

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held January 13, 2011

PRESENT: Alan George (Chair), Melissa Conrad (Secretary), Bill Baer, 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

Jennifer Keir

REGRETS: Tom Serviss

1. UPDATE ON GOOGLE APPS AND MICROSOFT LIVE@EDU (Jennifer Keir)

Jennifer Keir provided a [report](#) on the Investigation into Google Apps and Microsoft's Live@edu. Topics included:

- [Project Charter](#)
- Project Team
- Canadian Schools using the Cloud
- Others using Google Apps and MS Live@edu
- What is Included
- Learning Management System Integration
- Provisioning Accounts

Next Steps:

- Risk assessment
- Privacy impact assessment
- Contracts, terms of use, SLA
- Exit strategy
- Costs assessment
- Solicit input from students and faculty/staff

2. CHAIR'S REMARKS

Replacing Outdated Equipment. Those who have Solaris 8 machines but have not sent remediation plans to the Chair were asked to do so by the end of January, or at the latest, early in February.

Domain Name Resolutions. The Chair circulated a revised version of the report to CTSC in December and invited comments. The Chair then took the document to Executive Council where it was enthusiastically endorsed.

3. APPROVAL OF THE MINUTES OF THE MEETING OF DECEMBER 16, 2010 AND BUSINESS ARISING

The minutes of the meeting of December 16, 2010 were approved as distributed.

4. CAMPUS SERVICE FOR SYMANTEC ENDPOINT PROTECTION, Martin Timmerman

There is currently more than one implementation on campus. The [IT Task Force Report](#) recommends that duplication could be avoided by providing a campus service.

IST and AHS currently provide service to 6,607 workstations and servers, using three servers, one of which is hosted by AHS. Engineering provides service to Environment, Arts, and Science.

Timmerman noted that IST is ready to provide the service to the campus and asked if we are ready to centralize that responsibility. Timmerman also noted that the technology does provide the facility for distributed management of workstations.

There may not be a lot to be gained, but if centralizing the service can reduce some work for others, we should consider the possibility. It was suggested that Lowell Williamson (AHS) and Tim Farrell (IST) be invited to a meeting to demonstrate how the service works.

5. IT SECURITY UPDATE, Jason Testart

VPN project. The Cisco solution has been chosen and equipment has been ordered. CSCF was thanked for allowing Trevor Grove the time to lead the project.

Vulnerability Management Software RFP. Presentations on Vulnerability Assessment Software are being held and consist of four, 2.5 hour, sessions from vendors. Representatives from across campus have been invited to attend these sessions. These tools support a decentralized operating model allowing delegates outside IST to operate them and do their own vulnerability scans.

Solaris. The xhler architecture master for Solaris 9 will be retired shortly. Testart will supply a list of machines running Solaris 9. The Solaris 8 architecture master will be retired in August 2011.

Equipment Theft and Breaches. Committee members were asked to notify Testart's group as soon as possible if they encounter a breach, including breaches as a result of equipment theft. Notification may be required for privacy legislation, PCI compliance, etc.

6. UPDATES (VARIOUS TOPICS)

Waterloo Userids (Bob Hicks). A [web page](#) has been created which summarizes WatIAM credentials, email addresses (generic, friendly), and implications when a userid is changed. Committee members were asked to contact Hicks if they have any suggestions to improve the page.

Student Email (Martin Timmerman). The remainder of Engineering and Science students may move during reading week. The remainder of Math students (non-CS) will move April 2011 at the earliest. As part of this service, a greylisting opt-out service will be provided.

Printing (Marko Dumancic). Nothing to report.

Active Directory (Martin Timmerman). Timelines are being developed.

Microsoft Licensing (Bill Baer). Nothing to report.

Green IT (Terry Stewart). A meeting is scheduled on January 31st. Retail Services has been invited.

Network Management (Bruce Campbell). As of January 1st, IST has assumed management of the campus network. Costs of wiring and equipment acquisition for new buildings or major renovations are expected to be included in the project budget. IST will fund maintenance and incremental expansion. Priorities will be established and central funding should meet the needs of most stakeholders.

8. OTHER BUSINESS

Exchange Calendar. Please contact Bob Hicks if you have a group requiring additional support. IST's Client Services will make a "house call".

9. NEXT MEETING

The next CTSC meeting will be held Thursday, January 27, 2011, at 1:30pm, in NH 3001.

/mlc
January 21, 2011

Melissa Conrad
Secretary to the Committee