The demands on Information Technology are constantly evolving because technology changes at an exponential rate. This, combined with the budgetary challenges that postsecondary institutions across the country face, means that Information Technology is expected to deliver quickly while optimizing costs, and offer solutions that can grow and change with the institution.

I am pleased to present the 2016-2017 Annual Report. Our top IT priority over the last year was to deliver on the new Student Information System (SIS), and we did. After years of discussions and planning, the implementation was uneventful and minimal disruption occurred. With the launch of the new SIS, we’ve set the foundation for changing how we engage with students. It’s up to us, working with our partners, to unlock the value that this can system deliver in terms of increased functionalities and efficiencies to staff and students.

Our top IT and business priority was the SIS project, but we also delivered on other projects that fulfill the demands from the organization. Such as our security initiatives that aim to strengthen our overall security posture, and identity management which moves us closer to an overall enhanced user experience. The accomplishments outlined in this report are just the beginning of significant changes that can drive optimization and innovation at the University of Ottawa, and I look forward to working with you as we navigate through these transformations.

MICHEL LAPOINTE
Acting Chief Information Officer

“The accomplishments outlined in this report are just the beginning of significant changes that can drive optimization and innovation at the University of Ottawa...”
WELCOME TO THE uoCAMPUS ERA

For years, the community expressed the need for a new student information system (SIS), one that would be more intuitive, replace outdated technology, have better performance and grow with our University. On November 7, 2016, the new SIS, uoCampus, went live. The system is a commercial solution, built on industry best practices and input from higher education institutions and communities worldwide. It was refined for the University, with a focus on the student lifecycle and the modern campus.

Welcome to the uoCampus era.
WELCOME TO THE uoCAMPUS ERA

MODERNIZED STUDENT INTERACTIONS

A student information system has no value if it can’t engage students. The previous system was often a point of frustration for them. It used technology that no longer had vendor support, struggled with performance issues during peak periods and wasn’t meeting student needs. The new system delivers intuitive, self-service options that allow students to perform key tasks. Students enrolling for classes can plan their schedules, load their courses into a cart, and when enrolment opens, complete the process in a matter of minutes. A new self-serve wait list function automates course enrolment when a space becomes vacant in a full course. This replaces manual processes and an application that only informed students of spot availability, and makes the process more transparent for everyone. All these tasks and more are integrated in uoZone, the student portal, which was reorganized to better serve students.

IMPROVED PERFORMANCE

In launching uoCampus, one of the top priorities was performance. A mainframe computer housed the old system, legacy information and a range of other applications, and its technology was over 45 years old. The mainframe was decommissioned and the technology supporting uoCampus was upgraded. This has dramatically improved system performance: quicker login times, faster loading and data processing speeds, and minimized system delays — even on days when activity peaks. In fact, performance is continually being tracked and optimized. The built-in monitoring tools in uoCampus help keep tabs on operations, quickly identify issues and perform the necessary changes to enhance performance. System tasks are now executed in a matter of seconds.

“The new system is more visually organized, so it’s easier for me to navigate and find what I’m looking for.”

ELISABETH BUU
Fourth year student

HOURLY PEAK NUMBER OF CONCURRENT USERS ON UOCAMPUS WITHOUT INTERRUPTION

6,600
WELCOME TO THE uoCAMPUS ERA

PROCESS IMPROVEMENTS

Staff require experience and training to truly make the most of the best practices that have been programmed into the new system. As they become more comfortable with uoCampus, staff will be able to benefit from new operational efficiencies. One example is the process for evaluating whether students are in good standing: an activity that previously involved many people in different faculties manually reviewing over 500 different files over the course of weeks has been mostly automated and is now completed within days.

To perform tasks in the legacy system, administrators would need to enter codes. Tasks are now more intuitive and user-friendly with uoCampus’ text-based menu navigation. Processes are continually being reviewed to offer new efficiencies. We are one of the first universities to integrate the new E-thesis tool, which enables managing interrelations in regards to theses.

