Quarterly Report

January – March 2019

This report highlights IT Services' key activities/achievements during the fourth quarter of the 2018/19 fiscal year.

SFU IT SERVICES

RESEARCH

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

- In collaboration with SFU's Linguistics Department and the SFU Big Data Hub, the Research Computing Group developed a new Gender Gap Tracker ⤢ to track, in real-time, the number of women and men quoted in major news platforms in Canada.

- Implemented a new quality of service tool on Cedar to combat overloading of systems.

- Continued working with researchers to migrate their applications and services to the SFU Research Cluster. We have also increased resources to improve overall system performance.

- Commenced renovation of the south east corner of the SFU Data Centre to support additional computing capacity. Construction is well underway and on target for completion in mid-May 2019.

- Started planning and design for expansion of the Cedar system as well as developing a proposal for Innovation, Science and Economic Development Canada (ISED) to request funding for the expansion.

EDUCATION

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

- Confirmed that Crowdmark service adoption has vastly outpaced the expected 50% annual growth and is nearing a 300% growth rate in the first year of enterprise licensing (12,000 annual seats versus 4,000 in the previous year).

- Modernized the way goSFU handles incoming transcripts by converting to the new Ministry of Education standard. This initiative allows institutions to standardize the way transcripts are handled for both BC high school and post-secondary students.

- In response to feedback from graduate program chairs and program assistants, developed a streamlined process for submitting graduate student progress reports in goSFU. Improvements include a condensed version of the submission form and the ability to upload PDFs, allowing academic units the freedom to tailor their reports according to their needs.

- Engaged staff at multiple academic units in workshops to clarify processes and requirements in preparation for the eTRACS Course Planning module. Continued improving existing **eTRACS** ↗ features through demos and collection of feedback.

COMMUNITY

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

- Hosted a presentation to the campus community on the Cybersecurity Threat Landscape delivered by Gary Perkins, Executive Director and Chief Information Security Officer (CISO), Province of British Columbia.

- Partnered with Beedie School of Business on an agreement to move their servers to the SFU Data Centre.

ADMINISTRATION

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

- Completed the SFU Mail ⬈ implementation project and transitioned support to operations.

- Completed the first phase of the Student Data Warehouse, comprising a scalable technical foundation and 6 proof-of-concept reports. The scoping of the next phase has begun, with a goal of making the stewards of this student administration data self-sufficient in the Student Data Warehouse.

- Created several improvements to our project management process including a project closeout checklist, a project deliverables map, a project risk management process, and a project roles and responsibilities template.

DIGITALIZATION

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

- Began a pilot for Multi-factor Authentication ⬀ which will dramatically improve our security posture for application access. The pilot will be expanding to Enterprise and Local IT, as well as volunteers from administrative departments in the coming months.

- Obtained formal approval from the One I.S. Stewardship Committee ⬀ for the Data Governance Policy.

- Created a scalable transition to operations template that will assist with ensuring a product, service, or result that a project team is working towards moves into operations successfully.

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.

- Completed an IT Satisfaction Survey of all full-time, continuing faculty, and staff. The survey results combined with information obtained through follow-up stakeholder consultations will be used to update our One I.S. Strategic Plan ⬀ as well as inform our FY2019-20 Annual Plan.

- On-boarded IT service and support for Safety and Risk Services and Document Solutions to Enterprise IT.