

VANIER

Information Systems & Technology

Highlights 2023–2024

Contents

- Systems & Solutions** 3
- Infrastructure & Security** 4
- Help Desk & User Experience**..... 5

Systems & Solutions

1. People
 - a. Analysts have been trained to respond to Octopus requests for Clara and Omnivox;
 - b. Worked with HR and analysts to help interview and select their analyst candidates.
2. Processes
 - a. Created a process for registrar staff to report issues and for IT to communicate with Skytech.
 - b. Worked with HR to create a more efficient onboarding process
3. Technology
 - a. Establish a knowledge base site so that all IT teams can collect and share acquired knowledge.
 - b. Live Course Schedule has now gone through three registration periods and is a mature and stable product.
 - c. Added additional views to Live Course Schedule to support Academic Coordinators and all instructors
 - d. Set up PowerBI dashboards to browse HR data from Gérémi
 - e. Set up a data gateway to automatically update the PowerBI dashboards
 - f. Further develop Jira Service Management as a modern ITSM platform that can replace Octopus.
4. Governance
 - a. Introduced regular reviews of Octopus requests to improve resolution time
 - b. Implemented a process to submit IT applicative requests through Octopus. This improved scheduling of task and therefore productivity.

Infrastructure & Security

1. People
 - a. Added an analyst position to the AudioVisual team.
 - b. Trained 3 team members on the Azure cloud
2. Process
 - a. Install IP security cameras and control system
 - b. Continued deployment of 15 security measures for MCN
 - c. Defined and partially tested a new DR backup plan
 - d. PCCTI continued planning and received approval from MCN for servers to remain onsite
 - e. Implemented 12-month password upon completion of security awareness training
 - f. Implemented Cybersecurity Incident Response Service
3. Technology
 - a. Completed preliminary design for new Wi-Fi 6 deployment
 - b. Implemented 2fa for VPN (Fortigate)
 - c. Rebuilt computer lab images
 - d. Implemented JAMF PRO MDM for new Apple iMac labs
 - e. Implemented Intune for Windows 11 updates
 - f. Upgraded 57 classrooms in 2024
 - g. Installed scoreboard-style projection in all 4 gymnasiums
4. Cost & Efficiency
 - a. Updated 5-year technology replacement plan

Help Desk & User Experience

1. People

- a. Completed Staff Evolution Plan
- b. Promoted Data Processing Technician to Analyst
- c. Hired a Data Processing Technician and a Data Processing Technician, Class Principal to fill vacancies
- d. Increased hiring of student employees to assist in the operation of the E-402 and N-215 IT Centers.

2. Process

- a. Implemented internal knowledge base for internal procedures, policies, and known issues
- b. Technicians were trained on SCCM, enabling them to deploy images, add individual workstations, add workstations in bulk, and add workstations to collections for software deployments
- c. Implemented 1password secure vault for Help Desk technicians
- d. Implemented AD360, allowing technicians to onboard and offboard AD accounts, reset MFA, modify employee numbers, and change expiration dates
- e. Trained Help Desk to provide basic frontline support for Clara and Mia support (password resets, unlocking accounts, MFA troubleshooting)
- f. Trained technicians on installation and troubleshooting for FortiClient VPN

3. Technology

- a. Reached 90% milestone for evergreening of non-compliant Windows 11 workstations for employees
- b. Reached 95% milestone of non-compliant Windows 11 evergreen workstations for computer labs and laptop cart rooms (two rooms remaining)
- c. Migrated all viewing rooms to Windows 11
- d. Migrated 30% of labs to Windows 11

4. Governance

Jira Service Management testing: successfully tested automation, workflows, and quick calls