



Quarterly Report

October - December 2017

This report highlights IT Services' key activities/achievements during the third quarter of the 2017/18 fiscal year.

CORE VALUES

The One I.S. Strategic Plan is based on the following core values. These values were derived from a University-wide consultation about the future of information systems at SFU.

1 Client Service

We will foster a culture of service first and engage proactively and directly with our clients to understand and support all of their information systems requirements.

2 Information Security

We will promote a culture of security throughout the University and do our utmost to ensure the online safety and security of SFU. Protection and mitigation from cyber security risk and continually improving information security is a matter of survival.

3 Collaborative Partnerships

We will be engaged in all decisions about information systems at the University, focus on technology outcomes by leveraging information systems to augment human interaction to make it more valuable and productive, and actively employ a socialization process for all information systems changes, projects, and innovations.

4 Seamless Integration

Business requirements will drive software-based systems, enterprise and local information systems will work together seamlessly, and we will deliver and maintain a single integrated source of data for decision-making to enable people at all campuses to seamlessly work, teach, learn, and research together.

5 Organizational Agility

We will continuously improve and evolve our processes, adapt to digital disruption, balance the demand for information systems with financial sustainability through prioritization and university-wide stewardship, and invest in our people to sustain demands for increasing value from information systems.

STRATEGIES



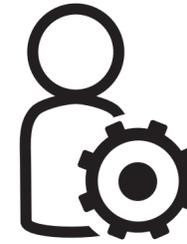
Research



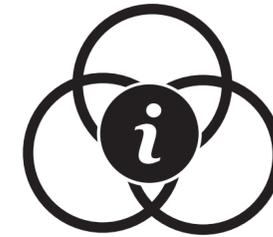
Education



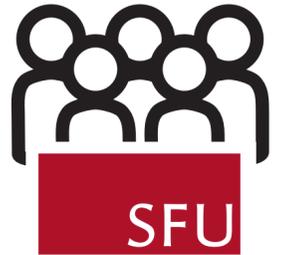
Community



Administration



Digitalization



People



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:

- Commenced a major expansion of Cedar to install an additional 30,720 cores (640 nodes). This upgrade is one of the first (if not the first) installations using new Intel processors with the network adapter (Omni-Path) integrated into the chip providing a foundation for exascale (one quintillion calculations per second) computing in the future.
- Upgraded Lustre file systems on Cedar resulting in a significant performance increase. Created technical documentation during the upgrade (including “lessons learned”) and shared this with other Compute Canada sites.
- Upgraded all Omni-Path firmware (server Host Bus Adapters and switches) on Cedar.



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:

- Launched a one-year enterprise pilot for Crowdmark, an online, collaborative grading and analytics platform.
- Upgraded ten Surrey-campus classroom audio visual systems, to take them from analog to digital and bring them in line with our new audio visual classroom standards.
- Created a Researchers experts directory on the new Faculty of Environment website.



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:

- Delivered audio visual services in support of Summer Convocation.
- Upgraded SFU snap's Room Finder feature to include Surrey and Vancouver campus building information.
- Upgraded Surrey campus meeting room 5200 as part of the Virtual Campus Infrastructure multi-campus meeting room project.
- Arranged product demos as part of the vendor selection process related to the replacement of SFU's Multi-Function Devices attracting 250+ attendees.
- Drafted and reviewed a Service Level Agreement for Simon Fraser Student Society technology support.
- Installed two more public webcams on Tower Road, expanding the capability to view road conditions in real-time. This will be particularly valuable during snow conditions.
- Created an Information Systems Procurement Advisory Council in collaboration with Procurement Services.



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:

- Re-launched the Student Services Data Mart as a fully-supported production service.
- Launched Hyperion Phase 2, with lots of user experience improvements, on time for budget planning.
- Completed the Academic Progress Report Phase 2 Project, validating the service as a reliable method of calculating student progress.
- Migrated all Big Data Hub computers/users to the campus backbone network.
- Intensified migration of managed PCs from Windows 7 to Windows10 (75% complete).
- Upgraded clients to Office 2016 in preparation for the email/calendaring project (90% complete).
- Developed a streamlined billing process to enable a two-day turnaround on the “procurement” of desktops/laptops.
- Negotiated an agreement with vendors and value-added resellers to enable a two-day turnaround on the “delivery” of standard desktops/laptops.



DIGITALIZATION

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

The following activities occurred during the period:

- Delivered a series of posters, social media updates, and courses for Cyber Security Awareness Month in October 2017.
- Received the final report from KPMG in our enterprise information security capability assessment.
- Developed and implemented PrintHub portal to better manage and improve responsiveness to student printing issues.
- Installed border firewalls for the first time in SFU's history with advanced features including: Intrusion Protection Service (IPS), Virus Checking, Distributed Denial of Service (DDOS), Policy, and Command and Control Blocking.
- Secured the SFU Data Centre and Surrey data centre behind data centre firewalls.
- Migrated both the SFU and Surrey data centres onto a single network.
- Migrated all administrative systems from the old Strand Hall data centre to the SFU Data Centre.
- Migrated all data centre network traffic routing to the SFU Data Centre.
- Completed the migration of the Security Network to the new Campus Network infrastructure.



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:

- Received two SFU Staff Achievement Awards in December 2017:
 - Wolfgang Richter, Lifetime Achievement Award
 - AV Services, Team Achievement Award
- Reorganized Application Services to be more aligned with our community partners, to be more solutions-based, and to be more prepared for the rapidly evolving applications environment.
- Attended customer service training provided by the Vice-President, Finance and Administration's office.
- Organized planning support, training and escalation paths for the migration to SFU Mail.
- Successfully tested and deployed a Papercut client for Linux PC's.
- Completed an inventory of staff training and certifications.