Quarterly Report

July – October 2017

This report highlights IT Services' key activities/achievements during the second quarter of the 2017/18 fiscal year.

SFU IT SERVICES

CORE VALUES

1 Client Service

We will foster a culture of service first and engage proactively and directly with our clients to understand and support all of their information systems requirements.

2 Information Security

We will promote a culture of security throughout the University and do our utmost to ensure the online safety and security of SFU. Protection and mitigation from cyber security risk and continually improving information security is a matter of survival.

3 Collaborative Partnerships

We will be engaged in all decisions about information systems at the University, focus on technology outcomes by leveraging information systems to augment human interaction to make it more valuable and productive, and actively employ a socialization process for all information systems changes, projects, and innovations.

4 Seamless Integration

Business requirements will drive software-based systems, enterprise and local information systems will work together seamlessly, and we will deliver and maintain a single integrated source of data for decision-making to enable people at all campuses to seamlessly work, teach, learn, and research together.

5 Organizational Agility

We will continuously improve and evolve our processes, adapt to digital disruption, balance the demand for information systems with financial sustainability through prioritization and university-wide stewardship, and invest in our people to sustain demands for increasing value from information systems.
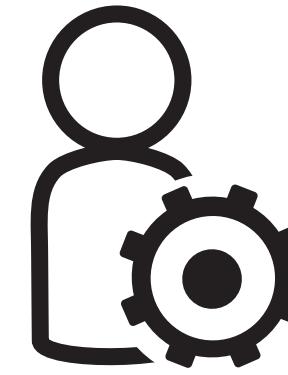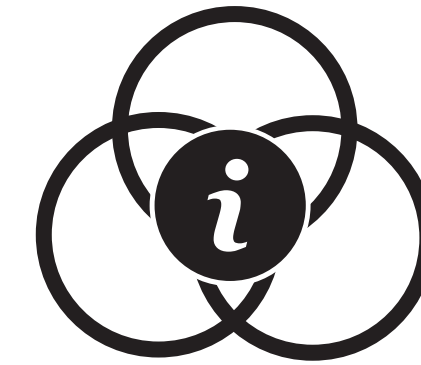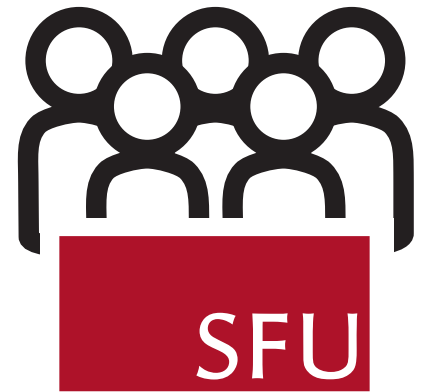
STRATEGIES

Research

Education

Community

Administration

Digitalization

People

RESEARCH

Accelerate the pace of research and innovation, cultivate inter-disciplinary and inter-university collaboration, and drive economic development.

The following activities occurred during the period:

- Developed and implemented new management software on Cedar to dramatically improve system performance.

- Transferred old Westgrid data storage to new Cedar system as part of the system decommissioning process.

- Developed an Audio Visual technology upgrade roadmap for the Big Data Hub.

- Completed a major Audio Visual upgrade in the Big Data Hub theatre.

- Completed technology upgrades to Big Data Hub boardroom.

- 454 researchers from SFU now have an active Compute Canada account.

EDUCATION

Extend our academic reputation for educational excellence through the advancement of our teaching and learning information systems ecosystem.

The following activities occurred during the period:

- Upgraded Surrey Crestron Classroom Control systems.

- Renewed Surrey Lab and staff computers and implemented Windows 10.

- Upgraded Vancouver Harbour Center, 7th floor LifeLong learning Meeting room and Teaching space.

- Deployed Windows 10 in all Vancouver labs and classrooms.

- Removed all mylar rolls and reels from classrooms and theatres across the University.

- Worked in partnership with Fraser International College (FIC) to procure replacement projectors for their 20+ classrooms.

COMMUNITY

Provide tools, methods, and resources to enable collaboration, communication, and engagement with SFU's broad span of internal and external communities.

The following activities occurred during the period:

- Delivered Audio Visual services in support of Fall Convocation.

- Established meetings with Meeting, Events, and Conference Services (MECS) to improve cross-department collaboration.

- Introduced quarterly meetings between Teaching and Learning Centre (TLC) to improve cross-department collaboration.

- Created an Information Legislation Compliance Council.

- Created a Student Data Governance Council.

ADMINISTRATION

Create a more engaged university by delivering a consistent client experience while minimizing the administrative burden of our mission related work.

The following activities occurred during the period:

- Completed transition of the Finance Program to IT Services.

- Created SFU Audio Visual Vendor Standards Package in collaboration with representatives from all three campuses.

- Created classroom design standards in collaboration with representatives from all three campuses.

- Upgraded FINS PeopleTools 8.54 to 8.55.

- Supported FCAT Dean's Office move from Vancouver to TASC2 in Burnaby.

- Supported Major Projects Office move from TASC2 to Discovery Park.

- Implemented new Grad Online Application in collaboration with Graduate Studies.

- Finalized Project Charter and Project Closure templates in collaboration with the Vice President, Finance and Administration (VPFA)'s Office.

DIGITALIZATION

Provide integrated, secure, and sustainable information systems as a foundation for enhancing SFU's engagement goals.

The following activities occurred during the period:

- Supported over 9,000 SFU Vault users.

- Expanded monthly vulnerability scanning to cover all University networks.

- Supported KPMG in the completion of an Information Security Capability Assessment.

- Developed a vision and roadmap for SFU's Enterprise Identity and Access Management Architecture.

- Completed SFU's Campus Network Renewal Project.

- Implemented a border firewall to protect SFU's internal networks.

- Achieved significant progress on the Strand Hall Data Centre Migration and Disater Recovery projects.

- Removed all old CRT monitors across the University.

- Established Change Advisory Board process control within the Desktop Support group.

PEOPLE

Nurture a university-wide information systems community delivering services as a unified team that continuously improves people, processes, and data to provide the best client service in the higher education community.

The following activities occurred during the period:

- Delivered training for a number staff on a variety of topics, including:

  o Agile Project Management Methodology
  o Business Process Model & Notation
  o Scrum Master
  o LEAN

- Gathered information for the EDUCAUSE Core Data Services survey.

- Supported the Human Resources-led competency framework initiative.

- Developed and presented a Project Management Office (PMO), One I.S. Site, and Project Dashboard to the One I.S. and Administrative Systems Stewardship Committee (ASSC) steering committee members.