

## **FACCUS meeting minutes (Oct 27, 2015, 1:30-3pm)**

Bill E - Arts, Barb Y - IST, Cassandra B – IST/AHS, John J - RS, Lowell W - AHS, Peggy D - IST (minutes), Lisa T - IST/Arts (chair), Mary B - ENV, Bernie R - ENV, Chris R - MFCF, Will L – IST/Math, Matt H – IST, Mike H – IST/Housing, Bob H – IST, Reg L – IST/Housing, Scott P – ARTS, Josh S – Library, Manfred G – IST, Omar N – CSCF, Steve C, IST/Eng, Kate W – Science, Alan F – Science,

Applied Health Sciences (AHS): BMH 1016

1. Approval of minutes from last meeting
    - a. approved
  2. Anything to add to today's agenda?
    - a. Student portal – posters and stickers for each of you
  3. Various projects/initiatives in Information Systems & Technology (IST)
  4. Email for life – Advancement @alumni.uwaterloo.ca (Peggy)
    - a. Students: mailservices for life?
      - Students get to keep the mailservices accounts, but there is a mix right now from the old way of doing things:
        - Some old student accounts are on the e-community through Alumni (just forwarding service), but over the past 2-3 years students have just kept their mailservices email accounts. As of this year Advancement is no longer creating @alumni.uwaterloo.ca email for grads.
        - Alumni has provided us with a list of past student not in our system (prior to 2001) and if they request to have a @uwaterloo.ca we can create their watiam account, and give them a mailservices account or put an outside email in the email forward field for them.
- The is no process for deleting connect email account right now for current Grads
- b. Faculty/area service desk phones that are forwarded to DC desk for afterhours support? (Peggy) (MATT)
    - What areas?
      - i. MFCF – issues with people not understanding they are not talking to MFCF – about 5 a week – talk to Lori about not doing this any more – program the number to auto forward and stop automatically 5pm – 8:30 what about weekend?

- ii. Clients do not always know they are being forwarded. DC Service desk can help with general questions but can't always help with faculty/dept specific issues
  1. Email will be sent to department letting them know about the forward – Lori/Chris
  2. We can record the call and forward the text to Lori - MFCF
- Do we need to indicate that the numbers are being forwarded after hours? Yes

Service Desk- It would be nice to have some documentation re installation instructions – Matlab, ArcGis etc for the desks

c. Webstore (Will)

- i. Software updates
- ii. Procedures for access, purchasing, help, support tools, contacts, etc.
- iii. Adobe products will be added to the webstore shortly – no more CS6 will be sold via Service desk
- iv. Seminar on Friday Oct 30<sup>th</sup> re Webstore
- v. People can only buy things for their department for the most part, special situations of course – Will to handle these
- vi. Some confusion around the form and how to fill it in
- vii. Who can see what software and purchase it?
- viii. Support interface to see what software someone in your department has
- ix. Multiple checks to what account is being used – so a prof should not be able to purchase something on a research grant if it is not allowed
- x. What happens when we have a large number of copies – can the webstore handle this? Scott – yes we can handle this

d. VDI activity on campus and Win 10 VDI (Manfred)

- i. Software delivery infrastructure in place, delegate control to different areas – no need for each faculty to package software if we are already doing it
- ii. VDI – fill a void between packages new version testing can be an issue – vanguard for testing to see issues before it is pushed to the campus community

- iii. Need to move machines running outdated, non-supported software (java old version of IE) away from our campus network – we will offer machines on a virtual environment so we are not in this situation -
  - iv. VM's with windows 10- RDP to workstation to do testing to get used to this new version – 3 models  
Clarification from Manfred - “Personal”, “Pooled” and “Session-based” VDI instances depending on the requirements of the requesting parties
  - v. VM for software ie SPSS for students
  - vi. If you are interested contact Manfred for more details
5. uPrint – how is it going? Are there any issues? (Library now uses uPrint) (Peggy) (John J) (Randy D)
- a. 1000 users this term with printing issues in the DC Library, uPrint is new to the Library also new VM environment for the Library
    - i. Most of the issues have been addressed with the vendor/RS
    - ii. Library can roll out a fix within 30 minutes with issues re VM image
    - iii. Some issues with authentication – fixed
      - i. Job taking a long time to reach the printer/release station
      - ii. Have a test environment setup with the newest version of uPrint - hopefully by the end of the year a new version will be available.
      - iii. RS has a satisfaction survey going now, will share with us when available
      - iv. Will work with the service desks on education for new students at the beginning of each term. Documentation for the Library is a bit different – Josh/Randy/John will work on making this available
        - 1. Can this be added to the student portal?
      - v. Printing from off campus – do undergrads have VPN for default?  
Google DNS – on the private network can cause issues

Good feedback for Math and En, not seeing any issues with printing in the Labs, Env has removed one of their own printers and gone to a fleet printer on uPrint as well. AHS is also pleased with the printing service.

Updates re fixed/issues should be sent to [isthd@lists.uwaterloo.ca](mailto:isthd@lists.uwaterloo.ca)

## 6. Faculty/area updates (all)

- a. Housing
  - i. New resident should be ready for Fall 2017
  - ii. Keyboxes – master keys for after hour staff – new lock boxes use finger prints – in all residences
- b. Service Desk – DC – 4000 student so far this term – have been very busy

- i. V1 busy as well
  - c. Psychology – new data storage; email for Grad student on connect - forward from connect to connect was an issue for some. SCCM software deployment underway
  - d. AHS lots of physical moves over the summer to new location – Lync Lite is being tested for users in remote location
  - e. Will - testing new license manager for Matlab for the newest version, new Maple coming
  - f. Bob – Lynda.com has been bought out by LinkedIn – Lynda classroom has been discontinued affects a Fine Arts course
  - g. John J – uPrint virtual queue – to print single sided – 4 per page etc; new media doc in the science expansion – 3D printing
  - h. Chris – nothing in MFCF
  - i. Mary/Bernie – ENV – grad moved to connect for email, moving to student information system ASIS (OAT) for undergrad advising; SCCM distribution point for Faculty – better performance; shutting down 2003 servers; creating new license servers which corrected some issues.
  - j. Scott – moved to new area; new blinds needed for the area; School of account and finance new 50 seat lab – will run deepfreeze or regular nexus? Replace an open position has not been approved by HR (job description). Looking to move personal website to WCMS personal, documenting IT process in Arts, Lync meeting used for lunch meeting so Stratford can participate
  - k. Science – nothing
  - l. AHS – moving all users off SEP server
  - m. ENG – samba server for file server, bug in the latest version prevents users from saving document to the N drive – load dependent on server
  - n. Manfred – any faculty’s rebooting their workstation on a regular basis? Yes, Arts, we IST may do this once per week. Arts will reboot once every 30day if they have not, labs reboot nightly
  - o. Library – Josh – VDI continues, update , deploying more work stations throughout the Library – digital signage in Library DC/DP – using invisible (no longer free for campus) \$100 per screen/per month – looking at hardware Library will have 15 screens across the Library - \$3500 per year
  - p. Retail Services will work with anyone wanting digital screen for a lot less.
- Just a note – Lync Lite will be rolled out to the academic support units as of Nov 17<sup>th</sup>

7. Who to host next FACCUS meeting: Arts – date and location TBA