



# Quarterly Report

April - June 2018

This report highlights IT Services' key activities and achievements during the first quarter of the 2018/19 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 production expansion of Cedar which now comprises 1,610 servers and 60,565 processing cores.
- Helped thirteen SFU faculty members and their research groups with their successful 2018 Resource Allocation Competition (RAC) applications for Compute Canada storage and compute resources.
- Hired a Big Data expert to support researchers at SFU in projects that require big data analysis.
- Hired an additional Research Computing Analyst to strengthen our capacity to support researchers in the use of Compute Canada systems.



## 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:

- Renewed the information and audio-visual systems in the last four AQ Seven Sisters theatres.
- Upgraded Harbour Centre classroom HC 1700 and Surrey classrooms SRY 5140 and SRY 5240 to our new learning space design standard.
- Renewed SFU's enterprise Lynda.com license to facilitate personal development on-demand for all students, faculty, and staff.



## 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:

- Hosted the CANHEIT-TECC 2018 conference at the Burnaby campus June 18 – 21, 2018, with CUCCIO (Canadian University Council of Chief Information Officers), and Compute Canada.
- Established a Student Advisory Council to strengthen engagement with our student community.
- Facilities Administration IT now leveraging the IT Services project management process.

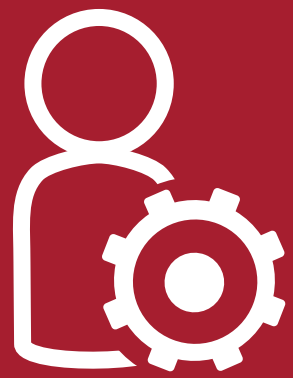


## ADMINISTRATION (1/2)

**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 all 11,000 faculty and staff SFU Connect accounts to SFU Mail.
- Rolled out “Travel & Expense” online workflow automation across administrative departments in collaboration with Finance.
- Launched the new Taleo Recruitment System in collaboration with Human Resources.
- Combined the eTRACS project team with the Faculty Relations business process improvement team to build an integrated faculty administrative system for faculties and Faculty Relations.



## ADMINISTRATION (2/2)

**Create a more engaged university by delivering a consistent client experience while minimizing the administrative burden of our mission related work.**

- Continued to enhance our project management process by launching the “Tools & Templates” page on the Project Management Office SharePoint site which offers a centralized collection of templates from multiple sources to guide and facilitate such areas as communication, financials, risk and procurement.
- Completed the implementation of payments through the SFU Housing Portal (StarRez) in collaboration with SFU Residence and Housing.
- Implemented SurveyMonkey to replace FluidSurveys.



## 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 Managed Mac Desktop Data Backup Service for all 400 Mac devices.
- Awarded the Multi-Functional Device Replacement project contract to RICOH.
- Installed a Data Centre Infrastructure Management (DCIM) System to monitor, measure, manage and control Data Centre utilization and energy consumption of all IT-related equipment, facility infrastructure components, and computer room air conditioners.
- Strengthened SFU's information security posture by implementing Data Centre and campus network border firewalls.



## 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:

- Filled the role of Program Manager, Student Systems. This key role will liaise with Student Services, Graduate and Postdoctoral Studies, and others to understand the strategic goals for this portfolio and map out how to get there.
- Implemented a new development discussions process (individual performance planning) within IT Services.