

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held October 20, 2011

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

Don Duff-McCracken

REGRETS: Bob Hicks, Bill Ince, Carl Nagel

1. PRINTING SUB-COMMITTEE'S REPORT (Don Duff McCracken)

Prior to the meeting, the Printing Sub-committee distributed a document which identified best practices for providing a seamless printing experience for students. Don Duff-McCracken, the sub-committee's chair, joined the group to discuss the document and share recommendations.

The focus of the document was improving services for students who pay to print to University-owned printers. The sub-committee believes the key component is to provide a consistent user experience across campus.

The sub-committee recommended that CTSC support a centralized accounting/spooling system, coupled with a distributed management system. While starting with students only, the selected tool should be scalable for possible later adoption at the faculty/staff level (for reporting purposes).

The committee agreed to proceed as suggested as a first step, bearing in mind linkages between green IT and printing. The next phase will be looking at the printing devices themselves and attempting to identify common, Green IT Advisory Group approved machines.

2. CHAIR'S REMARKS

Researcher Needs and Possible ORION Services. The Chair has received a request from ORION to poll the research community as to what additional services they might see ORION providing. UCIST members have been asked to poll their respective groups and provide input. CTSC members are also invited to pass on any suggestions.

3. APPROVAL OF THE MINUTES OF THE MEETING OF OCTOBER 6, 2011 AND BUSINESS ARISING

The minutes of the meeting of October 6, 2011 were approved as distributed.

4. WIRELESS FOLLOW-UP DISCUSSION, Bruce Campbell

Upgrades in the eight most heavily used buildings are planned. This would bring these buildings to the same standard as new buildings, approximately 2000-3000 square feet per access point, with full a/b/g/n service. These buildings, and recent buildings E5, EV3 and M3, account for 65% of main campus wireless usage.

Access points that are replaced in the eight buildings may be redeployed in other buildings on campus.

5. NETWORK DESIGN TO FACILITATE SHARING MACHINE ROOMS (Bruce Campbell)

Campbell reviewed a document he distributed which suggested a possible network topology for shared machine rooms to support shared vlans. In this model, faculty server room switches would be disconnected from faculty aggregation device, and connected to IST machine room aggregation device.

- Faculty server rooms can leverage central firewalls and server load balancers.
- Equipment can be migrated between any server rooms, and retain IP address.
- Layer 2 redundancy mechanisms can be used in all machine rooms
- IST machine room 10 gigabit upgrades complete, include router with Virtual Route Forwarding (VRF). Can create virtualized routing/firewall services to support multiple groups with different needs.
- 10 gigabit upgrades in core in progress. Can easily accommodate greater amount of traffic through core, as faculty users pass through core, to reach faculty servers.
- Firewall and Server Load Balancers are scalable, with addition of modules and/or licenses for added throughput.
- Security zone implications, desire to segregate traffic would lead to additional firewall policies.

The Chair asked committee members to think about whether there is an opportunity to collaborate.

6. CLOUD COMPUTING: RISK MANAGEMENT (Jason Testart)

The group shared experiences regarding storing data in the cloud to help inform discussions that Testart will have with Karen Jack of the Secretariat. Testart and Jack intend to come up with a set of guidelines regarding what processes should be followed when we are using the cloud for storage of sensitive information.

7. UPDATES (VARIOUS TOPICS)

Student Email (Martin Timmerman). No update.

Exchange Migration (Martin Timmerman). No update.

Active Directory (Erick Engelke). The last few steps necessary to allow WatIAM to do account creation for Nexus are in progress. Engelke is working with staff in the faculties to move all remaining accounts to the new structure. IST is moving their staff to the new structure on November 3rd. The team has been proceeding cautiously so that all this movement will be as seamless as possible and hopefully cause no disruptions in service.

Green IT (Terry Stewart). Nothing to report.

IT Security (Jason Testart). The latest software vulnerability report has been circulated. An update regarding Solaris 8 status will be distributed soon.

8. OTHER BUSINESS

None

9. NEXT MEETING

The next CTSC meeting will be held Thursday, November 3, 2011, at 1:30pm, in NH 3004.

/mlc
October 28, 2011

Melissa Conrad
Secretary to the Committee