

*University of Waterloo*

**COMPUTING TECHNOLOGY AND SERVICES COMMITTEE**

**Minutes of the Meeting held October 6, 2011**

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

REGRETS: None

**1. CHAIR'S REMARKS**

None.

**2. APPROVAL OF THE MINUTES OF THE MEETING OF SEPTEMBER 22, 2011 AND BUSINESS ARISING**

Subject to some changes, the minutes of the meeting of September 22, 2011 were approved.

**3. IMPROVING WIRELESS IN CLASSROOMS, Bruce Campbell**

Committee members provided Campbell with feedback regarding the following discussion items:

- Assessing current coverage
  - Visits to rooms
  - Feedback from help desks
  - Small number of tickets in RT
  - Residence technology services survey gives some insight into wireless service, but coverage and usage density differs from main campus
  - Statistical analysis of usage data, based on some assumptions about AP capacity
  - Surveys, targeted or general
- Requirements
  - Minimal pedagogical requirements for wifi in classrooms
  - Students expect wireless to work well everywhere
  - Determining real requirements may not be possible
  - Prioritization of upgrades is useful
- How to improve service in classrooms
  - Adding APs
  - Follow best practices from vendor
- How to confirm service has been improved

- Pilot one or two buildings, plan for 100% coverage in all lecture rooms (all seats in all lecture rooms using wifi device)
- Targeted before and after surveys for such buildings

At the time a pilot is done in one or two chosen buildings, Campbell may ask for the assistance of coops working in those buildings to help measure service.

**4. DISASTER RECOVERY PLAN ASSESSMENT (Martin Timmerman)**

Deloitte, our internal auditors, have provided a report on our disaster recovery plan. Basic findings were that IST should have a second machine room (currently in design phase). Also, a disaster recovery framework and a plan are required.

The second aspect was that we should have a better system in place to identify which of our major services can tolerate down time and how quickly services would need to be restored on each system. The preparation of this business impact analysis has begun.

There were also recommendations regarding redundancy for the network and that we do periodic disaster simulation tests be conducted.

The Chair observed that the Audit Committee is keenly aware that IT is highly distributed and that there are major IT activities outside of IST. It is possible that in the future, the faculties may be asked to provide details regarding their disaster recovery plans. For reference, the Chair will seek approval to make the Disaster Recovery Plan Assessment available to CTSC members.

**5. STAC UPDATE (Bob Hicks)**

The first STAC meeting of the fall term was held on October 4<sup>th</sup>. Topics included:

- Update of LMS – plans for STAC involvement (Andrea Chappell)
- Open data and portal (Giles Malet)
- Student Success Office – Student Innovation (Jesse Rodgers)
- Student Technology Team (Jesse Rodgers)
- Bookneto (Iyinoluwa Aboyeji)

Hicks reported that there was a lot of discussion about writing mobile apps. This effort needs to be organized. One of the critical elements is to provide students with access to the data and guidelines regarding what information they can use.

**6. PRINTING SUBCOMMITTEE REPORT**

The report will be distributed soon, for discussion at the next meeting.

**7. UPDATES (VARIOUS TOPICS)**

*Student Email (Martin Timmerman).* On September 21, over 3,000 accounts were moved from engmail to mailservices.

*Exchange Migration (Martin Timmerman).* There are now 3,300 users. IST is in active discussions with Science to move faculty/staff. IST is also in discussions with Computer Science and various departments in Engineering.

*Active Directory (Erick Engelke).* Nothing to report.

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

*IT Security (Jason Testart).* The proposed [Standards for Secure Hosting](#) document has been reorganized. Testart asked committee members to review the document and send him any comments.

Progress is being made with respect to removing Solaris hosts, toward the soft objective of having this complete by the end of the year. For reference, Testart will provide committee members with a current list.

Testart will prepare a new report on vulnerabilities per capita in advance of the November 8<sup>th</sup>, Audit Committee meeting. It has been noted that some vulnerabilities identified in these reports and labelled as severe are not actually severe. An effective way to mark these false positives is being sought so they do not come up on an ongoing basis.

**8. OTHER BUSINESS**

*IST Machine Room Firewall Reconfiguration.* Due to the reconfiguration, there will be a network outage between 6:00am and 8:00am on Thursday, October 13<sup>th</sup>. During this time period, 20% of our DNS servers will remain available.

**9. NEXT MEETING**

The next CTSC meeting will be held Thursday, October 20, 2011, at 1:30pm, in NH 3001.

/mlc  
October 13, 2011

Melissa Conrad  
Secretary to the Committee