

UNIVERSITY OF TORONTO MISSISSAUGA
INFORMATION & INSTRUCTIONAL TECHNOLOGY
SERVICES

CAMPUS AFFAIRS COMMITTEE
NOVEMBER 16, 2015

INFORMATION & INSTRUCTIONAL TECHNOLOGY SERVICES

- Overview
- Priorities
 - Advancing our Infrastructure
 - Supporting Research
 - Supporting Teaching
 - Enhancing the Student Experience
 - Customer Service
 - Security & Risk Management

INFORMATION & INSTRUCTIONAL TECHNOLOGY SERVICES

SERVICES OVERVIEW

- 60+ Unique Services in support of students, staff, faculty & community
 - Wired and wireless networks
 - Data centres – 2 secure, environmentally controlled facilities
 - Data storage & data backup (50Terabytes of institutional data)
 - Computer hardware and software support
 - Computing solutions - requirements analysis, solution development
 - Website and web application support
 - IT Help Desk for students
 - Audio Visual support – classrooms, events & meetings
 - Video conferencing, Lecture capture and web casting
 - Virtual Learning Platform
 - Graphics design
 - Electronics & instrumentation for research labs
 - Information technology security and risk management

PRIORITY 1: ADVANCING OUR INFRASTRUCTURE

- Redesign/renewal of Campus Network
 - Reduce outages
 - Expand bandwidth
 - Replace aging equipment
 - Implement redundant network fibre paths for all buildings
 - Improve performance and reliability
 - Increase security and improve monitoring capability
- Double the wireless capacity since 2013
 - 1150 wireless access points across campus
 - 9,000 simultaneous connections
- RFP to replace current data storage solution
 - 67% increase in volume of stored campus data in 2 years
 - 119% increase in number of servers
- Increase reliability and capacity of campus data backup service

PRIORITY 2: SUPPORTING RESEARCH

- Recent Projects in Support of Research
 - Open *En*ventory - Electronic Lab Notebook application
 - Research Network Storage Solution
 - Enterprise Backup Deployment

PRIORITY 3: SUPPORTING TEACHING

- Active Learning Classrooms
 - 2 Pilot classrooms to explore teaching with technology
- Citrix Virtual Learning Platform
 - Collaboration with the Dept. of Geography
- Creation of Academic Technology Committee



PRIORITY 4: ENHANCING THE STUDENT EXPERIENCE

- New IT Service Desk – Opening November CCT Level 1
- One Stop Shopping
 - Addition of TCard Services
 - Addition of Shuttle Bus Services
- New Student Advisory Committee
- Increasing Support for **Bring Your Own Device**
 - Emergency Alert System



PRIORITY 5: CUSTOMER SERVICE

- Focus on Customer Service Excellence
 - Implementation of Best Practices in providing IT Services
 - Staff training in information technology **service** management
 - Greater customer satisfaction
- Implementation of new support Ticket System
 - Consistent approach to responding to support requests
 - Approx. 17,000 individual support requests (2014)
 - Development of service level objectives and metrics
 - Seamless, integrated approach to request/problem management



PRIORITY 6: INFORMATION SECURITY & RISK MANAGEMENT

- Policy on Information Security and the Protection of Digital Assets
 - U of T Draft Policy under review
- UTM Information Risk Management Program in development
- UTM Managed Desktop Service
 - Remote Software Deployment to the desktop
 - Managed Software Updates – Virus, Security and Software Patching
 - Encryption Controls for desktop and mobile devices



INFORMATION & INSTRUCTIONAL TECHNOLOGY SERVICES SUMMARY

- Campus Network and Computing Infrastructure Improvements
- Projects Supporting our Researchers
- Innovations in Teaching Support
- One Stop Shopping for Students
- Customer Service Priority
- Information Technology Security & Risk Management Initiatives