

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Planning for 2007-2008

Introduction

This is the first annual update to the CCS Integrated Plan: 2006-2010. In this update, we describe the strategic initiatives planned for 2007-2008 and the successes and accomplishments of our directorate over the first twelve months of our five year strategic plan. While this addendum retains the format and the major strategic themes from the original document we have chosen to separate the strategic initiatives for 2007-2008 from the report on accomplishments for 2006-2007.

Planning for 2007-2008

In this section we outline the strategic initiatives planned for 2007-2008 that follow our overall strategic direction. As with the overall plan from last year, consider this a pot of potential projects from which specifics can be drawn from based on priorities, resources, opportunities and needs of the community. Just as we have looked to the community to help us articulate these plans we look to the community to help us refine, prioritize and develop these further.

Enrich the User's Experience

The Scholar's Toolbox

- Currently preparing for a consulting engagement to review and implement new integrated communications strategy. We will be working with the consultant to evaluate various options for delivering a more robust and integrated solution.

Managing Customer Relationships

- Plan to expand the automated call centre service to accommodate the Veterinary Teaching Hospital in OVC. Reliability of the service will also be improved with the introduction of server redundancy.
- A project is currently underway to construct a new help desk and support automation system that will provide additional functionality and enhancements to our clients. It will include a knowledgebase to assist clients and support staff in resolving previously encountered issues. The ticketing system and knowledgebase will be made available to IT administrators across the Campus.

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Planning for 2007-2008

Create and Sustain an Agile Information Space: IT Infrastructure

Information Management

- Currently preparing for a consulting engagement to investigate an institutional storage and backup solution. The objective is to develop a roadmap for providing an enhanced infrastructure that is more readily able to adjust to the needs of the community and provide expanded storage options. There is a focus on current core services, such as email and CFS, and emerging service such as an institutional repository. In addition there is a desire to engage the research community in developing a robust and scalable cyber infrastructure where storage is simply a commodity.

Identity Integration:

- Undertake the implementation of an access management system and the provisioning tools necessary to build an comprehensive identity management repository

Collaborative Tools Infrastructure:

- We are currently working with Financial Services to investigate the feasibility of introducing iExpense, iProcurement and Document Management to the Oracle Financials E-Business enterprise system. These projects may be significant in size, but will provide an opportunity to introduce additional analysts to the Oracle 'E-Business' system.
- Support for mobile access to central systems will be investigated and undertaken. Some of the outcomes will be dependent on the review of our communications strategy.

Enhance IT and Campus Security:

- As a first step to addressing the business continuity and disaster recovery requirements of the university's IT services, CCS intends to establish a data centre capacity at an off-site location.
- We are in the process of deploying tools which will enhance our ability of ensuring that machines on campus are protected from virus' and unauthorized intrusions.

Web Services:

- Explore opportunities for establishment of a User Experience or UI Expert. This is a need that became evident from the accessibility and user experience work with MyPortico.

MyPortico:

- Project MyPortico Staff resource requirements and secure funding.

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Planning for 2007-2008

Technology Efficiencies and Renewals and the model for Strategic Infrastructure:

- Investigate a Desktop renewal program modeled on a program at UW, and begin implementation.
- Pilot the use of virtual labs and move this to a production service. There is a great deal of interest in this across campus in terms of mobility, licensing, space and accessibility.
- In order to continue to provide high quality and reliable ResNet Service to students in residence, we plan to undertake a project to evaluate, test and implement a new ResNet Registration System.
- The Enterprise Information System (EIS) project will be moving into production next year, in support of the University's Integrated Planning initiative, and work to date has focused on putting the necessary technical infrastructure in place.
- As part of our strategic Business Intelligence (BI) rollout, the Office of Research will convert their ad hoc Cognos/Impromptu reporting to use the new Cognos ReportNet by next year. Financial Services will also migrate from Cognos/Impromptu and onto ReportNet over the course of the year. We expect to introduce the Cognos BI toolset to additional clients as we ramp up support capacity in this area..
- Enhancements to the existing Coop Cold Fusion application will include replacing the unsupported Oracle Forms and Reports client with either Cold Fusion or APEX code.

Building Collaborative Relationships

Partnering with Colleges and Departments:

- During 2007, we will support the Student Housing department in their assessment of updating or replacing the existing WinRes application. The resulting project will include replacing the current legacy *Powerbuilder* client software with either new supported programming or acquiring a replacement purchased package.

Partnering in the Learning Environment:

- Establish video conference/multimedia communications services for the university.

