



CONNECT

2016 CCS ANNUAL REPORT



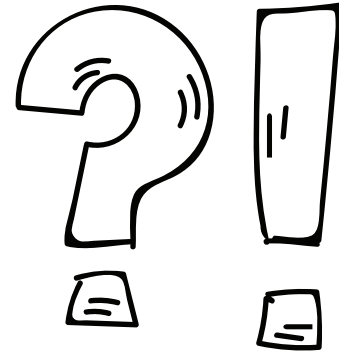
CCS opening
doors
through
technology

“ If you want to go fast, go alone.
If you want to go far, go together. ”

- African Proverb



CCS HELP CENTRE



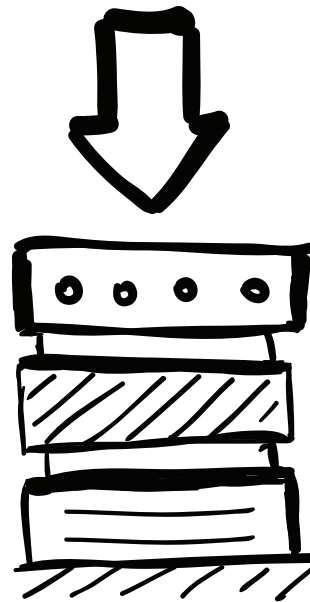
28,400

SERVICE REQUESTS
RECEIVED AND
ANSWERED

BIGGEST SPIKE IN
WEBADVISOR
ACTIVITY



SEPTEMBER 8, 2016



100 TB

TOTAL AMOUNT OF
DATA STORED ON
CCS SERVERS

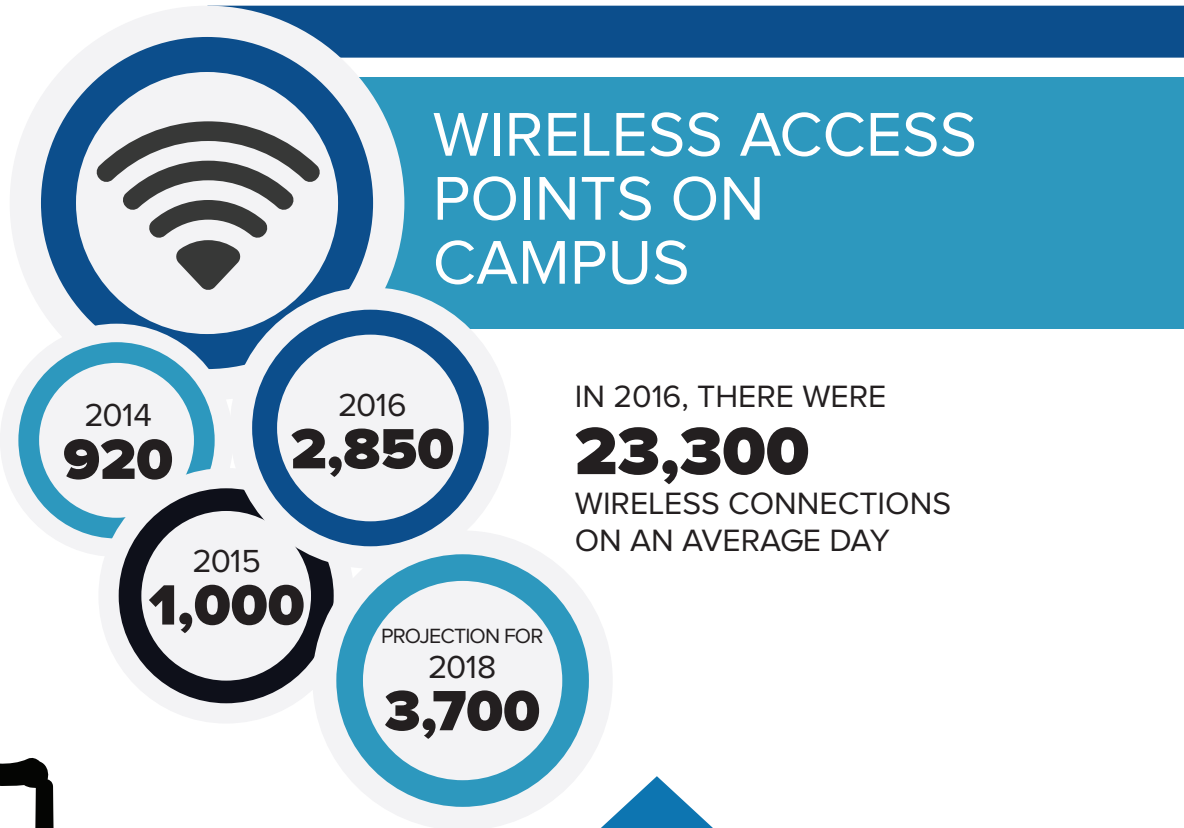
CCS PROVISIONED

185

SERVERS IN **2016**

(20 PHYSICAL, 165 VIRTUAL)

