



Transforming I.T. at UTM

Campus Affairs Committee April 24, 2017

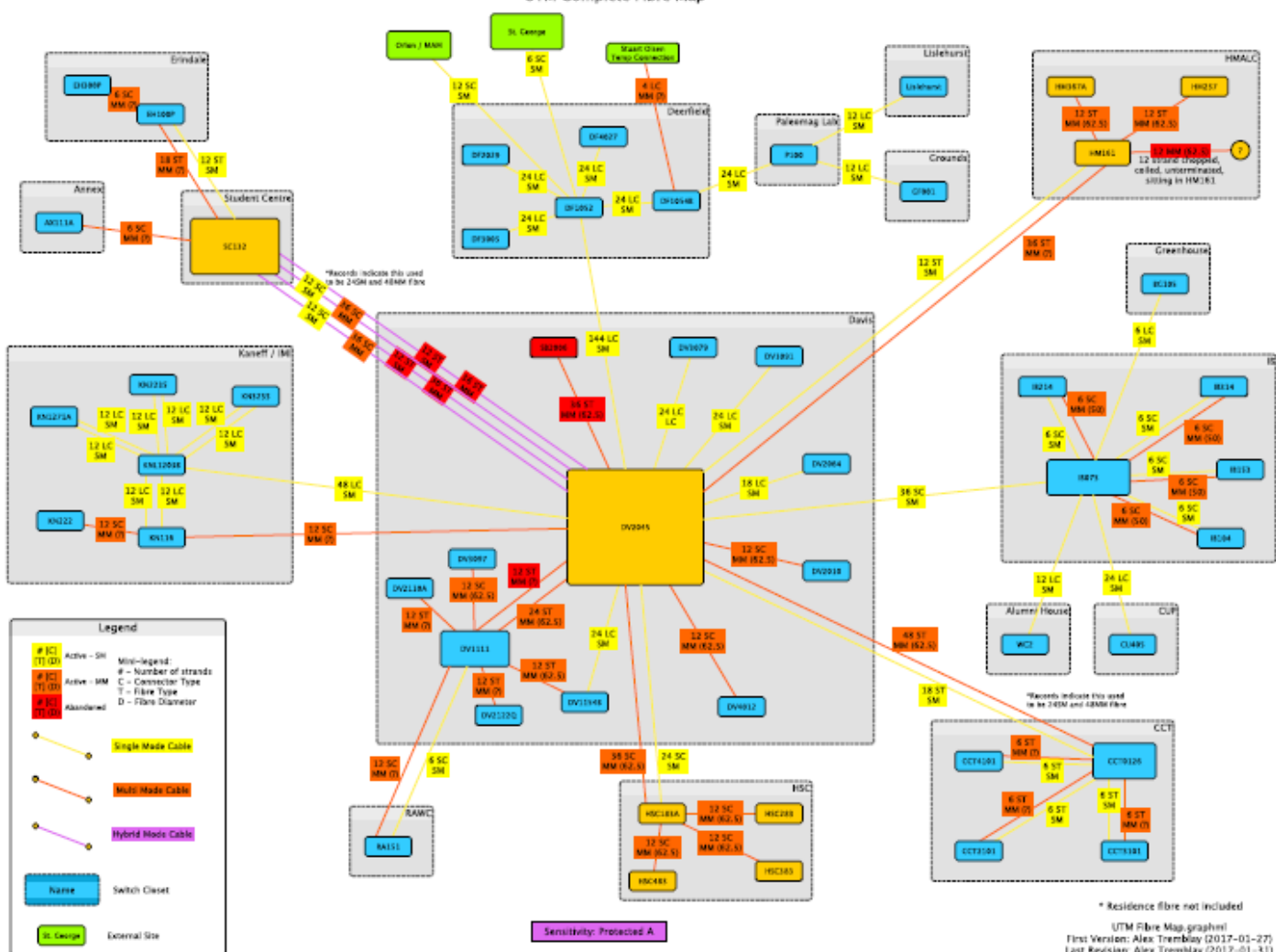
Strategic Priorities

- **Transform and Renew our I.T. Infrastructure**
- **Improve Customer Service**
- **Support our Researchers**
- **Provide Innovative and Reliable Teaching Spaces and Technology**
- **Enhance the Student Experience**
- **Increase and Improve Information Technology Security**
- **Staff Development**

