



QUARTERLY REPORT

JULY - SEPTEMBER 2019

This report highlights IT Services' key activities and achievements during the first 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:

- Received \$39.7M for Cedar Phase 3 expansion to expand the facility to about almost 100,000 computer core processors (CPUs) and 1,350 graphics processors (GPUs). The expansion is planned to be completed by April 2020.
- Upgraded the university's Research Cluster to improve stability and reduce downtime.
- Continued the migration of research applications to modern platforms running current versions of software.



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:

- Initiated a two-year university-wide Wi-Fi replacement and expansion project.
- Usage of Crowdmark will surpass 200% this fiscal year which is on top of the 300% growth seen last year.



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:

- Participated in new faculty orientation and the student-focused Week of Welcome activities.



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 the eTRACS Course Planning and Teaching Workload module to the Faculty of Communication, Art and Technology and Faculty of Environment, marking the beginning of the digital transformation journey for our academic unit partners.
- Re-engineered the integration between OASIS and goSFU which has resulted in improved performance.
- Added the integration of Campaigner and Eventbrite data into Salesforce for Lifelong Learning, allowing them to have a more holistic view of the success of their campaigns.



DIGITALIZATION

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

The following activities occurred during the period:

- Developed a non-disruptive Disaster Recovery Test Plan, allowing business units to test their applications in the Disaster Recovery Environment without impacting their day-to-day operations.
- Deployed a new information security device known as a Distributed Denial of Service (DDOS) appliance. The appliance blocks over 30 billion “bad” network packets a week from entering our network.
- Acquired cyber insurance for SFU in collaboration with Safety & Risk Services.



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:

- Supported the IT Job Evaluation Project, in partnership with Human Resources.
- Established four Town Hall Action Groups comprising of volunteers from enterprise and local IT with a goal of strengthening workplace culture through:
 - Collaborative Development,
 - Culture Development,
 - Operation Development, and
 - People Development.
- The IT Services Employee Engagement Group began the development of a mentorship program for enterprise and local IT to be launched in January 2020.
- Relocated IT Services' Audio Visual Tech-Build Team from the Academic Quadrangle to Strand Hall.