

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held February 10, 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, Tom Serviss, Terry Stewart

REGRETS: Jason Testart, Martin Timmerman, Roy Wagler

1. CHAIR'S REMARKS

Laptop Encryption. The Chair reminded committee members that the infrastructure is now in place to encrypt laptops. The majority of information stored on laptops could be characterized as sensitive so we need to encourage encryption. People are invited to drop off their laptops in the CHIP or IT staff can download the software here:

http://ist.uwaterloo.ca/download/package_info/securedoc.html

2. APPROVAL OF THE MINUTES OF THE MEETING OF JANUARY 27, 2011 AND BUSINESS ARISING

The minutes of the meeting of January 27, 2011 were approved as distributed.

Business Arising - Symantec. Timmerman did undertake to find out which servers on his report are still in existence to support the previous version of Symantec and which are false positives. This will be an agenda item at the next meeting.

3. PROPOSED CHANGE TO OFFICIAL STUDENT EMAIL ADDRESS, Alan George

Committee members discussed proposed changes to #7 of the statement which currently reads:

7. Students should be aware that mail from a UW account may receive a higher priority than mail sent from off-campus.

Based on the discussion, a revised version will be distributed to the group for review. The Chair will then take the proposed revision to UCIST for approval.

The group also discussed how typical users would translate a friendly email address to a person's first/surname in WatIAM. Committee members were informed that email addresses can now be verified in WatIAM.

4. CHANGING WATIAM AND NEXUS PASSWORDS, Marko Dumancic

There are instances where a user's Nexus and WatIAM passwords are different and the user needs to change their WatIAM password, but does not remember their Nexus password. In this case, the user cannot log onto a lab machine to change their WatIAM password (due to the forgotten Nexus password).

A notice will be placed on the webpage advising people in this situation to go to the helpdesk or a public machine that does not require authentication.

5. ONBASE SUPPORT, Marko Dumancic

Departmental IT staff are not in a position to provide appropriate support when there is a problem. The main page will be revised to direct users to the RT system rather than their departmental IT staff. The FAQ page is also being revised.

6. IT SECURITY UPDATE, Alan George for Jason Testart

VPN project. Some additional hardware has been ordered. Trevor Grove and Stephen Carr will be working on documentation.

Vulnerability Management Software RFP. There will be a 2 to 3 week evaluation with the two finalists.

BlackBerry Encryption. Testart distributed information to the group and posted to <http://ist.uwaterloo.ca/security/encryption/>

Solaris Plans. Testart is waiting for reports from a couple of groups. He is currently preparing a report for the Audit Committee and it would be helpful if he receives information from everyone regarding the direction they are heading and how long it is going to take.

7. UPDATES (VARIOUS TOPICS)

Waterloo Userids (Bob Hicks). This was discussed at UCIST and will be shelved for now.

Student Email (Martin Timmerman). Engineering will move remaining students during Reading Week. Science and Math will move the remainder of their students at the end of this term.

Printing (Marko Dumancic). Meeting to be scheduled soon.

Active Directory (Bruce Campbell, Erick Engelke, Martin Timmerman). This group meets bi-weekly. A naming conventions document will be distributed to CTSC.

Microsoft Licensing (Bill Baer). A Microsoft seminar will be held on February 28th.

Green IT (Terry Stewart). A meeting has been held:

- Retail Services attended and discussed planned initiatives.
- The Green IT group will make a presentation to STAC.
- Lowell Williamson would like to serve on the next Desktop Rollover Selection committee.
- A course assignment printing survey was done in Arts. The committee will review the survey and possibly rerun it in other areas.
- Social media will be discussed at the next meeting (March 4th).

Network Management (Bruce Campbell). Four buildings will be completed this year. Previously we have been doing one RFP per building, but in this case Campbell would like to do a single RFP for all four.

8. *OTHER BUSINESS*

Associate University Librarian, Digital and Discovery Services. Allan Bell's replacement has been hired and will start on July 4th.

9. *NEXT MEETING*

The next CTSC meeting will be held Thursday, March 10, 2011, at 1:30pm, in NH 3004.

/mlc
February 27, 2011

Melissa Conrad
Secretary to the Committee