

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held January 26, 2012

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

REGRETS: Andrea Chappell, Marko Dumancic, Roy Wagler

1. CHAIR'S REMARKS

Guidelines for Managing Student Information. Student information maintained in faculties, academic departments, and schools includes some information about students which is considered personal information under Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). A document, created as a resource for faculty and staff members who manage student information, was shared at Deans' Council. The document is intended to promote awareness of the university's obligations under FIPPA, to highlight university policies and procedures relevant to student information, and to provide recommendations and best practices for managing student information. CTSC members are considered custodians of this information; therefore, the Secretary will distribute the document to them.

Jason Testart will follow up on one question raised regarding whether information from student logs related to userids would be considered personal.

Regarding the disposition of student files, this document points to schedules which include retention times. It was noted that it can be difficult to remove information stored on backup and these practices should take technological challenges into account.

2. APPROVAL OF THE MINUTES OF THE MEETING OF JANUARY 12, 2012 AND BUSINESS ARISING

Subject to a change, the minutes of the meeting of January 12, 2012 were approved.

3. TOP-LEVEL DOMAIN NAME UPDATE (Alan George)

As mentioned at a previous meeting, 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. Since we have trademarked uwaterloo, some committee members wondered if we could do nothing and still have some legal recourse if someone else were to purchase it.

The Chair sought guidance from Rebecca Wickens of the Secretariat who advised that anyone can apply for a top-level domain. All applicants will be evaluated and there will be no priority or sunrise period for trademark holders. There will also be no pre-screening of trademarks or notification if someone else applies for a domain name that is trademarked. Trademark holders will have to take affirmative steps to monitor and object via a dispute resolution procedure that will cost money (filing fee and panel costs). That said, it is questionable if someone else would want to purchase .uwaterloo at such a high price. Wickens plans to obtain advice from the University's legal counsel. The Chair will keep CTSC members apprised.

4. 2012/2013 CAMPUS NETWORKS BUDGET PRIORITY PLANNING (Bruce Campbell)

Campbell is planning for the 2012/2013 fiscal year. Priorities are wireless (adding and upgrading access points), disaster recovery implications, and security architecture. Campbell asked committee members to think about what they may need beyond that and send him a high level plan. It will then be decided if it will be funded centrally or handled as an augmentation. It was noted that networking in new buildings will be charged to the building project account.

5. NETWORK ARCHITECTURE TO SUPPORT FIREWALLS (Bruce Campbell)

As mentioned at a December CTSC meeting, there will be a review of our network and security architecture. Testart, Campbell, and others have been looking at the network architecture in advance of this audit and have realized that we need to make changes. Parts of the network (or all) may need a border firewall and this is impossible to implement without re-architecting. Campbell will prepare and distribute a diagram.

6. UPGRADES TO WIRELESS, WIRELESS ROUTING AND ISP (Bruce Campbell)

Upgrades in Math and Computer are complete, with the replacement of 60 b/g APs with a/b/g/n APs, and an additional 40 a/b/g/n APs added. Hagey Hall and Engineering 2 are in progress. Campbell gave an update regarding these improvements at Monday's STAC meeting.

Upgrades to wireless routing, NAT, and traffic management are also in progress, with residence wireless scheduled to move to NAT soon.

Sufficient public IP addresses are available for wired network drops.

7. UPDATES (VARIOUS TOPICS)

Exchange Migration (Martin Timmerman). 891 faculty and staff who are still using faculty email servers and are being moved.

Active Directory (Erick Engelke). IST has migrated 35 workstations. A WatIAM feed to Nexus is getting closer and when this is resolved, major things like SharePoint and Connect can be moved.

Green IT (Terry Stewart). D2L will be giving a demo next week on their markup procedures (i.e., would not need to print to mark them up).

IT Security (Jason Testart). Testart has been focussing lately on development of web standards. The risk is if that if there are no security reviews and no standards, we are vulnerable to attack and exposure. Testart's group is working with the Waterloo CMS team on web forms, etc.

Regarding PCI compliance, what was compliant last year is not necessarily compliant this year and that has prompted more review.

The majority of security incidences for 2011 have been tracked within RT. This information, combined with the vulnerability management software, will guide plans for 2012.

The vendor chosen to provide the new Security Event and Incident Management system will be announced soon.

Maintain (IPAM) Replacement (Martin Timmerman).

- Jason Gorrie will be giving a repeat of the WatITis seminar, plus an update, at the next IST Professional Development Seminar.
- Production cutover is still planned for Reading Week and will be with the help of a fee-for-service provider.
- A training schedule has been developed for the 100+ people who have been using Maintain.

9. OTHER BUSINESS

SharePoint Upgrade. Possible dates for a SharePoint upgrade are the weekends of February 11/12 and March 3/4. The upgrade will take approximately 7 hours. Committee members were asked to inform Bob Hicks if there are objections to either or both of those weekends.

10. NEXT MEETING

The next CTSC meeting will be held Thursday, February 9, 2012, at 1:30pm, in NH 3004.

/mlc
February 7, 2012

Melissa Conrad
Secretary to the Committee