WITH APPROXIMATELY
25% BELONGING TO
CAMPUS CLIENTS



96.5

PERCENTAGE OF INCOMING EMAILS
BLOCKED BY CCS TOOLS EVERY DAY
DUE TO MALICIOUS CONTENT

390

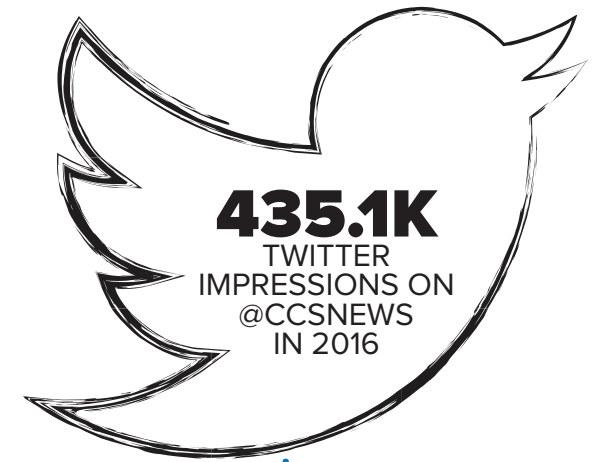
NUMBER OF U OF G EMAIL
ACCOUNTS LOCKED IN 2016
DUE TO SECURITY INCIDENTS

39

NUMBER OF NEW BLOG POSTS
ON THE INFOSEC WEBSITE THIS YEAR

9000+

PAGES OF **U OF G** WEBSITE CONTENT – ON
39 WEBSITES – THAT HAVE BEEN REMEDIATED TO
COMPLY WITH THE ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT (AODA)

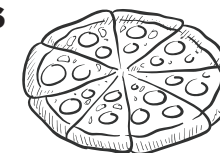


FREE OFFICE 365 FOR STUDENTS

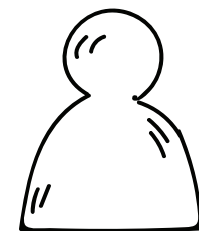
MOST POPULAR TWEET WITH **7,829** IMPRESSIONS

CCS
SECURITY AWARENESS
ROADSHOW

415 ATTENDEES



780 PIZZA SLICES GIVEN OUT



26
NUMBER OF
CO-OP STUDENTS
EMPLOYED BY
CCS THIS YEAR

ACCOUNTS
MIGRATED
28,000

2016 STAFF,
FACULTY AND
GRADUATE
STUDENT
MIGRATION TO
OFFICE 365

40+
NUMBER OF
OFFICE 365
TRAINING
SESSIONS
AVAILABLE IN
2016

2,200
NUMBER OF
CCS HELP CENTRE
TICKETS RELATED
TO **OFFICE 365**
MIGRATION

STORAGE
MIGRATED
16
TERABYTES

Message from the Chief Information Officer & Chief Librarian



The role that CCS plays in the campus environment continues to evolve with the growing need for collaboration and engagement on campus. It is encouraging to see departments reaching out to CCS teams early in their planning as the need for alignment, staff collaboration, and secure systems have become essential elements of major campus implementations and projects, as well as day-to-day operational needs.

Given the University's recently completed Strategic Renewal initiative, and Connecting Communities being one of the resulting core themes, you will see from the stories within this year's report the vital role that CCS provides in this regard. As a result, **Connect** seems a fitting theme for this 2016 annual report. CCS connects with and contributes significantly to the University community's ability to engage with colleagues on campus and beyond with information resources, with systems that enable varied workflows and ultimately, the diverse technology needs across campus.

With the recent migration of the campus email and calendaring to the cloud-based technology of Microsoft's Office 365 platform, the potential for information sharing and collaboration has increased substantially. In turn, this has reduced related infrastructure requirements. Through greater leveraging of cloud technologies, we will also see future benefits for disaster recovery, emergency notification, mobile integration, data security, and more.

We continue to enhance the University's security posture – a critical strategy given the numerous ransomware and malware attacks aimed at higher educational institutions throughout this past year. With new staff and the establishment of a Security Operations Centre (SOC), which houses state-of-the-art monitoring systems, we are able to have increased visibility into the network traffic entering our environment, providing us the ability to proactively identify, assess and respond to potential threats. Security awareness and outreach activities, combined with growing engagement with departments, colleges, and research units, continues to provide the campus community with the skills and knowledge necessary to recognize malicious behaviours and to respond accordingly.

Finally, the first stage of a major enhancement to campus connectivity was completed during the year through a massive summer project to deploy wireless access throughout campus residences. This coming summer will see wireless enhancements across a number of campus buildings where students, faculty and staff learn, teach, work and gather.

CCS is proud to continue to play an essential role in helping the University realize its strategic aspirations during this time of renewal.


