

Minutes FACCUS
March 7, 2013, 2-4pm
DC1568

Attendees

Lori and Chris from MSCF
Charles Woods
Jennifer Kier
Peggy Day
Lowell Williamson
Nitish Khiria
Manfred Griseback
Mary Burden
Lawrence
Glenn Anderson
Steve Carr
Reg Leland
Steven Markan
Shawn Mason
Lisa Tomalty

Minutes

Last meeting minutes approval

No comments on minutes from last meeting.

Any agenda additions?

Printing Initiatives

Project/Initiatives in IST.

Questions regarding restructure

Summary given by Lisa – Organization for Success

Peggy – Wireless tracking

- Guys in network communications have asked us to be more proactive in getting them as much information as you can in the RT to help them to locate the problems
- Keep a running dialogue within the RT request so everyone is informed

- Tracking – mac address and userid would be useful
- Good to add this to the helpdesk website

NetID – Peggy

- Ongoing for 2 years and is currently on hold
- We were ready to push it out and rolled out to some for testing and a splash page is ready
- CHIP has been trained to make bulk ID's
- There are no timeframes for this project. The group wants to know why. Peggy will find out and communicate back
- Supposed to be rolled out May 1 – Lawrence
- Default expiry date is 35 days and can be up to 6 months

Help Desk Initiatives Meeting

- Setting up another meeting soon
- Peggy Cheryl Lisa working on this initiative

RT – Investigations

- Defined all requirements
- Started to evaluate products – RT is on this list
- Asset management – could be part of this, but is a separate item – working with Dawn Keenan on this effort

IT Best Practices

- ITIL
- What we're doing, what's working well and what to keep
- There has been one meeting with Dave Wallace and some others

One button tool for Emergencies

– if there are questions you can ask Bruce Campbell

Tool for looking up user account info (from CTSC)

- 7 years ago, something like this was done in ADS
- They will move it over to be used on Nexus
- Once security team has audited, it will be released for UW staff to use
- Enhancement request: Enter two userids and then compare them to see what the differences are
- IDMStaff (can co-op/student staff use it?) don't think so, but if something is needed, Manfred can look into it if you let him know

- Link is: <http://newwindows.uwaterloo.ca/Nexus/Tools.asp>

Informational Topic

- Check box on the watiam account maintenance screen to request a connect account
- Shawn doesn't know how much work it would take to make this happen, but they will take it back and report
- Calendar only accounts
- Email forwarding – tool for looking up forwarding tools – Martin's group is looking into it

Area Updates

CSCF

- Lawrence – CSCF has a help desk set up to be announced soon

IST

- Renovations to 6th floor in the Math building were discussed.
- Manfred – they're working to identify common apps used across campus – listed and prioritized and now Lowell and Pat Lafranier are working on it to have a list of contacts (old term is champions)

MFCF

- Lori – they now have one co-op instead of grad students. Not sure better – but is different. Documenting processes. Redoing web pages in Drupal. Automating accounts creation tasks, etc.

Science

- – projects – Steve Markan – digital signage – scinage – device called raspberry pie \$35 – runs a version of linux- powered by the TV – beta.
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- 120 seat lab – lots of power that goes in there – create a lab cluster in linux – throw a virtual throwback – supercomputer by night – in beta.
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- 2 new employees – 1 is contract – recent grad – Mirko – research computer .

AHS

- Lowell – working with Manfred's group. Ordered in a server for 2012 to do services like printing and dhcp to student labs. He went to a presentation at WATITIS – they are looking at participants for that.

ENG

- Steve Carr – engineering – digital signage stuff – he has a project on the go now officially.

Arts

- –Nexus – working on that. Web site is being worked on now. They have a touch screen students can use to get to an FAQ.

ENV

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- Mary – ENV acquired a new department – woodshop/workshop – they have a new person and done some work there. Working with students and researchers. MS deployment tool and Bernie has a windows 8. WCMS – one more unit to move over and then done. They are all involved in committees across campus. There's been an increase in their lab activity lately surprisingly.

Housing

- Housing – HoMe system deployed, A/V in all meeting rooms (around 20), Nexus is complete. Network infrastructure replacement this spring. iPhone deployment to Cleaning Service staff.

Next meeting

Environment to host