ONE I.S. HIGHLIGHTS
2018-19

RESEARCH

- **Established the SFU Research Computing Cluster**
- **Established the SFU Big Data Cluster**
- **Expanded Cedar to:**
  - 1,610 servers
  - 60,565 processing cores
- **SFU Data Centre:**
  Received the largest capital incentive in Advanced Education ($525,000) as part of the BC Hydro Power Smart Partner program

EDUCATION

- **Upgraded audio-visual and technology equipment in learning spaces across SFU's three campuses:**
  - Burnaby   52 spaces
  - Vancouver   9 spaces
  - Surrey   29 spaces
- **Established a Student Advisory Committee to engage and connect with students**
- **Hosted 4,500 Canvas classes with a total of 246,000 Canvas course seats**

COMMUNITY

- **CANHEIT-TECC:** Engaged the national community by hosting the largest higher education IT and advanced research computing professionals conference in Canada; certified Silver event by SFU Sustainability
- **Partnership:** Strengthened relationships between Enterprise IT, Local IT, and the university community in the fulfillment of our One I.S. vision

DIGITALIZATION

- **SFU Cloud:** Transformed SFU's IT infrastructure to enable flexibility, agility, security, and disaster recovery
- **Campus Visual Displays:** Implemented enterprise digital display solutions in 14 locations across the university
- **Managed End-point Devices:** Improved SFU's security posture by increasing the number of managed devices to:
  - 4,500 managed Windows devices
  - 1,600 managed MAC devices

ADMINISTRATION

- **SFU Mail:** "You didn't just implement email, you made SFU fall in love with IT!"
- **eTRACS:** Enhanced and fostered collaboration among academic departments and Faculty Relations
- **Salesforce CRM:** Improved student recruitment and retention by offering a personalized experience and 360° perspective
- **SFU Print:** Enabled print-anywhere capability; reduced erroneous printing and related CO_2 emissions by 3,400 kg since August 2018

PEOPLE

- **208 Full-Time Enterprise IT staff**
- **154 Full-Time Local IT staff**
- **Started the Academic IT Integration Initiative**
- **Established a volunteer employee engagement working group**
- **Conducted development discussions with every Enterprise IT employee**

IT STAKEHOLDER SATISFACTION

By comparing the survey results of 2019 to 2016

5% INCREASE
IT satisfaction

5% INCREASE
IT value

7% INCREASE
Satisfaction with understanding colleague's needs

8% INCREASE
Satisfaction with Service Desk

5% INCREASE
Project management satisfaction

IT BY THE NUMBERS
2018-19

EMAIL

56,300	Active email accounts
840,500 /day	Emails received
626,000 /day	Emails rejected (due to spam, virus, etc.)

CYBERSECURITY

2.7M /month	CAS-protected application logins
2.5M /day	Cyberattacks blocked
17,000 /month	SFU systems scanned for security vulnerabilities
304	Users enrolled in MFA

INFRASTRUCTURE

1.5M /day	Device authentications
60,000 /day	Unique end-user devices connected
35,000	Peak concurrent wireless devices
1.5TB /day	Internet traffic
302TB /day	CANARIE traffic (Research)

PROJECTS

34	Active projects
$11M	Spent on projects (monetary and asset consumption)

SOFTWARE

11	End-user enterprise software license agreements

SERVICE DESK

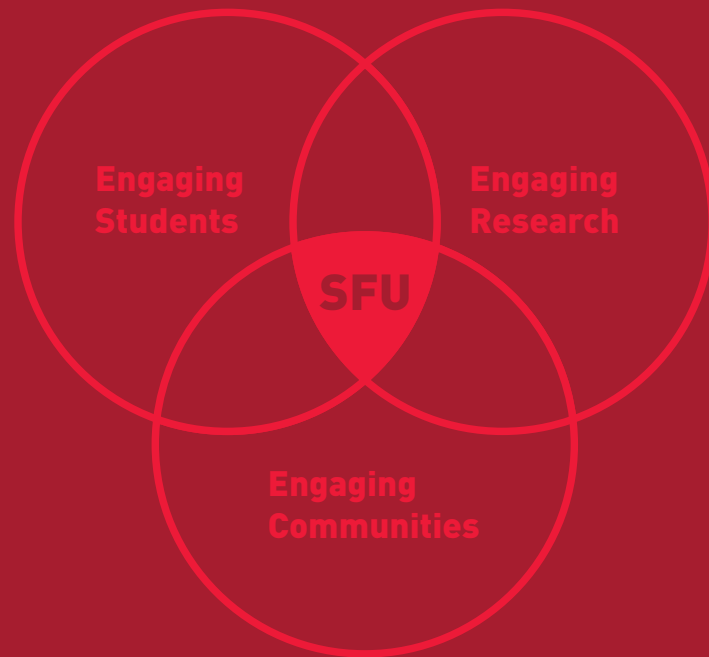|	
4,500 /month	Service requests
52,000	Service requests resolved
85%	Service request satisfaction rating

BUDGET

6%	of SFU revenue spent on Enterprise and Local IT
5.8%	of revenue spent on IT (Industry average)
$999	Enterprise IT spending per institutional FTE
$971	Enterprise IT spending per institutional FTE (Peer average)

Engaging
Students

Engaging
Research

SFU

Engaging
Communities

RESEARCH

EDUCATION

COMMUNITY

DIGITALIZATION

ADMINISTRATION

SFU

PEOPLE

Integrated
Administration
Processes

ONE I.S.

Unified
Research
Computing

Teaching &
Learning
Ecosystem

IT SERVICES
ANNUAL REPORT
2018-19

www.sfu.ca/itservices

SFU IT SERVICES