ITS UPDATE

TRU's Update on Information Technology

THOMPSON RIVERS
UNIVERSITY

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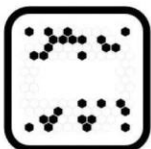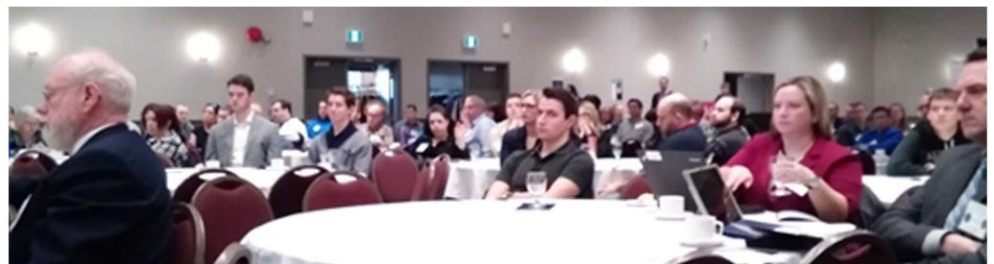Download BeeTagg Reader and view this newsletter on the web! beetagg.com

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TRU's 3rd Annual Privacy and Security Conference
-H. Burley

On Wednesday, February 1st, 2017, TRU held its 3rd annual Privacy & Security Conference in the Campus Activity Centre, Grand Hall. With over 200 attendees from various private and public sector organizations in the Thompson-Okanagan region and a dozen vendors on-site it was an exciting day. The conference opened with a welcome message from Dr. Alan Shaver, TRU's President and Vice–Chancellor, and included a wide range of presentations. An insider's view of a major ransomware attack was presented by the morning keynote speaker, Linda Dalgetty, the Vice-President Finance & Services from the University of Calgary and another informative insider view of a major incident was presented by Bill Trott, Chief Privacy Officer at the University of Victoria. TRU's own Dr. Haytham El Miligi brought a team of senior students to talk about the tools they had built to address ransomware attacks and Dr. Musfiq Rahman presented on "Securing the Internet of Things". We were also fortunate to be able to include the BCLC/TRU Speakers in Technology Series as our luncheon keynote. Thanks to BCLC and Justin Wong from Deloitte for an engaging luncheon session. To wrap-up the conference, Eric Rae & Eric Berg from KPMG introduced the audience to the Blockchain protocol and its business value.

This year's "Breach" Panel was moderated by Brian Mackay (TRU's Associate VP Digital Strategies and CIO). The panel included Ms. Dalgetty, Matt Milovick (TRU's VP Administration and Finance, Bill Trott and Greg Condon (CIO for UNBC).

Emergency Notification
-E. Herbert

ITS is improving the TRU Regroup enterprise emergency notification user experience. We're implementing Single Sign-On (SSO) so staff and faculty can use their TRU network credential to log-on to the app. Also, if that is not enough, we're populating the user profile so TRU users do not have to sign up – we'll do that for you. Existing users that already signed up need not worry because all information they entered will be preserved. The reason we're making these changes is because your safety matters! We expect to implement SSO later in the Spring, so look out for communications.

IT Strategic Plan

IT Services 2017/18 Strategic Plan is now available on our website.

Sneak Peak Sharepoint Student
-E. Herbert

It's almost here! ITS is putting the finishing touches on new enterprise portals. We'll have a fully mobile responsive portal for both students and employees soon. These new portals will have all the functionality that is currently in MyTRU and then some. We're using the latest technology to replace the existing MyTRU portal which has reached its end of life. The new portals will have Single Sign-On so TRU students and employees only have to remember their existing network credential. The advantage of being mobile responsive means that no matter what device you are accessing the portal on, whether mobile phone, tablet or computer, you'll have an optimum user experience. The portals will also be available to launch from the TRU Go mobile app. The planned launch of the employee and student portal is this June 2017. The MyTRU portal will continue to be in service after the launch of these new portals to give the TRU community plenty of time to transition.
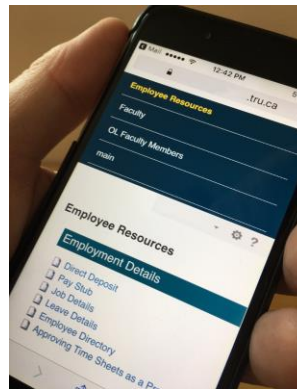
Self Service Tickets
-K. Wiens

