As my time as interim Chief Information Officer (CIO) comes to a close in April, it’s a good opportunity to reflect on the accomplishments of Information Technology over the course of my appointment and the last fiscal year. I’m impressed with the dedicated employees in Information Technology, and the ways they support the goals of the organization. We have accomplished a lot; this report highlights a few of our accomplishments over the past year.

Collaboration and engagement played an important role during my time as CIO. We collaborated with other services and faculties on campus to deliver new applications such as EduPlacement and SecurUO, and improved institutional administrative systems and processes.

The attention given to strengthening the overall security posture at the University is noteworthy. The launch of online security training is helping to educate staff with the tools and knowledge to identify and deal with IT attacks. Also, the introduction of the Security and Network Operations Centre is an addition that will help the University proactively identify and respond to IT threats and attacks. Awareness, early detection and mitigation have definitely improved, and attacks have been thwarted by processes and systems that have been put into place.

With the migration of the ERP systems and institutional storage to new infrastructure, we saw an reduction of the demand on infrastructure resources while increasing reliability. The stabilization and enhancement of the IT infrastructure is work that will continue as we evolve IT at the University.

I would like to thank the Information Technology staff for all their hard work, and our partners for the continued collaboration and engagement. I look forward to the leadership of our new CIO, Martin Bernier, who will build on strengthening our relationships on campus, while continuing to improve and advance the services and systems we offer.
TECHNOLOGY SOLUTIONS
TO ENGAGE STUDENTS

With a student body of over 41,000, it is important to look at ways to transform the student experience through positive interactions with technology.

Information Technology has the responsibility to ensure optimum access to resources that support student safety and success. This includes providing solutions and information that facilitate the student experience, in conjunction with ensuring the performance of institutional administrative systems and the IT infrastructure used in everyday activities. This focus ensures that we are responsive to student needs through technologies that streamline processes and encourage engagement.

HIGHLIGHTS

MODERNIZED PROCESSES

The Faculty of Education’s outdated application for managing student practicum placements was replaced with a new, web-based application, EduPlacement. The new application not only introduces efficiencies for field study placements, it also provides several interactive portals that personalize, enable, and enhance interactions, while providing insights into the students’ progress with their placements.

3,000 PRACTICUM PLACEMENTS TO BE FACILITATED BY EDUPLACEMENT PER YEAR

ENHANCED CAMPUS SAFETY

We worked with Protection Services to launch SecurUO, the University of Ottawa’s new safety app. The app connects students to resources, services and offers additional features. The delivery of the app inspires confidence that learning and gathering spaces are safe and enhances overall campus safety. In the event of an emergency, notifications can be easily and efficiently sent to students through the app whether they are on- or off-campus.

2,200+ INSTALLS OF SECURUO SINCE LAUNCH

FACILITATED INFORMATION SHARING

Students can now submit their admission documents to facilitate their University application process, through the new file sharing solution, uoDoc. With the transition to uoDoc, the need to manually submit and process paper documentation has been eliminated. This change streamlines the application process and provides a positive, modernized University application experience.

25,000 DOCUMENTS UPLOADED IN UODOC SO FAR
One of the ways Information Technology aims to support research and discovery is by ensuring the storage, sharing and protection of this data.

We worked with partners on projects that lay the groundwork and deliver value for research improvements. Information Technology aims to support research and discovery by continuing to build on existing strengths so that the University continues to excel.

RESEARCH AND THE PURSUIT OF NEW IDEAS ARE STRATEGIC GOALS FOR ALMOST ANY UNIVERSITY. THE UNIVERSITY OF OTTAWA OVERSEES THE ACTIVE RESEARCH OF OVER 4,500 FUNDED PROJECTS THAT REVOLVE AROUND DATA, PROCESSES AND INFORMATION RESIDING ON IT SYSTEMS.

HIGHLIGHTS

EXPANDING EFFECTIVE TECHNOLOGIES

Topaz, our system for tracking animal care and usage in research and teaching, was upgraded to the latest version and deployed to two new locations. Topaz facilitates the collaboration between researchers and ethics committees through clearly defined protocols and centralized information. This change delivers more accurate information, increased collaboration, and less demand on resources overall. The updated application also generates improved billing and invoicing through more accurate activity tracking for the use of resources provided by Animal Care and Veterinary Services.

2,681 TOPAZ USERS TODAY

INFORMATION MANAGEMENT AND SHARING

We expanded eReviews, the research ethics and compliance management tool, to seven other faculties and services. Key features that improve the overall application and approval process were also added. Centralizing ethics applications and tracking has helped standardize the information and processes, and resulted in new efficiencies, digitized manual processes, greater information sharing, and added tracking and monitoring capabilities.