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Successes and Accomplishments

Successes and Accomplishments for 2006

In this section of the document we describe the successes and accomplishments of our directorate over the first twelve months of our five year strategic plan. It is important along with the identifying the accomplishments of the strategic plan that we recognize and account for the significant resources devoted to on-going operational systems support, maintenance and enhancements.

Enrich the User's Experience

The Scholar's Toolbox:

- Migrate MS Office license and Adobe Acrobat licenses to campus infrastructure and review core stats packages (SPSS, SAS, Maple). This is the next step to promote cost effective solutions and get the necessary software into the hands of the users community, by decreasing barriers and leveling the playing field.
- Upgrade mail environment with more functionality, enhanced spam filtering and increased performance.

Managing Customer Relationships:

- There was a continued expansion of the Desktop Management program. The program has been very successful. Significant efficiencies are accruing in smaller departments where it is challenging to resource their own support staff.
- In November 2006 CCS released a web based interface that made basic self-administration of the Cisco phones available to staff and faculty phone users.

Create and Sustain an Agile Information Space: IT Infrastructure

Information Management:

- Relieved short term pressure on backup services, while at the same time piloting some new technologies.

Identity Integration:

- We have upgraded the institutional directory enhancing our ability to manage identities.

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Successes and Accomplishments

Collaborative Tools Infrastructure:

- We have continued to expand the use of the Central File Store. This has freed resources in departments and opened up more functionality for mobile users and interactions with the MyPortico briefcase.
- A new application Recruit Guelph, written in Cold Fusion, is planned to go into production by the end of 2006. The system is owned by Career Services and is modeled on the existing Coop system which links employers and their jobs to students. It will be a mini 'Workopolis' for University of Guelph students and alumni with the added feature of offering interviewing facilities and scheduling to the employers.
- In April 2006, a two year project to expand the campus wireless infrastructure was initiated. The expansion has been designed to enhance the student experience by focusing coverage on key areas used by students. Partnering with colleges such as CSAHS has enabled the expansion of many buildings beyond the classrooms and other student areas to full building coverage.

Enhance IT and Campus Security:

- In November 2006, CCS released a new and expanded Virtual Private Network (VPN) service. This service provides to all students, faculty and staff a secure access method to university IT assets no matter where they are located. Over the next year CCS intends to promote the use of VPN as the preferred method of accessing secure university business applications.
- University Systems Technical Support projects included performing two disaster recovery tests on the Colleague environment, implementing secure FTP processes, implementing Business Copy software for enhanced protection of the Colleague database, implementation of the CCS Secure Subnet policy (installed seven servers into secure subnets), and assisting CCS/Networking Services with the new VPN strategy and implementation.

Web Services:

- Web Hosting Service Upgrades continue in order to enhance performance and introduce new functionality. We are exploring the development of an over-arching architecture that will more easily allow for alternative server side technologies and departments to bring their own servers under the umbrella of the architecture.

MyPortico:

- SSO project for account utilities and email – this is a pilot to demonstrate the new access manager tools in the SUN identity suite.
- Upgrading of infrastructure through enhanced functionality – there are several scheduled releases coming over the next year
- Enhancing community engagement to increase content in strategic channels, such as Mycourses and news feeds

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Successes and Accomplishments

- Proactive engagement of CCS to renew various services offerings into MyPortico

Technology Efficiencies and Renewals and the model for Strategic Infrastructure:

- Partnered with the Human Resource department to use thin client kiosk technology to deliver online access of the HR job posting site to the Physical Resources department staff that have no access to computer workstations.
- Completed a pilot of VMware technology in an effort to identify strategies to save resources and server infrastructure. The pilot demonstrated the potential for a more robust development environment that enhances performance and security of our production services. As part of the pilot a new framework was developed to allow departments across campus to fully participate in the service or deploy their own hardware within the campus infrastructure.
- Consolidate server support to MS Server 2003 to capture support and hardware efficiencies.
- Deploy centralized MS SQL services in order to roll many small services together and capture efficiencies. This is a long standing request from the community to improve our database hosting infrastructure.
- In July 2006 working with IT staff at the Ridgetown campus, CCS completed the upgrade the Ridgetown campus network infrastructure to bring it in-line with Campus networking standards is complete. The network link between the Ridgetown and Guelph campuses was also upgraded to provide improved network bandwidth capacity and reliability.
- Within University Systems, the Project Tracker (change management) system was our proof of concept conversion from the Speedware Autobahn environment to Oracle Application Express (APEX), the Department's new standard tool for web based application development. This project provided an ideal starting point for learning the APEX tool as well as a significant opportunity for a collaborative venture between the Human Resources, Financial and Technical Support teams.
- The WebTime Entry (Human Resources) application and the Chemical Inventory system (Employee Health & Safety) were both successfully rewritten in Oracle's APEX and a third major APEX conversion, the Financial Reporting System (FRS) went into production in the summer.
- University Systems' Student Systems Team provided continuing support and maintenance of the purchased enterprise system, Colleague, for their clients, the Office of Registrarial Services, Guelph Humber and Ridgetown. Colleague, supports the major business functions in Admissions, Records, Academic Programs, Scheduling, Graduation, Student Finance and Graduate Studies.
- During the past year, the following Student Systems enhancements have been implemented successfully:
 - Colleague software updates, applied on a continuous basis.
 - upgraded Unidata database to version 7.1
 - upgraded WebAdvisor to version 2.19
 - upgraded eCommerce to version 3.7
 - Implemented OUAC (Ontario University Application Centre) file changes for 2006/2007
 - Implemented a new fee structure for billing that was redesigned by the University based on changes in government policy.
 - Implemented a graduation process for Guelph/Humber

