

Program Guide



McMaster University
Hamilton, Ontario
June 5th – 8th, 2011
www.canheit2011.ca

Program Guide

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Welcome to McMaster University

Dear Conference Attendee:

On behalf of CUCCIO and the CANHEIT organizing committee, I would like to welcome you to CANHEIT 2011 and thank you for attending CANHEIT 2011 at McMaster University in Hamilton.

The theme of this year's conference is "The Nature of Technology" and I am confident that you will find the program to be enlightening and informative. The sessions and keynotes will address a number of topics that are relevant to the information technology sector in higher education in Canada today. I am particularly happy to let you know that one of our McMaster associates and Canadian astronaut, Dr. Dave Williams will be delivering a keynote address during the conference.

The CANHEIT Conference is also an opportunity to meet with others both in higher education and in the private sector and cultivate new relationships, ideas and solutions that can be mutually beneficial.

I look forward to seeing you here at CANHEIT 2011 at McMaster University as we explore "The Nature of Technology". We are sure that you will find this to be a great event, a wonderful experience and an opportunity to grow, reflect and encounter!

John Kearney
Chief Information Officer
McMaster University



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A Legacy of Green

Announcing the Creation of the CANHEIT 2011 Nature of Technology Scholarship

Established by the Canadian Higher Education IT Conference held at McMaster University in 2011 to promote environmental sustainability. To be awarded to a student who has completed at least Level II in an Engineering and Society program and who, in the judgment of the McMaster Faculty of Engineering, has demonstrated outstanding academic achievement and an interest in the foundations for a sustainable society through the study of renewable energy, conservation or technological innovation.

The June 2011 CANHEIT conference is themed: “The Nature of Technology”. In addition to employing Green products and procedures wherever possible, the Green IT subcommittee felt that an additional emphasis was necessary to demonstrate our commitment to the environment. In lieu of restricting ourselves to a third-party carbon offset (http://en.wikipedia.org/wiki/Carbon_offset), we searched for a solution which would provide a positive, local impact.

The award is McMaster’s first ever Green-friendly scholarship, and we hope that it will encourage a Canada-wide trend in support of sustainable research and leadership.



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Program Summary for CANHEIT 2011

Sunday, June 5, 2011

1:00 – 8:00	Registration & tours	MDCL lobby
5:00 – 8:00	Reception	Atrium
7:00 – 8:00	Origins Inst. 3D show	MDCL-1110

Monday, June 6, 2011

7:00 - 8:00	Morning Exercise	David Braley Athletic Centre
7:30 - 8:30	Breakfast	Commons cafeteria
9:00 - 9:30	Conference greetings	MDCL-1305/07
9:30 - 10:30	“Environmental Stewardship” Dave Williams (McMaster University)	MDCL-1305/07
10:30 - 11:00	Break	Hallways, Atrium
11:00 - 12:00	Breakout sessions 1 - 5 (60 min.)	1-1105, 2-1307, 3-1305, 4-1110, 5-1309
12:00 - 1:15	Lunch	Student Centre
1:15 - 2:15	“Social Software” Andrea DiMaio (Gartner)	1305/07
2:15 - 2:45	Break	Hallways, Atrium
2:45 - 3:45	Breakout sessions 6-10 (60 min.)	6-1105, 7-1102, 8-1305/07, 9-1110, 10-1309
3:45 - 4:30	Breakout sessions 11 - 15 (45 min.)	11-1105, 12-1102, 13-1305/07, 14-1110, 15-1309
4:30 - 5:15	BOFs	Any of above rooms + MDCL-2232
5:15	Transport to evening event begins	
6:00 – 11:00	Dinner & entertainment	Carmen’s & Cloud 9 (Mary Keyes)

Tuesday, June 7, 2011

7:00 - 8:00	Morning Exercise	David Braley Athletic Centre
7:30 - 8:30	Breakfast	Commons cafeteria
8:45 - 9:45	“ Empowering the Cloud in Higher Education” Stacey Schafer (Dell)	MDCL-1305/07
9:45 - 10:15	Break	Hallways, Atrium

10:15 - 11:15	Breakout sessions 16 - 20 (60 min.)	16-1105, 17-1307, 18-1305, 19-1110, 20-1309
11:15 - 12:15	Breakout sessions 21 - 25 (60 min.)	21-1105, 22-1307, 23-1305, 24-1110, 25-1309
12:15 - 1:30	Lunch	Student Centre
1:30 - 2:30	"The Story behind Apple's environmental footprint" Andy Baynes (Apple)	MDCL-1305/07
2:30 - 3:00	Break	Hallways, Atrium
3:00 - 4:00	Breakout sessions 26 - 30 (60 min.)	26-1105, 27-1102, 28-1305/07, 29-1110, 30-1309
4:00 - 4:45	Breakout sessions 31-35 (45 min.)	31-1105, 32-1102, 33-1305/07, 34-1110, 35-1309
4:45 - 5:30	BOFs	Any of above rooms + MDCL-2232
5:15	Transport to evening event begins	
6:00 – 10:00	Dinner & entertainment	Liuna Station & Cloud 9 (Mary Keyes)

Wednesday, June 8, 2011

7:30 - 8:30	Breakfast	Commons cafeteria
8:45 - 9:45	"The Road Ahead for Higher Education:Emerging Trends in 2011" Ken Steele (Academica)	MDCL-1305/07
9:45 - 10:00	Break	Hallways, Atrium
10:00 - 10:45	Breakout sessions 36 - 40 (45 min.)	36-1105, 37-1307, 38-1305, 39-1110, 40-1309
10:45 - 11:45	Breakout sessions 41-45 (60 min.)	41-1105, 42-1307, 43-1305, 44-1110, 45-1309
11:45 - 12:00	Break	Hallways, Atrium
12:00 - 1:00	"People Cause Change, Not Technology Paul Hoffert	MDCL-1305/07
1:00 - 1:20	Closing remarks	MDCL-1305/07
1:20	Box lunch available	Hallways



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Keynote #1, David Williams, McMaster University

Environmental Stewardship



A true Canadian hero, Williams is down-to-earth with a compelling and unique approach to peak performance, environmental stewardship, our futures and risk management.

From someone who has seen earth from a unique perspective, from up high in space and from deep underwater as a scuba diver, Williams gives his thoughts on the importance of the effects of human habitation, the history of the human condition and our approach to planetary stewardship.

Keynote #2, Andrea Di Maio, Gartner Group, June 6, 2011 1:15-2:15

Social Software



Andrea Di Maio is a vice president and distinguished analyst in Gartner Research, where he focuses on the public sector with particular reference to e-government strategies, Web 2.0, the business value of IT, open-source software and the impact of technology on the future of government.



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Keynote #3 Stacey Schafer, Dell, June 7, 2011 8:45-9:45

Empowering the Cloud in Higher Education



Stacey Schafer has over 25 years of experience in high tech working for companies such as Dell, Motorola, Tyco Electronics, Advanced Micro Devices and NCR. She currently leads Dell's Education, State and Local Services Portfolio. Her experience in driving customer requirements into custom and standard offerings has led to significant growth for her business in several industries. She has also led consulting engagements on next generation technologies and most recently has been driving several programs for Dell around Cloud initiatives in the Higher Education and K-12 communities.