REBECCA GRAHAM
CIO & Chief Librarian

Message from CCS' Associate Directors

So much of what we do at CCS is about connecting – whether it be on a personal or team level, with our many campus partners, or through the building of digital platforms and supported infrastructure. CCS plays a critical role by providing the campus with new opportunities for connection and collaboration while also continuing to manage the complex and increasingly connected technology environment at the University of Guelph.

Two landmark projects came to fruition in 2016, which will significantly improve the quantity and quality of connections on campus. First, the migration of our email/calendaring system to the cloud-based Office 365 platform for faculty, staff and graduate students. This significant undertaking – the migration of approximately 28,000 accounts – required extensive collaboration within and across CCS teams, as well as with our IT partners on campus and with the University of Guelph-Humber. It also involved connecting with colleagues from other institutions who were willing to share their learnings with us to help ensure our success – something we are now paying forward with other institutions. The Office 365 platform itself is ripe with tremendous potential to change the way we connect with one another, improving our workflows and processes, as well as our ability to share ideas and improve outcomes. We are looking forward to bringing our undergraduate students onto the Office 365 platform in the summer of 2017.

The second project helped us achieve a long sought-after milestone: the deployment of WiFi in the student residence buildings on campus. University students have an inherent requirement for connectivity. Our first-year students, many of whom are away from home for the first time, can now use the wireless capabilities in residence to effortlessly connect with each other, their families, and their classmates for group work, and gain access to essential educational resources. Our Networking Infrastructure team worked tirelessly, adding 1,700 new access points and essentially tripling the size of our wireless network.

In this report, you will also see many examples of how CCS connects with peers and clients across campus through collaboration and community building: projects like ImageNow; the utilization of Scrum methodology to deliver websites to campus clients; our many collaborations with Campus IT Leaders; our support of various departments through our Distributed Analysts, Business Analysts and Information Security team. We remain grateful that we have an opportunity to play a supporting role at U of G, both as a trusted partner on many important projects, and as technology and knowledge-solution leaders on campus, helping to make our collective connections stronger.



GAYLEEN GRAY
Deputy CIO & Associate Director
IT Strategy and Partnerships

DAVE WHITTLE
Associate Director
IT Operations and Infrastructure

PEOPLE



Office 365: The Team Behind the Migration

How does a small IT team pull off a massive email/calendar migration from an old and dated system to an advanced, cloud-based platform with new functionality, for every staff and faculty member, graduate student, and the whole University of Guelph-Humber? How do they understand and troubleshoot technical aspects and potential problems, while ensuring that stakeholders are kept informed, and that ample training, resources and support are available to guide people through a potentially anxiety-provoking (and work-disrupting) change?

In the CCS Applications & Project Management team – the team charged with this enormous undertaking – it came down to one word: teamwork. And, oh yes – strong and positive leadership, a “can-do” attitude, and a shared desire for success.

Here is the team that pulled it off:

The Mail Team: Rob and Houssam

Responsible for performing the actual migration – moving more than 28,000 accounts from Zimbra to Office 365, and spending months identifying potential issues and subsequent solutions.

The Identity Team: Zdenek, Hugh, and Matt

Responsible for developing and managing the processes that synchronize people’s identities to Office 365, allowing users to seamlessly sign in to all Office 365 components, and still have read-only access to their old email system to provide assurances that everything did indeed migrate.

The Training and Support Team: Sarah, Dar’ya, Jordan, Mark, and Nick

Charged with building the Office 365 website, as well as planning and executing all training sessions and materials to ensure the smoothest possible transition.

The Communications Team: Jyll, Daisy and Tiffany

Responsible for keeping users aware of and prepared for the migration with simple and positive messaging.

Overseeing Manager: Kent Hoeg

Responsible for overseeing the entire migration, ensuring all goals and objectives were met, assisting with major issues, problems, and policy conflicts, and removing obstacles to project success.

While these are the core members of the Office 365 Project team, there was also an “extended family” that was critical to the success of the migration. The entire CCS team, as well as the IT team at University of Guelph-Humber, and dedicated IT partners on campus – many of whom stepped up and supported the team with testing, training, staffing Office 365 support kiosks, troubleshooting, and more. CCS also engaged with a cross-campus Steering Committee, a group of stakeholders who were instrumental in decision making throughout the project.

Kent Hoeg is the CCS Manager, Applications & Project Management. “I feel incredibly proud of the entire team,” he explains. “From the very beginning, it was clear to me that they wanted to do the best job possible for U of G users.”

As with the implementation of any new system, workflows are altered, new processes are required, and difficulties arise for some users. The team continues to work with campus clients to troubleshoot some challenging operational issues. “Through it all,” says Hoeg, “the team has made a point of staying positive, keeping focused, and collaboratively finding solutions. It remains one of the largest projects I’ve ever been part of, and also one of the most successful.”

