

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held March 10, 2011

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

REGRETS: Andrea Chappell, Tom Serviss

1. CHAIR'S REMARKS

WaterlooWorks Cancellation. The WaterlooWorks project has been cancelled. The two overriding concerns were scalability and sustainability. The University's internal auditor, Deloitte, will conduct a review. The report will initially go to the Board Audit Committee, but the Chair hopes that the essential elements of the report will be made available to CTSC.

2. APPROVAL OF THE MINUTES OF THE MEETING OF FEBRUARY 10, 2011 AND BUSINESS ARISING

The minutes of the meeting of February 10, 2011 were approved as distributed.

The revision to the [Official Student Email Address](#) was flagged as a discussion item for a future meeting.

3. CAMPUS FILE STORE SERVICE, Alan George

The Department of Psychology approached IST about providing network file store and some other infrastructure services. In addition, Terry Stewart and Alan George have discussed the possibility of IST enlarging its file store services to serve AHS. The incremental cost to enlarge the current system is modest and incremental work in managing it would be minimal. In addition, distributed management is possible. Developments will be reported to CTSC.

The Chair signaled that there is a big move by major granting councils to attach a stipulation that as part of the funding agreement, the grantee must agree to make data arising in connection with the research available to others. We may need to provide infrastructure and if we do, the Chair is hopeful that we will do so collectively.

4. LMS SELECTION, Alan George for Andrea Chappell

The RFP has closed and a selection has been made. Meetings with the vendor to discuss pilot and rollout support are currently underway. Chappell will provide additional information at the next meeting.

5. **SYMANTEC ANTIVIRUS REPORT, Martin Timmerman**

Tim Farrell is contacting people with servers still in existence to support the previous version of Symantec. He will offer assistance to move them to Symantec Endpoint Protection.

6. **STAC REPORT, Bob Hicks**

The most recent STAC meeting was held on February 15th. Discussion topics included:

- Student Portal and Open Data Initiative will be part of the Student Success Office
- Computing help desks (a student suggested a centralized help desk in SLC)

The next STAC meeting will be held on March 24th. Hicks will distribute the agenda.

7. **LENOVO/METAFORE MEETING REPORT, Bob Hicks**

BHicks chaired a meeting with Lenovo/Metafore on Wednesday February 23 where current issues and future products were discussed. The meeting was attended by people from IST, two people from the faculties who order from Lenovo (Barb Yantha from ACO, Mary Burden from Environment), and Donna Foreman from Procurement.

Issues discussed included:

- Prices should be reviewed now that the Canadian dollar is at par with the US dollar.
- Lenovo is looking at ways to speed up non-standard orders (currently takes 3 or 4 weeks).
- Web experience needs to be improved.

Next RFP process will be in 2012 (process will begin in the fall of 2011) and faculties will be invited to participate.

8. **TELECOMMUNICATIONS ROOMS AND NETWORK CABLE INSTALLATION, Bruce Campbell**

IST's Network Services is working with Plant Operations on a key tree for campus telecommunications rooms. Prior to the meeting, Campbell distributed some background information:

<http://ist.uwaterloo.ca/~bruce/CampusTelecommunicationsRoomsAndNetworkCableInstallation.pdf>

The above document also included a description of planned changes to IST's cabling labour rate:

- According to submitted cable records, Engineering Computing is the only group outside IST installing network cabling.
- CTAG is being dissolved. Jim Stockie will work directly with Engineering Computing on standards and records.
- IST will reduce network labour rate to \$30/hour (from \$45). IST has sufficient staff to handle all campus network cabling.

Campbell asked CTSC members to distribute this document in their respective units and to send him any comments.

9. *AUGMENTING IST NETWORK SERVICES, Bruce Campbell*

IST has responsibility for funding of the campus network infrastructure, both for incremental expansion, and periodic renewal during campus wide network upgrade initiatives, subject to:

- Time and materials charges for new network drops, for work performed by IST
- Funding for new buildings and major renovations to continue to be funded through building project costs.
- Equipment, maintenance, and external internet service costs for residence networks paid by Housing

As this is the first year of this model, and priorities/timing/details on campus network upgrades over the coming year have not yet been established, Campbell has had some questions on how groups can contribute local funding/resources to augment central funding/resources. In response, he prepared the following draft document:

<http://ist.uwaterloo.ca/~bruce/AugmentingISTNetworkServices.pdf>

Revisions have been suggested. Campbell will revise the document to incorporate suggested revisions.

10. *IT SECURITY REPORT, Jason Testart*

- Prior to the meeting, Testart distributed two documents that formed his most recent update to the Board Audit Committee.
- Testart will work on implementing a password aging reminder.

11. *UPDATES (VARIOUS TOPICS)*

Student Email (Martin Timmerman). Engineering moved to mailservices during reading week. Science and the remaining Math students (non-CS) will move at the end of the term. Jennifer Keir is gathering together a standard set of documentation for all users.

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

Active Directory (Bruce Campbell, Erick Engelke, Martin Timmerman). Erick Engelke will be seconded to IST for 50% of his time, and will serve as technical and project lead for the AD consolidation project.

Microsoft Licensing (Bill Baer). No update.

Green IT (Terry Stewart).

- A website has been created (<http://gitag.uwaterloo.ca/>).
- The group met with Plant Ops -- ways to monitor power usage in individual buildings are being investigated.
- Looking at a campus-wide student printing survey.
- Excitement regarding the new Microsoft System Center Configuration Manager and that it can report on power consumption and manage power.

Network Management (Bruce Campbell). 100 access points in the libraries and SLC are being updated. To date, between 40 and 50 have been deployed.

8. *OTHER BUSINESS*

Virtual Private Network. Trevor Grove provided a [VPN presentation](#) at a recent IST Professional Development Seminar.

9. *NEXT MEETING*

The next CTSC meeting will be held Thursday, March 24, 2011 at 1:30pm in NH 3004.

/mlc
March 17, 2011

Melissa Conrad
Secretary to the Committee