The IT Services Web Help Desk ticket system is setup to allow current TRU students and employees to submit IT related questions or help requests directly and quickly into the system. Submit a ticket based on "type of request" which will then be assigned to the appropriate IT group and/or technician. To access the IT Services Web Help Desk, login with your network/email credentials at: https://itswhd.tru.ca. Once logged in, you can submit a ticket by choosing the appropriate request type, review open ticket progress and/or update with comments, review previous ticket history, and check for answers in the Frequently Asked Questions section. Guidelines and more information are available at: http://www.tru.ca/its/contact/itswhd-help.html

SSD for Labs
-J. Hobbs

As technology has evolved, the end-user's expectation of speed has increased exponentially. In a continued effort to improve the performance and efficiency of computers in the labs, IT techs have recently installed Solid State Drives (SSD) in OM1327, OM1335, and OM1355. SSDs have no moving parts and offer up to a 10 times improvement in reading/writing data from the drive. The result has been a significant improvement to start time and general system performance in these labs. Labs with new HP Desktops installed during the summer of 2016 came with newer SSD drives and students have already been enjoying the benefits. Additional SSD drives are to be installed in March for IB2004 and IB2006. IT Analysts continue to research ways in which to improve start time further in the Windows 10 environment.

PCI DSS Compliance
-H. Burley

Did you know that TRU does over $52 million in credit card business every year and performs over 179,000 unique transactions? The TRU Finance and ITS Divisions initiated a program to become compliant with the Payment Card Industry Data Security Standard in January 2016. After a little over one year, and many hours of effort involving many people, our first success was celebrated last month with the submission of our first compliant Self-Assessment Questionnaire (SAQ-A). Finance and ITS will be working on two other submissions over the next couple of months to complete this project. If you or your department accept or handle credit card transaction, we will be in touch to ensure you receive all necessary help to become fully compliant.

New Digital Signage
-R. Alfeche

After looking at a few digital signage options, TRU selected the CoolSign software-based solution - a shared service and infrastructure provided by BCNET. The system provides advanced functionality that addresses our limited and decentralized materials with dynamic and diverse content. Ultimately, the software supports emergency mass notification, RSS and delivery of live video streaming. Each location within campus can take control of their own content while we maintain campus wide messages and branding across all endpoints. Digital sign panel displays will be situated in high traffic areas for a more engaged audience and to improve the student experience. A couple of large displays will be installed on Student Street and at other potential locations. We anticipate lighting-up digital signage across campus this summer.

Archibus On Demand Work and Preventative Maintenance
–A. Hall

ITS is working with Facilities to implement the ARCHIBUS On Demand Work module. It is a web-based application that will automate all steps of the on demand maintenance process from requests, to approvals, to completion and feedback. The self-service functionality is planned to be available this summer and is

expected to raise customer satisfaction levels by empowering requestors and communicating with them at every step of the process.

ARCHIBUS Preventive Maintenance is also being deployed. This module will enable TRU Facilities to streamline and automate the preventive maintenance process to proactively maintain critical assets, minimizing downtime and repair expense.