Keynote #4 Andy Bynes, Apple, June 7th, 2011 1:30 – 2:30

The Story behind Apple's Environmental Footprint

Andy Bynes leads the Environmental Technologies team at Apple. He is Apple's environmental strategist to the executive team and is responsible for major programs on toxic-free, energy efficient and recyclable products as well as broader programs covering greenhouse gas emissions, communication and compliance. During this period, the Company has delivered the most energy efficient, toxic-free and recyclable product designs in the IT sector, winning the 2010 GEELA award and thus enabling Apple to become the first company to achieve a gold EPEAT ranking for all products. Apple was also the first company to completely eliminate toxic brominated flame-retardants, and mercury from all products, helping to set a transformational wave in the electronics supply chain. Residing in Silicon Valley with his family, Andy currently serves on the board of directors for POETIC, a non-profit dedicated to the development of therapies for children with cancer and other related disorders. He holds a Master of Science in Environmental Technology from Imperial College in London.



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Keynote # 5 Ken Steele, Academica, June 8, 2011 8:45-9:45

The Road Ahead for Higher Ed: Emerging Trends 2011



For higher education in Canada and worldwide, the pace of change has been accelerating for decades and the environment is starting to blur. Just in the past year, major changes to government funding and tuition policies have put Canada's colleges and universities under immense budgetary strain, while the position of campus president has become ever more politicized and precarious. Institutions have sought novel approaches to contain costs through outsourcing a wide range of academic and support functions, and by seeking new sources of revenue domestically and internationally. Students are becoming increasingly heterogeneous, with some seeking part-time studies that stretch out learning over years, and others looking for accelerated programs that compress education into mere months. Institutions are finding new ways to engage part-time and commuter students, to maximize space utilization, and to deliver hybrid courses face-to-face and online. From tablets and eBooks to mobile websites and apps, new technologies are just starting to transform pedagogy and marketing on our campuses, while a surprising setback has transformed the online higher ed landscape in Canada.

Based on consumer and policy research conducted by Academica Group and others, and news stories covered in the past year of Academica's Top Ten, Ken Steele will highlight 15 new trends that are starting to impact higher education, and that serve as signposts for the road ahead.

Keynote # 6 Paul Hoffert, Technology Visionary, June 8, 2011 12:00-1:00

People Cause Change, Not Technology



As a child prodigy, Paul Hoffert mastered classical and jazz piano, and recorded his first solo record at the age of sixteen. In 1969 he founded Lighthouse, a rock group that earned nine gold and platinum recordings. Not your typical rock musician, Paul was trained as a mathematician and physicist, and is now a scientist, researcher, university professor, writer, composer and musician.

Parallel Sessions

Parallel Sessions Abstracts 1-5 Monday, 11:00 - 12:00pm

Session 1. *"In the cloud nobody knows you're a dog"* - Jeremy Rosenberg, Simon Fraser University.

Location: MDCL 1105

As cloud computing solves traditional problems of speed and scalability, it introduces new challenges around identity and access management. A good, centralized, identity repository is vital for proper authentication and authorization systems to function in the distributed systems. OpenRegistry is designed to capture identity information from all corners of an institution and provide a unified presentation of that information to downstream consumers. OpenRegistry is an open source project under the JASIG project incubation program and is led by developers at Rutgers and Simon Fraser Universities. The project leverages the experiences of the higher education IT community. This presentation will provide an overview of the project and provide details on how OpenRegistry can fit into the Identity and Access Management stack at the participants' institutions. The presentation will also discuss how institutions can get involved in OpenRegistry's design and development.

Session 2. *"Transforming Service Delivery – From Decentralized to Shared Services"* -Janice Sisson and Marvin Kocay, University of Manitoba.

Location: MDCL 1307

Information Technology is critical for all aspects of the University. We need to change how IT services are delivered on campus to meet this need. The University of Manitoba went through an extensive review of its IT operations ,and we are now transforming how we deliver services. We are moving from decentralized local IT support to a centralized service desk. And we're standardizing through an IT procurement Centre of Excellence, Managed Printing and standardized communication and collaboration tools. We will present on the review that was conducted and the transformative projects we embarked on and their impacts to the central IST organization and the University.

Session 3. *"The New National Dream: A Vision for Digital Infrastructure in Canada"* - Rick Bunt and Jonathan Schaeffer, University of Saskatchewan.

Location: MDCL 1305

Canada's competitiveness in the global digital economy hinges on its success in research, innovation and education which, across all disciplines, has become increasingly reliant on digital infrastructure. We need to enable our Canadian researchers, innovators, and educators to compete effectively with their peers around the world. In jurisdictions such as Europe, Asia and the United States, they are investing heavily in next generation digital infrastructure projects comprising high-bandwidth networks, high performance computers, repositories of data and rich digital content, middleware and related software tools to integrate the infrastructure and facilitate its use. In addition, they are investing in highly skilled technical staff who will develop the hardware and software infrastructure and support its use. While we have been successful in building elements of that infrastructure, our approach has been siloed, and our funding support has been ad hoc and fragmented. As a result Canada is falling behind other nations. To catch up we require a holistic vision for a national digital infrastructure project on a scale with past transportation and communications megaprojects that have defined this country since its inception –the new national dream.

The speakers are part of a special task force assembled by CANARIE and Compute Canada to consider the role of these two critical organizations in moving this vision forward. They will review the progress of these discussions, present a number of possible scenarios and discuss the impact on our higher education institutions.

Session 4. *"DNS Security for Dummies, Policy Makers and Engineers"* - Russell Sutherland, University of Toronto.

Location: MDCL 1110

The Domain Name System (DNS) remains at the core of daily successful operation of the Internet. Over the past 15 years, many proposals have been presented in order to make the DNS robust in terms of ensuring reliable and

secure data from authoritative sources. This talk will discuss the rationale behind the need for DNS security as well as outline two solutions which are currently available: DNSSEC and DNSCurve.

Session 5. “UVic TSC: Standardization Through Service” - Nav Bassi, University of Victoria

Location: MDCL 1309

The University of Victoria implemented desktop computer standards in order to improve service, enhance support, streamline acquisition and installation processes, and reduce costs. However, we realized that establishing standards was only the first step towards realizing the desired benefits. We decided to go further and implement a Technology Solutions Centre (TSC) in order to provide institutional sales assistance to faculty and staff – a place where clients could get advice and guidance on technology purchases in the hope that they would choose a standard computer, or at least make an informed buying decision that would minimize ongoing support costs. Since its creation, the TSC has saved the university over \$200,000 and has done so without adding any additional staff members. The purpose of this presentation is to explain the what, why, and how of the UVic Technology Solutions Centre.

Parallel Sessions Abstracts 6-10 Monday, 2:45-3:45

Session 6. “The elephant who is usually not in the room: research computing” – Panel Discussion from various institutions

Location: MDCL 1105

How does your institution provide research computing support? As university budgets and research dollars get tighter, is there a role for a campus support service, or does the future belong to graduate student labour and Amazon EC2? Bring your ideas, experience, wish lists, and predictions to this session.

Panel participants:

Rick Bunt, University of Saskatchewan
Hugh Couchman, McMaster University
Patricia Monger, McMaster University
Rob Thacker, St. Mary's University

Session 7. “Implementing Drupal - Four Perspectives” – Panel Discussion from various institutions

Location: MDCL 1102

Drupal has achieved considerable acceptance as a Web publishing solution by a number of Canadian Universities. This panel will present the Drupal experience of the Universities of Waterloo, Brock, McGill and Windsor. Weaving around the common technical issues and the typical “roll-out” challenges, each institution nevertheless has unique experiences and lessons to share. Topics covered include; how did you do this in Drupal, and how did you roll out Drupal at your university. Training and support for the University community, the implementation plan and a variety of other issues will be discussed. A question period will follow the presentations from each panel member. This panel will be of interest to any institution that is using Drupal or considering a change in their Web publishing environment.

