Quarterly Report
January - March 2018

This report highlights IT Services’ key activities/achievements during the fourth quarter of the 2017/18 fiscal year.
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 a major expansion of our Compute Canada advanced research computing cluster, Cedar, with the installation and commissioning of 30,720 new cores.

- Activated a new production database cluster on Cedar allowing researchers to run database queries from compute-intensive applications.

- Migrated all workloads (including 500 TB of research data) from our old research computing cluster, Bugaboo, to Cedar as part of decommissioning the Bugaboo system.

- Installed a computing cluster ("Hadoop") for the Big Data project to enable storing and analyzing huge amounts of unstructured data in a distributed computing environment.

- Designed a scalable, high availability storage cluster to provide file system services to the Faculty of Applied Science.

- Completed the move of the high-security computing environment from Strand Hall to the SFU Data Centre.

- Collaborated with the Big Data Hub on the acquisition of an enterprise customer relationship management (CRM) solution.

- Participated in the new Augmented Reality/Virtual Reality ecosystem initiative led by Associate Vice-President, Research’s office.
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:

- Completed renewal of the information and audio-visual systems in the AQ Seven Sisters theatres with the last four theatres going live in March.
- Received approval from the One I.S. Stewardship Committee to fund renewal of 45 classroom projectors in West Mall Centre, Robert C. Brown, and South East Classroom Block buildings.
- Negotiated a new three-year Adobe Enterprise Licence agreement that provides SFU with unlimited lab and classroom install and usage entitlements at no extra cost.
- In collaboration with the Library, renewed the Lynda.com service for three years.
- In collaboration with Student Services and Facilities Services, completed a Request for Proposal to develop a Learning Spaces Ten-Year Roadmap.
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:

- Collaborated with our Canadian university peers on the CANARIE Joint Security Project.
- Completed the establishment of four subgroups within the Canadian University Council of Chief Information Officers (CUCCIO) Client Services Special Interest group. Current membership includes 27 universities across Canada with a central knowledge base for collaboration and information sharing.
- Created SharePoint Collaboration sites for the Student Experience Initiative Committee and the University Central Safety Committee.
- On-boarded 6 new partners onto the Sharepoint site service.
- Transitioned the Convocation Mall Video Wall contract from University Advancement to IT Services. The contact will be extended for three years.
- Collaborated with University Communications to complete implementation of Digital Signage in Strand Hall, Blusson Hall, West Mall, and the Main University entrance.
- Participated in the BCNET Request for Proposal process to establish a sector-wide, end-user computing devices contract.
- Collaborated with Procurement Services to complete a Multi-Function Devices Request for Proposal process. The recommendation on the chosen vendor will be presented to the Board of Governors in May.
- Completed large performance improvements to the University’s content management system (AEM).
- Confirmed 10 concurrent programming tracks for a total of 150 sessions and sold all sponsorship packages for CANHEIT-TECC 2018 conference (June 18 – 21).
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:

- Planned the Enterprise TRACS (eTRACS) project and received approval to begin.
- Consulted with the Student Evaluation on Teaching Courses (SETC) operational team regarding usage of the system and recommended a new agreement that lowered the annual maintenance cost.
- Created a seven-year financial forecast for all active projects to support effective planning and improved visibility into SFU’s information system investments.
- Launched the SFU Mail pilot to all IT Services staff and volunteers from local IT.
- Established an SFU Mail Transition Advisory Group and support team, each comprising Enterprise and Local IT, to facilitate a seamless transition to the new email and calendaring system.
- Launched a new registration system (Fusion) for Recreation.
- Migrated the Department of Graduate and Postdoctoral Studies to the new document management system.
- Deployed the Faculty Nominal Report to assist department administrators with budget planning.
- Upgraded and re-architected goSFU to improve performance.
- Simplified the Scholarship Renewal Process to improve user experience.
- Improved the integration between the Academic Progress Report and Graduate Progress Report creating a more seamless experience.
- Modified our student transcript services to be compliant with the Education Planner BC Transcript Services.
- Completed the Internal Audit reports to support the Tuition Fee Revenue Review.
- Deployed Online Approval for Travel & Expense Claims and Requisitions in the Finance, Ancillary Services and Lifelong Learning departments.
The following activities occurred during the period:

- Increased wireless network density in the Applied Science spaces to support a higher number of concurrent users.
- Completed the installation of a new network traffic management tool to enhance network management and performance.
- Converged Campus Public Safety’s network onto SFU’s enterprise network.
- Started work on the Information Security Program to address the recommendations from KPMG’s information security capability assessment and discussed the first draft of the program charter in the One I.S. Stewardship Committee.
- Commenced transitioning SFU’s main learning management system (Canvas) and authentication systems to the new Disaster Recovery environment.
- Commenced implementation of a data backup service for Apple computers.
- Implemented new software probe tools to proactively monitor computer hardware, CPU, and memory usage of computer lab workstations, and lecture theatre computers.
- Upgraded all student lab computers managed by Enterprise IT to Microsoft Windows 10.
- Transitioned Safety & Risk Services and the Teaching & Learning Centre to a Managed Desktop service.
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:

- Completed a pilot with the Steps Forward Initiative to provide a job shadowing experience for students with learning disabilities.
- Established the Faculty Information Technical Solutions (FITS) group to build the Enterprise TRACS system by creating positions and hiring personnel.
- Relocated Operations Centre staff to the new SFU Data Centre to provide on-site, 24/7 data centre support.
- Co-located the FITS, Faculty Relations Business Process Improvement, and Research Enterprise Systems project teams to augment communication and collaboration.
- Established a new Client Services Tier 3 team to provide enhanced system administration and support across the three campuses.
- Created a new architect position to identify opportunities to improve the overall client experience.
- Assisted with the backfill of a vacant Desktop Support position in the Faculty of Communication, Art and Technology, School of Communication through integration of the staff member within IT Services.
- Implemented customer service best practices within the Service Desk to improve service request resolution times.
- Delivered customized SFU Vault training.
- On-boarded FITS & CRM teams to support an Agile Project Management approach.
- Collaborated with Local IT from Faculty of Science to onboard them into our Project Management Process for opportunities to leverage the IT Services Funding model and template library.
- Delivered Project Management and IT Services Project Management Process Training to Safety & Risk Services and the Department of Graduate Studies.