

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held December 2, 2010

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

REGRETS: Melissa Conrad

1. CHAIR'S REMARKS

The Chair noted that the announcement regarding the change in printing charges went out, and asked the members if there were any responses to this announcement. None were received by the members of this committee. B. Hicks reported that he had mentioned the upcoming increase to printing charges at the last STAC meeting, but the students did not react to the news.

2. APPROVAL OF THE MINUTES OF THE MEETING OF NOVEMBER 18, 2010

The minutes of the meeting of November 18, 2010 were approved as distributed.

3. BUSINESS ARISING FROM THE MINUTES

The Green IT subcommittee needs a new leader. Lowell Williamson has agreed to lead the group.

4. CRANSTON AND MILLER'S REPORT ON IT SECURITY (Alan George)

[Confidential discussion]

The Chair suspended the discussion due to time constraints. Additional comments can be sent to Melissa Conrad.

5. IT SECURITY UPDATE (Jason Testart)

- The VPN project team is looking at a two VPN solutions; will make a decision in two weeks.
- There were some recent phishing attacks on campus.
- IST's Client Services will soon make full-disk encryption software (SecureDoc, by WinMagic), available for download. There is word from the vendor not to use this product on Macs running the latest release of the Snow Leopard.
- Reminder: Provide a plan on replacing outdated equipment.
- Should take advantage of the Campus IP address Cleanup project for zoning the network. Example: physically secured hosts should go on the same network.
- Working on eliminating false positives in intrusion detection systems.

- Awareness on compromises: This should be done once a year. Typically, unmanaged systems fair worse. It would help very much if people let us know when they have done things to fix the vulnerability.

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

93% of our resources are used up. It would be valuable to develop guidelines about implementation and upkeep. Ideas from this committee are needed about what is realistic and what sort of obstacles you might face. Discussions with each IT group are advisable. IST has some tools that will be useful for clean up. Pointers to these tools will be distributed.

A question was asked about what consideration is being given to IPV6. Campbell responded that currently there appears to be no demand for it from a service perspective.

We have a twelve month time period to get everyone onboard. That is when we will be running out.

Campbell will be starting a guideline and will bring it to this committee.

7. BOMGAR LICENSES (Bob Hicks)

Bomgar is a software tool that allows IT staff to do remote support. IST pays for eight licenses and is willing to share. Some training will be provided. We need the name of someone in each faculty who would use the tool.

8. STUDENT TECHNOLOGY ADVISORY COMMITTEE UPDATE (Bob Hicks)

The STAC had a meeting on Tuesday, November 30, 2010.

- Jennifer Keir of IST gave a presentation about her investigations of Google Apps and Live@EDU. She will speak to this group as well.
- Students talked about the Promissory Note issue. Derek Kirkland was present. He is looking at improving this process.
- Cell phone coverage on campus is not optimal.
- Giles Malet spoke about the Open Data Initiative.
- Students are interested in having IST talk to them about wireless on campus. Campbell agreed to speak to them.

9. UPDATES (VARIOUS TOPICS)

- *Waterloo Userids (Bob Hicks)*
 - Scheduled another meeting. No first names for friendly emails. Please, police this in your areas.
- *Student Email (Martin Timmerman)*
 - 2,500 people chose a friendly email address.
 - Trying to get the Faculty of Science involved.
- *Printing.* Nothing to report.
- *Active Directory (Bruce Campbell, Erick Engelke, Martin Timmerman).* Nothing to report.
- *Microsoft Licensing (Bill Baer).* Nothing to report.
- *Green IT.* Lowell Williamson will be the new leader of this group.

- *Network Management (Bruce Campbell)*
 - Well positioned for January 1st.
 - Nancy Keane will be retiring; looking for her replacement.
 - There are a number of different firewalls in use on campus. Would like to sit down with groups and Jason Testart to make sure those devices are required and are doing what they should be doing.
 - Chair noted that IST will pay for the base capability, anything more will be the client's responsibility.

10. OTHER BUSINESS

Exchange Calendar. Training is underway. Thursday, December 9, we ask that people print their Bookit Calendar. Bookit will be shut down on December 10. Exchange Calendar will be up and running on December 13, with migration complete. If there are issues, email should be sent to request@uwaterloo.ca. A suggestion was made that data can be exported from Bookit; printing is not necessary.

IT Security Report. The report can be shared with IT staff, but only judiciously. Staff should be advised to keep it confidential.

IST's ITMS Group. Two areas are moving to MC this weekend. They will be operating out of the CHIP.

11. NEXT MEETING

The next meeting will be held Thursday, December 16th, 2010 at 12:30pm, in E2-3324.

/myk
December 10, 2010

Meltem Y. Kurtman