Panel members will include:

Eva Grabinski (Waterloo)
Kris Olafson (Waterloo)
Meron James Hrycusko (Brock)
Vlad Pavlovic (Windsor)
Richard Dumala (Windsor)
Karl Jarosweicz (McGill)
Andrew Lindsay (McGill)

Session 8. “Physiology of Information” - Michael Ridley, University of Guelph

Location: MDCL 1305/07

At the core of information technology is the creation, manipulation, and transmission of information in coded (i.e. binary) format. We live in a world defined by the digital. But what if the future of information is not digital but biochemical? As we learn more about neurophysiology we are beginning to understand the physical basis of information. How is information encoded or represented in our brains? What are the physiological components and processes that constitute memory and learning? If we understand the physiology of information, could we then synthesize it? This presentation will explore the new information frontier of biochemistry and speculate on what might evolve if we can harness these new opportunities faint of heart.

Session 9. “A walk along identity manager way” - Matt Searle, University of Guelph

Location: MDCL 1110

Embarking on a journey to implement an identity management system isn't easy, especially when the vendor you choose gets purchased by another company and they decide to discontinue your chosen product along the way. The University of Guelph was a long time customer of Sun and in 2008 decided to implement Sun Identity Manager to solve some of our identity management needs. Custom provisioning code, LDAP to AD sync programs, and password management headaches would all be a thing of the past. After spending money on training and developing an implementation plan, Oracle purchased Sun and decided to discontinue Sun's product. Facing an uncertain future, previous plans were made more generic and a person repository was implemented to bridge the gap until a new product, Oracle Identity Manager, was chosen. Join us as we share our story of challenges, opportunities, successes, and the lessons we learned along the way.

“Web Access Management and SSO: Transitioning from Sun to Oracle”- Zdenek Nejedly, University of Guelph.

The University of Guelph is transitioning from the Sun Access Manager (a.k.a openSSO) to the Oracle Access Manager (OAM). This presentation discusses the entire process from deployment planning through to the resolution of practical challenges, e.g., software licensing, implementation etc. The key characteristics of our OAM environment include high availability and virtualization. Aspects covered in this talk, which may help other institutions planning a similar transition, include service monitoring, customization of the authentication interface, and comparison of the Oracle Access Manager to its former Sun counterpart. Over the past two years of production deployment of the Sun Access Manager, the University of Guelph has brought Single Sign On to some of its key services. As an example, the custom middleware facilitating SSO with the campus Learning Management System hosted in the cloud (Desire2Learn) is analyzed in this talk to illustrate various SSO integration alternatives and their challenges.

Session 10. “Live Video Streaming: myths, challenges and how the cloud can help” - Nick Cameron, University of New Brunswick, St. John

Location: MDCL 1309

From the Canada West University Athletic Association to Atlantic University Sports, many varsity sports leagues have at least experimented with live video streaming of their games. In fact, some leagues have gone as far as making video streaming and archiving mandatory for tournaments and even regular season games. If not already, there will come a day when your athletics department asks for support from your IT staff to accomplish these tasks. This presentation will look at what is involved with offering this service, what resources are required and discuss whether it can be done in-house or if outsourcing is the only way. If outsourcing is the better option for your university, what should you demand from the service provider and what should they expect from you. This March, the University of New Brunswick Saint John will be hosting the 2011 CCAA Women's Volleyball National Championship. I am managing the video streaming and archiving operation. This presentation will rely heavily on this experience to provide a recent (and presumably successful) example with a detailed description of the operation.

“Deploying the Opencast Matterhorn Lecture Capture Solution” - Christopher Brooks and Keith Jeffery, University of Saskatchewan

This presentation outlines our experiences in deploying lecture capture at the University of Saskatchewan, focusing on our most recent efforts to use the open source Matterhorn product. Used by more than 2,500 students in over 30 courses annually, the presenters will outline issues in contributing to the development of the project, to integrating the project with enterprise systems, and supporting such a system across the campus.

Parallel Sessions Abstracts 11-15 Monday, 3:45-4:30

Session 11. *"Transforming the Instructional Landscape at the University of Alberta"* - Scott Delinger, University of Alberta

Location: MDCL 1105

The University of Alberta is transitioning its centrally supported learning management system (LMS) from the WebCT-based Blackboard Vista 8 to Moodle 2.0. Challenges and opportunities are plentiful in a project such as this: twelve years of WebCT has resulted in over 6000 course sections of material, every student and most faculty and instructors will be affected, several small Moodle 1.9 environments need to be rolled up, and associated projects have been suggested as this project gathers momentum. A discussion of our selection of Moodle, our pilot, our communications with constituents and the development of our project plan will be offered. A transformation of teaching and learning is one of our goals of this project, and we're discussing how to foster that transformation as our project proceeds over the next two years.

Session 12. *Implementing Drupal - Four Perspectives* – Panel Discussion from various institutions

Location: MDCL 1102

Continuation of Session 7.

Session 13. *"The New Wireless Network Edge – is Wired Ethernet passé?"* - Guylain Briand, Pete Wood, Meru Networks

Location: MDCL 1305/07

Supporting a microcell Wi-Fi network in parallel to your wired network is a high touch, high effort activity. Adding an access point to your network shouldn't require a site survey. This is about to change - you can stop building your Wi-Fi network piecemeal. Wi-Fi has grown up for the Enterprise.

Management tools for spectrum analysis and operational troubleshooting have matured as well. Now that you are providing critical services over your Wi-Fi network, you and your staff will want the support of enterprise-class tools.

Presenters: Guylain Briand, Director of Systems Engineers for Canada at Meru Networks & Pete Wood, Account Manager for Integra Data Systems

Session 14. *"High Availability Without the Cluster (or the SAN)"* - Josh Sekel, Brock University.

Location: MDCL 1110

A tour through the many strategies we have employed to avoid dreaded complexity and massive costs associated with server clusters and SANs while still providing highly available services. All of this also builds upon our virtualization strategy further reducing costs and our carbon footprint. Discussion into how we have made services such as File, Email, Web, SQL, Citrix, and more highly available. The discussion will delve into how cutting edge technologies like Solid State Disks (SSD's) can allow you to achieve many of these goals while avoiding the expense and complexity of a SAN. These strategies have allowed us to offer a large array of services with a very small budget and even smaller staff compliment. Like all strategies, there are downsides and an honest discussion into these downsides will occur so the audience leaves with the full tale, not a fairy tale.

Session 15. *"Developing a Unified, Federated Deployment Framework"* - James A. Peltier, Simon Fraser University

Location: MDCL 1309

Workstation deployment is an issue that every institution must deal with, but these tools often expect a homogeneous environment. As part of the Commodity IT effort at Simon Fraser University, the Unified, Federated Deployment Services project is attempting to deliver an extensible, consistent, federated support system for operating systems using native tools that are supported across campus helping to reduce overall costs and provide superior service to our users. Topics will include: Challenges faced, development methodology, strategic and technical solutions for building a consistent and flexible deployment framework and workflow.

Parallel Sessions Abstracts 16-20 Tuesday, 10:15-11:15

Session 16: *“Embarking on a LMS Switch -- Approaches to the Selection Process”* – Panel Discussion from various institutions

Location: MDCL 1105

If you are considering a change in your LMS in the near horizon, you may have questions about how to approach this major undertaking. This session is meant to offer experiences from three (?) universities that recently have gone through a selection process. Learn the approaches they took and for what reasons. Should you do a Request for Information? What specifications should go into the Request for Proposals for a modern LMS search? If you are considering open source (likely!), how does it fit into the search? How do you involve the campus in your processes? For these and other considerations, please join this session.

The panelists are:

University of Waterloo: Andrea Chappell

University of Lethbridge: David Hinger

University of Alberta: Scott Delinger

McGill University: Maggie Lattuca

Session 17. *“IT Security Hot Topics”* – Panel Discussion from various institutions

Location: MDCL 1307

Members of the CUCCIO Security special interest group on Security will form a panel to provide insight into some of the main hot topics on campus and offer general discussion and answers to any questions from the audience.

