

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held November 3, 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

The Chair will be stepping down as Associate Provost, Information Systems and Technology, effective June 30, 2012.

2. APPROVAL OF THE MINUTES OF THE MEETING OF OCTOBER 20, 2011 AND BUSINESS ARISING

The minutes of the meeting of October 20, 2011 were approved as distributed.

3. CAMPUS IT HELPDESKS, Bob Hicks

While the current set up works very well, there are always opportunities to improve. For example, students have expressed interest in receiving support outside of regular hours. IST and the Library will work together to staff a help desk in one of the libraries on evenings and weekends. This will begin in the winter term, as a pilot. It was also noted that the ResNet Help Desk is open after hours and that all students are welcome.

We need to consider documenting (and then maintaining) a common knowledge base. Perhaps this is something coop students could help with. In addition, we should identify a core set of services that would be supported at all campus help desks.

The CHIP Help Desk will soon initiate a chat feature.

4. NETWORK SERVICES FOR FACULTY/DEPARTMENTAL IT GROUPS AND NETWORK EQUIPMENT USED EXCLUSIVELY IN RESEARCH, Bruce Campbell

Prior to the meeting, Campbell distributed a document intended to add clarity to previous network management arrangement documents.

Also included was a section relating to the needs of the faculty and departmental IT groups themselves.

The complete document is available at:

<https://ist.uwaterloo.ca/~bruce/NetworkServicesForITGroupsAndResearch.pdf>

5. WIRELESS FOLLOW-UP DISCUSSION, Bruce Campbell

An RFP for 325 access points and a controller will be posted soon. This phase of the project should be complete in January or early February.

6. SHARED MACHINE ROOMS AND SERVICE OPPORTUNITIES, Bruce Campbell

Campbell once again raised the suggestion of shared machine rooms. In this model, faculty server room switches would be disconnected from a faculty aggregation device, and connected to IST a machine room aggregation device.

Other options include:

- Consider leveraging suitable central services where they exist (e.g., storage)
- Consider use of IST's virtualized servers
- Consider existing shared machine rooms (e.g., SHARCNET room)
- Is there motivation/justification for the creation of additional shared machine rooms?

A major motivation for shared machine rooms is disaster recovery preparedness.

For the full document, please see: <http://ist.uwaterloo.ca/~bruce/SharedMachineRoom.pdf>

7. UPDATES (VARIOUS TOPICS)

Exchange Migration (Martin Timmerman). All faculty and staff in Computer Science now have accounts on Exchange. Some accounts in Science have been created.

Active Directory (Erick Engelke). Some changes will need to be made to WatIAM.

Green IT (Terry Stewart). Data from the printing survey is now available and will be posted [online](#) soon. Lowell Williamson will attend the next meeting to review the results of the survey.

IT Security (Jason Testart). Prior to the meeting, Testart distributed a document regarding privacy and security considerations for consumer-oriented "cloud" information storage. Committee members were asked to provide input to Testart for discussion at the next meeting.

8. *OTHER BUSINESS*

Waterloo CMS. Environment has gone live with the new system.

Desktop Rollover RFP. The Desktop Rollover RFP process will begin soon. Faculties will be invited to participate. Hicks will send an announcement to UCIST and CTSC.

9. *NEXT MEETING*

The next CTSC meeting will be held Thursday, December 1, 2011, at 1:30pm, in MC 2018A.

/mlc
November 17, 2011

Melissa Conrad
Secretary to the Committee