

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held December 1, 2011

PRESENT: Alan George (Chair), Meltem Kurtman (Secretary), Bill Baer, Bruce Campbell, Andrea Chappell, Marko Dumancic, Erick Engelke, Bob Hicks, Bill Ince, Dawn Keenan, Paul Miskovsky, Carl Nagel, Tom Serviss, Terry Stewart, Jason Testart, Martin Timmerman

REGRETS: Melissa Conrad (Secretary), Roy Wagler

1. GREEN IT SUBCOMMITTEE UPDATE (Lowell Williamson)

Overview

- The statement on *Green Information Systems and Technology at UW* came as a result of a series of WatITis talks
- Committee was formed to develop a university wide statement and guiding principles

[Survey](#) Overview

- Origins
 - Derived from the questionnaire Dr. Robert Park, Associate Dean of Computing (Arts) presented to his colleagues in 2010
- Purpose
 - To obtain a sample of current printing behaviours for Students & Faculty/Instructors
- Methodology
 - Online survey
- Dates
 - September 26th to October 10th

Student Results

- Sample size of 244 students
- When given a preference 60% of students print double-sided (general printing)
- When not explicitly told by instructors 46% print assignments single-sided
- 86% of students know how to change settings to enable double-sided
- Electronic submissions are the preferred method of submission either through email or the LMS (~70%)

Faculty/Instructor Results

- Sample size of 254
- Only 6% of Instructors require single-sided submissions (3% would penalize)
- 93% are willing to accept double-sided
- Instructors do not consider it a priority to inform students of printing requirements

- Electronic submissions are not overwhelming supported
 - 23% require electronic submission (Assignments)
 - 18.5% require electronic submission (Papers)

Conclusions

- Single-sided vs. double-sided is not an issue for instructors
- Disconnect between students wanting to submit electronically and having instructors accept this method

Recommendations

- Encourage instructors to explicitly say they will accept double-sided submissions
 - Course syllabus
 - UW Learn
- Encourage instructors to accept electronic submissions
 - Confidence in the method must exist
 - User education
 - Managing files
 - Using software that allows markup
- Develop a tool for marking up assignments in UW Learn

Or

- Use tools that exist in current software packages (Office, Acrobat)
 - Provide training
 - Questions/Contact Information

Williamson's entire presentation is available here:

<http://ist.uwaterloo.ca/as/ctsc/documents/GreenIT-report-2011.pdf>

With the understanding that we will never have a system that will support everything, we will look to find an 85% solution and build on it.

Chappell volunteered to promote the idea of electronic submissions and marking to the LEARN group.

2. CHAIR'S REMARKS

The Chair welcomed Dawn Keenan, The new Manager, Arts Computing.

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

The minutes of the meeting of November 3, 2011 were approved as distributed.

4. MAINTAIN (IPAM) REPLACEMENT, Martin Timmerman

An RFP was issued this summer to replace the campus IP Address Management (IPAM) system with a commercial solution. Infoblox was selected and the goal is to implement this new system during Reading Week. Training plans are being developed and progress reports will be provided at the next few CTSC meetings.

5. EXCHANGE – FACULTY MIGRATION PLANS, Martin Timmerman

There are now approximately 3,600 users of Exchange. Everything is ready to move the remainder of faculty and staff; it is now a migration effort.

6. UPDATES (VARIOUS TOPICS)

Active Directory (Erick Engelke) Needs have been assessed and directory structure design has been improved. Nexus has been prepped. Migration of workstations and GPOs has been tested, but not done in production. New IST netapp has been configured for use in nexus.

Current Status: We are waiting for WatIAM to be ready to provision accounts in both directories.

What Happens Next: Once WatIAM account management is automatic, the project will split into concurrent projects.

- Workstation Migration Project to migrate GPOs, test, document and refine the migration process.
- Database Applications: Complexity depends on vendor support; those based on LDAP would be easier than some MS.
- D2L
- MS-Exchange
- MS databases

Engelke will know in March if each workstation will need to be visited. This and any other issues will be communicated.

IT Security (Jason Testart). With the goal of enumerating historical risks, and guiding the evolution of the university's network and security services, particularly in light of new threats, increased risk, and increased business continuity expectations, Internal Audit (Deloitte) will be performing a technical review of the university's information security architecture.

Part of the review involves Deloitte conducting stakeholder interviews, where stakeholders include project team, business process owners, and management. Given the scope of this review is university-wide, campus IT managers are being engaged now.

Timing of this review has yet to be determined, but it will likely occur soon. Testart asked committee members to review the scope (distributed via email) and provide input.

WCMS Migration (Terry Stewart). Environment and Housing have gone live. AHS is ready to migrate on December 12th. The team is working hard; it is still an evolving picture. The December 2nd PDAG seminar will be about the experiences of early migrators.

There are 2 migration options:

1. Hire coops and have them move you (this is a good idea for small departments).
2. Get a staging area, a copy of the production environment. Break it, fix it, get it looking the way you want it and then move it.

Regarding accessibility, we are all responsible for making sure our sites are accessible. IST will be providing courses during the next year for both content providers and writers.

7. OTHER BUSINESS

Campus VPN. The VPN is ready. In early 2012, all staff in academic support units will be required to use the VPN to remote desktop to campus machines.

Extended Hours IT Helpdesk. Beginning in January, an extended-hours helpdesk will be operational in the Davis Centre library.

8. NEXT MEETING

The next CTSC meeting will be held Thursday, January 12, 2012, at 1:30pm, in NH 3004.

/mlc
January 9, 2012

Melissa Conrad
Secretary to the Committee