Panel members include:

Jason Testart - University of Waterloo

Eric Van Wiltenberg - University of Victoria

Gordie Mah - University of Alberta

Gerrit Bos - University of Guelph

Keir Novik - Simon Fraser University

George Farah - Queen's University

Session 18. *“CANARIE's Next Mandate: Strengthening Canada's Vital Digital Infrastructure”* - Mark Roman, CANARIE.

Location: MDCL 1305

CANARIE is preparing for its mandate renewal in March 2012, engaging with government and stakeholder groups to ensure that Canada's vital digital infrastructure continues to meet the needs of the research and education communities it serves. This presentation will focus on the vision for CANARIE's next mandate, including the wide consultation process undertaken to develop the mandate, the specific elements CANARIE is proposing, and the benefits to the research and education communities of a strengthened digital infrastructure. The session will also touch on the overall process of mandate renewal and how stakeholders can support CANARIE throughout the process.

Session 19. *“Ongoing Strategic Adoption of 802.11n-Based Wireless Solutions at York University”* - Ian Lumb, York University.

Location: MDCL 1110

York University's initial implementation experience with an 802.11n-based wireless solution began on a restricted scale in the Summer of 2008. Following the ratification of the 802.11n standard plus market research into solutions based on the same, York articulated a strategy based upon a significantly differentiated WiFi offering from Meru Networks. With the ever increasing footprint of the 802.11n-based wireless solution at York, the current focus is to share lessons learned to date - e.g., the almost counterintuitive, yet optimal placement of wireless access points required in high-density-usage areas (e.g. lecture halls, library commons). Based on past experience, and with the intention of broadening the scope and decreasing the schedule of a campus-wide wireless refresh, York's ability to

execute emerges as one of the key challenges to be faced in the upcoming year. The practicalities of execution will be complimented by a discussion of the technical challenge of introducing authentication via the 802.1x standard plus the necessary introduction of IPv6 for York's wireless and residence networks.

Session 20. *"How can I help you?" Using IT to radically improve service to students* - Richard Spencer, University of British Columbia.

Location: MDCL 1309

University regulations, requirements and practices are many, varied, and complex. They can be baffling, confusing and intimidating, not only to students, but also to faculty and staff, including those staff whose job is to advise and help others. Services can be difficult to discover, understand and use. This presentation will discuss how we can use information technology to make a university a more welcoming, understandable and friendly environment for students, faculty and staff, and will look at some of the cultural, organizational and technological challenges that must be overcome.

Parallel Sessions Abstracts 21-25 Tuesday, 11:15-12:15

Session 21. *"The Road to fulfilling Legislative, Privacy, and Security Due Diligence - before arriving in the Cloud (and the many pit stops along the way)"* - Gordie Mah, University of Alberta.

Location: MDCL 1105

In the fall of 2009, the University of Alberta selected Google Apps for Education as the solution to their email problems. Immediately afterwards, an intensive and collaborative effort began with the University's IT, Legal, Security, and Privacy offices towards fulfilling legislative and information management requirements. In December of 2010, the University and Google finally signed a contract agreeable to both organizations. This talk speaks about the University's journey into the cloud and the long road required to fulfill due diligence.

Session 22. *"Student Panel on Campus Technologies"* - Courtney Sheppard, McMaster University.

Location: MDCL 1307

This is a panel submitted and organized by students for the benefit of future students. There is limited research in Canada and Ontario, so this is a golden opportunity for a well-hosted panel on students' technology expectations. The students have volunteered and represent a cross section of Mac users and PC users (the ever-heated debate!), and we range from undergraduate to post-graduate. The panel will have a focus on what is working well on each of our campuses and what is not, and we will be prepared to take questions on the following: Wi-fi on campus and at home, smart phones and uses for students, required notebooks vs bring your own vs open access labs, online courses and recorded lectures vs the physical lectures, and more.

Intended Audience: IT managers and professionals who want to understand students' needs better as they relate to the rapidly evolving technology situations on Canadian campuses.

Panelists: TBA, from schools across Southern Ontario

Session 23. *"Integrating Central and Distributed IT Groups"* - Simon Sharpe, University of Calgary.

Location: MDCL 1305

University of Calgary is in the midst of an initiative to integrate service delivery units in IT, in HR, and in Finance across the institution.

IT people working in a University setting will anticipate the challenges this presents. Some of the issues we have encountered are:

- Trust, at several levels

- Understanding the services and the deltas between the distributed and central service offerings

- Distributed IT groups tend to have more generalists than specialists.

- Consensus on which services belong in Central and which belong in the Faculties

- Differing views on whether the transition is staff-based or service-based

- Differing views on the Service Catalogue

This seminar highlights the issues we have encountered in our journey and the approaches we have used to remedy them.

Session 24. *“Deployment of IPv6 in Canadian higher education”* - Eriks Rugelis, York University, Facilitator.

Location: MDCL 1110

The long forecast and dreaded exhaustion of IPv4 address allocations by the registries finally occurred in early 2011. In a world where IPv4 addresses are becoming more scarce IPv6 is a favoured technology option to support continued expansion of the Internet.

Members of the panel will discuss planning for deployment of IPv6 in the context of their respective Universities and also in the broader Canadian Research and Education network landscape. Members of the audience will be invited to contribute their perspectives.

Topics for discussion are:

What is the status of your institution's planning for IPv6 implementation?

Who at your institution is sponsoring/driving IPv6?

What IPv6-related technical issues are you concerned with?

If you already have IPv6 address space, did you obtain it directly from ARIN?

If you have already deployed IPv6 in your network (other than accidentally by not disabling it on your newest computers) provide a summary of work done to-date, issues still outstanding.

Some of the panelists will be drawn from participants of in the pan-Canadian IPv6 working group which was constituted after CANHEIT 2010. They will be able to provide an update on the broader picture of IPv6 adoption in Canadian R&E organisations.

The panel includes: Steve Benoit, Georgian College , Luc Roy, Laurentian University, John Sherwood, Alindale/ACORN-NS , Andree Toonk, UBC/BCnet, Eric van Wiltenburg, University of Victoria, with moderator Eriks Rugelis, York University.

Session 25. *“Consultant in a Box - effective, efficient, amazing”* - Andrzej Gadomski, Wilfrid Laurier University

Location: MDCL 1309

This session is dedicated to a very important aspect of IT Service Management (ITSM). Each process needs to be well defined and documented to be managed. The solution offers an easy, effective and efficient way to create a process from scratch or improve existing processes by offering a step-by-step build/review engine. The solution contains 4 modules:

eProcess - Process design, which provides automatic generation of process documentation.

eAssessment - Process maturity assessment tool based on CMM®, CobiT® and ITIL® that allows to identify areas for improvements.

eEducation - Live instructor-led training, delivered over the internet.

eGovernance - Allows you to gauge whether you're maximizing your IT investment.

All information is stored in the database for future use and for on demand report generation. Reports are generated instantly and are customized to provide the organization's look and feel. "Seeing is believing". Invest 45 minutes which may change your ITSM future.

“Balancing Customer Service and IT Security – ITIL Based Solutions for a Service Desk Conundrum” -Stephen Hennessey, Memorial University of Newfoundland.

A satisfied customer is the best business strategy of all. - Michael LeBoeuf

The user's going to pick dancing pigs over security every time. — Bruce Schneier

So what then, are we to make of all this? Honor thy clients but for heaven's sake, don't trust them with your data. In the ever changing world of IT Support today's Service Desk is front and center on the battlefield pitting those who giveth against those who taketh away. How do we provide optimal customer service, meet the demanding

expectations of our clients and still stand firm at the gates of data policy and security regimen. Could this be ITIL to the rescue?

