's Client Services.

**6. IST LABOUR RATES, Bruce Campbell.**

IST charges \$45/hr for some of its services. The cost is sometimes an issue for people and therefore, they choose to do it themselves or to hire coop students. Campbell asked the group to consider if they would use IST exclusively if cabling charges were reduced to \$30/hr and if service was guaranteed within a specified number of days.

**7. UPDATES (VARIOUS TOPICS)**

*Waterloo Userids (Bob Hicks).* The groups first meeting will be held on October 8th. Hicks is seeking a representative from Engineering and one from Environment.

*Student Email (Martin Timmerman).*

- All first year students are on mailservices plus all students in AHS, Env, Arts, and Computer Science.
- 8847 students have indicated their preferred email server as mailservices.
- Discussions will commence with Math and Science to discuss when to move the remainder of their students.
- Jennifer Keir is putting together documentation for the mailservices website.
- New equipment to enhance the environment has arrived.

*Printing.* Deferred.

*Active Directory (Bruce Campbell and Erick Engelke).* The “new” WatIAM should be in place by the end of October. Synchronizing of password changes for both Nexus and ADS should be ready very soon.

*Microsoft Licensing (Bill Baer).* Baer will send an update via email.

*Green IT (Bill Baer).* The committee had its first meeting. Baer will send an update via email.

*Network Management (Bruce Campbell).* Nothing to report.

#### 8. **OTHER BUSINESS**

*IBM Software Audit.* The IBM Software Audit is now complete. Martin Timmerman thanked everyone who provided information regarding their unit’s use of IBM’s software. There are some issues with the Cognos numbers because accounts have not been de-provisioned; therefore, some additional discussions with IBM are required.

*Cellular service.* An article about the issues with cellular service on campus will appear in the [Imprint](#) on Friday, October 8<sup>th</sup>.

*Bookit Groups.* Bookit groups will not migrate to Exchange. Committee members were asked to ensure that they are aware of which “members only” groups they have and that those lists are up to date.

#### 9. **NEXT MEETING**

The next CTSC meeting will be held Thursday, October 21, 2010, at 1:30pm, in NH 3004.

/mlc  
October 18, 2010

Melissa Conrad  
Secretary to the Committee