Transforming our Network

- **Multi-year logical network redesign**
- **Core network architecture refresh and upgrades**
 - CCT – Distribution router, new switches, closet cleanup
 - IB – Distribution router
 - Closets - EH300, KN116, DV1111
 - CUP, HCC network revamp
 - David D.C. 10 GB upgrade
 - Police & FMP networks
- **New fibre – outer circle, Alumni House, Theatre, Greenhouse**
- **Wireless– Davis large classrooms, Davis 3rd Floor, HSC**
- **Redundant 10GB connection to St. George**
- **\$ 2.4 M additional Provostial funding**

UTM Complete Fibre Map



*Records indicate this used to be 24GB and 48MM fibre

*Records indicate this used to be 24GB and 48MM fibre

* Residence fibre not included

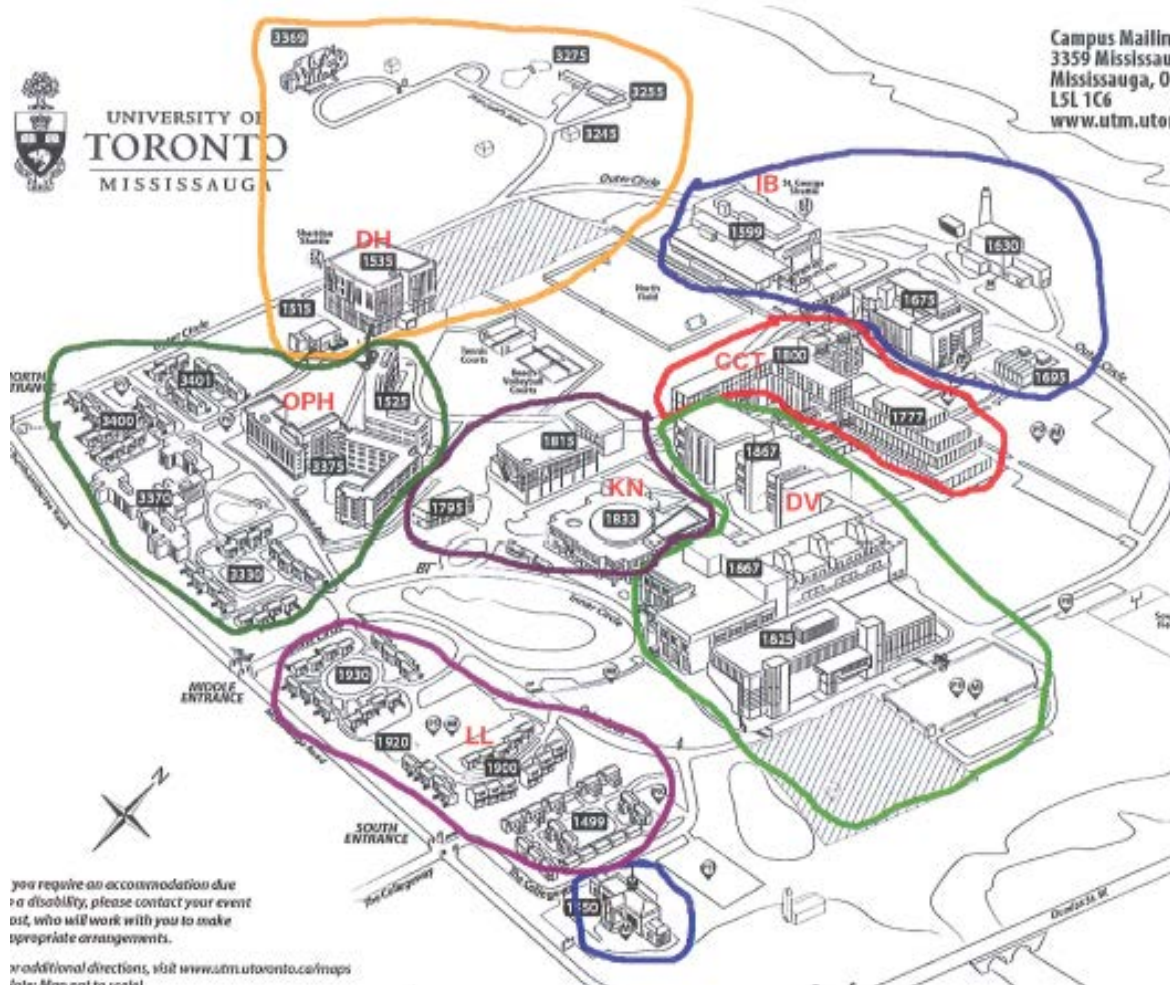
UTM Fibre Map graphmil
 First Version: Alex Tremblay (2017-01-27)
 Last Revision: Alex Tremblay (2017-01-31)

