

Where are the IT Guys?

Ever wonder why your favourite IT person is not in his office??? It's likely that he is out helping someone at their desk or configuring a server in the backroom. But it is also possible that they are attending a meeting of a Faculty or University Committee.

IT in the Faculty does not operate in a vacuum and there is a lot of planning, collaboration and co-ordination done with Information Systems & Technology (IST) and the other Faculties in the University. To give you an idea, here is a sampling of some of the committees in which the IT group participates. A link is provided for most of the sites, if you would like more information.

- University Committee on Information Systems and Technology (UCIST);
- Computing Technology and Systems Committee (CTSC);
- Web Steering Committee;
- Campus Network and Systems Committee (CNSC);
- Waterloo Nexus Advisory Group (WNAG);
- Green IT Committee (GreenIT);
- Faculty Computing User Support Group (FACCUS);
- E-mail Services Support Group (email-sg);
- Active Directory Consolidation Committee;
- WATITIS Planning Committee (WATITIS);
- Web Advisory Committee (WAC);
- Professional Development Advisement Group (PDAG);
- Student Technology Advisement Committee (STAC).

We have an AHS IT committee. Chaired by Bill McIlroy, and having constituents from each department and each role within the Faculty, the committee's mandate is to set policy for IT issues within AHS.

New Chief Information Officer (CIO)

In May, Waterloo appointed David Wallace as the new CIO. The position of Associate Provost for Information Systems & Technology was the previous iteration of this position, held by Dr. Alan George (who has since retired). Working with deans, senior administrators, and information technology teams, the CIO is a strategist and manager who forges an integrated infrastructure that is best-in-class, and advances a collegial process of strategic change across a distributed IT community. Wallace comes to Waterloo after holding the CIO position with the City of Toronto. He oversaw approximately $500 million in current and future projects and approximately 700 staff members supporting the technology infrastructure operation at the city. Wallace holds a Bachelor of Business Management degree from Ryerson University and a Master of Business Administration from the University of Toronto. He began his career at Gulf Canada before joining the Ontario government, where he worked for 20 years in roles of increasing responsibility.
**Computer Jargon**

With Cloud Computing being all the rage, we thought we would help define some of the terms associated with this new infrastructure.

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

**Internal cloud:** A type of private cloud whose services are provided by an IT department to those in its own organization.

**Public cloud:** Services offered over the public Internet and available to anyone who wants to purchase the service.

**SaaS:** Software as a Service — Cloud application services, whereby applications are delivered over the Internet by the provider, so that the applications don’t have to be purchased, installed, and run on the customer’s computers.

**Google Apps:** Google’s SaaS offering that includes an office productivity suite, email, and document sharing, as well as Gmail, Google Talk for instant messaging, Google Calendar and Google Docs, spreadsheets, and presentations.

**Microsoft Surface Tablet**

Microsoft’s first foray into the hardware manufacturing of a tablet computer was announced on June 18. This tablet will run Windows 8, has a front and rear facing camera, 10.6” screen with a 16:9 aspect ratio.

Unlike the iPad, the Surface has a built-in stand and the “Type” cover doubles as a keyboard (with a gyroscope and accelerometer). In addition, there is a USB port and a micro-SD slot to facilitate the transferring of files. The release date is to be announced as is the price. However, on initial glance, the Surface just might pose real competition to the Apple iPad, Playbook and Android.

**Troubleshooting your Computer (MS Word)**

Having trouble formatting a document in MS Word? If you are working on a document and it is the 17th version of the file, there is a lot of ‘baggage’ associated with the file. When users manually set fonts, use the tab key excessively and the space-bar as a formatting tool files can become bloated. The best thing to do is to open a new Word document, copy the text from the old file and paste **Text Only**.

**Xerox Copiers**

From Procurement and Contract Services: “The University has contracted with Xerox Canada Ltd. for a new fleet of multifunction copiers for the 4-year period beginning April 1, 2012. Xerox has a corporate sustainability commitment to the Environment, which includes their Xerox Green World Alliance, a valuable recycling program that minimizes environmental impacts of printer supplies and provides options to throwing away empty containers. For more information, visit Xerox’s multi-faceted environmental and socially responsible initiatives.”

If you are having problems with any of the new Xerox printers, please contact a member of AHS Computing.

**Mountain Lion OS X 10.8 for Mac**

**Q. When will Mountain Lion be available and for how much?**
A. July 2012 at a cost of $20.

**Q. How do I get Mountain Lion?**
A. Mac App Store. You can download once and install on several Macs.

**Q. How do I know if I can install Mountain Lion on my Mac?**
A. You must be running at least Snow Leopard (OS X 10.6.8).

**Q. What version of Mac OS X is Mountain Lion?**
A. 10.8 and Apple has dropped Mac from the name.

**Q. Which Mac hardware will run Mountain Lion?**
A. iMac: mid 2007 and later
   Mac mini: early 2009 and later
   Mac Pro: early 2008 and later
   MacBook: late 2008 aluminum, early 2009 and later
   MacBook Air: late 2008 and later
   MacBook Pro: mid and late 2007 and later

**Q. New Features?**
A. There are over 200 new features, highlights include:

- Dictation: talk and your words are converted to text. (This is not Siri).
- Power Nap: on laptops with solid state drives, Mac will sync, download updates and run Time Machine backups while asleep (with A/C power adapter plugged in).
- Mac App Store merged with Software Update: All updates will now be managed by the Mac App Store.
- Gatekeeper: download and install apps from developers registered with Apple, regardless of the source (Mac App store or web).