The Office 365 Team

(Back row, L to R): Daisy Mangat, Tiffany Murphy, Rob Foster, Sarah Weadick, Zdenek Nejedly, Kent Hoeg, Sandy McIntyre, Garrett May, Nicholas Macedo, Dar’ya Heyko
(Front row, L to R): Jordan Bloom, Mark Grant, Jyll Weinberg-Martin, Houssam Hmaity, Matt Searle, Hugh Smith

Office 365 Migration: Elements for Success

- Resourceful website
- Frequent team meetings
- Learning from other institutions
- Successful collaboration with partners and IT teams
- High-functioning team of co-op students
- An engaged pilot group
- Robust training and communications plan
- Cross-campus support kiosks
- Project Steering Committee with stakeholders from across campus



At Co-op and Career Services, we took CCS up on their offer to have more personalized Office 365 information and training sessions. They held two one-hour sessions with us – one before the migration and one after. The sessions were extremely helpful, both to give us a sense of what to expect, and then after the migration to share useful tips and help us with any problems we were having. They even stayed after the session and provided individualized help for people at their desks. We really appreciated the special attention and their commitment to supporting us through this process.

– Carole Shirley, Administrative Assistant, Co-operative Education & Career Services



Office 365 is an excellent new tool for U of G. It's very powerful and has great potential for improving collaboration among groups. I like that it's a well-known, well-documented product, so most of the tech answers I need I can find through a Google search. And when I get stuck, the Office 365 team has been really helpful in finding a solution. They know Office 365 inside out and helped me find efficient ways of doing my most common tasks.

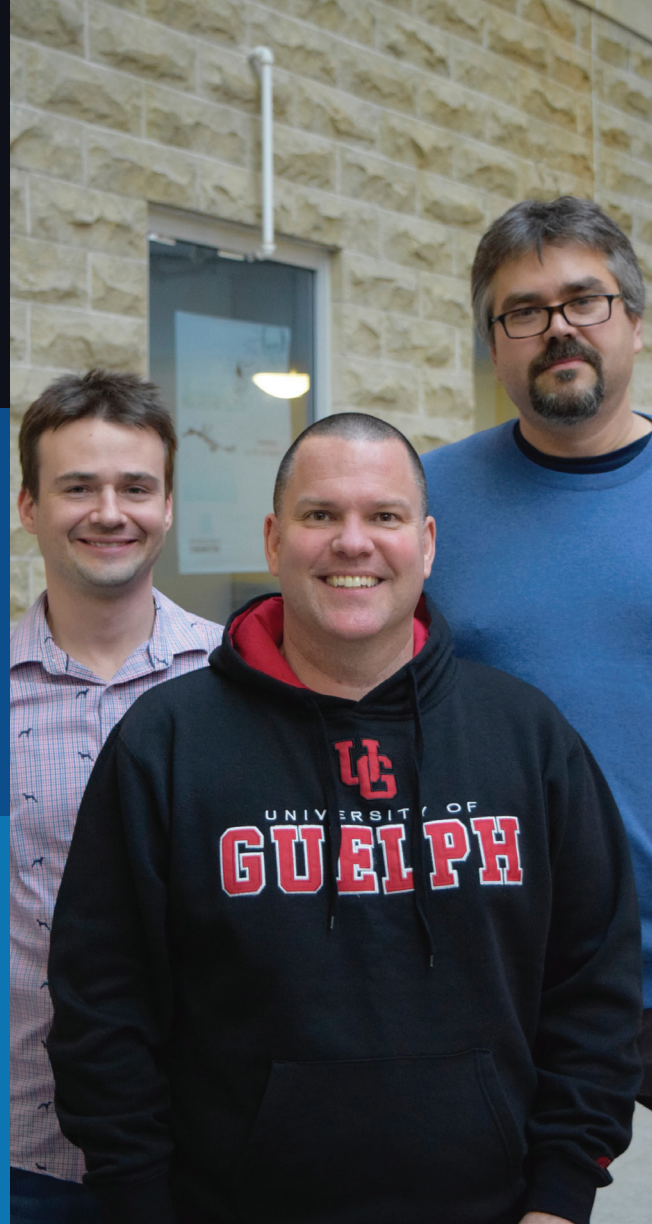
- Jenna Hennessy, Internal Communications Coordinator, Communications & Public Affairs



Office 365 Co-op Students (L to R): Jordan Bloom, Mark Grant, Dar'ya Heyko, Nicolas Macedo

Success Story: Office 365 Co-op Superstars

Many teams within CCS employ co-op students as important members of their project teams. The Office 365 migration was no exception, and serves as a shining example of the success co-op students can bring to a project. Under the leadership of Sarah Weadick, Analyst II on the CCS Applications & Project Management team, the team of “Office 365 Superstars” – as they were dubbed among CCS staff – hit the ground running from day one. Sarah immediately capitalized on each person's unique strengths, with Dar'ya and Mark assigned to running training sessions and webinars, Jordan being responsible for marketing and informational materials, and Nick owning the development of the Office 365 website. Their outstanding work ethic, competence and confidence continually amazed team members and played a major role in the success of this critical campus project.