Sensitivity: Protected A



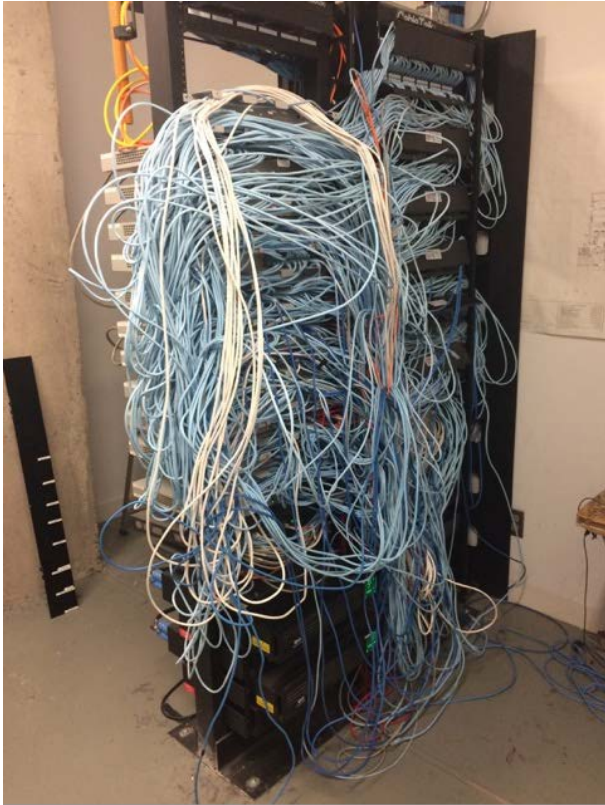
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if you require an accommodation due to a disability, please contact your event contact, who will work with you to make appropriate arrangements.

for additional directions, visit www.utm.utoronto.ca/maps
 for a larger map, visit www.utm.utoronto.ca/maps



CCT Network Upgrade



I&ITS Major Infrastructure Projects 2016

- **Deerfield Hall Data Centre**
- **Dell Compellent data storage**
- **Research NAS**
- **High Performance Computing**
- **350+ new workstations deployed to labs & classrooms**
- **UTSend & UTM Wiki**
- **North 2 planning & FMP Renovations**

Improving Customer Service

- **New Service Desk – visible, central location in CCT**
 - Consolidation – IT, TCard, Shuttle Bus, Lost & Found
 - Extended hours, cross-trained staff
- **New I. T. Service Management Software**
 - New incident, request, problem and change management
 - Regular surveying of customer satisfaction

IMPORTANT ANNOUNCEMENT

If you received an email soliciting enrolment in OneClass, DO NOT click on any links or buttons. DELETE THE EMAIL.

If you have installed the OneClass Chrome Extension, please drop by the IT Service Desk of the CCT Atrium for assistance removing this software.

UTM HITS Service Desk, CCT Atrium (9160)
Phone: 905-828-5344
Email: helpdesk_utm@utoronto.ca

EXECUTIVE MASTER OF INFORMATION Information Systems & Design
School of Information Systems & Design
Ischool.utoronto.ca/executive-mi
Info Sessions: April 5 @ 8pm | May 17 @ 12pm

IT SERVICE DESK



















LOST & FOUND



The image shows an IT Service Desk counter with a staff member and a customer. The counter is equipped with multiple computer monitors, including Dell and Apple models. A sign above the counter reads "IT SERVICE DESK". A "LOST & FOUND" sign is visible on the wall behind the counter. The desk is situated in a modern, well-lit atrium with large windows and a concrete pillar.

How Can We Help You?

Filter Category

-  Access & Accounts 
-  Email & Communication 
-  Event Support 
-  Hardware & Devices 
-  Internet & Network 
-  Printing, Media & Design 
-  Research Support 
-  Security 
-  Servers & Storage 

IT Self Service



Search All Categories, knowledge, Catalog Items

News & Alerts

 None

Getting Assistance

The IT Self Service site is your resource for finding all information about IT and submitting many types of requests to us. You can search all of these resources above, or browse through our services on the left. If you need assistance now, please click the link below.

