



# Quarterly Report

October - December 2018

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



## RESEARCH

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

- Completed project to enable secure provisioning of home directory services to Linux-based desktops across all campuses.
- Completed migration of Fiona Brinkman's research infrastructure housed in the Strand Hall data centre to new SFU cloud housed in the SFU Data Centre.
- Moved infrastructure in the ICURS cage partition to new power supply to allow the WestGrid data centre renovation project to proceed.
- Commenced implementation of a cloud partition on the Cedar system in collaboration with the Compute Canada Cloud National Team. Upon completion (planned for the next quarter) this will allow us to provide cloud services to Compute Canada users on the Cedar system.



## EDUCATION

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

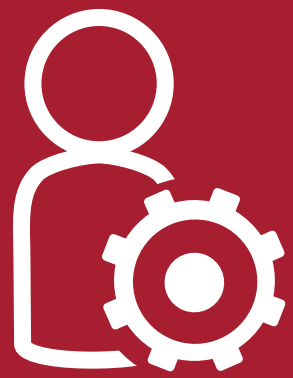
- Collaborated with the Beedie School of Business to investigate systems to support Team Based Learning (TBL). Provisioned enterprise-wide access to a TBL tool for the spring 2019 semester to allow interested instructors to try a TBL-tool in their courses.
- Participated in the IMS Global “EDU-API” initiative the purpose of which is to provide a higher-education-focused standard for integrating systems with university data.
- Partnered with Instructure (the vendor behind Canvas) to explore opportunities to expand the capabilities of the open-source Canvas software. Ongoing investigations include improved quizzing tools, the ability to “lock down” quiz participation, and methods to provide shareable content reference model (SCORM) support.



## COMMUNITY

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

- Participated in the Integrated Digital Emergency Notification project to support developing an RFP for a product that will provide the basis of an extensible and flexible system.
- Collaborated with Safety and Risk Services staff to plan and implement updated information about the new critical emergency contact information and procedures:
  - A more accessible and visible set of emergency contact links on the [www.sfu.ca](http://www.sfu.ca) website template.
  - Updated the SFU Snap mobile app to reflect the new contact procedures.
- Migrated a number of key systems, including the authentication systems and the three Enterprise Resource Planning (ERP) systems, into SFU Cloud. This is foundational to enabling disaster recovery for these systems.
- Collaborated with the Privacy Office to develop a series of posters, media updates, and courses on information privacy for the Cyber Security Awareness Month campaign in October.



## ADMINISTRATION

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

- Implemented changes to undergraduate admissions in goSFU, allowing SFU to improve its enrollment management processes. This new model will allow individual Faculties the ability to put emphasis on high school courses that are most relevant to their discipline. Additionally, the inclusion of Grade 11 course data in goSFU will facilitate the ability to extend offers to highly-qualified students much earlier, giving SFU a competitive advantage in recruitment.
- Completed selection and initial implementation of Infosilem as part of the course scheduling system replacement.
- Improved the Residence and Housing system to deliver a much better student experience for processing residence payments.
- Continued improving the Salesforce Constituent Relationship Management (CRM) system for Student Services and Lifelong Learning in order to deliver ongoing features and enhancements.
- Surveyed 9,800 faculty, staff, and retirees about their experience with the transition to SFU Mail and received a 12% response rate. The results of the survey will be used to highlight common themes and aid in the prioritization of support efforts.



## DIGITALIZATION

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

- Laid the groundwork for implementation of multi-factor authentication across the university in 2019.
- Completed the rollout multi-functional devices as part of the SFU Print implementation.
- Completed the renovation of the Burnaby AQ and Surrey IT Service Centres.
- Completed multiple facility/equipment upgrades including 22 projectors in West Mall Centre, ten rooms combined in Galleria 3 and 5, and Segal Building classrooms 4400, 4800 and 2800.
- Connected the SE3P building to the SFU backbone network.
- Commenced testing of DUO multi-factor authentication service to enable secure data centre administrative access.
- Enabled disaster recovery capability for services with high-availability requirements, such as SFU Mail.
- Built a Research Cluster in SFU Cloud (hosted in the SFU Data Centre) with enhanced security.



## 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.**

- Collaborated with the Teaching and Learning Centre (TLC) to implement a trial support model whereby a TLC staff member has been embedded in the Service Desk to facilitate cross-training and improve visibility and response times to reported issues.
- Filled the key management position of Associate Director, Business Solutions. This will help facilitate the mandate of the Business Solutions team to find, implement, and support the best solutions to support SFU's goals.
- Collaborated with Human Resources to integrate the assessment of IT positions into the roadmap of the Job Evaluation project.
- Collaborated with the University CUPE Bargaining Team in preparation for the negotiation of a new CUPE Collective Bargaining Agreement in 2019.