

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held September 22, 2011

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

Pascal Calarco, Eva Grabinski, Will Lewis

REGRETS: Marko Dumancic, Keith McGowan, Carl Nagel, Martin Timmerman

1. EXCHANGE CALENDAR (Will Lewis)

Will Lewis provided an update on Exchange Calendar. Topics included:

- Outlook Patches
 - Several problems have arisen because clients were using outdated versions of Outlook that had never been patched. It's important that clients are using patched versions of Outlook.
- It is now possible to publish your calendar as a webpage
- Still working on how to populate calendars with University holidays.
- Resource set ups can be complicated. Please contact the IST help desk if assistance is required.
- An [Advanced Exchange Calendar](#) course will be offered in October.

2. CAMPUS IT INVESTIGATIONS (Andrea Chappell, Bob Hicks, Eva Grabinski)

Three areas of campus activity and interest have been identified where cohesive and collaborative strategies would benefit campus. The three areas are:

1. Mobile Applications
2. Digital Asset Management (DAM)
3. OFIS as Common Data Layer

A gathering of stakeholders to participate in an information collecting session is planned for later this fall. After an initial meeting is held to discuss each of the three topics, a report will be prepared for UCIST.

Committee members were asked to try to identify people who might have an interest in getting involved and forward those names to Chappell.

Details regarding the investigations can be found here:

https://ist.uwaterloo.ca/as/ctsc/documents/dam_mobile_ofis_planning_ctsc.pdf

3. CHAIR'S REMARKS

None.

4. APPROVAL OF THE MINUTES OF THE MEETING OF SEPTEMBER 8, 2011 AND BUSINESS ARISING

Subject to some changes, the minutes of the meeting of September 8, 2011 were approved.

5. DATA ENCRYPTION, Alan George

We are all aware that there is more and more public concern about protecting private information. Many of us carry around private information on our laptops. Laptops occasionally go missing and this does have the potential to, at the very least, embarrass the institution. It could also cause a huge amount of work if we need to notify people that their information has gone public. It is important that we encourage people to encrypt laptops, USB drives, and other portable storage devices.

The Chair will raise this issue at Deans' Council and/or Exec Council and seek advice.

A broader issue raised was the University's risk management regarding cloud services. This item will be discussed at a future meeting.

6. MASS EMAILING FOLLOW-UP, Bob Hicks

Mass emails to all faculty and staff:

- CPA's responsibility
- HR generates lists of employees -- is HR generating all the lists we need?

Mass emails to faculty/staff in a particular faculty

- Will become the responsibility of the Dean's Office (or designate) in the faculties.
- Hicks will organize training. He may require help from CTSC members to identify the relevant person in each faculty

Mass emails to undergrads (either all or a specific faculty)

- This is now a formal responsibility of the Registrar's Office

Emails to grad students

- Will be distributed by the Graduate Studies Office (but no discussions have occurred yet).

Committee members mentioned that many areas maintain their own lists which are a little more stable and deal with cross appointees, post docs, and others who may not fit neatly in one area. Hicks will pursue this further.

To help people understand the process for sending mass emails to various groups, a web page will be created.

7. UPDATES (VARIOUS TOPICS)

Student Email (Bob Hicks). Engineering students have now moved.

Exchange Migration (Bill Ince, Paul Miskovsky). Working to create *connect* accounts now for everyone except undergrads in CS and Science and forward mail back to uwaterloo.ca.

Printing (Bill Ince). The subcommittee's initial goal will be to make it convenient to print for students who pay to print. The second phase will address faculty and staff printing.

Active Directory (Erick Engelke).

- 300,000 accounts have been moved to Nexus from ADS.
- Finalizing details regarding WatIAM creating accounts in Nexus.
- Starting to think about migrating workstations

Green IT (Terry Stewart). Tim Farrell and Lowell Williamson provided a report at a recent PDAG seminar. The [Green IT printing survey](#) is now available online and has been announced in the Bulletin. The survey will close October 10th and results should be available a week or two later.

IT Security (Jason Testart). Regarding laptop encryption, we are using WinMagic as our commercial solution, but there are still some issues with new Macs running OS X Lion. That said, Macs running Lion come with FileVault 2 which offers full disk encryption. In addition, key escrow is optionally provided by Apple.

Testart reminded the committee that he is seeking feedback regarding the draft [Standards for Secure Hosting](#) document.

Testart's group is currently reviewing RFP responses for the Security Event and Incident Management (SEIM) system. They plan to identify a "short list" and will then schedule vendor presentations. Campus IT staff will be invited to the sessions.

8. OTHER BUSINESS

Student Technology Advisory Committee. The next STAC meeting will be held on October 4th. Hicks will distribute the agenda to CTSC.

9. NEXT MEETING

The next CTSC meeting will be held Thursday, October 6, 2011, at 1:30pm, in NH 3001.

/mlc
September 30, 2011

Melissa Conrad
Secretary to the Committee