My Submissions

[INC0020417](#)

Qualtrics licensing and Citrix compatibility

[INC0020711](#)

Report on UTSend utilization

[INC0020693](#)

Spring cleaning - I&ITS office area

[INC0020660](#)

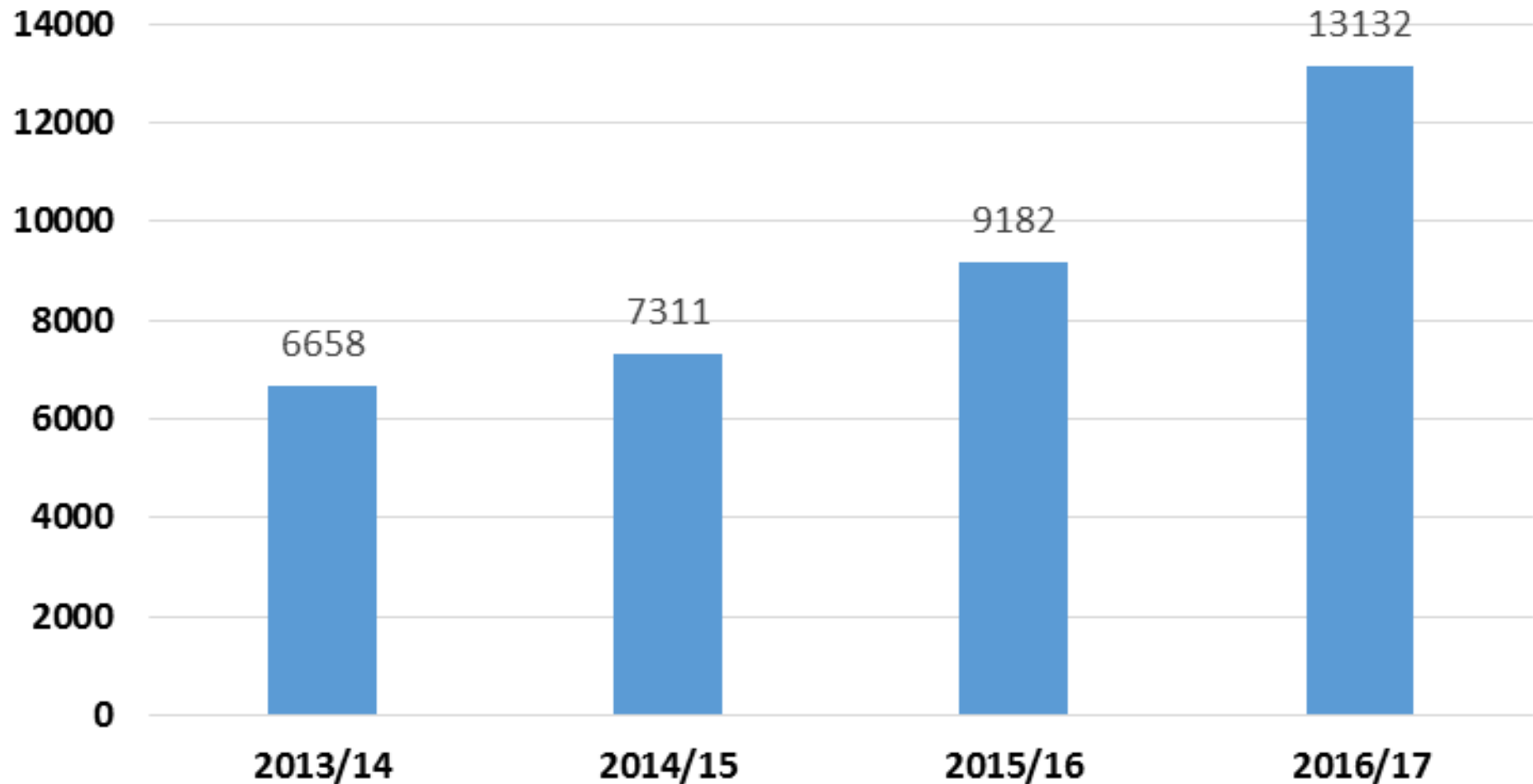
please reformat and update laptop

[INC0020668](#)