Paul Kopacz (left) and Peter Routledge (right) with Rob Guthrie from the College of Biological Science. Paul and Peter gave Rob the U of G sweatshirt as a thank you gift for his dedication and mentorship with other ImageNow clients.

Documents, Mentorship and Ice Cream: A Timeline of ImageNow on Campus

Ice cream was not yet on their minds when Paul Kopacz and Peter Routledge, members of the CCS Applications & Project Management team, began helping various campus departments deploy ImageNow - a document management system that seamlessly integrates scanned documents with major University systems, and offers significant improvement in process workflow. Where does ice cream fit into this complex system? To find out, please take this stroll through the ImageNow journey on the U of G campus:

1

In 2014, CCS began providing implementation support and management for ImageNow on campus, with the B.Sc. Program – including the College of Biological Science (CBS) and the College of Physical and Engineering Science (CPES) – becoming the first department to partner with CCS for their implementation. The CCS ImageNow team worked with the B.Sc. Program for more than four months on this complex project, which included implementing ImageNow for their Program Counselling Office. Though there was a steep learning curve for B.Sc. Program staff, it resulted in a giant payoff of improved productivity and efficiency at the finish line.

2

In 2016, CCS partnered with the School of Engineering (SoE), who were also seeking a document solution for their Program Counselling Office, and had a mountain of paper documents needing to be incorporated into their electronic workflow. While the CCS ImageNow team provided significant technical support, it was the B.Sc. Program staff who encouraged the SoE to move forward with the implementation, and also mentored SoE staff throughout their process. A great collaboration!

3

CCS also worked with the Office of Graduate and Postdoctoral Studies (OGPS) to implement a complex dashboard in ImageNow. OGPS required this dashboard to enable Deans' offices and departmental staff to easily view the status of all graduate and postdoctoral applicants throughout the application process.

4

On top of the many client projects initiated this past year, CCS also had to patch the ImageNow environment to ensure security and that bug fixes were applied – a major project that involved every ImageNow client on campus. After months of extensive testing, many users of the system willingly came in to work on a Saturday in August to perform a final test and 'go live'.

5

To thank everyone for their co-operation, resilience and mentorship, the CCS team held a summer ice cream party for all ImageNow clients. Everyone was pleasantly surprised by the community of support that had sprung up as a result of these implementations. Not only do these clients now have more optimized electronic workflow processes, but they have CCS and each other to rely on for support and idea sharing going forward.

CCS Culture: Honing Skills and Building Community

Revisiting our Values

CCS prides itself on serving the U of G community in a manner representative of its core values. These values - Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication – were developed ten years ago, and to this day remain critical to the success of the CCS business model. The entire organization revisited these values at the annual summer BBQ, in order to ensure that they continue to be effectively internalized by staff, and ultimately operationalized to promote personal job satisfaction and superior client service.

Beyond Technology

Organizational success is dependent on myriad factors, with cultural diversity in the workplace becoming a factor of increasing importance. Craig Hyatt, CCS Manager of Web & Development Solutions, shared his learnings on this topic with CCS staff, gleaned from a recent Educause conference. These learnings focused on the importance of cultivating diversity from the perspective of project success, with understanding and learning taking place on a deeper level when considered from different view points. To achieve this, organizations must begin building diverse teams from the ground up, by incorporating this commitment directly into the hiring process for all employees: from writing a job posting, to forming the hiring committee, to candidate consideration and team building. CCS as a whole continues to contemplate new strategies to achieve a more heterogeneous, and ultimately stronger, organization.

Strength Based Training

CCS places significant value on professional development. The CCS management team recognizes that CCS people are core to our success, and that the professional growth and development of each staff member enhances our capacity as an organization. CCS offers many unique training opportunities for staff, many of them focused on personal empowerment and leadership. One such example is Strength Based Training, a mandatory, eight-week program for all new employees at CCS, where participants learn to identify and consider opportunities to help focus their daily work on the areas in which they feel most fulfilled. Many CCS staff consistently leverage the robust training and development opportunities offered through the University's Human Resources department, as well as attending national and international conferences to build skills and enhance their ability to deliver exceptional service to campus clients.

CCS opening doors
through technology
www.uoguelph.ca/ccs

VISION

To be technology and knowledge solution leaders, partnering with University communities, enabling excellence in teaching, learning and research

PURPOSE

Changing lives, improving life by enabling our community

OUR CORE VALUES

Service Culture
Integrity
Individual Leadership
Teamwork
Agility
Communication

The Residence WiFi Expansion

In the summer of 2016, CCS accomplished a tremendous feat: the deployment of wireless internet (WiFi) in all residence buildings on campus. With the explosion of mobile devices in the last decade, and many students in higher education spending four or more hours online every day, it was clear that this was a critical investment to make in our infrastructure, and in our students.