From incident submission to resolution, a well-oiled and finely tuned ITIL based Service Desk will not only spot potential security issues but will report on them, educate clients about risks, safeguard security policy and ultimately, protect users from themselves ... as well as the occasional dancing pig.

Parallel Sessions Abstracts 26-30 Tuesday, 3:00-4:00

Session 26. *“Out of the Fog and into the Cloud: Memorial University’s Cloud Computing Investigation”* - Albert Norman and Ashley Stirling, Memorial University of Newfoundland

Location: MDCL 1105

This presentation will discuss the approach of Memorial University of Newfoundland in its investigation of cloud computing possibilities relevant to higher education. The presentation will focus on the options explored, why email became the first priority, and an ongoing pilot project involving the transition of student email to Google Apps for Education. A discussion of pilot details, including the analysis and choice of a provider, decisions around pilot composition, technical setup, and project and communication planning will be provided.

Session 27. *“SFU Wireless: Shifting Strategies to Address the Mobile World”* - Craig Simons, Simon Fraser University.

Location: MDCL 1102

The proliferation of wireless connectivity in everyday life has never been more obvious. The avatars and handles that define our online identities are no longer tied to the desktop computer. Instead, carrying our "online" presence with us on our mobile devices is now an expectation not a convenience.

At Simon Fraser University, we are shifting our wireless strategies to address the needs of the "always on" mobile world. As the chief entry point of our user community is now wireless networking, we are addressing the unique problems such a network presents in an effort to deliver the same features and functionality traditionally available to the wall port.

Central to our design are strategies that address IP utilization, security, and performance while simultaneously working within the confines of our support resources and vendor limitations.

Session 28. *“Payment Card Compliance and Lessons Learned”* - Tim Russell, Stacey Farkas, McMaster University, Sharon Farnell, University of Western Ontario

Location: MDCL 1305/07

All Payment Card merchants are required to be compliant to the Payment Card Industry (PCI) Data Security Standard. The PCI requirements provide an excellent checklist for protecting sensitive information however they can be challenging to implement. Success and cost-effective compliance depends on the collaborative efforts of an integrated team to see that information technology and operational processes work hand-in-hand to protect the information.

In this presentation, University of Western Ontario, which recently validated their compliance via a successful third party audit and McMaster University, which has several merchants with PCI Certification, will share experiences and lessons learned along their paths to PCI Compliance.

The presenters, who represent the different aspects of PCI (finance, information technology and audit) are:

Tim Russell, Project Manager, University Technology Services, McMaster University

Stacey Farkas, Supervisor, Financial Reporting, Financial Services, McMaster University

Sharon Farnell, Director, Internal Audit, The University of Western Ontario

Session 29. *“Virtual Desktop Computing for Graphically and Computationally Resource Intensive Applications”* – Michael Curwin, Thomas E. Doyle, McMaster University

Location: MDCL 1110

In late 2009 the Faculty of Engineering at McMaster University completed construction of a new building that established the first Gold LEED certified institutional building in Ontario. As part of that eco-friendly initiative, the faculty also constructed one of the most energy efficient computer labs in the world. In addition to realizing enormous energy savings, this lab also boasts the world's first use of 3-D modeling software in a fully virtualized environment.

This presentation will outline how the Faculty of Engineering was able to implement desktop virtualization in a highly resource intensive environment, while simultaneously realizing significant cost savings through energy reductions, scalability, and reduced equipment refresh rates. We will also examine the pedagogical benefits of VDI in the classroom, and the transition of the Faculty's administrative desktop environment.

Session 30. *"A new system for submission and review of research proposals: A comparison of in-house development vs. external software"* – Sally Gray, Andrezej Gadowski, and Gordon McDonald, Wilfrid Laurier University

Location: MDCL 1309

The Office of Research Services at Laurier identified a need for a software solution that would facilitate on-line submission and review of research proposals involving humans. The system had two main requirements: 1) to minimize the data input on the Research Services side by having applicants and reviewers use web-based resources to fill in forms; and, 2) to decrease the risk and liability to the university by ensuring it meets the obligations for continuing review of all research involving humans as required by research sponsors. Three options were investigated: 1) development of an in-house system; 2) purchase of commercial software; and, 3) software as a service. This paper examines why the software as a service solution was the best one for all three parties involved in the process: Research Services, ITS, and the vendor.

"Getting the lead out - The journey from paper forms to online surveys for course evaluations" – Lucia Costanzo and Peter McCaskell, University of Guelph

Universities use the end-of-semester course evaluation process to provide students with an opportunity to submit feedback on the richness of the course, the effectiveness of the instructor and course aids, and to offer suggestions for improvements. In addition, administrators use this input from students as one element in evaluating faculty for Tenure and Promotion.

Traditionally course evaluations have been conducted on scanable paper forms which is a very labour and resource intensive process and one that can churn through many thousands of sheets of paper each semester. This presentation will address: (a) Guelph's strategy in moving away from paper forms to online surveys, (b) areas of challenge we encountered, and (c) recommendations for making the journey a smooth one. As well, attendees will be encouraged to offer perspective from their institution and explore areas of potential collaboration.

Parallel Sessions Abstracts 31-35 Tuesday, 4:00-4:45

Session 31. *"Machine to Machine (M2M) Solution Enablement within the Education Sector"* - Mansell Nelson, Vice President, M2M, Rogers Wireless - Platinum sponsor

Location: MDCL 1105

M2M communications are steadily improving the exchange of data between machines and back-end IT systems. The communications enable the collection and flow of data to people and influence the way we work and live.

Mansell Nelson will present an overview of the rapidly developing M2M world and provide examples of how the education sector can benefit from M2M remote monitoring, critical network access, mobile workforce and transactional solutions to reduce costs, to generate new revenue streams and to help improve the higher learning experience on campuses across Canada.

Session 32. *"ERP Security - A Complex Balance"* - George Farah, Queen's University.

Location: MDCL 1102

This presentation will provide a high level overview of how to develop an information security plan for ERP implementations from a security standpoint. It will outline main security streams that need to be considered in the planning and implementation stages of ERP projects like project governance artefacts, IT controls, and

recommendations on how to approach their development in project mode and through sustainment of ERP operations past the project stage.

Session 33. *“Small is the next big thing - Supporting a Mobile Strategy”* – Rick Bunt and Ed Pokraka, University of Saskatchewan.

Location: MDCL 1305/07

In the 80s, the personal computer revolution dramatically altered the way users accessed information and services. This happened again in the 90s with the Web. Now it's happening all over again with smart phones and tablets. Mobile computing is challenging universities, especially their central IT organizations, to deliver their information, services and support to users of mobile devices. The challenges include organizational readiness, leadership and resources.

The development of a mobile app for idevices by faculty and staff in our Computer Science department several years ago created significant awareness on our campus. The iUsask project attracted a lot of attention, both on campus and off, was the subject of a presentation at last year's CANHEIT, and demonstrated what can be done to deliver services that leverage the special features of mobile devices. The interest it has attracted reflects the growing user interest in accessing institutional services from their mobile devices.

While our central IT department (ITS) has taken on support of iUsask as an institutional service - joining universities such as MIT, Stanford, Princeton, Harvard and Michigan - we quickly realized that this was just the tip of the iceberg of what was required to support mobile service delivery on our campus. We saw that we needed both a strategy and an action plan to stimulate inspiration and innovation while simultaneously providing some measure of coordination of ad hoc development to ensure that we adequately support the rapidly growing demand. We saw that embracing the mobile revolution is about much more than the devices. It's about providing the necessary IT environment (wireless connectivity, authentication services, support across multiple mobile platforms, etc.) and establishing design standards for a rapidly expanding community of developers.