“With any new system, time is required to become acquainted with it. We’re still adapting, but we’re starting to see the efficiencies that are coming out of the best practices that were configured in the system.”

SONIA CADIEUX
Associate registrar

RELIABLE DATA

Right up to the go-live, uoCampus went through a multi-year data reconciliation stage. Part of this process focused on identifying and eliminating duplicates and erroneous data in the old system. Considering that uoCampus is the foundation for approximately 70 external applications, accurate and reliable data are key. The system easily and securely shares between the various applications. The result? Information is seamless, which makes assisting students and staff easier and more efficient, with fewer errors.

887,301
ACADEMIC ADVISEMENT REPORTS GENERATED
CONTINUOUS IMPROVEMENT

There is still more to be done. As we progress through an entire academic year, enhancements and optimizations to uoCampus continue. New standardized operating procedures and a rigorous review process mean that enhancements are planned and executed to not compromise system performance or quality. We want to ensure uoCampus can grow with the University through its flexible framework, expandable architecture and user interface that promotes engagement and collaboration. As we chose a commercial off-the-shelf product, the software is regularly enhanced by the service provider based on technological trends, best practices, research and development supported by over 100,000 employees. Ours is a solution used by thousands of clients worldwide. Refinement is a long process, but one that will allow the system to evolve, addressing business needs and improve the student, professor and staff experience for years to come.
ENCOURAGING A SECURITY MINDSET

“...I think this training should be a mandatory part of new employee training, as many of us deal with confidential information. Thank you.”

PAMELA LEE-SHANOK
Outreach program coordinator, Faculty of Engineering

Because of the vast amount of data we deal with daily, universities are among the top ten targets of cybercrime. Our information is valuable; it is central to the University’s research, teaching and administration. With constantly changing cyber threats, we need to foster a security mindset: increased vigilance with a focus on risk mitigation.

Information Technology has worked to create awareness about the risks the University faces. The first line of defence is the University community itself. Three new IT policies were adopted based on best practices and industry standards. To present these policies and get people thinking about IT security, we hosted information sessions to increase awareness. The bilingual sessions presented the new policies to the community, outlined responsibilities and provided a forum to discuss IT security issues and concerns.

We also prepared the launch of security awareness training for support staff, which will go live later in 2017. This combination of policies and training will extend security thinking into daily routines and improve the University’s IT security posture.

The benefits are already visible! Staff are more proactive in reporting security incidents and suspicious emails, and they are engaging us in an IT security dialogue.

100 MILLION +
Attempts to access malicious websites blocked

250
Participants in 17 information sessions
SIMPLIFYING ACCOUNT ACCESS

With the growing use of online tools and applications, it was becoming increasingly difficult for administrators to manage accounts and data, and confusing for users to remember credentials for multiple accounts. What’s more, each user, whether staff or student, has diverse needs in terms of accessing resources. With the introduction of uoAccess, we streamlined account access and management for students and employees. For students, their uoAccess account provides secure and easy access to a range of key applications and services.

Through uoAccess, creating, maintaining and removing accounts is automated for many University systems. The project was a significant undertaking that required programming and planning to consolidate multiple information sources related to single accounts. When a student or employee joins uOttawa, our new system facilitates the creation of a single account that provides secure access to applications and services. Change your contact information in one application, and it is automatically changed in various applications. Once someone’s relationship to the University has ended, access to these services is easily and quickly removed. We have streamlined processes, automated manual activities and provided a new interface with a more efficient service for users.

The system also provides the added benefit of a self-serve password tool. Users can change their passwords and preferences online in a matter of seconds, significantly lower than the previous 20-minute wait time.

There are, on average, 10,000 self-serve password resets monthly!

