

**FACCUS MINUTES**  
**Tues, May 15, 2012**  
**EV1-221, 9:30-11:30am**

**Attendees**

Jennifer Keir (IST), Lisa Tomalty (IST/ACO), Bob Hicks (IST), Glenn Anderson (IST), Carl Nagel (Library), Will Lewis (IST), Chris Roth (MFCF), Ashish Bhagat (St. Jerome's), Steve Carr (Eng), Reg Leland (IST/ENV), Lowell Williamson (AHS), Cheryl Skingley (Housing/IST), Trevor Grove (CSCF), Keith McGowan (ACO), Nitish Khiria (Housing/IST), Tait Kelly (St. Jerome's), Mary Burden (ENV), Peggy Day (IST), Bill Eickmeier (Psych), Trevor Bain (IST)

**Agenda Topics**

- 1. Approval of Minutes and Round table introductions**
- 2. Various projects/initiatives in IST**
  - Administrative tools for diagnosing email issues that clients may be experiencing in Exchange (Trevor Bain)
    - Helpdesk role: granular, can be able to manage user accounts in your area but not in other areas
    - Many issues are client side (outlook/thunderbird):
      - to check, open OWA and see if the mail, etc. is there
      - if all is good in OWA, then the problem is on the client side, not the server
    - To look at user settings: In OWA, Options/See all options, Manage Myself/Another User..., type in person's name, double click on user's name
      - Look at their inbox rules, set up forwards, out of office replies, change other configuration settings
      - Delivery Reports .. search for messages they've sent to \_\_\_\_\_from \_\_\_\_\_; will also tell you if a rule has moved the message somewhere
      - Select members (can choose a name or type in an email address)
      - Can look at junk e-mail settings (e.g. look at blocked senders)

- Phone/Mobile Devices – can wipe a device remotely that is sync'd using Active Sync (dangerous); or user can do it from OWA – will take it back to factory resets (this does not apply to BlackBerrys sync'd through BES-they are done through IST)
    - Change person's display name (Users Groups, Mailboxes)
- After-hours help desk (Nitish Khiria)
  - Activities summary
    - Ron Eydt Village (4:30-8:30pm, Mon-Fri, 12:30-8:30 Sat/Sun, and regular business hours)
    - DC Library circulation desk (after hours), 4:30-8:30 Mon-Fri, 12:30-8:30 Sat/Sun
    - Posters are helping
    - Virus removals, network and printing problems, hardware issues, (Ethernet ports) in residence rooms, AV (Residence Life), watiam help & log ins, tablets, smart phones, etc.
    - Professors needing help uploading marks – used bomgar to help
    - "Learn" trouble shooting
    - 11 student staff
  - suggestions for more services
    - CHIP extension fwd'd to DC helpdesk while it is open, as well as Ron Eydt village Helpdesk
  - advertising (student newspapers (e.g. Imprint, Mathnews, Engnews, etc.) and in faculty help desks)
  - Idea: forward other help desk phones on weekends?
- Common branding for all IT help desks on campus (Cheryl Skingley and Nitish Khiria)
  - Easy to identify HDs across campus
  - Cheryl working on graphics/logos based on faculty colours
  - Poster for advertising DC and Ron Eydt helpdesks with smart codes
  - Posters for each faculty's helpdesks – can be customized
  - Next steps: can be edited in Corel Draw by Cheryl or by department and then posted on web sites and doors, etc.

- Future: Work on list of common services; provide resource web pages to after hours helpdesks
  - RT replacement investigation (Lisa Tomalty)
    - New project to look at needs of a request tracker system and make a recommendation
    - Based on recommendation 14 from IT Task Force
    - Talk about RT usage (housing's is used in depth – most items handled in HD are in the system; other areas just use it for larger issues/projects; library has a new system and most items are discussed in the system rather than outside except for small issues which still handled via a cell phone)
  - Bomgar update – any new features? (Will)
    - Recently updated to newest version
    - Increased platform support: more mobile, but not 100%, (e.g. not overly useful iphone or android support yet)
    - Can support a BB client fairly well
    - Can support people *from* an ipad or android tablet
    - Starting sessions- faster ways: list of people who are logged in; can install buttons on machines, jump client for unattended machines (in use by food services for machines that run a display screen; can push a session onto it to maintain machines remotely), form to fill out and be submitted
    - Many settings/options and these can be set granularly
  - Campus wide IT project: investigating mass email solutions, Eric Bremner (Bob Hicks)
    - Form a project team
    - Document what we currently do
    - Work on making mass email more personal
    - Solutions e.g. Groupmail
    - Currently use mailman
3. **"Acceptable Use Policies". What do people do about this for undergrad computing? (Trevor Grove)**
- Central document: [Guidelines on Use of Waterloo Computing and Network Resources](#)
  - it seems like it should be supplemented (as in: "we must inform users") to avoid issues related to undergrads consuming lots of resources

- students use resources for assignments, but end up using resources at 100% and then others cannot use it usefully (CPU)
- What are acceptable use practices for shared environments?
- Found an old policy from 1996 (tape job, modem usage)
- Engineering/ENV: deletes the process and then talks to the person
- CS: since there are legitimate reasons, they want to be mindful; can lower the priority (but then it takes weeks instead of days to run); other times it is not a legitimate job
- Idea to have a server just for large/long jobs
- ENV: instructor lets them know in advance if large jobs will be happening and when
- CS: asks for ratings from professors
- Housing also has a residence contract for what they can and can't do
- UCIST policy is fine
- Units need to inform users
- 'Tool' to inform users when processes are too large, etc.