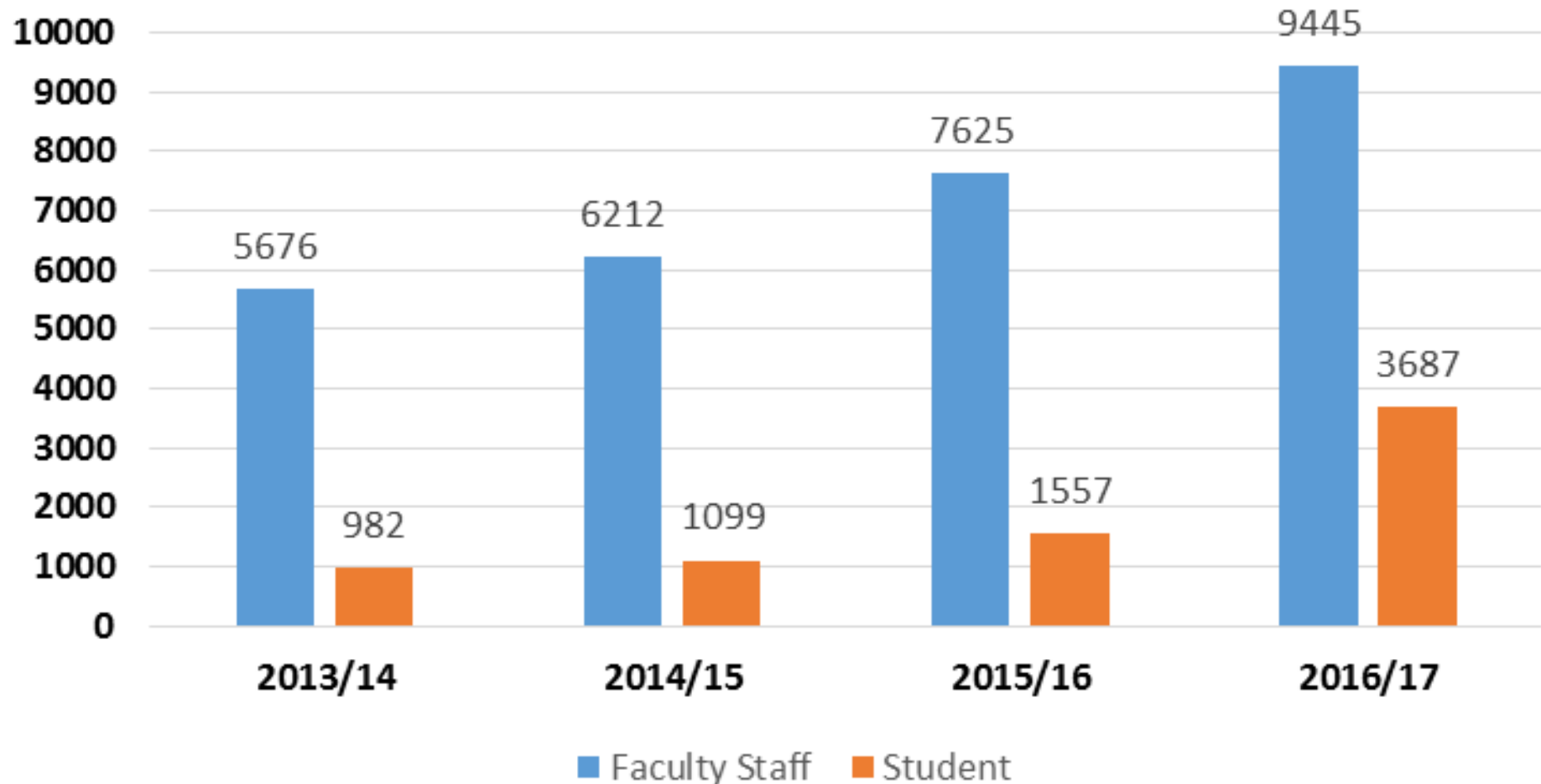
Reports on Citrix utilization

[View All >](#)