The benefits were clear:

- Improve the student experience and meet the current demand for connectivity
- Enhance on-campus collaboration, productivity, and access to educational resources
- Maintain U of G competitiveness with other universities (many students rank WiFi connection as a critical factor in choosing a university)

The WiFi expansion was a significant undertaking, entailing the addition of more than 1,700 wireless access points. At the project's inception, only 1,000 access points were currently deployed across the U of G campus. "This project resulted in us essentially tripling the size of our wireless network," says Tom Herr, Manager of Network Infrastructure, who led the implementation. "And these 1,700 new access points are only in residence. The proposed phase II of this project involves deploying an additional 850 access points in an estimated 53 other buildings across campus. We now have a definitive roadmap to follow for future WiFi deployment and improvements, including a planned life cycle refresh strategy to ensure our technology stays current and relevant."



TECHNOLOGY

There were significant challenges inherent to this implementation. Herr explains the many architectural problems faced by the team. "Some buildings on campus were originally built 100 years ago, and for some reason they weren't thinking about WiFi back then," jokes Herr. "Working with concrete, steel, copper, and other materials certainly kept us on our toes." The team was also working with brand new technology for them, which can often bring with it unexpected risks and growing pains.

There were many successes as well. The team leveraged collaborative partnerships with Student Housing and Physical Resources, both of whom had a vested interest in the success of this project. The team also completed the implementation in record time, and negotiated with the vendor to stay under budget. "We have a great team, and great collaborators," says Herr. "All who were extremely dedicated to completing this project for our students, and on time. I'm really proud that we made it happen."

Office 365: Advantages of a Cloud-based System

Choosing Office 365 as the new email/calendaring platform for U of G staff, faculty and graduate students was a logical decision, as it easily met many of our stakeholder's needs:

- Ease of use
- Reliable integration with mobile devices
- Enhanced security
- Cloud-based service hosted in a Canadian data centre
- 10X the email storage (50 GB) beyond the previous system
- Enhanced collaboration and document sharing capabilities

In addition, there are many advantages of cloud-based technology for CCS from an operational and efficiency perspective, including the ability to reallocate IT resources, improve collaboration with other institutions, and cost savings. The table below illustrates these advantages compared with Zimbra, U of G's legacy email system.

Infrastructure Requirement to manage servers, operating systems, security patching, etc.	Little infrastructure investment and support required. Historically, significant resources were allocated to infrastructure management with Zimbra, which can now be allocated elsewhere.
Storage Amount of data storage available	Unlimited OneDrive storage – at no cost. Receiving a comparable amount of storage with Zimbra would have been cost prohibitive.
Scalability Ability to adjust to a constantly evolving population	As our environment grows and shrinks, a cloud-based system is far simpler to adjust, with simple configuration changes and no infrastructure to purchase.
Continuous Product Improvement Ability to implement product upgrades and enhancements	With the significant resources behind Microsoft, Office 365 is continually evolving and improving. All of these enhancements come automatically to CCS, requiring minimal effort for implementation. As an example, with Zimbra, system upgrades would take up to six months to plan for and execute based on their complexity. With Office 365, upgrades are automatic and continuously pushed out from Microsoft.
Idea Sharing Ability to share ideas and work on projects with other institutions	Idea sharing across institutions is now much simpler, with many higher education institutions utilizing Office 365 or other cloud-based technologies. Cloud-based products ensure similar versions for easy collaboration and comparison.



CCS and Scrum...Wait...What?

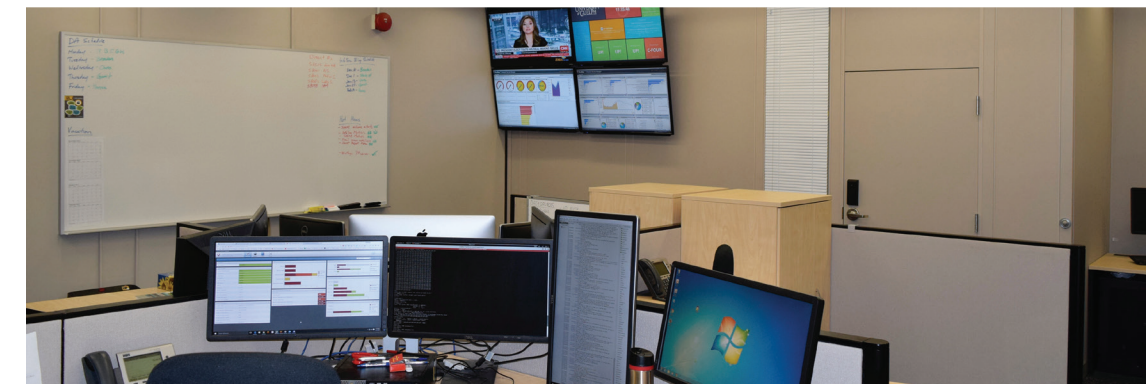
Scrum methodology is a team approach to delivering projects - well known in the IT industry – that is based on agility, continuous improvement, collaboration and quality. The University Web Accessibility Remediation team, part of CCS Web & Development Solutions, has utilized Scrum as a framework to deliver websites to clients in two-week “sprints.” Scrum activities include:

- Project planning
- Sprint planning
- Daily scrum (15-minute status meetings)
- Frequent customer collaboration
- Iterative product delivery
- Sprint retrospective

The team has participated in more than 25 sprints to date, with tremendous success in terms of engagement, efficiency and client satisfaction.