3,000 EREVIEWS USERS ENTERING OVER 700 PROJECTS A YEAR
OPERATIONAL EXCELLENCE THROUGH ENHANCED ADMINISTRATIVE SYSTEMS

A LOT OF THE WORK DONE AT THE UNIVERSITY IS PREDICATED ON THE COLLABORATION AND SHARING OF SERVICES, PROCESSES AND SYSTEMS. BY WORKING WITH PARTNERS, ANALYZING PROCESSES, AND GATHERING FEEDBACK AND REQUIREMENTS, WE CAN ENABLE AND FACILITATE BUSINESS PROCESS IMPROVEMENT.

Through the comprehensive review of Human Resources and Financial processes, we worked to better align administrative resources to meet organizational business needs and introduced new process efficiencies.

We support and enable administrative processes, so that we can improve organizational collaboration, sharing of services, and data integrity, to contribute to work that benefits the entire community.

HIGHLIGHTS

ROADMAP

Kicked off a review process of the business priorities and processes under Human Resources and Financial Resources to develop an optimization roadmap based on higher-education best practices. The review provides greater insights which will facilitate the development of a three- to five-year prioritization plan. The roadmap will address the feasibility of enhancements and performance upgrades, while reducing consumption of resources, and streamlining and optimization of processes.

REPORTING

Provided increased standardization, visibility and timeliness to strategic financial reports through an upgrade of the FAST financial reporting module. This change will facilitate the introduction of monthly financial reports that will enable analyzing, verifying and sharing of budgeting data to help empower business decision-making.

ORDER-TO-PAY

Initiated a comprehensive review of the Accounts Receivable processes and policies to implement a standardized and unified system across the University. This will improve the coordination, efficiency and accuracy of the process.

AUTOMATION

Automated workflow processes through changes to the electronic Support Personnel Action Form (eSPAF). The elimination of manual processes and paperwork related to term employees introduces process efficiencies, reduces manual errors and provides the basis for institutional optimizations.

100+ STAFF CONSULTED IN ECOMMERCE REPLACEMENT PROCESS

+30% IMPROVEMENT IN TIME TO COMPLETE AND SUBMIT ESPAF FORMS
KEEPING OUR DATA AND COMMUNITY SAFE

IT Systems are at risk. This past year has seen increasingly aggressive and sophisticated attacks on organizations such as universities. The WannaCry attack of last year affected over 200,000 computers and caused damage in the billions of dollars worldwide.

THE NEED TO STRENGTHEN IT SYSTEMS IS GROWING, AND IN RESPONSE, WE ARE TAKING A TWO-PRONG APPROACH TO ADDRESS THE THREAT: STRENGTHEN OUR OVERALL SECURITY POSTURE AND INCREASE SECURITY AWARENESS. WHILE THE UNIVERSITY IS ARMED AGAINST CYBER-ATTACKS AND BLOCKS A LARGE NUMBER DAILY, WE NEED TO POSITION OURSELVES FOR THE STRONGER, MORE SOPHISTICATED ATTACKS OF TOMORROW.

HIGHLIGHTS

**PLANNING**

The Security roadmap charts the direction for a strengthened security posture. Significant progress was made with our previous roadmap, which laid the foundation for new initiatives. Twenty initiatives have been targeted and prioritized to increase our defences in the facets of server/administrative access, monitoring and incident management, application security, and workstation security.

**AWARENESS**

Digital Self-Defence training was offered to many of our employees to help them identify online threats and how to protect against them. Over 1,400 employees completed the training in our first year. Other communication campaigns throughout the year focused on engaging the community on a variety of security issues and promoting IT security best practices.

**MONITORING**

The Security and Network Operations Centre was delivered; two positions were staffed and tools implemented to proactively monitor, report, and prevent against security threats. The increased vigilance will allow us to better secure and protect our data and the community.

**PROTECTION**

A well-informed workforce is an important part of our defence against attacks. The policy on Standards for IT Asset Use and Security was expanded with eleven new schedules detailing best practices and industry standards and how they apply to our community in their use of information technology, in areas like software use and virus protection.
ENHANCING COMMUNICATION TOOLS

THE WEB IS ONE OF OUR CORE TOOLS FOR COMMUNICATING WITH STUDENTS, OUR COMMUNITY AND THE PUBLIC. WITH OVER 88.5 MILLION PAGE VIEWS ANNUALLY, THE WEBSITE IS VISITED BY VIRTUALLY EVERYONE WHO INTERACTS WITH THE UNIVERSITY OF OTTAWA, AND IS OUR PRIMARY METHOD OF SHOWCASING THE UNIVERSITY TO THE WORLD.

It is important that we evolve our websites to meet ever-changing technology standards, and adapt to how people are consuming information. Through more accurate and detailed data, monitoring tools, and new functionalities, we can better align uOttawa.ca to meet organizational objectives.