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Successes and Accomplishments

- Implemented the addition of Ridgetown to Colleague for F06
- Implemented Colleague's Prospect Management system
- Implemented conversion of Graduate Studies 'Embark' application import to the OUAC import.
- Implemented the import of Graduate Studies joint applications from OUAC. Currently, the joint application process involves Guelph, Waterloo and Laurier.
- Implemented the Registration deposit process
- Implemented the Dental Plan opt out process
- Enhanced WebAdvisor to display an applicant's courses
- Implemented secure FTP file transfers
- Training new analyst for supporting Admissions functionality
- The Colleague Release 18 (major upgrade of the Colleague System) development project will be the Student Systems Team primary focus this year. FRS will be further upgraded this upcoming year to include enhanced access to archived data for retrospective reporting. Grant reporting will be augmented as well as enhanced printing capabilities. The new version will also include high level executive reporting for managers.
- The converted Job Evaluation system (into Oracle APEX) will move into production by the end of 2006, and this will be followed by a significant development project to build a new application HRER (Human Resources Employee Records) to replace the legacy Cyborg-Speedware-Interface (CSI), the main 'front-end' data collection system for Human Resources appointments. Preliminary design has been completed. Phase 1 will encompass the Field Users functionality and is scheduled to be deployed in 2007.
- Over the course of the next year all our existing Oracle 9.2.0.7 databases will be converted to Release 10g, and migration will be closely coordinated to ensure a smooth and seamless migration for our clients. Our emerging standardized application development toolset (Oracle's APEX) will also be upgraded to Release 2.2 and we will increase the capacity of the production environment .
- The University Systems Data Management Strategy Project (in progress) for the major business systems is an initiative to design and recommend newer, cost-effective technologies to significantly improve current data protection, data retention and business continuity capabilities.
- The Colleague SIS currently prints and mails the tax form T2202A (Education deduction) from an off-site vendor at a cost of \$10,000+. We are developing a self-service solution to allow students to print this completed form on-line with individual information from WebAdvisor.

Building Collaborative Relationships

Partnering with Colleges and Departments:

- OVC shared Management position. We have funded and approved the new position of Manager I.T. Services that will report jointly to OVC and CCS. This establishes a new type of partnership that will help the University leverage central services, ensure on-going communications and assist the college in achieving its strategic IT goals.

Computing and Communications Services Integrated Plan: 2006-2010



Addendum: 2006 Update. Successes and Accomplishments

- We are consulting with the Environmental Health and Safety office on a planned initiative to track employee certifications, and course participation (e.g. first aid training).
- Assist CME in establishing an IT support infrastructure, that offers the ability to leverage institutional services, ensure on-going communications and assist the college in achieving its strategic IT goals.
- Assist Athletics in establishing a secure environment for credit card processing – this resulted in a set of policies and standards that can be deployed elsewhere

Partnering in the Learning Environment:

- Introduced a pilot streaming media service in partnership with Guelph Humber. This service will be used to assess the needs of the community and move this into a production service.
- An upgrade of the WebCT environment was undertaken. This increased functionality, performance and enhanced the redundancy and failover capabilities of the service to better reflect its enterprise nature.

Developing our People

Continuous Improvement Culture:

- In collaboration with Organizational Services undertake a new Management Enhancement Program
- We are currently undergoing a significant human resource engagement to review how CCS works and what could be done to improve the way we are organized and perform our responsibilities. This will play out over the next year.

Fostering a Culture of Assessment

Evaluation and Assessment:

- Working with the Manager of Evaluation and Analysis, CCS is undertaking to better quantify and measure what it is that we do and how well we do it.. The outcomes from these exercises will be used to enhance and adapt our services offerings to the needs of the community.