

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held May 5, 2011

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

REGRETS: Andrea Chappell, Marko Dumancic, Roy Wagler

1. CHAIR'S REMARKS

None.

2. APPROVAL OF THE MINUTES OF THE MEETING OF APRIL 21, 2011 AND BUSINESS ARISING

The minutes of the meeting of April 21, 2011 were approved as distributed.

UCIST items. There was not time at the most recent UCIST meeting to raise the question regarding public versus private documentation, but the Chair plans to raise it at an upcoming meeting. There was a brief discussion regarding format for student communications.

3. STUDENT EMAIL: NEXT STEPS, Martin Timmerman

Effective May 1, 2011 all six faculties have migrated email for undergraduate students to the campus *mailservices* service, replacing individual faculty provided email services. With this major initiative completed, some discussion and resulting action on related topics are appropriate. Through consultation with IST staff, CTSC, and other interested parties on campus, the following are suggested:

- Documentation: Although IST has now provided documentation regarding *mailservices* on the web at *mailservices* email, there exists other supporting documentation on a number of campus websites.
- myWaterloo: The list of email servers provided for myWaterloo login was developed over time and could be refreshed to provide an accurate reflection of current campus email usage.
- UWdir integration: Prior to the implementation of WatIAM in 2009, UWdir provided a mechanism for bulk load of email addresses from faculty email servers to UWdir. This is known as the "uwdir-submit" service or the "parse/email" function on *ego*. Can this service be retired?

- Awareness: In June 2010, the Registrar's Office provided information to incoming students regarding their *mailservices* email address. What awareness mechanisms for incoming students should be in place on a continuous basis?
- Completeness: The Extract file provided by WatIAM provides clues regarding student or employee status, but not definitive information. From the clue of the department field in the Extract file, a number of people are thought to be students and still have preferred email on a UW server other than *mailservices*. Should these be examined and migrated if appropriate?
- Graduate students: The provisioning for graduate students has not been completely clear, offering the choice of *connect* (Exchange Server) or *mailservices*. This ambiguity means many graduate students are not on either of these campus email servers, and are still hosted by faculty, departmental or research group email servers.

Timmerman will be seeking advice from CTSC members (or representatives nominated by them). Based on these discussions, Timmerman will develop an agenda of things to do.

4. EXCHANGE MIGRATION, Martin Timmerman

IST is seeking CTSC's assistance to get more groups and departments using the *connect* service. Usage continues to grow, but by single users everywhere. A coordinated effort to migrate groups of users instead of individuals was suggested and Timmerman offered IST services to help with the migration. CTSC members have agreed to promote the migration of employees to the Exchange email and calendar system, with a target date of December 31, 2011 for completion. Some units have internal schedules that may preclude meeting this date.

5. IT SECURITY UPDATE, Jason Testart

Vulnerability Management Software. At a previous meeting, Testart agreed to add a collection of examples and implications of these vulnerabilities to the 'procedures' document to help explain to staff and faculty members why we are doing this and why it is important. Prior to the meeting, Testart distributed a list of example vulnerabilities, sorted by type and severity.

Colin Bell is available as a resource when people are using the tool to help run reports, etc.

CTSC members who have not yet provided information regarding how they would like the software set up in their respective jurisdictions were asked to contact Colin Bell.

6. UPDATES (VARIOUS TOPICS)

Student Email (Martin Timmerman). The remainder of the students were migrated to *mailservices* during the week of April 26th.

Printing (Marko Dumancic). No update

Active Directory (Erick Engelke). Working on documentation and test environments.

Microsoft Licensing (Bill Baer). No update.

Green IT (Terry Stewart). Next meeting is May 6th. Rick Zalagenas from Plant Operations will attend.

Network Management (Bruce Campbell). Spares exist in various areas and rather than have them sit and become outdated, they could be used in an area with an immediate need. There is no intention of surreptitiously moving gear out of a unit; it is just a more effective management of equipment. This will be discussed at the next CNSC meeting.

8. OTHER BUSINESS

Disaster Recovery. IST has some commitment for space in the RAC building for the creation of a second machine room. Various options are being reviewed.

9. NEXT MEETING

The next CTSC meeting will be held Thursday, June 2, 2011, at 1:30pm, in NH 3001.

/mlc
May 20, 2011

Melissa Conrad
Secretary to the Committee