The presenters will describe the progress we have made to address the challenges relating to the development and delivery of mobile services

Session 34. *“McMaster Lab Virtualization, UTS and Ron Joyce Centre”* – Laura Seely and Riley O'Brien, McMaster University

Location: MDCL 1110

In the past year, University Technology Services (UTS) has virtualized lab applications using Citrix for a new campus in Burlington where no physical computer labs were built. Adding streaming servers to our existing Citrix Farm has enabled us to deliver applications through a web browser to many students on and off campus, anywhere and anytime. We will discuss why we chose Citrix, the current Citrix XenApp farm configuration, published vs streamed applications, performance, ongoing maintenance and lessons learned.

Session 35. Mike DiPetrillo, VMware - Platinum sponsor

Location: MDCL 1309

Today's IT infrastructures have become complex and brittle, with nearly 70% of a typical IT budget dedicated to maintenance, leaving few resources to support strategic efforts and innovation. IT organizations have found themselves mired in management tools, software contracts, and procedures that have all become necessary to run the datacenter. Yet developers want the freedom to choose the application platform right for their needs, while end users expect access to their applications and data on-demand. The Cloud promises to deliver an efficient, reliable, and agile IT infrastructure to service these growing demands. VMware's cloud computing architecture allows an IT department to enable business to be dynamic and on-demand by delivering IT as a Service.

Delivering IT as a Service gives your organization the agility it needs while retaining the stability IT departments need. The Agility/Stability Paradigm has been a major sticking point for IT departments. Businesses have begun to see IT as a necessary evil, with virtually every strategic business decision having an IT implication. Market forces continue to accelerate in every region of the world, and across every industry, putting increasing pressure on IT departments to be more responsive and help the organization remain competitive and initiate new opportunities.

This discussion will focus on how VMware's Cloud Computing helps to shatter that paradigm and thrust IT back into a position of technology leadership in business. It will examine the core foundations of Cloud Computing and how VMware enables Private, Hybrid, and Public Cloud solutions to create a new, faster, more cost-effective IT department that provides all the agility your organization needs while maintaining the stability it requires.

Parallel Sessions Abstracts 36-40 Wednesday, 10:00-10:45

Session 36. *"The Portal is dead, long live the portal"* - David Wolowicz, University of Victoria.

Location: MDCL 1105

This presentation will cover how the University of Victoria moved from a branded portal and a web site, to a single web site with integrated portal functionality. We'll cover the challenges, and successes of the new system, and some of the governance, content and infrastructure work that was needed to bring it all together.

In 2006 UVic rolled out its first enterprise portal. Even at that point the concept of a portal seemed a little antiquated. The portal was an end point, it had its own brand, and while a number of things were in the portal, there was not a lot of value for the users.

More than just a portal, it :
Only contains the functionality that it's good at
Integrates with the UVic site (making changes there in the process)
Generates a mobile application
Allows for the linking to actions rather than the linking to sites

Session 37. *"DIY to CMS: Modernizing SFU's Web Presence"* – Jeremy Rosenberg and Frances Atkinson, Simon Fraser University

Location: MDCL 1307

Simon Fraser University is on a mission to modernize the institution's web presence. The historic pattern of web content support around the university has been a few richly resourced islands of activity amid a sea of DIY. With the deployment of Adobe's enterprise CMS, we are taking the university's web sites to a new level, including marketing, academic, research and even individual student sites. We are developing a "pyramid" of scalable, federated content authoring support for this inherently manual activity, experimenting with providing information analysis and design resources from within IT. A paradox is that as the tools get easier, people want to achieve more, the support challenges shift, and new skills are needed. The challenge is to raise the bar without drowning the support. This session will discuss how SFU has undertaken to address all these moving parts to successfully deploy an enterprise class Content Management System.

Session 38. *"Peering" Into the Future"* – Joe Ghadbane, CANARIE

Location: MDCL 1305

CANARIE is currently delivering several new network services to meet the needs of Canadian researchers, educators and innovators. The Peering project aims to address the need for provincial advanced networks and their members to reliably access Internet Content Providers (CPs). The IPv6 project aims to provide CANARIE's network partners with the training and support they need to transition to IPv6. And CANARIE's Digital Accelerator for Innovation and Research (DAIR) Program provides Canada's high-tech innovators at small and medium-sized companies with access to a robust R & D environment where they can develop, validate, test and demonstrate their products and services. The objective of the DAIR program is to provide digital entrepreneurs with an opportunity to speed time to market while sparing them the cost of building an R & D infrastructure themselves.

This presentation will provide an overview of these CANARIE projects, including timelines and expected benefits for a wide range of CANARIE users and stakeholders.

Session 39. *"The Evolution of Adaptive Technology within The Commons at Memorial University"* – Shawn Pendergast, Memorial University of Newfoundland.

Location: MDCL 1110

In 2004, Computing and Communications along with the Queen Elizabeth II Library opened the doors to The Commons. Initially adaptive technology was not part of The Commons; however it soon became apparent that it should have been. Adaptive Technology (AT) plays a very important role with regards to our services and how we deliver them. This presentation will look back at how the technologies, services and partnerships have evolved over the last 7 years in response to the needs of clients with physical and/or learning disability. In addition, I will examine various pitfalls we have faced and discuss some of our plans for the future with regards to AT.

Session 40. *“The use of the Computer Systems Validation process as part of a Project Management Framework”* – Paul McDonald, University of Guelph, Ontario Veterinary College

Location: MDCL 1309

Computer Systems Validation, a formal Quality Assurance process most commonly found in regulated industries like pharmaceuticals and clinical research, is the documented process of ensuring that a computer system operates consistently according to its design, and performs in compliance with functional, technical, regulatory and user requirements. University of Guelph’s Ontario Veterinary College (OVC) recently implemented a Veterinary Management System (StringSoft) and tasked the Information Technology Services department with interfacing it with the University of Guelph Animal Health Laboratory’s Lab Information System (Sapphire) and OVC’s Medication Dispensing System (Omniceil). The project presented a complex blend of requirements outside the traditional norms of teaching and research, demanding a quality-focused approach to planning, requirements management, implementation and change management, while meeting long established expectations to be as responsive as ever. This presentation looks at how we used the Computer Systems Validation process to assure quality in delivering to a complex set of requirements.

Parallel Sessions Abstracts 41-45 Wednesday, 10:45-11:45

Session 41. *“Building and Integrating Federated Applications”* – Chris Phillips, CANARIE

Location: MDCL 1105

The Access Federation has seen a number of applications connected that run the gamut from basic access to sophisticated uses and would like to share how they are connecting and their lessons learned. We will cover topics ranging from best practices to emerging design patterns and have sample use cases.

Deploying eduRoam on your Campus

The Access Federation eduRoam service is ever expanding and has collected some lessons learned and implementation recipes from the field to share. The basics of eduRoam will be covered as well as details of structure and design of various deployments in play across Canada, and a look at future developments. Q & A will be taken if time permits.

Session 42. *“Maturing IT governance practices through effective PPM change management”* – Sandro Gentile, Carleton University, Kiron D. Bondale, Solution Q, Inc.

Location: MDCL 1307

Project Portfolio Management (PPM) initiatives are one method of helping IT departments evolve from their traditional order taking role to a more positive partnership with the rest of the organization. While most executives and project stakeholders can conceptually understand the benefits of consistent work intake, prioritization, and management practices, many such initiatives fail to achieve the expected behavioral changes and business benefits due to poor change management practices.

This presentation will highlight the symptoms and root causes of PPM initiative failures and will provide some field-tested approaches to help secure executive commitment as well as buy-in from functional managers and project teams. The second half of the presentation will be a case study on Carleton University’s IT Project Management Office which applied a number of these practices in the implementation of their governance model.

