

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held November 18, 2010

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

REGRETS: Marko Dumancic

1. WATIAM ENHANCEMENTS (Dave Kibble, Sean Mason)

The plan for 2010/11 includes the following:

1. Completion of upgrade to Oracle Waveset 8
 - Nov/Dec pending final testing
 - Changes include expiry process, email grace period, etc.
2. Nexus/AD consolidation
 - Nexus (and Arts) password sync
 - AD2008R2 connector testing
 - New OU structure, increased granularity
3. Evaluation of alternative solutions
 - Sun to Oracle roadmap, MS Forefront, other
 - Oracle license
4. Introduce new functionality
 - BBNC (alumni), WaterlooWorks (employers) implementations
 - Recently added (e.g., extract process, DOB, pre-create)
 - Future phases (e.g., Exchange, Quest real-time, CEL interface)
 - Investigations (e.g., 'non-student' services)

2. "CONNECT.UWATERLOO.CA" VS "UWATERLOO.CA" (Trevor Bain, Martin Timmerman)

Prior to the meeting, a document proposing the following changes was distributed to CTSC members:

1. Change the mail routing on outbound email for Connect users to go directly to the intended domain mail server, and not forward via mailservices
2. Add the @uwaterloo.ca form of the user's email address to their Connect account, and make it the default address for the user

3. Deliver email from one Connect user to another Connect user internally if addressed as either @connect.uwaterloo.ca or as @uwaterloo.ca
4. Assign autodiscover.uwaterloo.ca to Connect in order to support client-side configuration using the @uwaterloo.ca form of the email address.

Benefits include:

1. Fewer false positives for Junk E-mail/SPAM in Outlook
2. Calendar Scheduling with Free/Busy Time support for @uwaterloo.ca
3. Consistent presentation of the @uwaterloo.ca email address
4. Provides a better message tracking experience
5. Removes the hop to mailservices cluster for outbound mail from Connect

Potential negative effects:

1. Server-based rules will need to be put in place for mailboxes that are not being used for email
2. @uwaterloo.ca email will not 'see' changes in WatIAM mailRoutingAddress
 - Redirect rule cannot go to the @uwaterloo.ca address. If the WatIAM mailRoutingAddress is changed, the redirect rule in Exchange will need to be updated also (separately).

IST staff will create a report that will examine each Connect users redirect rule, compare it to mailRoutingAddress, and inform the user when they do not match.

IST will go ahead with the proposed change, with the understanding that if there are unintended consequences, the issue will be revisited.

3. CHAIR'S REMARKS

None.

4. APPROVAL OF THE MINUTES OF THE MEETING OF NOVEMBER 4, 2010 AND BUSINESS ARISING

The minutes of the meeting of November 4, 2010 were approved as distributed.

5. IT SECURITY UPDATE, Jason Testart

Passwords. No final decisions have been made, but the current thinking is that aging would not be mandatory. However, people would be warned if they had not changed their password in a year, and would be strongly encouraged to do so. It is anticipated that users of highly restricted information (that is not their own) will have some password aging requirements where feasible to implement.

Null Sessions. There was a challenge in resolving NULL Sessions for Domain Controllers and certain versions of Windows Server. Mike Patterson has found a solution and all those affected have been notified. The change was made on ADS domain and there do not seem to be any ill effects.

6. *CAMPUS IP ADDRESS CLEANUP AND SUBNET CONSOLIDATION (Bruce Campbell)*

Of 256 subnets (/24 size), uWaterloo now has 14 remaining. With four buildings coming up, we will need to optimize things.

Bruce Campbell will prepare a draft charter for the next CTSC meeting. Most activity will be led within each IT group, but it will be good to have a document to reference. Committee members were asked to consider obstacles and be prepared to share them at the next meeting.

7. *UPDATES (VARIOUS TOPICS)*

Waterloo Userids (Bob Hicks). Hicks will present a proposal to the subcommittee on November 19th.

Student Email (Martin Timmerman). Nothing to report.

Printing (Marko Dumancic). Nothing to report.

[Active Directory Consolidation](#) (Martin Timmerman). There have been a couple of meetings of the project team. Discussion topics have included naming conventions, OU structure, and WatIAM provisioning.

Microsoft Licensing (Bill Baer). Nothing to report.

Green IT. A new leader for this committee is required.

8. *OTHER BUSINESS*

None

9. *NEXT MEETING*

The next CTSC meeting will be held Thursday, December 2, 2010, at 1:30pm, in NH 3001.