“The Identity Access Management project was a key initiative to deploy an integrated solution to manage accounts for students, faculty, researchers and staff at the University. Thanks to this solution, and self-service features, we can more easily manage access to the myriad of systems used by our community. This approach also positions us for seamless and secure use of cloud-hosted solutions.”

DANIEL TROTTIER, Acting senior director, IT Services and Infrastructure
Research is a strategic priority at the University of Ottawa. Working with the Office of the Vice-President, Research (OVPR), we reviewed the process related to ethical research rules and regulations to deliver a management system. This partnership facilitated the selection and implementation of eReviews. Information Technology worked with an external partner to implement eReviews to better manage submissions and increase ethics review traceability, efficiency and productivity. The application covers the ethics review process, and was adapted to incorporate business processes unique to our institution. Whereas the previous process involved going to an office and physically submitting applications, the application saves paper and time by allowing principal investigators in faculties to apply online in a matter of minutes. A pilot has been initiated with the School of Psychology to refine the system before we launch it University-wide.

PROCESS IMPROVEMENTS FOR ETHICS REVIEWS

Researchers to benefit from the system

3,767
IMPROVING DATA USABILITY

In collaboration with Financial Resources, we developed an application that consolidates salary-related items for professors — position, pay and event history — in one application. The Association of Professors of the University of Ottawa (APUO) represents over 1,250 professors, language teachers, counsellors, librarians and research fellows. To meet our legal obligation to provide salary reports, we delivered a new application that facilitates the process. Previously, creating reports involved manual tasks that were time consuming, tedious and susceptible to human error. Through the application, reports are extracted in a matter of minutes. The automation of this process delivers significant process efficiencies. There is a reduction in the likelihood of human error, increasing confidence in data accuracy.

“It’s a user-friendly, easy-to-use tool for the collaboration between Labour Relations and Financial Planning Service that also meets their respective needs.”

YVON ST-MARTIN
Position control officer,
Financial Planning Service
The Architecture Review Board (ARB) provides a forum to review IT initiatives across the University, increasing project awareness and fostering technology alignment. It consists of IT specialists from the faculties, services and Information Technology. The ARB helps to ensure that University IT spending is justifiable and that new designs are aligned with the overall IT strategy and architecture directions.

The ARB meets monthly and welcomes partners to present and discuss their IT undertakings. Members of the board offer recommendations consistent with enterprise architecture (EA) principles and the University’s strategic direction. Sharing IT projects early allows participants to consider adapting University solutions, so as to benefit from lessons learned, leverage internal expertise and uncover potential cost savings. Additionally, project reviews include a security risk assessment and suggestions to mitigate risk. By following defined EA principles, projects delivered in consultation with the ARB move the University towards an ideal IT environment.

“Attending the ARB is like going to a new restaurant: it starts with a discussion about what is on the sustainable technology menu at the University and pulls in your specific needs or constraints. It can’t always serve your favourite dish, but it will cater to a broad palate of tastes and dietary constraints. I like to think that the ARB sets the table for those discussions to take place.”

MARC-ANDRÉ MORISSET
Enterprise architect
By the Numbers

**uOTTAWA.CA**
- 90,935,167 page views on uOTTAWA.CA
- 815,000+ webpages on uOTTAWA.CA
- 43 enhancements on web platform, uoWEB

**Email @uOTTAWA.CA**
- 36,000,000+ emails received by employee accounts
- 95,670 Google email accounts for students
- 27,242 exchange email accounts for employees

**IT Service Desk**
- 116,245 annual total of requests for help
- 84,003 requests resolved by phone (Ext. 6555)
- 13,500 in-person requests at the Morisset Service Desk
- 2,400 tickets resolved by second-level support team

**Docucentre**
- 18,581,581+ black and white impressions at Docucentre
- 22,067 course packs sold by Docucentre
- 2,696 exams scanned

**Email @@uOTTAWA.CA**
- 36,000,000+ emails received by employee accounts
- 95,670 Google email accounts for students
- 27,242 exchange email accounts for employees