

Nov 23 2017 - FACCUS meeting minutes

Present: Lisa T (IST/Chair), Peggy D (IST/minutes), Barb Y (IST), Steve B (pharm), Lawrence (CSCF), Will L (IST/Arts), Ashish (St Jerome's), Chris Roth (MFCCF host), Bernie R (Env), Bill E (Psych), Josh S (library), Scott P (Arts), Cassie (IST/AHS), Paul D (IST), Ryan G (IQC), Shad L(CECA), Jennifer (IST/ENV), Steven M (IST/SCI), Steve C (IST/Eng), Randy D(RS), Tom G (RO)

Location: M3-4206

Minutes

1. Approval of minutes from last meeting

Minutes were accepted

2. Anything to add to the agenda?

No

3. FACCUS anniversary celebrating 20 years!

- <http://www.bulletin.uwaterloo.ca/1997/sep/09tu.html>
- <https://sharepoint.uwaterloo.ca/sites/IST/AS/FACCUS/Old%20FACCUS%20Minutes/faccus1990s.jpg>
- First FACCUS meeting:

<https://sharepoint.uwaterloo.ca/sites/IST/AS/FACCUS/Old%20FACCUS%20Minutes/Minutes/sep11-97.html>

- Also, February 1998 minutes:
<https://sharepoint.uwaterloo.ca/sites/FACCUS/Old%20FACCUS%20Minutes/Minutes/feb3-98.html>
- SEW started in June 1999

In celebrations of the 20th Anniversary of FACCUS we took a new group picture

<https://sharepoint.uwaterloo.ca/sites/IST/AS/FACCUS/FACCUS20YEARS2017/Forms/AllItems.aspx>

4. Various projects/initiatives in Information Systems & Technology (IST)
 - Skype for Business (S4B) campus deployment (Paul D) (15 min)



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- S4B Troubleshooting 101 – why?:
- What we request when reporting a problem:
 1. Provide details of what and who; what device –pc/mac/version of OS what device – how are you connected wireless/wired/at home
- New queue IST-TIS-IC for S4B issues
- <https://sharepoint.uwaterloo.ca/help/skype> - online forum S4B business community
- Office 365 for staff/faculty FAQs and Q/A (10 min)
 - Faculty and staff pages: remove any reference to email, as it is confusing since they do not use O365 for email.
 - Mount a drive letter for O365 OneDrives – latest update of w10 give you an option to sync
 - Ask Dave and Paul about mapping
- Webstore/software update (Sandra L) (5-10 min)
 - Lynda.com will be available free to all undergrads, grad students, staff and faculty starting in January due to an initiative with eCampus Ontario.
 - All Adobe products except Acrobat will be removed from the Webstore by the end of December, as the newer versions are subscription based. The online Adobe (Canadian) store offers Educational pricing.
 - Student software sales (Maple & ArcGIS) will be moving to Retail Services starting in January.
- SharePoint Service Announcements (Stephen M) (10 min)
 - Cleaning up SharePoint site and updating the structure to steam line the overall appearance. New contract employee hired to help with this process.
- Grad student connect accounts (Peggy D) (5-10 min)
 - If the faculties send IST a list of all new incoming graduate students, IST can make sure that those students get connect email account, and watiam will be updated. We could also send a message to all @edu accounts letting them know of the new account and how to access it.
- 5. [CSCF's use of Request Tracker \(RT\)](#) (Lawrence F.) (10-15 min)

We all had cake 😊

- 6. Faculty/area updates (all)
 - Lisa (Math)
 - searching issues in Outlook – re-index on a PC/clearing cache on Mac helps, check disk space as well
 - WatVote launched October
 - Qualtrics launched
 - Cleanup of Strobe and Info servers – content has to move or be deleted.
 - Steve B – starting to use online exams 6 difficult months – ExamSoft is working much better (midterms, quiz and finals)

- Lawrence – Exam Management System (EMS) moving to IST – exam scheduling and integrated with Crowdmark
- Jennifer (ENV) –process for compromised accounts: process review and how do we get the connect send mail bit reset? Make sure to check the rules if they are not receiving any email after a compromise
- Bernie – attended Waterloo North Hydro info session on a power bar that can put your computer and monitor to sleep – is this something we can use? Can this be done with SCCM – yes we can! Collecting data on how much power is being used, we can get some reports to see how much this is in \$\$.
- Will – Acrobat Pro updates – if you have your machine in both the old and new security group this will cause issues. Acrobat Reader updated to the latest version, give feedback.
 - What happens when Acrobat goes to subscription based? We are looking at it. Managing a subscription is not easy so will take some investigating. Current is good until end of life 2022, we will have to look at this in the future.
- Shad – S4B being used on about 50 machines to run managed Skype for interviews, 1700 interviews held managed to keep all the machines running with a link to their meeting.
- Ashish – Tableau analytical server – collaborating with on campus IIM team
- Randy – Unit4 finally doing what it should, Crowdmark needs to work so RS can print exams; Angus R is back on a contract. Watcard integration with our POS machines – single transaction; New branding initiative will start, a 18 month project to get all site and print material up to date. Fleet copiers only about 20 more to deploy. Uprint integration for staff/faculty is coming.
- Ryan – migrating wiki off software that no longer exists; our internet wiki broke confluence (needed additional licenses); couple of projects with IIM team for Tableau
- Tom – Registrar’s Office – past month switched over to S4B – strong Mac usages; transitioning legacy sites off strobe; Watiam2.0 applicants need to get a login so there will be some downtime for this to happen.
- Chris – renovations to the Math building fresh coat of paint all around, looking good.
- Bill – business as usual; migrating Psych Qualtrics to uwaterloo
- Steve – Engineering busy on many fronts doing many things
- Stephan – SharePoint project to clean up sites, collaboration tools: we need a guide when to use what. Science: trying to move away from local hardware, working with SAS to have virtual environments.
- Josh – Virtual Desktop Infrastructure (VDI) for staff; many renovations happening lots of displaced staff making sure all is working as it should. Will be moving to S4B in the New Year.
- Scott – have interim director Keith McGowan; Greg Parks is seconded to Arts for a year to help with technology. Online evaluations almost done
- Cassie – renovations on 2nd floor BMH, new network switch (Dec) need to acquire UPS to support VoIP phones. Xerox’s copiers accounting codes not working as expected.

- Peggy/Barb – beginning of September when student fell for the phishing attempt, was very busy for the service desk
 - Introductions for any new members
7. Next meeting topic suggestions (Lisa)
- Please let Lisa know if you have any suggestions for topic for our winter meeting
 - Role of FACCUS group discussion for Winter meeting
8. Who to host next FACCUS meeting (Library?) TBD