Improved Data Standards for U of G Applicants

The University of Guelph works within the Ontario University Application Centre (OUAC) guidelines to ensure applicants wanting to attend U of G have an efficient and accurate application process. Working with the Registrar’s Office, CCS has updated the U of G admissions system to ensure compliance with new global data standards – meaning that data is collected and exchanged in a standardized manner across higher education institutions. Streamlining this process will prepare the University to send and receive student transcript data in a more efficient manner.



The New Security Operations Centre

This past year, the Information Security team worked with U of G Physical Resources to design and construct a space more conducive to their extensive security activities: The Security Operations Centre. The new, larger and secure space includes:

- A focused and collaborative work space, equipped with a badge reader for separate and secure access
- A sophisticated Security Information and Event Management (SIEM) system, providing critical data about potential security threats and events requiring investigation
- A number of large screens installed on the walls allowing the team to monitor real-time network and internet traffic and quickly identify areas of concern

Success Story: Improved Guest Network Access

The Network Infrastructure team has improved the process for issuing network access to visitors on campus. In the past, a small group of administrators in various departments were responsible for issuing guests accounts. However, the new process allows visitors on campus to register themselves through a simple, on-line registration system, where they identify a campus sponsor to approve their request (typically the U of G staff or faculty member they are here to see). Those requests can then be quickly and conveniently approved via email by the sponsor, resulting in immediate access to the uog-guest wifi network.

Success Story: Secure Server Passwords Made Easy

Password management automation tools provide a secure, time-efficient method of managing passwords on the hundreds of campus servers operated by the Systems Management team. Server passwords are changed automatically and on demand when password-related security concerns arise. With CCS managing many departmental servers at U of G, and plans to roll out the use of this tool beyond CCS, this implementation will significantly improve the security of data stored on campus.



CCS Business Analysts: Finding Creative Solutions for Campus Partners

CCS' vision is to be technology and knowledge-solution leaders on campus, partnering with and enabling University communities. This means working with various departments on campus to gain a deep understanding of needs and operational issues, in order to help define the necessary information technology needed to improve efficiency and workflow.

Enter CCS Business Analysts (BAs). CCS BAs work with various departments on campus to help find solutions for business problems by streamlining processes and tackling inefficiencies. They perform in-depth reviews and take a holistic view of business practices, being sure to look beyond the immediate issues and recommend improved efficiencies across as many processes as possible. In some cases, improved processes may be all that is required; in other situations, a technology solution may provide the needed capabilities for success.

PARTNERSHIPS

Wondering how a BA can help your unit? Here are some examples of how the CCS team has helped their clients this year:

Engaging Students in Experiential Learning

Student Life offers many extra-curricular programs to enhance learning and enrich the student experience. However, they currently lack a streamlined process to on-board students to these programs or easily track participation, making it challenging to both deliver a complete co-curricular experience for students and also match students to suitable programs. CCS Business Analyst, Ann Cesar, has been working with Student Life to analyze their needs and brainstorm potential solutions to improve efficiencies and engage others to see if there is a need for a broader institutional solution.

Campus-wide Emergency Notification System

CCS Business Analyst, Jennifer Lobo, is working with a wide range of campus departments to implement a solution that will provide secure, reliable, multi-layered, and timely communications to take place during emergency situations. CCS, in partnership with Campus Police, are working with all colleges, as well as Student Housing, Student Affairs, Physical Resources and others to ensure the safety of our campus community.

Document Management and Workflow Solution

CCS has been engaged in cross-campus conversations regarding the University's need for a centralized, campus-wide solution for managing documents and automating workflow processes. This includes digital approvals, document routing, and electronic forms. CCS Business Analyst, Saveena Patara, has been working with multiple stakeholders to uncover the University's requirements, and investigate potential solutions on the market.

Campus IT Leaders Group

The Campus IT Leaders Group provides a forum for U of G IT leaders, including CCS Associate Directors and Managers, to come together with CCS and each other to interact, build collegial relationships, and promote a cohesive approach to information technology policies, services and projects. Chaired by Gayleen Gray, Deputy CIO, the group meets regularly to:

Promote the timely exchange of information on IT strategies and developments

Work together to address IT issues and management challenges faced by IT leaders on campus

Enhance the development of IT staff across campus

Develop IT leadership competencies at U of G

Some obvious benefits of this collaboration include recognizing and avoiding duplication of effort across units on campus, as well as capitalizing on common interests and expertise. For CCS, there is significant value in leveraging this group to gather insights and gain unique perspectives regarding the potential impact of various CCS projects.