Session 43. *“A Comprehensive Client-Centered Approach to Prioritizing and Managing Development Projects”* – Gary Sagert, University of Victoria

Location: MDCL1305

In this presentation, which is targeted at IT and Functional managers, Garry explains UVic's comprehensive client-centered approach to prioritizing and managing development projects, and provides an overview of the associated governance structures.

Session 44. *"CUCCIO SIG overview: Instructional Technologies"* – Lori McMullen, CUCCIO, Faciliator

Portal Technologies & Common CV

Location: MDCL 1110

The active SIG's are Instructional Technologies (Andrea), Security (George Farah), Portal Technologies (Peter Rowley) and Common CV (Purita Bristow/Sean Moriarty).

Panel members:

Lori MacMullen, CUCCIO, moderator

Purita Bristow, University of Windsor

Andrea Chappell, University of Waterloo

George Farah, Queen's University

Session 45. *"Malware Incident Strategies"* - Jared Perry, Memorial University of Newfoundland

Location: MDCL 1309

In the last several years emerging threats, making use of 0-day exploits, are outpacing the development of AV and detection tools. Botnet agents delivered via email and drive-by downloads can now go undetected within an organization for months if not years, and cause previously unimaginable damage. Response strategies that emphasize restoration of individual service over understanding the larger threat no longer suffice.

In response to this evolution, Memorial University has moved from simply eradicating to assessing each new malware incident that comes to its attention. Incident triage, centralized AV logging, collection and analysis of unknown malware samples, and working closely with our AV vendor have proven fundamental to this approach; other efforts less so. Ample time will be allotted for group discussion. We are eager to hear what has and hasn't worked for you in your malware battles!

"Trend Micro deployment" - Kelvin Hwang, University of Windsor.

Like other industries, the IT department at the University of Windsor processes a large amount of information on a daily basis. We need to make sure the info is available when needed, without risking the security of that data. Compromising sensitive data not only results in privacy issues, it could also result in serious consequences.

As technology continues to advance, so does the threat of malware. Malware is becoming more sophisticated in regards to how they are written, how they are transmitted and how they deliver their payload. New defense tools and strategies need to be implemented to protect against malware infections. By implementing Trend Micro products, we are able to reduce risk while protecting valuable information against malware infections and data loss.

Birds of a Feather Sessions (*a dynamic list***)

Monday 4:30 – 5:15 pm *Birds-of-a Feather Sessions* (locations TBA)

- **Sharp Canada – Workshop/demo session**
- **Microsoft Exchange**, session moderated by Perry M. Sisk, Director, Information Technology Systems and Support, Saint Mary's University: we are just converting to Exchange and would like to promote an Exchange BOF. Microsoft will provide a resource to assist.

Planned, but not scheduled (time/ locations TBA):

- PCI Implementation Issues, Panel: Ken Craft, McMaster University, Tim Russell, McMaster University, NCI consulting: ***Discussion of payment card compliance implementation issues.***
- ***Managing the Rise of Mobile Devices Connecting to the Network***, Kaspersky Lab workshop :
If you are like the millions of other consumers, you've made the leap to a smartphone or tablet sometime in the last couple of years. The challenge we are faced with today is that faculty, students and staff don't check these devices at the door. In fact, this year more mobile devices are expected to be sold than PC's, and with 3G/4G wireless connectivity, full web browsers and a blossoming application ecosystem these devices can be very productive. So the question is "how do we enable and effectively manage these devices on the campus network" keeping in mind the inherent security concerns around data protection, privacy and access to critical information. Join this session to engage in an interactive discussion on Managing the Rise of Mobile Devices on Campus.
- ***Building a Canadian Education Cloud - Using A Proven Open Source Solution***, Don Aldridge, Industry Executive, Research, IBM Canada Limited, promoting work that North Carolina State has pioneered with their VCL solution (available via the Apache Foundation).
- ***Telecommunications***, Joe Allen, manager of Telecommunications, IST, University of Waterloo: discussion of telecommunications support & Ocutina.

*****Follow twitter or monitor the Sharp display screens for current details.***



**McMaster University
Hamilton, Ontario
June 5th - 8th 2011**

Social Events

Exercise Sessions: Get yourself moving!



Monday 7:00am – Yoga Exercise Session

Tuesday 7:00am – ‘Zumba’ inspired Exercise Session

Offered by award winning instructors at McMaster’s state-of-art athletic centre. David Braley Athletic Centre (DBAC)

DBAC is located on the north side of campus.



And why do we need to exercise?...

Because we have many frivolous events planned, overflowing with food & drink!

Sunday, Monday, and Tuesday Nights: “CLOUD 9”

After hours (beginning Sunday at 8pm, Mon/Tues at 10pm), meet your colleagues in an informal atmosphere. Unwind from your busy day. Mingle. Relax...

(Mary Keyes Residence, second floor lounge)

Monday Night Social Event

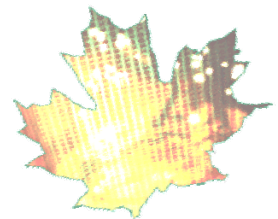


Enjoy a spectacular “Taste of Festivals” at Carmen’s Banquet Centre.
(1520 Stone Church Road East)

Great food, engaging entertainment and fun atmosphere – come enjoy the experience!

First buses leave Mary Keyes residence at 5:15pm.

Buses will do pick-ups from Sheraton and Crowne Plaza hotels at 5:45pm.



Tuesday Night Social Event



Join us for a formal event celebrating Hamilton’s history at Liuna Station.
(360 James Street North)

Pre-event cocktail hour includes complimentary tastings from local wineries and breweries.

Dinner and entertainment follows. Our surprise special guest is an international star who just can’t get enough of the GTA.

First buses leave Mary Keyes residence at 5:15pm.

Buses will do pick-ups from Sheraton and Crowne Plaza hotels at 5:45pm.

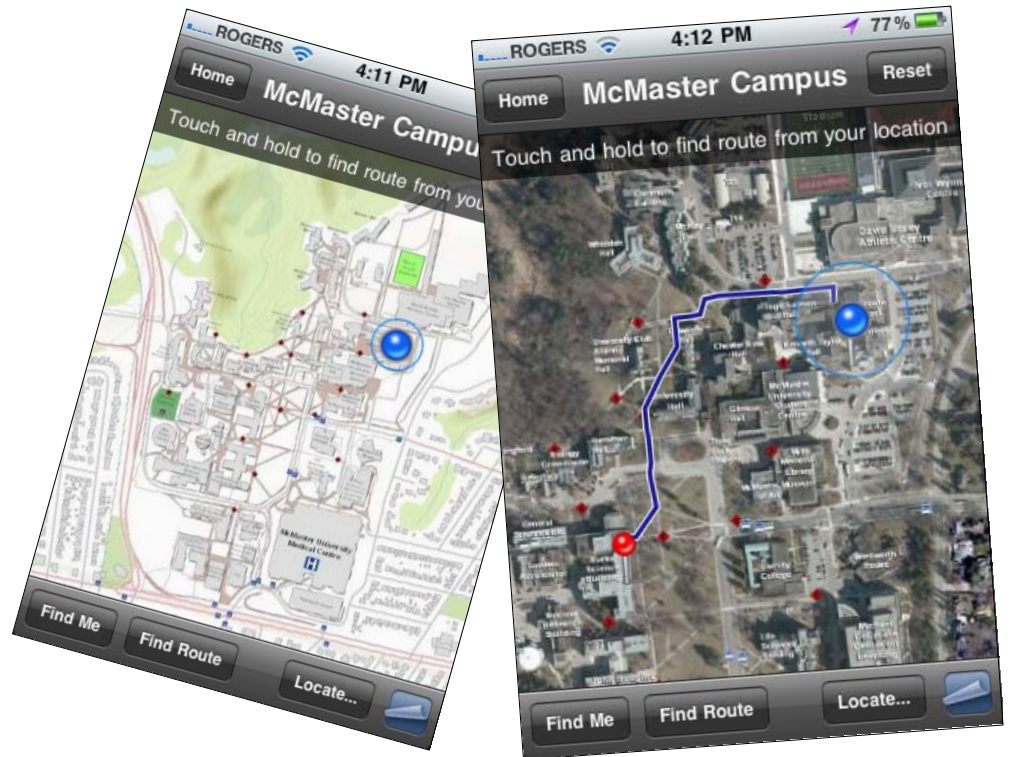


McMaster University
Hamilton, Ontario
June 5th – 8th, 2011
www.canheit2011.ca

Finding your Way around Campus

Can't find your way around our beautiful campus? Have an Apple mobile device? Then check out our FREE MacMap mobile application to help you find your way! Just search MacMap in the iTunes App Store and install!

