

Quarterly Report: April-June 2017

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



Highlights

- Opened the new Simon Fraser University Data Centre.
- Launched the Cedar advanced research computing cluster.
- Implemented Visual Schedule Builder to improve the student registration experience.
- Built a project management dashboard to provide easy access to all ITS project data.
- Supported the increased use of SFU Vault – now over 7,000 users and growing.
- Completed the implementation of Papercut to improve the student printing experience.
- Initiated the implementation of new email system to replace SFU Connect.

Customer Service

The following activities occurred during the period to support providing excellent customer service to our clients:

- Completed the PaperCut project to replace card-based printing with an online service available at all three campuses.
- Finalized development of a new Service Catalogue based on input from all areas of IT Services to clarify the services provided by the department and how to access them.
- Provided audio visual services for the Spring 2017 Convocation.
- Signed Desktop Support Service Level Agreements (SLAs) with Safety and Risk Services (SRS) and Sodexo Canada to support their IT needs.
- Continued working with SRS to test the AlertUs Desktop Emergency Notification system in preparation of the deployment in August 2017.



Collaborative Partnerships

The following activities occurred during the period to support building strong collaborative partnerships throughout the University:

- Collaborated with Research, Facilities Services, and Compute Canada, to launch the SFU Data Centre, ranked as the 13th most green supercomputer facility in the world.
- Completed the installation and operationalization of the Cedar system, Canada's most powerful academic supercomputer.
- Launched Visual Schedule Builder in partnership with Student Services to improve the student registration experience.
- Worked in partnership with Ancillary Services to operationalize Sodexo in the SFU technical environment.
- Worked with the Director of University Relations and the University Secretary, to update policy GP 24 (Fair Use of Information and Communications Technology) to integrate it with the University's new Sexual Violence policy (GP 44).
- Established quarterly meetings with Facilities Services to improve inter-departmental communication/coordination on projects, service requests, escalations, etc.



- Established a Unified Procurement Council with membership from IT Services and Procurement Services to work towards streamlining the process of reviewing and approving all information system purchases.
- Hosted the quarterly ShareTech meeting to engage both enterprise and local IT from across the University to discuss information systems at SFU.

Information Security

To support the culture of security throughout the University and the online safety and security of SFU, the following activities took place during the period:



- Selected KPMG to conduct a University-wide, risk-based information security audit. The assessment will be conducted over the summer. A report with recommendations is expected to be ready in the Fall of 2017.
- Developed and conducted an Emergency Operations Centre (EOC) Ransomware Tabletop Exercise in partnership with Safety and Risk Services (SRS). The primary purpose of the exercise was to test the University's overall readiness to respond to a major cybersecurity attack.
- Actively monitored the recent worldwide WannaCry and Petya ransomware attacks and proactively verified that SFU's systems were properly protected.
- Expanded our monthly vulnerability scanning from IT Services systems to include all systems and networks across the University. We are collaborating with all our service partners and clients across the University to ensure any critical or high severity vulnerabilities identified by these scans are properly addressed in a timely manner.
- Presented information sessions on phishing to help raise the level of information security awareness at the University.

Project Management

To support the project management process for IT projects at the University, the following activities occurred during the period:



- Created an IT Services project dashboard to provide easy access to information on the status of active projects. The dashboard is available at [https://sharepoint.sfu.ca/sites/its/pmo/Lists/ITS Projects/active.aspx](https://sharepoint.sfu.ca/sites/its/pmo/Lists/ITS%20Projects/active.aspx)
- Socialized the services available through the Project Management Office (PMO) by delivering information sessions for IT Services and local IT staff.

Organizational Agility

The following changes were made in order to improve organizational efficiency and effectiveness:

- Transferred Identity Management staff into Application Services in order to achieve greater integration with PeopleSoft and to expand single sign on.
- Transferred all project managers to the Project Management Office (PMO) to provide increased project coordination and to standardize our project management practices.
- Appointed Keir Novik to the role of Chief Information Security Officer (CISO) for the University.
- Hired Keith Fong to fill the critical role of Director of Application Services effective May 29, 2017.
- Transferred client-facing telephone system support services (switchboard) from Infrastructure Services to Client Services.
- Transferred administrative support duties from Infrastructure Services technical staff to administrative staff within Strategic Services.



Planning

The following planning activities occurred during the period:

- Developed the first draft of an Information Systems Strategic Plan for the University based on input received from the IT Satisfaction Survey, follow-up consultations with stakeholders, IT Services staff and Stewardship Committees. Our goal is to finalize the plan early in the Fall of 2017 and use it as a basis for developing the IT Services 2018/19 Annual Plan.
- Developed project plans to support the Disaster Recovery and Strand Hall Data Center Migration projects.



Administrative Review

IT Services was selected as the pilot department for the administrative reviews being done by the University.

- A review team of both internal and external personnel was engaged to conduct the administrative review, with a focus on internal resources, systems and processes. The review provided insight into how effectively IT Services leverages its people, processes, data, and technology and identified opportunities for resource reallocation and improvements to improve processes, efficiency, and customer service.
- The appropriate recommendations from the final report will be integrated into the IT Services 2018/19 Annual Plan.



Financial Management/Sustainability

- Ensured capital and operating expenditures remained on track.
- Developed a new process to enable Project Funding Forecasts which will facilitate improved long-term capital planning.



Awards

Canadian Association of University Business Officers (CAUBO)
Quality and Productivity (Q&P) Awards Program

- 3rd Prize, Open Category: SFU Vault

CUCCIO Awards

- Collaboration Award Nominee: Simon Fraser University Data Centre: Installation of Cedar
- Innovation Award Nominee: The Official SFU App Suite

Compute Canada Awards of Excellence

- Award of Excellence: Martin Siegert, Director, Research Computing
- Outstanding Support: Lixin Liu, High Performance Computing Architect, Research Computing

