

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held January 27, 2011

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

REGRETS: Bruce Campbell, Andrea Chappell, Bill Ince

1. CHAIR'S REMARKS

Schedule. The February 10th meeting will begin at 2:30pm. The February 24th meeting will be cancelled.

Network Issues. We have been having difficulties with our ORION service. The problem is now corrected, but it does highlight the importance of network connectivity. We are currently in the RFP process to replace our passive backup service and our intention is to acquire a fully symmetric service so we would have two live services. When one service goes down we will still have adequate capacity to serve the institution.

2. APPROVAL OF THE MINUTES OF THE MEETING OF JANUARY 13, 2011 AND BUSINESS ARISING

The minutes of the meeting of January 13, 2011 were approved as distributed.

3. SOFTWARE PROCUREMENT, Alan George

Procedure 1 (<http://www.secretariat.uwaterloo.ca/Procedures/procedure1.htm>) describes the approval requirements for acquisition within specific dollar ranges or for specific uses. Article 8 of Procedure 1, indicates that all software acquisitions or contracts under \$200,000 should be approved by the Associate Provost, IST and a Director, IST. The Chair stated that he does not need to review and approve the purchase of every single software package, but suggests that it would be appropriate to contact Sandra Laughlin, IST, to check if agreements/arrangements already exist for a given package on campus, and to allow Sandra to track acquisition patterns and identify software that should be considered for campus site licensing.

4. OFFICIAL STUDENT EMAIL ADDRESS, Alan George

Committee members discussed procedures for sending email to students and receiving email from students.

Sending email to students:

All official email from the University is sent to userid@uwaterloo.ca. That said, students may redirect mail to an off campus address in WatIAM. Mail will go through mailservices before it is re-directed to their WatIAM specified e-mail address. This ensures that a log entry will be created to indicate that a message was sent and forwarded as requested.

Receiving email from students:

The Chair indicated that this issue had been discussed at UCIST and that while some instructors tell their students they will only correspond with a uWaterloo email address, no decision was made to enforce that requirement.

Students are advised in the [Official Student Email Address](#) statement that mail from a UW account may receive a higher priority than mail sent from off-campus. The Chair and Secretary will create a more prescriptive paragraph which will advise that in fact, mail may be rejected outright. The paragraph will be distributed to CTSC for review and then UCIST for approval.

5. *CAMPUS SERVICE FOR SYMANTEC ENDPOINT PROTECTION, Martin Timmerman*

From the CTSC meeting of January 13, 2011, two items regarding SEP came up in the discussion:

1. The desired ability to control policies for individual units or have input into policy development
2. How many SEP servers are in place on the campus

Policy Control

- Various IT staff members are provided with "management console" capability to manage workstations in specific areas.
- AHS has full control of policy administration to manage workstations. AHS has used this feature to provide different policies for lab machines, office machines and home machines.
- The "top level" of policy is generic as provided by Symantec. Each group can choose their own and share best practice and/or experience.

Symantec Endpoint Protection Version 11 is supported by four servers on campus:

- IST/AHS cluster: epsymantec, milton, ahs2008-v
- Engineering Computing: bebop

A number of servers (20+) still exist or may still exist to support the previous version of Symantec AntiVirus:

- Engineering Computing: clipper
- Possible other servers in Engineering, Science, Mathematics, others

Next steps:

1. Timmerman will ask Tim Farrell to go through this list of servers and encourage people using the previous version to move to SEP Version 11.
2. We need to think about whether we want a single service or if we want two. There isn't a huge amount of work to managing two services, but it is possible to just have one service with distributed administration.

This topic will be revisited after Farrell has reviewed the list and contacted relevant parties.

6. *IT SECURITY UPDATE, Jason Testart*

VPN Project. The hardware has arrived. Trevor Grove and Steve Carr are preparing user documentation.

Vulnerability Management Software RFP. There is one vendor presentation remaining. The RFP team will discuss the presentations on Tuesday, February 1st and pilot projects may be arranged.

Laptop Encryption. The CHIP is now encrypting laptops. Testart will look into methods for encrypting BlackBerrys.

Tracking the Status of Security Incidents. The mitigation or solution employed is not always reported or tracked. The security group will consider setting up an RT sub-system to track incidents and also provide a mechanism for feedback on what actions were taken.

7. *UPDATES (VARIOUS TOPICS)*

Waterloo Userids (Bob Hicks). Discussion of proposed changes to the userid algorithm will likely be shelved until all campus systems can handle userids with more than 8 characters.

Student Email (Martin Timmerman). A prototype web page for grey listing opt-out is ready for testing.

Printing (Marko Dumancic). A meeting will be held in February.

Active Directory (Martin Timmerman). The [AD Consolidation Project](#) team has been meeting regularly. A naming convention and structure for Active Directory Organizational Units (OUs) has been agreed on and will be distributed to CTSC.

Microsoft Licensing (Bill Baer). Microsoft will offer sessions to demonstrate the potential of the CALS included in the Campus Agreement.

Green IT (Terry Stewart). A meeting will be held on January 31st.

Network Management (Bruce Campbell). Covered under Chair's Remarks.

8. OTHER BUSINESS

Desktop Rollover. Representatives from the faculties will be invited to participate in the next RFP process (Spring 2012). Faculties will also be invited to send a representative to an upcoming "midterm report" meeting with our current vendor, Metafore. Ordering processes and other items will be discussed. Hicks will distribute details to the group.

9. NEXT MEETING

The next CTSC meeting will be held Thursday, February 10, 2011, at 2:30pm, in HH 373.

/mlc
February 4, 2011

Melissa Conrad
Secretary to the Committee