



QUARTERLY REPORT

OCTOBER - DECEMBER 2019

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





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 implementation of Cedar cloud.
- Started a new project to implement multifactor authentication (MFA) to strengthen information security. An implementation plan has been developed and will be presented to Compute Canada.
- Implemented an improved Linux desktop support service providing a better user experience and much-improved application discoverability.
- Migrated Cedar file systems to a new storage platform, resulting in much improved stability and performance of the Cedar system.
- Provisioned new cloud file services for Compute Canada (similar to SFU Vault).



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:

- Completed two major learning space technology upgrades at the Vancouver campus.
- Completed the upgrade and stabilisation of the Mediasite lecture capture service to reduce service failures.
- In partnership with Facilities Services, completed technology upgrades in four rooms at the Vancouver campus Center for Dialogue.
- Signed the first partnership Memorandum of Understanding with an academic unit, Faculty of Arts and Social Sciences (FASS).
- Consolidated three computer labs into one to support construction underway in Academic Quadrangle (AQ) with zero complaints from the student community.



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:

- In partnership with the Canadian University Council of Chief Information Officers (CUCCIO), kicked off a Data Governance special interest group to assist peers with establishing and maturing data governance programs at their home institutions across Canada.
- Led or contributed to approximately 10 events/sessions at EDUCAUSE 2019.
- Implemented the Integrated Digital Emergency Notification service in production.
- Negotiated an audio visual pre-approved vendors list through BCNET.



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:

- Launched eTRACS to Faculty of Communication Art and Technology (FCAT), and Faculty of Environment (FENV), with more academic units in progress. The system allows administrators to perform course planning and teaching workload processes in a collaborative online environment. The scoping of the next phase has begun, with a goal of delivering more services customized to an academic unit's administration.
- Created, tested, and socialized a project scorecard to assist in the prioritization of projects in order to optimize university investments and utilization of IT resources.
- Upgraded AEM, the software that powers SFU's website, to the newest version paving the way to large interface improvements in developing websites.



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 the replacement of all existing Wi-Fi equipment with modern technology in all teaching, learning, and study spaces as well as staff and administration areas. The next phase will expand Wi-Fi to broaden coverage into underserved areas of the university.
- Upgraded goSFU to the latest major version of PeopleSoft in October, on-time and within budget, ensuring SFU remains on a vendor-supported version of the product. This will be SFU's last major PeopleSoft upgrade as PeopleSoft has moved to a quick update cycle which will lead to smaller and more rapid upgrades.
- Received approval for, and initiated implementation of, the Asset Management Project as part of the Information Security Program.
- Finalised video conferencing meeting room service standards and initiated implementation across all three campuses.



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:

- Conducted an off-site, team-building workshop with the IT Services leadership team.
- Established a new Project Review Committee to review new project requests, charters, and plans in order to assess fit, utility, and balance.
- Further expanded the attendees of the Digital Transformation Office Advisory Committee to include the business analysis, user interface, user experience and communication resources that work on projects on a regular basis to further integrate our processes and knowledge across projects.
- Established regular meetings with the business analysis team members that focus on projects to assist in the identification and creation of needed processes and tools in an effort of maturing the business analysis practices at SFU and within our projects.
- Developed a new training plan for audio visual skills development across all three campuses.
- Stabilised Service Desk staffing by transitioning from temporary to continuing staff.