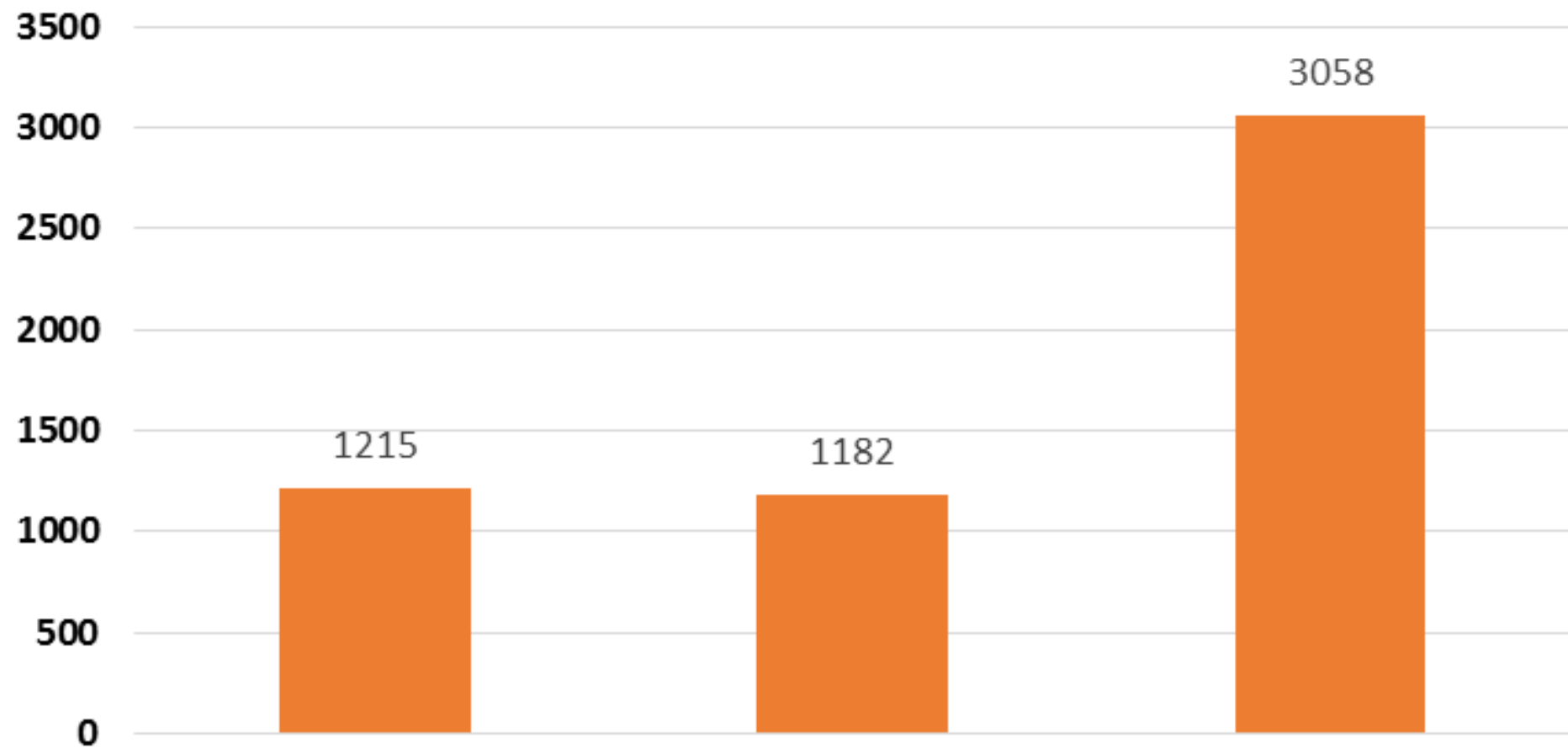
Total # Tickets



of Tickets by Customer Type



Student Tickets



Change Management Before ServiceNow

- Ad hoc changes
- Infrequent and inconsistent communication
- Staff reacted to changes with surprise
- Change success rate unknown
- Variation in change management approach

ServiceNow Change Management

Change Summary Counts

Critical Changes

Open Change Requests that have Critical priority

0

Changes Closed in the Last Week

Change Requests of that were closed in the last week.

5

Changes Created in the Last Week

Change Requests of that were created in the last week.

1

Changes Awaiting Approval

	Number	Category	Short description
<input type="checkbox"/>	CHG0030698	Hardware & Devices	PRTG - Delete Sensors to be delete to reach the 2500 sensor limit.

Actions on selected rows...

