

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held June 2, 2011**

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

REGRETS: Marko Dumancic

**1. CHAIR'S REMARKS**

None.

**2. APPROVAL OF THE MINUTES OF THE MEETING OF MAY 5, 2011 AND BUSINESS ARISING**

Subject to a change, the minutes of the meeting of May 5, 2011 were approved.

*Private versus Public Documentation.* The Chair reported that the item regarding public versus private documentation has been discussed at UCIST, but there was no resolution. He will raise this item again at a future UCIST meeting.

*Disaster Recovery.* As previously mentioned, IST has a commitment of space in the RAC building. Various options and costs were explored and have been submitted to the Provost for review.

**3. IMPLEMENTATION OF IT TASK FORCE RECOMMENDATIONS, Discussion**

A document has been created to assist in tracking progress in the [implementation of the IT Task Force recommendations](#). The document has been updated periodically.

Committee members were asked to send any comments to the Secretary.

**4. IT SECURITY UPDATE, Jason Testart**

Deadline date to retire unsupported Solaris hosts:

Committee members agreed that absolute best efforts will be made to retire unsupported Solaris hosts before the end of 2011. It was also agreed that any machine still running anything older than Solaris 10 at that time will be isolated so it is not accessible from outside.

Report on progress regarding fixing vulnerabilities:

Testart's group has had mixed success with attempts to resolve these issues. The committee agreed that if Testart's group has not received a response after a reasonable amount of time, the recipient of the notice should be reminded (with a copy to the relevant member of CTSC) that the machine may be taken off the network if the vulnerability is not fixed.

Information Security for Research:

The Office of Research requires that a cover sheet be completed for every contract and grant application researchers submit. The cover sheet is intended to inform the Office of Research about the project and identify potential risks. The cover sheet is currently being revised to include a new entry relating to the security of information classified as Restricted (see Policy 8).

Testart and staff in the Office of Research are working on the exact wording for the cover sheet and are considering including a pointer to a web page containing more information:

<http://ist.uwaterloo.ca/security/policy/research.shtml>

Testart requested that CTSC members review the document and send him feedback.

## 5. **UPDATES (VARIOUS TOPICS)**

*Student Email (Martin Timmerman).* A number of "clean up" items are in progress.

*Exchange Migration.* Some reports on progress:

- [Campus Group Summary](#), showing email preference
- [Progress of promotion effort](#) in various areas
- List of [faculty, department, research](#) email servers still in use

Currently, by default graduate students are provided with a mailservices account. If a decision is made to give graduate students connect accounts, we will need to think about how this will be managed.

*Printing (Marko Dumancic).* The sub-committee is reviewing the list of recommendations/requirements. The group is also looking into naming standards for printers.

*Active Directory (Erick Engelke).* Test accounts have not successfully been moved with batch process, but Engelke hopes to have that sorted out soon.

*Microsoft Licensing (Bill Baer).* A meeting, with a representative invited from each faculty, will be held on June 23rd to discuss the process for deployment of Office 2010.

*Green IT (Terry Stewart).* Nothing to report

*Software Vulnerability Management (Jason Testart).* Nothing to report.

**8. OTHER BUSINESS**

*BlackBerry Enterprise Server.* IST will be conducting an upgrade of the Blackberry Enterprise Server (BES) on the morning of June 7th. During the upgrade, delivery of email to Blackberry devices subscribed to the IST BES server will be delayed. In an attempt to allow future upgrades to proceed without any disruption to service, Timmerman will investigate implementation of a redundant setup of BlackBerry Enterprise Server.

*Campus Help Desks.* Hicks is surveying help desks across campus to determine what services they offer and will use this information to create a list of core services which all help desks should provide. Training will be provided where required.

Regarding support outside of core business hours, some other universities have computing help desks within their libraries. Carl Nagel and Bob Hicks have been discussing possibilities. There is also an IT help desk in Housing which makes use of an online chat service.

**9. NEXT MEETING**

The next CTSC meeting will be held Thursday, June 16, 2011, at 1:30pm, in NH 3001.

/mlc  
June 10, 2011

Melissa Conrad  
Secretary to the Committee