As IT professionals on campus, we tend to operate independently in our own units. This group has allowed us to maintain that unique independence and yet embrace the opportunity to gain new perspectives, share solutions to similar issues, and even provide some peace of mind in seeing that we are not alone in the challenges we face.

- Chris Lee, Manager, Information Technology Services, College of Arts



"I had the opportunity to share information with the Campus IT Leaders Group about an important project for my team – Electronic Access Building Management. The discussion generated very valuable feedback, which has now been factored into the project planning. In this instance and others, this group has been invaluable to my department."

- Chris Payne, Acting Manager, Physical Resources IT Services



2016 CCS Security Awareness Roadshow

Success Story: Promoting Security Awareness on Campus

While the Information Security (InfoSec) team is armed with significant surveillance technology to protect the campus environment from cyber attacks, in reality, technology is only part of the solution and people are just as important. The remaining responsibility rests with us all, to create stronger passwords, recognize phishing scams, perform regular software updates, and become more vigilant at safeguarding our information. The InfoSec team has worked hard this year to get these messages out through monthly marketing campaigns, blog posts, the InfoSec website and the annual Security Awareness Roadshow, which attracts 400+ students each year.

CCS Distributed Analysts: A Winning Partnership

IT services at U of G are both centralized (via CCS) and decentralized (via departmental IT administrators). While CCS deploys and manages enterprise-wide services such as email, web solutions, storage, and networking, departmental IT administrators provide advanced technological support tailored to the unique needs of their units.

Having dedicated IT support is invaluable to many departments and colleges on campus. However, in some situations, departmental IT specialists are an “army of one”: hired to manage a specific system or implementation, but without the support of like-minded technology experts. The creation of the CCS Distributed Analyst role aims to provide an innovative approach to specialized IT support on campus.

How it Works:

The campus department seeking unique IT expertise partners with CCS. The successful candidate is hired into the CCS team, but is “distributed” to the campus department to which they will provide support. A dual reporting structure is put in place, where day-to-day reporting is to the departmental manager.

Benefits of Distributed Analysts:

- Campus departments can leverage CCS’ expertise in hiring and managing IT professionals.
- Joining an IT organization with the potential for advancement and mentorship may boost the number of applicants to the position.
- CCS forms new partnerships with campus departments and better understands their needs.
- Distributed Analysts can provide tailored IT support while having a community of peers with whom to share ideas, solve problems and collaborate. They can also leverage appropriate CCS systems to deliver a higher level of service.

Early Successes:

In 2016, four Distributed Analysts were put in place to support projects in the following areas:

- Student Wellness Services, to move their documents to the University’s central storage system and upgrade their Clinical Information System processes and infrastructure.
- Athletics, for continuous improvement of the unique applications and systems required to deliver varsity athletics, intramural athletics, and fitness programs to the campus and local community.
- Alumni Affairs & Development, for the implementation of a new customer relationship management program (The Cannon).
- Office of Research, for the implementation of ResearchLink - the new and advanced research administration and information management system.

Utilizing a CCS Distributed Analyst allowed us to move forward with the implementation of a key resource to benefit our business, enabling us to successfully meet the necessary technical requirements and still be flexible to shifting priorities. It was very beneficial for Alumni Affairs & Development (AA&D) to leverage CCS’ expertise in talent acquisition, with the dual reporting structure offering a more attractive position for IT applicants. Our Distributed Analyst is kept in the loop from both an AA&D and CCS perspective, allowing us to have unique engagement with CCS at a partner level which has added significant value.

- Rick Moroz, Associate Director, Information Systems, Alumni Affairs & Development



Athletics Distributed Analyst Team (L to R): Sean Faulkner, Distributed Analyst III, Athletics; Brian Thomson, CCS Manager, Client Productivity; Rob Laird, Manager, Operations & Finance, Athletics

Does a Distributed CCS Analyst sound like a good fit for your department?
Contact CCS at 519-824-4120 x58888 or 58888help@uoguelph.ca

Success Story: Job Aid for Registrar’s Office

With limited access to the student view on WebAdvisor and multiple internet browsers available to users, it was difficult for staff within Enrolment Services to provide the most effective help for students in answering WebAdvisor-related questions. To help improve the service they provide, Enrolment Services partnered with CCS, who hired a dedicated co-op student to compile useful screen shots of student WebAdvisor views in different browsers and browser versions in an easily viewable format. Once in place, staff will be able to see precisely what students see when they log in to WebAdvisor, thereby improving support and providing a more useful experience for both students and staff.



CCS Help Centre:

Your source for
CCS-related IT help
on campus

IT Support
Email
Networking/WiFi
Information Security
Servers
Websites
Enterprise-wide Systems

How to Find Us:

Email 58888help@uoguelph.ca

Phone **x58888**

Walk-up help **IT Help Desk, First Floor, McLaughlin Library**

Twitter **@ccsnews**

Website uoguelph.ca/ccs

Suspect a service outage?

Check the status of CCS services at uoguelph.statuspage.io

