



# QUARTERLY REPORT

JANUARY - MARCH 2020

This report highlights IT Services' key activities and achievements during the fourth 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 a major expansion and upgrade of Cedar by adding 768 compute nodes (36,864 cores) and 192 GPU nodes (768 GPU cards). Additional Cedar upgrades also included:
  - o BIOS and firmware upgrades of compute nodes and network switches
  - o Operating system upgrades
  - o File system software and storage controller firmware upgrades
  - o Scheduling software upgrades
  - o Network driver upgrades

A TOP500 benchmark after the upgrades resulted in 2.6 petaflops for the CPU partition and 3.3 petaflops for the GPU partition on the cluster. These results will be submitted to the top 500 listings for supercomputers globally.

- Expanded our Linux desktop support.



## 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:

- Partnered with the Centre for Educational Excellence (CEE) to provide online learning best practices and tools overviews via webinars for online classes in response to the COVID-19 pandemic.
- Completed the upgrade and migration of our Mediasite lecture capture solution to SFU Cloud. Improvements were also made to the user experience within the SFU MyMediasite portal to help faculty and staff better navigate the service.
- Signed a Memorandum of Understanding with Lifelong Learning to extend our support offerings.



## 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:

- Shared our current set of Project Management tools and templates in a partnership with the Institutional Strategic Awards Research Project Management team.
- Established communication channels with various COVID-19 Emergency Operations Center (EOC) teams to coordinate our response plan for remote work, study, research, and virtual events.
- Introduced a new IT equipment loan program to further support remote work and study.



## 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:

- Improved and expanded the course planning and teaching workload management capabilities of eTRACS. eTRACS is now able to create Instruction Activities Analysis (IAA) reports, which automates the collection of crucial reporting data.
- Piloted a project prioritization process that streamlines the evaluation and decision-making steps involved in investigating Information Systems investments across SFU.
- Implemented a new website common look and feel template model to better facilitate branding work that is being reused in other content systems or web properties.
- Upgraded the following meeting rooms to the new Intel Unite video conferencing service standards:
  - o Halpern Centre 111
  - o Strand Hall 1018
  - o MBC 1410
  - o MBC 1417
  - o Halpern Centre 123



## DIGITALIZATION

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

The following activities occurred during the period:

- Implemented a new Data Center management system. This will monitor, manage, and control the energy consumption our IT-related equipment, facility infrastructure components, and computer room air conditioners, which will reduce risk and improve the availability of critical IT systems in the SFU Data Center.
- Completed Phase 1 of the WiFi Upgrade Project, replacing all existing WiFi access points with new hardware. Phase 2 is now underway and will further expand the WiFi coverage across all 3 campuses.
- Deployed Distributed Denial of Service (DDOS) protection to safeguard the availability of SFU's information systems.
- Reinforced the security of our Peoplesoft platform by applying a necessary security patch for PeopleTools.
- Transitioned all of our IT Service Desk teams to a virtual support model in response to COVID-19.
- Piloted the Zoom video conferencing service in preparation for a university-wide rollout.



## 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:

- Reinforced Agile methodologies within Client Services to better anticipate and respond to change.
- Engaged with the One I.S. Stewardship Committee to validate and collect feedback regarding the new ITS project scorecard process.
- Launched the “SFU Brainery” online learning and development sessions across Enterprise and Local IT units.