# QUARTERLY REPORT

**APRIL - JUNE 2019**

This report highlights IT Services' key activities and achievements during the first quarter of the 2019/20 fiscal year.

**SFU** IT SERVICES

# 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:

- Completed the renovation of the south east corner of the SFU Data Centre in order to support additional research computing capacity.

- Submitted an application to the Ministry for Innovation, Science and Economic Development Canada (ISED) to expand Cedar by approximately 40,000 cores and 768 GPU's.

- Retired the Colony cluster on April 30th after more than 10 years of service for researchers at SFU. Researchers are now encouraged to use Cedar instead.

- Dramatically increased Cedar uptime and responsiveness.

# 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:

- Strengthened integration between goSFU and Salesforce CRM resulting in a performance improvement in the processing of updates (from hours to minutes) and enabling up-to-date information on potential students during the recruiting and advising process.

- Implemented the InfoSilem course scheduling system in collaboration with Student Services to pave the way for more powerful course scheduling options and tools.

# 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:

- Received One I.S. Committee approval of the Academic IT Integration Program Charter. The overarching mission of this program is to improve the effectiveness and efficiency of IT service delivery to faculty, staff, researchers, and students in academic units.

# 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 a major upgrade of the Tableau Server to support growth in demand for the system.

- Integrated Chartwells into SFU's network infrastructure and ensured they are PCI compliant.

- Partnered with Human Resources to upgrade myINFO with a more intuitive user interface.

- Developed new tools to improve decision-making for the Portfolio Planning Committees.

# DIGITALIZATION

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

The following activities occurred during the period:

- Completed a Multi-Factor Authentication (MFA) system proof-of-concept designed to strengthen SFU's information system security posture.

- Implemented a new backup system to improve performance, reliability, resiliency, and data storage efficiency.

- Expanded the use of SFU Cloud Provisioning Services to 38 new SFU units and over 50 new users speeding up deployment of new servers from days to minutes.

## 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 on project management techniques to staff in Client Services and Application Services to foster a better understanding of tools and templates available.