

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held December 16, 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. CHAIR'S REMARKS**

None.

**2. APPROVAL OF THE MINUTES OF THE MEETING OF DECEMBER 2, 2010 AND BUSINESS ARISING**

Subject to revisions, the minutes of the meeting of December 2, 2010 were approved.

*Exchange Calendar.* Overall, the transition from Bookit to Exchange went very well. There were problems migrating past data for about 100 users so for those users only 2010 data was migrated. Of that group of 100, 22 still had some meetings that could not be imported to Exchange. There are also some issues with duplicates. IST has been in contact with those affected.

*IST's Media Resources and Equipment Loans Move to MC.* The move occurred on December 4<sup>th</sup>.

*Student Printing.* New pricing is set to take effect on January 1st.

**3. CRANSTON AND MILLER'S REPORT ON IT SECURITY – CONTINUED, Alan George**

Committee members will send any additional comments to the Secretary.

**4. PASSWORD STANDARDS, Jason Testart**

Alan George and Jason Testart made some revisions to the [Password Standards document](#) in the areas of password aging and the management of service account passwords. The updates to the aging requirements are aimed at striking the right balance between security and usability. Recognizing that periodic changes of service account passwords have a real potential for service disruption, that update concentrates on managing the risks from staffing changes.

Revisions are as follows:

### ***Aging Requirements***

- *Maximum password age: none*
- *Minimum password age: 1 day*

*Please note that a password age of 126 days (approximately one academic term) is strongly recommended for accounts that have access to information classified as Highly Restricted, unless the information belongs to the owner of the account. Ideally, the same practice should be followed when Restricted information is involved. See [Policy 8](#) for the definitions of Highly Restricted and Restricted information.*

*For example, an account belonging to a student, to access his/her university records, does not have any password aging requirements where an account belonging to a staff/faculty member, with access to student information, should have the recommended password age.*

### ***Managing Passwords for Service Accounts***

*Staff responsible for service accounts should keep an inventory of these accounts. Every service account must have a unique password. A service account password must be changed as soon as reasonably practical after any staffing change involving a person who has had access to the service account password. Service account password changes should be treated like any other system change by using appropriate change control processes.*

Testart also proposed that we consider establishing “bang accounts” for super users on ONA, WatIAM and Maintain (as is the practice for those with elevated privileges in the Windows environment). This would mean that a user could use one password for their regular work and another password for super user activities. Committee members will give this some consideration and discuss in the New Year.

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

*VPN project.* The VPN project team is looking at a two VPN solutions. The next step is to look at pricing and supportability.

*Vulnerability Management Software.* 10 responses to the RFP were received and the list has been narrowed down to 4. Vendor sessions are expected to be held in mid to late January. Anyone interested in attending these sessions is invited to contact Testart.

*Oracle Legacy Patches for Solaris 8.* Pricing has been distributed to members of the Security Working Group.

*Replacing Outdated Equipment.* A reminder that committee members agreed that we would provide our remediation plans by the end of the year. Terry Stewart has submitted a report on where AHS is

and what it plans to do. Others are encouraged to provide information regarding what they are planning to do and are asked to include an estimated timeline.

*New legislation and court rulings.* Testart will monitor developments regarding the new anti-spam legislation as well as a ruling regarding a freedom of information request for a public servants' personal email, stored on a government computer.

#### 6. **UPDATES (VARIOUS TOPICS)**

*Waterloo Userids (Bob Hicks).* As a result of the subcommittee's discussions, Hicks has prepared some [recommendations](#). CTSC members will discuss "where to go from here" in the New Year.

*Student Email (Martin Timmerman).* Discussions regarding moving the remainder of students continue with Engineering, Math, and Science.

*Printing (Marko Dumancic).* Nothing to report.

[Active Directory Consolidation](#) (Martin Timmerman). Nothing to report.

*Microsoft Licensing (Bill Baer).* Nothing to report.

*Green IT (Terry Stewart).* Bill Baer will notify committee members that Lowell Williamson has agreed to serve as chair. The first order of business is to discuss campus printing directions with Retail Services.

*Network Management (Bruce Campbell).*

- Nancy Keane has retired -- IST is recruiting for her replacement.
- With the exception of one firewall in Civil Engineering and one in CS, IST is ready to assume central management of the network on January 1<sup>st</sup>.

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

*SharePoint.* The SharePoint update from the Windows SharePoint Services (WSS) version of SharePoint to SharePoint Foundation 2010 will take place on Monday December 20th. Given the widespread adoption of SharePoint to support day-to-day business operations, it was agreed that updating the services during business hours should be avoided in the future.

*PDAG Seminars.* Upcoming seminars include Wireless (Steve Bourque), VPN Update (Trevor Grove) and a Waterloo CMS Pilot Demo (Eva Grabinski).

*CTSC*

*December 16, 2010*

*Page 4*

**9. NEXT MEETING**

The next CTSC meeting will be held Thursday, January 13, 2011, at 1:30pm, in NH 3001.

/mlc  
December 21, 2010

Melissa Conrad  
Secretary to the Committee