



WNAG

Wednesday December 21, 2012

Present

Lowell Williamson - AHS (Chair)
Bernie Rutter –ENV (Minutes)
Nevil Bromley - Arts
Tim Farrell - IST
Kevin Oberle - IST
Ravindri Kulatunga - IST
Manfred Grisebach - IST
Mike Cocker – IST
William Lewis - IST
Ray White - ENG
Colin Bell – IST
Naji Alamrony – MFCF

Agenda Items

1) Common applications

- There is a short list of common apps from the lists submitted to Manfred. Some apps could possibly be added but just aren't used commonly now
- Members should rank apps in spreadsheet to determine which ones need dedicated resources
- Manfred will create 2 lists staff/faculty and students
- Podiums will be considered student machines for this exercise

2) Future improvements

- It was suggested that some discussions that are currently held via Email lists are significant enough that they should be handled via face to face meeting

3) AD Consolidation

- Clear governance documentation is needed
- Phase 3 of the project will be far more inclusive. There will be representation from all faculties i.e. CTSC
- Governance group will sit above nexus and approve changes based on change request submission

- Working toward formal service management, all faculties
- Currently there is a 4 person group approving changes soon to be expanded to all of CTSC
- Has been no evidence of formal change control up to now, just WNAG consensus
- ITIL approach, formal Change Management, formal Governance,
- Gathering docs on tools in play now
- Governance Project will be chartered at beginning of year
- Collin will send out brief 1 page charter after this meeting
- Primary sponsors are Dave Wallace and Olga Vechtomova
- IST will be responsible for 24/7 coverage
- Working on what roles and responsibilities will be
- IST has same level access as ENG
- Some physical access issues are outstanding
- Change documents will approved by group of 4
- Process will be formalized further
- IST-CSS now doing more change reporting. We will see more communications to WNAG as more systems move to nexus
- Collin: still looking for middle ground of communication. Input is welcome
- Pat Lafranier is handling communications at this point
- Still some improvements needed in reporting mechanisms

4) Software Ownership

- IST would like a person's name associated with each applications as a contact/owner/champion (see <http://ist.uwaterloo.ca/cs/applicationcontacts.html> for current list)
- Lowell will distribute list for volunteers to become application owner
- Collin: ITIL may change how this is structured
- The list is intended for support personnel for second level escalation, etc.

5) Customizing Software Shortcuts

- Mike Cocker suggested standardization of software shortcuts
- Do we need to create a document?
- Should we be grouping applications into start menu categories?
- This was standardized in the past but not maintained
- Does this have any value vs. using search to start apps?
- Provide suggestions to Mike

6) Lowell - documentation committee

- We are still in discussion with WCMS team
- Wikis to be available in end of January
- We are still awaiting agendas and minutes from 11-12 WNAG meetings

7) Faculty/IST updates

- AHS - Lowell
 - Installing new dell 9010's in Lab
 - working with Mike and JM to use SCCM to deploy
- Math
 - One lab with 10 machines are now Terminal Services machines
- IST IS - Kevin
 - Jobmine down this week. It will be pdf friendly after upgrade

- IST CSS - Manfred
 - Working on how to pass Nagios alert information to people affected
 - SCOM installations went fine but 2 Nexus DC's had full C drives. 1 was almost full so no GPO's were being processed on the servers. This was corrected by ENG comp, reboot required
 - IST now has a Microsoft premier support agreement
- IST IS - Ravindri
 - 6 applications haven't been certified on Firefox CSR 17. 11 are certified and did 6 don't care
 - Oracle's policy per Kevin is Firefox is supported on release. no Chrome support
- Arts - Nevil
 - Scott Paterson is upgrading labs to x64
 - Having issues with Terminal Services since SEP 12/Win update. Dave Hinton helping
 - Continue to move artsfaculty into nexus - 30% done now. mid jan to april to finish then moving Renison
 - issues with Chrome roaming - have tested in other faculties
- IST CSS - Tim
 - Symantec SEP client updates. Working on DC's
 - Will upgrade SEP on Exchange in January
 - Have deployed new client to 2k8 Servers
 - In January the home clients will get SEP 12
- ENV - Bernie
 - lab rebuilds will be completed Thursday
- IST CS - Will
 - We now have a site license for mathematica - maple competitor
- ENG - Ray
 - Doing lab rebuilds
 - Fulcrum lab still in renovations
 - power outage this Friday (21)
- IST Sec - Collin
 - Will try to address entire concerns of tuque
 - AD quick charter to come out