**4. Enhancing Helpdesk effectiveness via remote collaboration – pilot to use MOVI**

- see notes under 5. Below

**5. Mandate for FACCUS – information exchange and/or project opportunities (e.g. Use of MOVI)**

- Koorus demonstrated MOVI a while back
- Purpose of FACCUS? Share info/work on projects together/campus wide IT projects – discuss with FACCUS and ask for participation
- Make solutions public: (RT project) – add to a knowledge base connected to RT, available to FACCUS/helpdesks
- Add to knowledge base when a problem is recurring
- Try MOVI .. pilot between helpdesks
- PHP Live chat (housing/after hours helpdesks)

6. **How do various groups deal with tracking their computing equipment (for example, barcode equipment? (monitors, laptops, desktops, servers and printers), use databases for tracking equipment (tied into DNS?)?, ease of maintenance? (Chris Roth)**
  - Math: Bar code equipment/inventory DBs
  - Housing DB: change status of pcs when surplus; use bar codes
  - ENV: at the present time, ENV is not tracking equipment
  - Lib: Access DB, inventory all items that come in, any work you do or change is recorded in the DB, had an audit done a while back (large Deloitte and Touche audit)
  - CS: system to track ALL with a barcode (if connected with the network)
  
7. **Congress 2012 conference (may 26-june 2)**
  - At Waterloo and WLU
  - Lots of wireless use
  - One account for congress – Bruce Campbell
  - additional helpdesk traffic and its side effects (moving classes, demand on IT infrastructure)
  - classes are being displaced, the wireless network may reach or exceed the extra capacity
  - people wandering around needing directions and possibly attempting to use facilities that may not be set up for their use (printing, copying, computer labs).

## **Faculty/area updates**

1. **Psych**
  - research moved to Drupal
  - dept. shares to IST, user space and profiles (AHS has done this)
  - get research web space moved to IST servers in future, hopefully
  
2. **CS:**
  - Faculty moving to connect still
  - Deloitte audit at moment
  
3. **Library**
  - Geospatial centre on 3<sup>rd</sup> floor open – expanded arc GIS workstations; map library there; adding more arc GIS licenses

on 5<sup>th</sup> floor

- Separate room for group geospatial work
- Opened new group study rooms on 10<sup>th</sup> floor; new glass white boards
- New RT system

#### **4. Eng**

- Steve has been asked to come up with information displays; he will be looking at this for newer versions of this type of thing (open source, inexpensive)

#### **5. Arts**

- Drupal moves
- Connect – staff/faculty/grad students
- New Helpdesk (renovated)
- More macs than in past (for faculty), in newest rollover
- Pilot project of moving psych shares/profiles – in prep for arts moving (also have to move from own active directory, ARTSFACULTY domain, to NEXUS)
- XEROX printers arriving/setting up queues; newest version of global print driver not working (had to use version 2.1 instead of 2.2)
- Grad students: watiam will hopefully provision connect accounts for grad students in the future (mailservices is also an option for grad students)
- (Trevor Bain looking into a checkbox idea for creating connect accounts for all new staff/faculty)
- cleaning up watiam incorrect provisioning (Sean Mason helping), how should alumni be indicated (expired, alumni, ??)?

#### **6. ENV**

- new web site live in new CMS ; went well; weekly meetings, pleased with outcome
- geography going to WCMS next; target dates; Q&A at end with drupal team; live for August hopefully
- Xerox printers – starting to get them; made it clear to retail services that ENV Computing wanted theirs first to sort out details before getting printers for departments (but departments ended up getting theirs before ENV Computing) (mac addresses were given to ACO ahead of time)

#### **7. Housing**

- Renovations: moved to Ron Eydt since V1 has asbestos removal and renovations
- Moved every person out of V1 to other locations within residence

- in one day over weekend
- Moving back in August
- Transitioning to IST

#### **8. St. Jerome's**

- Open source Orange HRM (<http://www.orangehrm.com/home.shtml>): Introduced web based systems to track vacations; log into web site and apply for vacations they want; email sent to supervisor and can accept/decline
- Track overtime work
- Creative Services and Housing has a homegrown program for vacations (Kevin Paxman)

#### **Other Notes**

- BOB: CanHEIT in June in Saskatoon; there will be a Friday morning seminar presenting the highlights
- New CIO will be announced this week, likely
- Thanks to Mary for organizing meeting in ENV !
- Next meeting late Sept or early Oct. in Arts