1 to 1 of 1

Changes Updated in the Last 7 Days

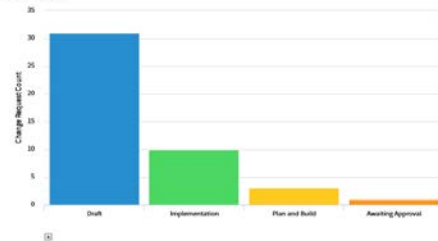
	Number	Updated	Short description
CHG0030614	2017-04-17 08:27:28	Audio & Visual booking forms revamp and integration with ORBS	
CHG0030704	2017-04-13 14:19:06	Drop medium threats on the Palo Alto firewall	
CHG0030673	2017-04-13 11:47:41	Moneris Maintenance on April 10, 2017	
CHG0030699	2017-04-12 13:38:15	Installation and configuration of Trial version of Audit Plus software	
CHG0030696	2017-04-12 10:45:09	PRTG Monitoring for switch in DV1091 (10.13.112.25)	
CHG0030701	2017-04-12 10:18:36	Backup Add and Delete. "Marcos VM (room42.utm.utoronto.ca)" has been deleted a new VM "TheIPAM (room42.utm.utoronto.ca)"	
CHG0030697	2017-04-12 10:17:47	PRTG - Add Davis Switches.	
CHG0030685	2017-04-12 10:09:34	Enabling Palo Alto firewall rules on the UTM Davis production network	
CHG0030698	2017-04-11 10:06:15	PRTG - Delete Sensors to be delete to reach the 2500 sensor limit.	
CHG0030693	2017-04-11 08:55:09	ServiceNow Request Forms for New Wiki Service	
CHG0030635	2017-04-10 13:23:03	DV: Set up trunking & extend management network to multiple switches in Davis Front	

Change Calendar

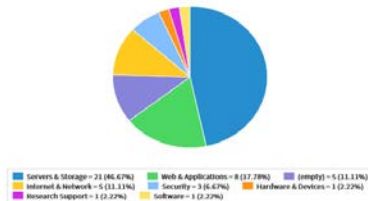
Day Week Month Year April 2017 Today << < > >>

W	Mon	Tue	Wed	Thu	Fri	Sat	Sun
13	27 7:00 CHG0030654 - Netw 9:00 CHG0030667 - Upgra	28	29 1:30 CHG0030644 - Data D 7:15 CHG0030668 - Restr 8:00 CHG0030666 - Lislehr + 3 more	30 11:00 CHG0030645 - RES-	31 11:00 CHG0030676 - Remv	1 0:00 CHG0030683 - Restar	2
14	3	4 7:00 CHG0030674 - DV211 7:00 CHG0030663 - DV309	5 8:45 CHG0030682 - Servic	6 11:00 CHG0030701 - Back 14:00 CHG0030696 - PRTG 14:00 CHG0030697 - PRTG	7 8:45 CHG0030693 - Servic	8	9 15:00 CHG0030698 - PRTG - Delete Sensors to be delete to reach the 2500 sensor limit.
15	10	11	12 CHG0030698 - PRTG - Delete Sensors to be delete to reach the 2500 sensor limit. 0:00 CHG0030673 - Moner 8:00 CHG0030692 - Restar	13 7:30 CHG0030685 - Enabl 10:00 CHG0030699 - installation and configuration of	14	15	16
16	17	18	19 9:00 CHG0030614 - Audio	20	21	22	23
17	24	25	26	27	28	29	30
18						6	7

Change Requests by State (Bar Graph)



Change Requests by Category



Instructional and Classroom Technology

- **Active Learning Classrooms**
- **Citrix Web Based Learning Platform**
- **Computational sandbox for undergraduate instruction**
- **CCT 1080 & 1140 audio visual upgrades**
- **Anthropology tablets mobile lab**
- **Mobile Teaching Project**
- **Rolling 10 year computer lab/classroom refresh model**

Information Technology Security

- **New positions focused on security**
- **Community education events**
- **RDP/SSH lockdown**
- **KPMG external audit**
- **Incident Management Process**
- **E-Waste coordination**
- **New tools and technologies to prevent and isolate**

Staff Development

- **Building new competencies and strengthening skills**
- **ITIL & customer service training**
- **Professional development**

Emerging Priorities

- **UTM Fibre Master Plan & Redundancy Project**
- **Office 365 Rollout**
- **Research Computing Support – HPC Cluster**
- **Information and Computing Security**
- **Campus Service Request Management using ServiceNow**
- **Video Conferencing Upgrades**
- **VoIP (Voice over Internet Protocol) Migration**



Thank you !