Find your current location on campus while flipping between aerial view and map view. Search for or touch and hold your destination, and let MacMap show you how to get there. Maps include features like, HSR Bus stops, McMaster Shuttle stops and emergency phone locations (red diamonds).



Inspired by the needs of the CANHEIT conference, McMaster University has embarked on the exciting road of interactive, mobile campus maps. The current iOS application is destined to evolve and in the future we hope to support Android, Blackberry and other smartphones. Keep the app updated on your device for future enhancements!



McMaster University
Hamilton, Ontario
June 5th – 8th, 2011
www.canheit2011.ca

Experience Hamilton

tourism hamilton

ontario, canada

<http://www.tourismhamilton.com/>

Take some time to experience the vibrant Art scene or simply dine at one of our award-winning restaurants. In Hamilton, we have a full range of activities to suit your whims, be they a yen for urban elegance or a need for quiet relaxation.

Some events/ highlights:

[Dundas International Buskerfest 2011](#) (June 3rd-5th). One of Hamilton's favourite and much anticipated events not only has free admission, there is also free parking in the downtown municipal lots of Dundas.

Re-enactment of the Battle of Stoney Creek (June 4th to 5th)

The Re-enactment of the Battle of Stoney Creek has once again been declared a Top 100 Event by Festivals and Events Ontario. www.battlefieldhouse.ca

World class entertainment: The Cirque is in town (June 8th – 12th) www.hecfi.ca/Copps-Coliseum/Cirque-du-Soleil-Quidam.html

Brott Musica Festival (June 11th – Aug. 18th).

The Brott Music Festival and National Academy Orchestra has played a leading role in providing cultural excellence and diversity to the Hamilton area for 22 years. www.brottmusic.com

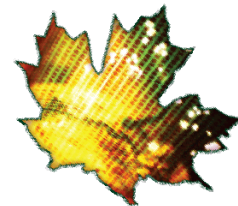
James North Art Crawl (June 11th)

The second Friday of every month, hundreds of people traipse between art openings, screenings, improv theatre and live music. www.jamesstreetnorth.ca

Open Streets Hamilton (June 12th)

From 10am to 3pm, James St. North will be closed to automobiles and open to a festival of people walking, cycling, listening to music and bands, watching demonstrations or shopping the various shops and restaurants along the street. Rain or shine! www.smartcommutehamilton.ca

Royal Botanical Gardens. (May/June is Tulip season) Receiving international visitors year round, the RBG is worth a visit. <http://www.rbg.ca>



Where to Eat

World class restaurants you won't want to miss

Dundas' Quatrefoil Restaurant is less than 10 minutes away. EnRoute magazine recently named the precociously refined Quatrefoil one of the Top 10 new restaurants in all of Canada. www.quatrefoilrestaurant.com



The city core has many pockets of restaurants, pubs and venues to suit any appetite. The map below marks only some of the areas you can peruse.



CANHEIT 2011
The Nature of Technology



McMaster University
Hamilton, Ontario
June 5th – 8th, 2011
www.canheit2011.ca

This is Your Conference

Let us know how we're doing. Stay up to the minute with the excitement. Share your experiences.



Follow CANHEIT2011 on twitter for the latest Birds of a Feather information, for schedule reminders, and for the inside scoop.

If you have feedback, questions or concerns, please send us an email at canheit2011@mcmaster.ca or talk with any of our volunteers.



And our help desk is always available to help.
(905)-525-9140 x 24357

Following the conference, we will be sending out a survey to help guide the team working on next year's conference.



McMaster University
Hamilton, Ontario
June 5th – 8th, 2011
www.canheit2011.ca

Getting Connected

McMASTER ONLINE

How to access wireless
network on campus.

Quick and Easy (not encrypted)

From your list of
"Available Networks",
select: **MacConnect**.
From a browser, enter MAC ID
(or guest ID) and password.

Secure and Continuous Connection* (encrypted)

From your list of
"Available Networks"
select: **MacSecure**.
Enter MAC ID (or guest ID) and
password.

If visiting from another eduroam enabled University* (encrypted)

From your list of
"Available Networks"
select: **eduroam**
Enter your home university ID,
appending your university realm
e.g.: "myID@myUniversity.ca"
and then your password.

*Settings for **MacSecure** and
eduroam available on reverse.

For assistance please call the
Technology Service Desk
905-525-9140 ext. 24357



Advanced Connection Information Eduroam and MacSecure

To connect to eduroam and
MacSecure you may need to
set up a few advanced
features on your device.

- Network/SSID: **eduroam** or
MacSecure (you may have
to manually type this)
- Network Authentication
Method: **WPA2**
(also called **WPA2 Enterprise**)
- Data Encryption Method: **AES**
- EAP Type: **PEAP**
- Authentication Protocol:
MS-CHAP-V2

For step by step instructions,
please connect using
MacConnect and search for
"MacSecure" or "eduroam"
on www.mcmaster.ca.

For assistance please call the
Technology Service Desk
905-525-9140 ext. 24357

Check out McMaster's new
mobile interactive
map! Now available
at the Apple App Store.



Thank you to the Sponsors of CANHEIT 2011

We wish to thank all of our sponsors who chose to participate in this year's conference. Without them, this event would not be possible. We look forward to your continued support of the annual CANHEIT conference in the years ahead.

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Partnered Gold Sponsors



Silver Sponsors

The Microsoft logo, featuring the word "Microsoft" in a bold, black, sans-serif font.The SHARP logo, featuring the word "SHARP" in a bold, black, sans-serif font.The SUNGARD HIGHER EDUCATION logo, featuring the word "SUNGARD" in bold black and "HIGHER EDUCATION" in blue, sans-serif font.The Cisco logo, featuring a stylized bridge icon above the word "CISCO" in red, sans-serif font.

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The TeamDynamix HE logo, featuring the word "TeamDynamix" in blue and "HE" in yellow, sans-serif font.The IBM logo, featuring the word "IBM" in blue, with horizontal stripes.The NCI SECURED INTELLIGENCE logo, featuring a stylized eye icon and the text "NCI SECURED INTELLIGENCE" in green, sans-serif font.The ORACLE logo, featuring the word "ORACLE" in red, sans-serif font.The perceptive software a Lexmark company logo, featuring the words "perceptive software" in grey and "a Lexmark company" in smaller grey, sans-serif font.The orion logo, featuring a stylized blue network icon and the word "orion" in black, sans-serif font.The Google logo, featuring the word "Google" in its multi-colored, sans-serif font.

Thank you

It takes a community to pull together a conference,
and CANHEIT 2011 is no exception.

We thank the following as
well as all individuals who
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