HIGHLIGHTS

MEASURING
Using analytics facilitates informed decision-making about the uOttawa.ca web presence, so we can optimize the site for our audiences. We introduced the easy-to-use SiteImprove Analytics module which complements our existing web tools. Users can take advantage of more comprehensive reports, event tracking, easier to digest information, and more meaningful data.

SEARCH
The website infrastructure was adapted for a new tool that will offer advanced search functionalities thus improving the user experience through quicker searches, better quality of information and an overall enhanced user experience.

ENHANCEMENTS
We are constantly evolving our web content management system, uoWeb, to meet the needs of the community. A large number of upgrades and features were implemented throughout the year based on the needs and priorities of the University’s web community.

2.9 MILLION+
INTERNAL WEB SEARCHES

78 ENHANCEMENTS, MODULE CHANGES AND SECURITY UPDATES MADE TO THE UOWEB PLATFORM
INFRASTRUCTURE DEVELOPMENT
FOR CURRENT AND EMERGING TECHNOLOGIES

INFORMATION TECHNOLOGY MAINTAINS THE SIGNIFICANT IT INFRASTRUCTURE THAT SUPPORTS MULTIPLE SYSTEMS, APPLICATIONS AND TECHNOLOGIES, SUCH AS SERVERS THAT RUN BUSINESS-CRITICAL ADMINISTRATIVE SYSTEMS, STORAGE AND SECURITY FOR DATA, AND ESSENTIAL SERVICES LIKE EMAIL AND WIRELESS INTERNET ACROSS CAMPUS.

These core services comprise the backbone of the IT environment at the University. Not only should they be reliable, efficient and stable for everyday operations, the technology must have the flexibility to meet current needs while being scalable to support future business objectives. As we look at ways to enhance and maximize the IT infrastructure, we also look at incorporating new technologies that meet industry best practices and contribute to an overall positive experience at the University.

HIGHLIGHTS

STORAGE AND SUPPORT OF IT SYSTEMS
A new enterprise storage infrastructure was implemented that allows for sustained growth, greater flexibility in administration, and increased reliability to meet the growing needs for data storage. Users now have increased personal work storage space. The storage for the administrative Enterprise Resource Planning (ERP) systems was also upgraded to newer systems which better supports business applications. Because the new systems dramatically outperform the previous environment, data backups are now 83% faster.

EMAIL
30,000 employee email accounts were migrated to the newer Microsoft Exchange 2016 environment. This migration paves the way for the move of employee email to a cloud environment, Office 365, which will offer improvements to the email environment, new functionalities and collaboration tools.

936 HOURS TO MIGRATE EMPLOYEE EMAIL ACCOUNTS TO EXCHANGE 2016

WI-FI
The wireless infrastructure was enhanced to meet increasing demands for high-performing wireless internet connections. By upgrading the wireless technology to the latest technologies, wireless capacity was increased without compromising overall performance; staff, students and visitors can enjoy high-performance streaming and internet connectivity on their devices throughout the campus.

3X FASTER NETWORK CONNECTION SPEEDS THROUGH WI-FI IMPROVEMENTS
INFORMATION TECHNOLOGY

BY THE NUMBERS

25,000 DOCUMENTS UPLOADED IN UODOC SO FAR SAVES... (READ MORE ON PAGE 3)

7.5 POUNDS OF AIR
POLLUTANTS BEING RELEASED

3 TREES

6.5 MILLION
BTU’S OF ENERGY

25,000 DOCUMENTS UPLOADED IN UODOC SO FAR SAVES...

88 MILLION+
PAGEVIEWS
ON UOTTAWA.CA

MORE ABOUT WEB PROJECTS ON PAGE 7

WINDBLOW

MAC

IOS

ANDROID

OTHER

WINDOWS 49%

MAC 23%

IOS 16%

ANDROID 10%

OTHER 2%

27% MOBILE TRAFFIC

88 MILLION+
PAGEVIEWS
ON UOTTAWA.CA

MORE ABOUT WEB PROJECTS ON PAGE 7

E-REVIEWS
PAGE 4

+250
applications added to system since March 2018 launch.

E-SPAF
PAGE 5

380
forms processed using new automated workflow processes

ANTI-VIRUS
PAGE 6

6,000
workstations upgraded with enterprise solution

ERP SYSTEMS
PAGE 8

27,000
GB of data migrated to new ERP infrastructure, the equivalent of sending about 270-million emails!

WI-FI CONNECTIONS

25,000+ SIMULTANEOUS
WI-FI CONNECTIONS PER HOUR DURING PEAK TIMES

THROUGH 2,700+
WIRELESS ACCESS POINTS
ACROSS CAMPUS

WI-FI AND OTHER INFRASTRUCTURE
PROJECTS, PAGE 8

2017/2018 Annual Report