

FACCUS MINUTES - SEPT 19 2012

1. Attendees:

Debbie Brown (MFCF), Steve Bradley (Pharmacy), Lori Suess (MFCF), Dave Wallace (IST), Lawrence Folland(CSCF), Mary Burden (ENV), Sean Mason (IST), Carlos Mendes (PSYCH), Bill Eickmeier (PSYCH), Dave Hinton (IST), Jennifer Keir (IST), Lisa Tomalty (IST/ACO), Bob Hicks (IST), Glenn Anderson (IST), Carl Nagel (Library), Will Lewis (IST), Chris Roth (MFCF), Lowell Williamson (AHS), Bernie Rutter (ENV), Cheryl Skingley (Housing/IST), Reg Leland (IST/ENV), Trevor Grove (CSCF), Keith McGowan (ACO), Nitish Khiria (Housing/IST)

2. ROUND TABLE introductions for Dave Wallace

3. Dave Wallace

a. IT strategic plan

i. Why?

- Lots of strategic planning going on, need to work with other strategic plans
- Look to future at challenges and how to meet them and how UW works in global space
- Define IT
- IT is an enabler-need to be in sync with other strategic plans

ii. The IT strategic plan is not for IST - it is for the IT community at Waterloo to serve the staff, students, faculty and larger partnerships

iii. Vision/mission – not IST’s – (even though IST helps and runs parts) – it is part of the larger IT network at Waterloo

iv. Will be lots of consultations and collaboration

v. Large governance groups

vi. Dave W. went to first senate meeting: large group (~50 people)in small room

- Amount of thinking incredible
- SMA: strategic agreement – province asking for where Waterloo is going, strategic process
- Directions were laid out by the provost today
- UCIST – steering
- CTSC –implementation
- IT strategic task force – all over campus inputs
⇒ 4 days per month for contribution
- Executive advisory committee
⇒ for leadership view, to make sure we are where we should be

vii. Once the document is created

- It will be ‘live’ document: living, learning, developing

- processes are most important
 - make sure the product that is ongoing is something people see themselves in
- viii. Communications very important
- in 'end user' language, so people can identify and contribute
- ix. Make sure results
- are action orientated
 - use bench marks
 - available on a twiki
 - ⇒ can track edits, changes
 - ⇒ face to face is important too
- x. Based on an overall strategy map
- picture on one page of entire strategy
 - mission, standards, principles
 - overall goals
 - strategic objectives over next 3-5 years
 - objectives (1-3 years) – drives product and shows results
 - initiatives
- xi. Planning – ensure results
- hopefully can see along the way – break down into achievement pieces
 - engage partners (e.g. WLU, UGuelph (like library))
- xii. Strategy is not about centralization but is about working together as a team
- xiii. Solid architecture
- enterprise architecture
 - all elements of technology in one entire blueprint of the enterprise (whole university including business processes)
 - ⇒ what needs to be accomplished
 - ⇒ training was done with Waterloo staff in Zachman framework
- xiv. Small working group of 4 people to drive out some definition elements of IT environment
- identity management
 - becoming online leader in Canada
 - registration capability
- xv. Integrate roles of staff
- xvi. Data mapping exercise
- e.g. provost/deans not having the info they need to make decisions
 - ⇒ quest, finance, research access
- xvii. Service catalogue
- does each faculty have a service catalogue?
 - ⇒ with contact person
 - ⇒ with measure of it how long it will take, etc.
- xviii. Skills development and career planning piece
- many job descriptions on campus (~1200)

- ⇒ different descriptions for same or similar jobs
- ⇒ e.g. team lead vs. managers
- work towards more meaningful career paths
- skills development
- our best resource is people
- xix. Lots of tools/information
 - not about centralization
 - about how to work better
 - integration
 - common tools
- b. Organizational review of IST
 - i. Organize for success around strategic plan
 - ii. Having a firm come in to help with this
 - iii. Will have a connection point with the strategic plan
 - iv. Facilitate with resources
 - v. Are we organized for success? Likely not yet
 - Need project mgmt. office
 - Portfolio view
 - Working across views
 - Computing services
 - ⇒ How it relates our to faculty IT groups (they vary in size e.g. Science)
 - ⇒ Embedded set of resources
 - Write it down – SLAs (not a lot of them yet)
 - ⇒ Operational level agreement
 - ⇒ IST provides to faculty
 - ⇒ Faculty provides to faculties' clients
 - ITIL – framework for service and operational excellence
 - ⇒ Help define SLAs
 - ⇒ Define how service done
 - ⇒ Support for well running IT network of people/organizations
 - Project mgmt. skills, enterprise architecture, info mgmt., ITIL (and other important frameworks)
 - Define IT
 - Networking
- c. Strategic plan being done by staff with facilitator at times
 - i. Own it
 - ii. Believe in it
 - iii. Make it happen
- d. Lots of consultations, etc. will be happening as well as wiki, web site, town halls, etc. to work with all (including students)

