

# ITS UPDATE

TRU's Update on Information Technology



THOMPSON RIVERS  
UNIVERSITY

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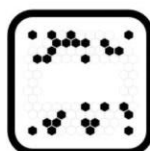
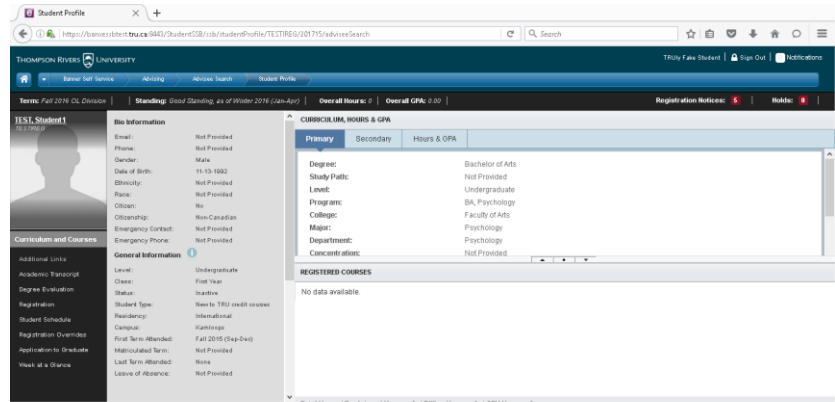
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## Banner Evolution (XE)

-E. Herbert

IT Services implementation of Banner XE, the next generation of TRU's Banner ERP, is on schedule with the recent deployment of the Banner XE Student Profile. This Banner XE deliverable is the culmination of an immense amount of research and development by IT Services totaling nearly one year's work and represents a milestone achievement for TRU being the first in BC and most of Canada to go live with a Banner XE module. ITS believes this accomplishment is one TRU should be very proud of and is a result of unflagging determination and strong effort by the IT Services team and partners. IT Services is continuing to work in earnest on the Banner XE Evolution program to deliver significant enhancements to TRU's student and employee, faculty and staff. The expectation is that the Banner XE Evolution program will be completed sometime in the beginning of 2018 with many new deliveries in the interim.



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## TRU Extends its Virtual Data Centre with EduCloud Server

"EduCloud allows us to rapidly provision virtual servers and avoid the costs and delays of installing and maintaining hardware," says Brian Mackay.



## Moodle Service Comes to BCNET & EduCloud

-G. Lalli

Thompson Rivers University has been working hard to move the following institutions from a hosted service at BCcampus to a BCNET EduCloud service: Okanagan College, College of the Rockies, NVIT, College of New Caledonia, and Emily Carr.

Moodle services are managed and operated by Thompson Rivers University. The move of Moodle service operations resulted from a cooperative agreement between BCcampus and BCNET.

## Banner ERP Disaster Recovery in EduCloud

-E. Herbert

For business continuity with Banner in the case of a major disaster, IT Services has commenced a Banner ERP disaster recovery program which will deliver a full Banner DR (Disaster Recovery) site located at BCNET's EduCloud on the UBC Vancouver campus. Planned delivery of this Banner DR site is scheduled for early 2017. This is a significant product delivery for IT Services and TRU as it is going towards TRU's accreditation with the NWCCU.

## Kudos!

**Hugh Burley**, Manager Information Security has been selected as the new BCNET Security Officer.

Hugh is currently the Manager, Information Security at TRU and brings years of experience in managing, monitoring and implementing comprehensive information security programs at BCNET.

Hugh will be an advocate for information security, liaise with BCNET staff, members and affiliates, and provide oversight on the implementation of BCNET security policies. Hugh is actively engaged in security committees and special interest groups including: TRU's Information Security Committee, TRU's PCI Committee, the BCNET Security Working Group, The Canadian University Council of Chief Information Officers Information Security Special Interest Group

## Coop Term with IT Services

-G. Lalli

Our thanks to Thomas Winter who worked in IT Services this summer as a Co-op student from the Computer Science Program. During this time Thomas primarily worked on OneTRU (SharePoint) sites, enhancing the Contract Management System application for the Strategic Partnerships team and expanding the ASAR application to include Non-employee account requests.





# TRU IT STATS

A MONTH IN THE LIFE OF ITS

Data from March 2016



**3,910**

service request tickets opened



**1,902**

calls answered by the IT Service Desk



The majority of service requests to the IT Service Desk came through email (49%)



The top ticket category is myTRU password resets at 27%



Website Mobile Use has gone up 145% over 2 years



**42,150**

active myTRU users



**8,268**

Concurrent connected WiFi clients



**120,749**

Total number of logins in General Use Labs



64% of IT Service Desk Tickets are resolved at first contact

## TRU Mobile

-E. Herbert

TRU's mobile app is achieving good implementation progress. The IT Services team and partners have delivered a test version of the mobile app which is currently undergoing extensive usability testing. ITS believe at the current rate of progress, with all going well, the TRU app should be approaching live delivery status later this fall.

## Business Process Management

-E. Herbert

IT Services aims to keep pace with the way we collaborate with our customers to manage and optimize business processes in the rapidly changing and competitive landscape of the digital business World that TRU finds itself. As part of IT Services Digital Business Technology Solutions Delivery Model, IT Services is strengthening and expanding our Business Process Management (BPM) services with the addition of new Business Analysts. CIO Brian Mackay firmly believes that BPM is a key component that complements IT Services' other digital technology strengths to transform the TRU enterprise into a unified digital business infrastructure that thrives in a digital World.

## Welcome to our new staff

This year our ITS team has grown significantly and we are so pleased to welcome the following individuals to the IT family.

- **Jacquey Meersman** – Learning Analyst
- **Grigory Loginov** – Business Analyst
- **Andrea Rhodes** – Business Analyst
- **Ronessa Alfeche** – Software Analyst I
- **Wendy Waters** – Aux. Switchboard Clerk
- **Coral Richards** – Aux. Switchboard Clerk
- **Kyle Behiels** – Aux. IT Service Desk Analyst
- **Benjamin Baxter** – Aux. IT Service Desk Analyst

Congratulations to **Lee Scaife** on his new role as IT Analyst. Lee brings 7 years of experience from his previous role as an IT Service Desk Analyst.

