



# Quarterly Report

July - September 2018

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



## RESEARCH (1/2)

**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 RFP, negotiation, and procurement of the first portion of a university Research Administration System (the research grant award, and ethics submission and review system). The implementation of this system is expected to launch in Q3.
- Implemented a new Research Cluster to provide virtual machines and storage to researchers at SFU. This new service allows members of SFU's research community who are not eligible to use Compute Canada's Cedar cluster the ability to spin up virtual environments to further their research. It also provides an incubator environment for researchers to develop their projects with the hopes of eventually moving to the Cedar environment.
- Setup the KEY Big Data cluster to support researchers at SFU who have a need for Big Data analysis using tools like Hadoop and Spark, and four KEY compute nodes to provide researchers at SFU with a platform for rapid prototyping and code development.



## RESEARCH (2/2)

**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:

- Connected the Cedar cluster to the CANARIE network via a 100 Gbit/s link, with usage reaching 45 Gbit/s on the second day in production.
- Migrated 75% of those with managed Linux desktops to a new NFSv4 home directory server. The migration for the remaining 25% will take place in December 2018.
- Collaborated with Dr. Maite Taboada, Department of Linguistics, to create a dashboard for tracking gender bias in news outlets. A webserver, MongoDB server, and news scraper were setup in support of the project.
- Began a research project in collaboration with Fraser Health Authority with the focus on collecting public opinion data on the opioid crisis. Articles are scraped from Twitter, news outlets, etc.



## 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:

- Upgraded Segal Building classrooms 1200, 1400, and 1500 to the new learning space design standard.
- Renewed the University's enterprise license for Crowdmark to expedite marking, allowing faculty and TA's to spend more time teaching and guiding students.
- Migrated to the BCNET Lynda.com consortium agreement, saving the University 25% of the total cost of a three-year agreement.
- Enhanced the student experience during open enrollment by significantly improving the performance of goSFU.
- Verified the percentage of course enrollments within Visual Schedule Builder (VSB) is increasing, providing evidence that the improved experience in VSB is a welcome improvement for our students.



**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:

- Implemented a new major incident process to improve the management and communication of major incidents within the department and to the University community.
- Completed a Request for Information for the replacement of the University's wireless network which is quickly reaching end-of-life and no longer meeting the requirements of our mobile community.
- Established a Cyber Insurance Working Group with representation from IT Services and Safety & Risk Services to collect information required for a university-wide cyber insurance application.
- Launched a new IT support model in collaboration with the Teaching and Learning Centre and University Communications that seamlessly integrates IT support services with the Service Desk.
- Collaborated with Athletics and University Communications to stream SFU Clan home games on digital screens across all three campuses.



## 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:

- Completed the migration of the 40,000 remaining student and retiree accounts to SFU Mail. The entire SFU community has now been migrated to the new system, and the legacy SFU Connect system will be retired in March 2019.
- Launched SFU CRM (Salesforce) on September 11th for Student Services and LifeLong Learning.
- Completed development of the SFU Data Warehouse. Validation testing is underway, and the service is on track to be launched in Q4.
- Completed implementation of the SFU Data Dictionary. This provides a single place to facilitate a catalog of consistent definitions of data elements for the University, including important metadata for each element.
- Drafted new Service Level Agreements for the Teaching and Learning Centre, Simon Fraser Student Society, and Safety & Risk Services.



## DIGITALIZATION

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

The following activities occurred during the period:

- Received approval for the information security program charter from the One I.S. Stewardship Committee.
- Developed and implemented an Infrastructure Fund process to increase transparency into the scope and cost of infrastructure-related projects, improve the project management discipline on approved projects, and improve financial planning and management.
- Integrated the process for capital planning requests to identify the Project Management Office as the point of contact for all IT-related projects.
- Installed ClearPass as part of our authentication system on the University's enterprise network. This system provides better insight into who is logged in to the enterprise network by identifying the user at the machine access code level, thus enhancing our information security posture.



## 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:

- Collaborated with Human Resources to establish a People Development Working Group to align IT Services staff development interests with potential development opportunities.
- Delivered Hyperion training to all budget owners within IT Services to facilitate the development of fiscal year 2018-19 budget forecasts and fiscal year 2019-20 budgets.
- Delivered project management training to the Teaching and Learning Centre and University Communications.
- Completed the development of a Client Services staff training needs plan.