

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held January 12, 2012

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

Natasha Jennings, Kris Olafson

REGRETS: Marko Dumancic

1. WCMS UPDATE (Natasha Jennings and Kris Olafson)

Natasha Jennings provided an update on the WCMS training and migration plans. Topics included:

- Training and Support Plan
- Website Migration
- Alternate Scenario Migration
- Training Opportunities
- Training Documentation (how-to and videos)
- The Web Resources Site
- Support Requests (RT)

The migration schedule is available here:

<http://uwaterloo.ca/web-resources/wcms-users/migration-schedule-and-information>

Jennings' entire presentation can be found here:

<http://ist.uwaterloo.ca/as/ctsc/documents/wcms-trainingandsupportupdate-01122012.pdf>

Kris Olafson provided information on extended functionality within the CMS:

- Version 1.2: Rolled out in December
 - Thumbnails for news and events
 - Improved promotional item placement
 - Site managers able to clear site cache
- Version 1.3: Rolling out the week of January 16th
 - Image galleries
 - Archive functionality
 - Able to view pages as an anonymous user when logged in (can hide tabs)
 - New sidebar content layout templates

- UX improvements to content management interfaces
- Improved semantic markup for pages with multiple items
- Introduction of the Node Hierarchy module to help manage site structure
- Version 1.4: By the end of January
 - Web forms
 - Many contributed module updates
 - Locations for events feeding from a central site
- Items “in the works”
- Formal process to request additional functionality

Additional information regarding functionality can be found on the [Web Resources](#) site. Olafson’s entire presentation is located here: <http://ist.uwaterloo.ca/as/ctsc/documents/wcms-functionality-January2012.pdf>

Regarding mathematical formulas, members of the WCMS team have been testing one product and staff in MFCF have been testing another. The WCMS team will connect with MFCF to compare notes.

CTSC members noted that there is often a duplication of effort when data is sent back and forth between departments. Data should be in one place and it seems that the central CMS should be that place. Forms will be created and housed within the system, but it was also noted that we want to be sure that we are not going beyond the Drupal implementation scope and creating an application development environment. Liam Morland may be invited to a future meeting to discuss the use of forms within the CMS.

2. **CHAIR’S REMARKS**

UVic employee information stolen. A weekend (physical) break-in at the University of Victoria resulted in the theft of personal information -- including bank account numbers and social insurance numbers -- of over 11,000 current and former employees at the institution. The institution is planning an internal review of its security and privacy policies in light of the theft. This theft of information serves as a reminder that while we do focus on electronic information security, the physical security of the information is important too.

[Generic Top-level Domain Names.](#) ICANN is radically expanding their top-level domains and it will now be possible to purchase “.uwaterloo”. It will cost \$185,000 to apply for a custom suffix and about \$25,000 a year to run the registry after it’s approved. The purchase of .uwaterloo is being considered, mostly to ensure that someone else does not obtain it, although at \$185,000, this may not be very likely. We have trademarked uwaterloo, so it is possible that we could do nothing and still have some legal recourse if someone else were to purchase it. The Chair will investigate.

Telephone Issues. For a short period of time, there were some issues with the Automated Attendant (where you say someone’s name and are transferred to their extension). Rather than transferring all calls to Waterloo extensions, calls to some extensions were being transferred instead to the client’s cell phone or another university-owned wireless device. This problem has been corrected.

3. APPROVAL OF THE MINUTES OF THE MEETING OF DECEMBER 1, 2011 AND BUSINESS ARISING

Subject to a change, the minutes of the meeting of December 1, 2011 were approved.

4. MOBILE STRATEGY INITIATIVE (Bill Baer)

The group met in December and discussed web presence, policies & procedures, WCMS connection, education, and both corporate and open data.

Michael Kirkup, the new Director, Student Innovation, Student Success Office, will be invited to the next meeting. At this meeting the group will identify stakeholders, define goals/requirements, and discuss the business case and project charter.

Baer hopes to have the Mobile Strategy Initiative included as an agenda item at the next STAC meeting.

5. LEARN UPDATE (Andrea Chappell)

Chappell provided an update on Waterloo LEARN. Topics included:

- Winter 2012 Migration
- Problems
- D2L-related Meetings
- LEO Retreat, February 29th
- Next Activities

For Chappell's entire presentation, see:

http://ist.uwaterloo.ca/projects/lms_selection/communications/20120112_ctsc_learn_update.pptx

6. EXTENDED HOURS IT HELPDESK (Bob Hicks)

Housing IT, IST's Client Services, and the Library have collaborated to create an IT helpdesk in the Davis Centre Library. The helpdesk, staffed by students, is now open. Its hours of operation are Monday to Friday, from 4:30 – 8:30pm, and Saturdays and Sundays from 12:30 – 8:30pm.

7. DESKTOP ROLLOVER RFP (Bob Hicks)

The Desktop Rollover RFP committee consists of staff from IST, AHS, Arts and Environment. The committee has learned that it is possible to “piggy back” on the selection made by another Ontario institution. This option is being considered.

8. UPDATES (VARIOUS TOPICS)

Exchange Migration (Martin Timmerman). Working with Arts, Math, and Science to migrate a good number of staff.

Active Directory (Erick Engelke). 25 workstations have been moved from ADS to Nexus. Staff are working to get WatIAM to feed Nexus with changes to accounts and new user accounts. Hopefully this will happen within the next couple of weeks. DNS/DHCP updates are being done manually; the new IPAM system has an API, but for the moment we are comfortable doing ten at a time manually.

Green IT (Terry Stewart). Nothing to report.

IT Security (Jason Testart). A lot of progress has been made regarding the removal of outdated systems, but there is still work to be done. Testart will distribute a list of systems remaining.

Providing that testing goes well, security awareness training will be made available through LEARN.

Maintain (IPAM) Replacement (Martin Timmerman). Reading Week remains the first choice for implementation. All equipment is now here, a lab has been set up, and a small variety of people have access. A training plan is being developed

9. OTHER BUSINESS

None.

10. NEXT MEETING

The next CTSC meeting will be held Thursday, January 26, 2012, at 1:30pm, in MC 2018A.

/mlc
January 24, 2012

Melissa Conrad
Secretary to the Committee