

VANIER

Information Systems & Technology

Highlights 2022–2023

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Systems & Solutions

1. People
 - a. An analyst Educational Technologies was hired and is now the relationship interface to the academic groups.
 - b. Training on ERP systems for modules Program Grids, Admission letters, FC Cohorts and Consent
2. Process
 - a. Implemented approval process for Clara access requests: ensure that the requester and data owner are aware of who has what access
 - b. Introduced Project-oriented workflow: team members understand their current and upcoming tasks
 - c. Implemented Staffing Plan and Staffing Request modules for HR: new personnel can now be requested and tracked with less effort and fewer errors
 - d. Started a phase 1 of synchronizing HR data from Gérémi into Active Directory
3. Technology
 - a. Migrated to development to Microsoft Power Platform: develop modern and easily maintainable apps
 - b. Replaced Master Course Schedule: now using Power Platform
 - c. Started to investigate Jira Service Management: this will be a modern and flexible ITSM platform
 - d.
4. Governance
 - a. Added recurring tasks to Octopus: ensure that regularly occurring tasks are completed on time
 - b. Created a development space with a Smart board.
 - c. Introduced regular 1-on-1 and group meetings: team has chance to give feedback and voice concern to their manager and other members
 - d. Introduced regular meetings with Registrar Analysts: get better understanding of Registrar issues and stay ahead of upcoming challenges.

Infrastructure & Security

1. People
 - a. After evaluation of tasks, upgraded a position to Data Processing technician, principal class
 - b. Training on Microsoft premiere
2. Process
 - a. Implemented ZOHO AD360 to allow the Help desk and user experience team to create new users for the onboarding process
 - b. Implemented 2FA for office 365 and Tokens for users without Smartphones
 - c. Reporting on 15 Security measures for MCN
 - d. Implemented Security Awareness training
 - e. PCCTI Phase 1 is completed: analysis
3. Technology
 - a. Deployed a new cluster for replication of the main cluster
 - b. Optimized 5-year technology replacement plan with the anticipated loss of PAN
 - c. Redesign and rebuilding of computer lab images
 - d. Project to upgrade the Auditorium
 - i. Updating of Auditorium sound system
 - ii. Updating of Auditorium lighting system
 - iii. Implemented Auditorium streaming system
 - e. Implemented JAMF MDM for Apple products
 - f. Deployed EDR for all desktops and servers (including MAC)
 - g. Deployed new voicemail system
 - h. Implemented cloud to cloud backup
 - i. Deployed bit locker on all new installs
 - j. Upgraded 10 Classrooms in 2022
 - k. Upgraded 22 Classrooms in 2023
 - l. Deployed new sound system in F-500
 - m. Deployed AirMedia for Boardroom (F-216)
 - n. Upgraded ECE labs with new Sound and monitoring
4. Governance
 - a. Introduced regular 1-on-1 and group meetings: team has chance to give feedback and voice concern to their manager and other members

Help Desk & User Experience

1. People

- a. Hired AV technician: new position acting as frontline for day-to-day audio-visual issues
- b. Promoted two technicians to principal technicians: recognized the value of the additional responsibilities for the two technicians
- c. As part of the Staff Evolution Plan, three non-technical positions were converted to technicians.
- d. Training: ???

2. Process

- a. Implemented Mail-Integration for Employee Update forms in Octopus: ensures that all Facilities forms automatically generate an Octopus ticket
- b. Revised Octopus ticket templates: eliminated repetitive requests and revised tickets that had malfunctioning fields
- c. Implemented tasks for onboarding/offboarding tickets: tickets have been broken down to each area task associated with the requested employee instead of one ticket being reassigned many times.
- d. VIP queue implementation: allows technicians to distinguish members of senior management
- e. Pre-semester verifications: IT technicians and AV technicians verify all labs and viewing rooms and take correct measures that are necessary to ensure equipment function at the start of the semester
- f. Replaced EventBrite: students now booking for ID card appoints using Microsoft Bookings during the first two weeks of the semester
- g. Implemented reservations in Octopus: prevents double booking of IT resources such as laptop carts and allows the user to view items available for reservations.

3. Technology

- a. Jira Service Management research: reviewing the viability of an ITSM that has a strong workflow engine, CMDB, and other practices that follow the ITIL framework
- b. Replaced 63 viewing room computers: this measure helped resolve full disk issue that prevented teachers from logging in
- c. Deployed new laptop carts: deployed 332 laptops in various classrooms as demand for laptops increased significantly post covid
- d. Deployed NetSupport in all computer labs
- e. Replace desktops with laptops and docking station: we are deep into the transition for staff desktops over to laptops for the added benefit of teleworking and allowing access to college data via a more secured VPN.

4. Governance

- a. Introduced regular 1-on-1 and group meetings: team has chance to give feedback and voice concern to their manager and other members