IT Strategic Plan

The IT Strategic Plan for uWaterloo began in September 2012 and is nearing its completion date of April 2013. Consultations with various stake-holders, including the AHS IT Committee, allowed the team headed by CIO Dave Wallace and Project Manager Andrea Chappell to learn about strengths, opportunities, areas that need attention, and renew our passion for high quality IT. Terry Stewart was on the Steering Committee and Dr. Ian McKillop was on the Taskforce representing AHS. Consultation identified 22 strategic objectives which has been pared down by the steering committee UCIST to 6 for the initial focus in the first 6-18 months.

Key to these initiatives is the defining of governance within the federated model. As demonstrated in Figure 1, the relationship between AHS & IST where working together in a model of shared responsibility to take advantage of economies of scale, control costs, develop enterprise applications & respond to local needs.

Emanating from the Plan are the emerging IT directions:
1. Address usability of core systems (FORE, MyHRINFO, LEARN)
2. Provide modern info/business management tools
   * Advance student IT environment (including a Portal)
   * Remote access to software
   * Mobile app framework
   * Jobmine replacement
   * Cell service and Wifi upgrads
3. Grow technology enabled learning environment
   * Address important trends
   * Live collaboration tools
   * Work with D2L (add-ons, upgrade, stability)
4. Improved service-oriented helpdesks
5. Improved communications

What does this mean to AHS? We will continue to partner with IST when appropriate and remain responsive to the needs of everyone in AHS (Students, Faculty & Staff).

Cyber Crime? Ransomware!

What would you do if something similar to the graphic to the right popped up on your computer screen? This is an example of a type of malware called Ransomware (malicious software installed on your computer which locks the machine from a remote location). This malware has become more prolific in recent years, spreading from Europe to the US & Canada. It locks everything on your computer down, preventing you from accessing your programs and files. Pressing CTRL-ALT-DEL does nothing; you remain stuck on the warning message that you cannot close. The message claims that you have committed an illegal act online and that the Canadian cyber police will lock your computer until you pay a fine. The virus appears quite convincing, showing your IP address, location and possibly a live feed from your computers webcam. While it looks real, this is 100% fake. This is usually installed when you open a malicious attachment, click a link in an email or website, or even from visiting a website.

How to avoid Ransomware:
- Install a program such as Symantec Endpoint Protection or Windows Security Essentials
- Keep your firewall turned on
- Don’t open or click on spam email messages or links from suspicious websites

If you get Ransomware, contact a member of AHS Computing.
**Computer Jargon**

Cloud: A metaphor for a global network, first used in reference to the telephone network and now commonly used to represent the internet.

Cloud app: A software application that sits on the internet, not on a local PC.

Cloud computing: A networking solution in which everything from computing power to infrastructure, applications, business processes and collaboration are delivered as a service any time, anywhere.

Private cloud: An internal cloud that sits behind an organisation’s firewall. The cloud can be managed by that company’s IT department.

Public cloud: A cloud computing environment that is open for use by the general public. For example, Gmail, Hotmail, even Facebook.

Cloud storage: The best way to protect your files from harm. By storing them with a third party online cloud storage provider rather than on an external hard drive for example you are not only able to access them anytime anywhere but you also protect them from being lost or damaged.

**Wireless Updates**

You may have noticed in recent days that IST Network Services has been running cable throughout BMH & LHI. The University is entering the final year of a 3 year $1.2M upgrade to WiFi in all academic and administrative buildings at all campus locations. In addition to upgrading existing access points (APs) to dual band 2.4GHz/5GHz (dual band) a/g/n models, and almost doubling the total number of access points (APs) to enhance coverage, special attention has been given to classrooms and common areas to support the high density of users in these areas.

Also included in the upgrade are new routers, firewalls, additional WiFi controllers, and additional licenses to support rogue AP detection and containment.

When buying a laptop, make sure it supports both 2.4GHz and 5GHz. This is usually shown as a/b/g/n; if it says b/g/n (without ‘a’), it is probably not dual band. All Macs made in the last 3 years are dual band. Laptops bought through UW’s agreement with Dell are dual band. Many of the PC laptop models at CampusTech are dual band. If you buy dual band, with dual band, you will be taking full advantage of our wireless network and your connection will be upwards of TWICE as fast. Most PC laptops available at stores off campus or online are not dual band. If you aren’t sure you will need to look up the laptop and WiFi adapter model online to confirm.

If you experience difficulty with WiFi on campus, please review [http://wifi.uwaterloo.ca/user.html](http://wifi.uwaterloo.ca/user.html) and either visit a campus help desk, or submit an online help request at [http://ist.uwaterloo.ca/request](http://ist.uwaterloo.ca/request). For additional information, see [http://wifi.uwaterloo.ca](http://wifi.uwaterloo.ca) or contact any member of AHS Computing.

**Outlook Seminar Series**

As it states on our website, the AHS Computing Office “is committed to providing education seminars to the users within the faculty.” Over the month of March, you may have received email or seen posters around the building for the Outlook Seminar Series.

The first and second session dealt with the topic of Email. We started with an overview of the email client, introducing and explaining the various functions and tools available that can be helpful when working with and composing emails. We explained how to sort email for your own personal preferences, how to customize the view, and the options that can applied when sending email such as delay delivery, setting follow ups and permissions. We finished our email instruction in the second seminar, demonstrating how to create email templates, apply rules, archive email correctly, automate replies and sorting, and properly configure junk email settings.

In the third and fourth sessions, we worked with Outlook’s calendar tool. The calendar provides a great deal of useful functions for efficiently booking meetings and resources. In the first calendar session, we demonstrated how to view anyone’s calendar from the global address list, customizing the calendar view itself as well as how to book no conflict meetings with colleagues including resources such as meeting rooms. In the final session, we covered setting up calendar permissions, designating a delegate, categorizing calendars and sharing your own calendar, specifically with users who are not on campus.

The sessions were well attended with great questions and participation from the attendees. Lowell and Rebecca provided live demos for each new concept they covered and offered solutions to a variety of issues staff had been encountering with Outlook’s email and calendar tools.

For those staff, faculty, and grad students who are interested in learning more about the topics covered in these seminars, the presentation slides are available on the AHS Computing Office website ([www.uwaterloo.ca/applied-health-sciences-computing/services/seminars](http://www.uwaterloo.ca/applied-health-sciences-computing/services/seminars)), along with other past seminars. If you would like additional help or advice for working in Outlook, contact Lowell (llwillia@uwaterloo.ca) or Rebecca (ahshelp@uwaterloo.ca).

**Be on the lookout for an upcoming seminar profiling the following cloud services, Dropbox, Google Drive & SkyDrive.**