4. Various projects/initiatives in IST

- a. NEXUS consolidation update (Dave Hinton)
 - i. Migrated about 1200 workstations from ADS to NEXUS
 - ii. Only 2 departments left to go: Library, Housing
 - iii. The next thing to do was the move to NEXUS authentication which happened today, Sept 19, 2012 (wireless, dialup, Quest, VPN, MyHRinfo, LEARN, CAS (large corporate applications))
 - 1. Wanted to make sure it happened *after* the Sept rush but before midterms and final exams
 - iv. SharePoint environment has been set up. Lorne Connell has to do several tests to ensure it goes smoothly. Shall happen fairly soon (there will be 2-3 weeks' notice before it happens).
 - v. Then departmental apps (athletics, parking, OnBase, RT, etc.) will go next.
 - vi. Future goals: have IST deploy software (has started for podium machines, will continue from there)
 - 1. Keith asked about which packages
 - a. Dave H: start with common apps...May not ever do all apps
 - b. Faculties CAN piggy back on IST's packages and also put own packages in own group policy
 - vii. 'Handing keys over': talks will occur relatively soon, to ensure a fully supported environment and integration; infrastructure in ADS will be moved over for monitoring, etc. as well
- b. Helpdesk (HD) initiatives (Lisa, Cheryl)
 - i. Next meeting is based on help desk initiatives and ITIL
 - ii. HD logos
 - 1. Adding 'it' to logos and name tags?
 - a. Library needs this due to their library services service desk
 - b. Environment would not want this since they provide other services besides IT services
 - iii. HD name tags can be ordered through McDougall Signs info@mcddesigns.com.
 - iv. Live chat –used by DC helpdesk, CHIP, ACO
 - v. Dave W: lots of hand offs, if you are front door ... make sure their need is captured and met (Regardless of the question even if it is not an IT question) – he likes the helpdesk idea so it is implied they will help with questions, ownership of inquiries
 - vi. <http://uwaterloo.ca/ithelpdesks> ? landing page to serve to students, staff, faculty across campus
 - 1. for students to start
 - 2. knowledge base to share between helpdesks (later)
 - 3. Self help
 - 4. Links to other helpdesks on campus
 - 5. Authenticated area for IT helpdesk staff information
- c. RT replacement investigation update (Lisa)
 - i. Asked queue owners and RT project members for suggestions about needed functionality (people from across campus)

- ii. Running focus groups (clients, issue solvers, system admins, service desk managers)
 - 1. People from across campus
- iii. Will submit an RFI this fall.
- iv. Will integrate with Asset Management project and processes (ITIL etc.) project/group
- d. Asset Management
 - i. What to track discussion
 - ii. Inventory at first
 - 1. What will be tracked (TBA)
 - 2. Security issues
 - 3. When a server goes down what systems are affected
 - 4. Risk management
 - 5. Who to enter data
 - a. Some areas depend on it
 - b. Some area don't have the time
- e. ITIL
 - i. Lisa giving overview at next FACCUS Helpdesk Initiatives meeting
 - ii. Nov 16 Fri morning seminar
 - iii. Looking at best practices.
- f. UWaterloo Technical Support Channel on YouTube
 - i. Looking for a FACCUS volunteer to work with Aaron Miller with set up and monitoring of an IT help YouTube channel

5. Faculty/area updates

- a. WatIAM questions for Sean Mason:
 - i. Account permissions for just password changes
 - There have been requests for delegation of more granular permissions
 - ⇒ Can be done sometimes
 - Helpdesk admin permission may be too much power
 - ⇒ Instead they can get permissions just to reset an account – deactivate account so person can come in and put in last name, birth date, student/employee number
 - ◆ This won't work with visitors since they don't have student/employee number
 - ◆ NetID may solve this for visitors
 - Not sure how long it may take to get through domain controllers after a change
 - ⇒ Changing passwords ... instant Quest updates etc.
 - ⇒ Windows may cache CAS credentials to cause the problem
- b. ENV:
 - i. Don D-M working on 'go print' with watcard on printing standards. Should know by mid-term where we are at. Moving department web sites to WCMS. Got new multimedia displays up in E3 foyer.

- ii. Moving department drives
- c. PHARMACY
 - i. Works directly with IST rather than Science Computing
- d. SCIENCE
 - i. Moving HD staff to labs and directions will be to SCI COMP offices instead of a HD
- e. MATH
- f. CSCF
 - i. Convincing people to move email to connect
 - Sit beside them and do all work
 - Go away for 5 min, then come back and make sure they are ok
 - ii. Setting up a research HD for beginning of term – happy to get training with Housing for co-ops
- g. ENG
 - i. Proposing a plan to look at digital signage on campus incl. use for emergencies
- h. ACO
 - i. Continuing to move faculty and staff to connect
 - Some issues : all folders not copied or can't find (subscribe)
 - ii. Retirees: trying to move them to mailservices
 - iii. Move undergrad home directories to fileS
 - OU for undergrads also includes undergrads who have done undergrad degree here, but are now grads, etc.
 - iv. Rollover: moving to nexus as pcs are rolled over
 - For now moving to an ACO file server
 - Any system we have to rebuild, will also move to Nexus at that time (from Art's own ARTSFACULTY domain)
- i. PSYCH
 - i. MOVED TO 'FILED' FOR FILE SHARE and it went well, moves to 'fileu' and 'filep' and was less smooth due to roaming profiles
 - Turning original location to 'read only' caused issues; folder redirection not applied and caused issues
 - Issues now resolved
 - ii. Moving ~307 XP machines to Win 7
- j. AHS
 - i. WatITis call for papers out ...waiting for submissions for conference
 - Want to include professors and students as speakers
 - ii. Win Server course offered by Microsoft (free): Server 2012 course and may hold on campus
 - Still working on it
 - Will hear back soon
 - Lowell will let FACCUS know about it
- k. IST
 - i. FRI AM SEMINARS:
 - Won't be recording at the moment as it may inhibit speakers

- GETTING a bigger room for Fri am seminars

l. LIBRARY

- i. Upgrade of primo – online search tool, personal results, look by date range, can 'like' a record to share with FB

m. HOUSING

- i. Renovations mostly complete
- ii. Need to move housing to NEXUS
- iii. MOVING to Windows 7