

**UNIVERSITY OF TORONTO MISSISSAUGA**

**Information & Instructional Technology Services**

**Campus Council  
December 3, 2015**



UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

# 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
  - Citrix 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
- Double the wireless capacity since 2013
- New data storage and backup solutions to increase reliability and capacity

# 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

- 2 pilot active learning classrooms
- Citrix virtual learning platform
- Creation of Academic Technology Committee



# PRIORITY 4: ENHANCING THE STUDENT EXPERIENCE

- New IT Service Desk – opening December CCT Level 1
- One Stop Shopping for students –IT, TCard, Shuttle Bus
- 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 new Request and Problem Ticket System – Feb 2016
- IT Service Management best practices





# PRIORITY 6: INFORMATION SECURITY & RISK MANAGEMENT

- Policy on Information Security and the Protection of Digital Assets
- 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