Blue Jeans
-G. Lalli

The overall usage of TRU's Blue Jeans video conferencing has tripled from 2015 to 2016. The increase in use reflects a lower carbon footprint as people are opting to attend meetings virtually cutting down the time and money spent on travel.
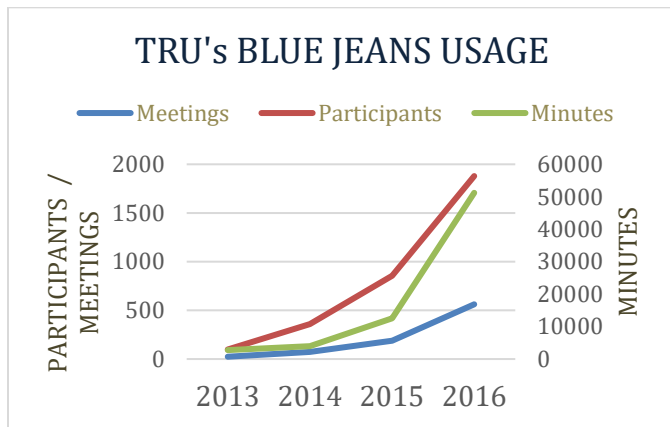
To learn more about the service and how to set up a call click on the Blue Jeans icon below.

Welcome to the new staff in IT Services

(from the left Barnabas Okeke, Andrea Rhodes, Ronessa Alfeche, Shannon James, Jacquey Meersman and Michael Peng, missing from picture Janelle Zimmer)

Congratulations to Tatiana Sumina (above), the proud winner of a Bookies Gift Card for the Information Security quiz draw at the Information Security Awareness Event on March 22nd, 2017 on Student

Vendor booths at the 3rd Annual Privacy & Security Conference (above left), Linda Dalgetty (right), one of the speakers at the 3rd Privacy & Security Conference at TRU on February 1st, 2017.

Happy Retirement Wes
-B. Mackay

The time has come to announce the retirement of our friend and colleague Wes Cole, Director Network and Technical Services at the end of June. Wes has been with TRU/UCC/CC for an amazing 37 years! Wes started out at Cariboo College in 1980 as a summer student and went full-time as a programmer analyst in the Technical Services Department in 1982. Wes has been responsible for leading IT change and innovation at TRU ever since.

Wes remembers in those early days having to use punch cards to program remote jobs on the IBM S/360 system at SFU. A major advance was when Cariboo College acquired a Digital VAX PDP 11/40 mini-computer, which allowed programming through terminals. This massive machine was then replaced with a VAX 11/780. He was promoted to Manager in 1985 when Cariboo College acquired its own PBX (telephone exchange), an SX2000 from Mitel and he took over the technical services department consisting of two employees. In 1989 technical services expanded with the addition of three new employees: David Burkholder, Peter Inglis, and Al Watson.

Wes headed off to finish his computer science degree at the UVic in 1992. Wes remembers connecting to the fledgling internet (via UBC) at 9600 baud in 1992. He also remembers when the first Netscape browser came along in 1994 and trying to convince a Vice President at the time that this "Internet" would be beneficial for teaching and learning. Wes introduced some of the first Local Area Network technologies including Novell and GroupWise in the 1990s. From 2010 to 2013 he led a project to replace these technologies with Microsoft Active Directory and Outlook. And so it went for many years, Wes working in his quiet way to implement new technologies for TRU all the while supporting

existing systems. Supporting IT at a university is not a glamorous job. It entails hundreds of complaints, trouble tickets and problems to solve. It's behind the scenes and off stage. Wes woke up every morning to check his phone to ensure all the hundreds of systems and thousands of devices are connecting, trouble free and secure. Over 100,000 online learners now rely on his quiet dedication.

Wes played a key role in getting TRU connected to BCNET and TRU being one of the first schools in Canada to connect to EDUROAM, allowing TRU students and faculty to connect to any university wireless network around the world. Wes played a leadership role in integrating Open Learning people and technologies, along with its data centre into the new Data Centre at BCCOL.

Wes' work hasn't stopped as he has developed world class IT for TRU. For such a small IT department, having Wes on the team has meant we have always been in a leadership position. Wes led the EDUCLOUD initiative in getting TRU onto the Cloud and helped with introducing Office 365, as supporting many research-computing projects. This institution owes Wes a debt of gratitude for all his contributions and dedication, 24x7 for 37 years.

Wes will continue his love of travel and the outdoors with his husband Norm. While we aren't exactly sure what we are going to do now, we do wish him all the best.