



Issue 16 | June 2013 • TRU's Quarterly Update on Information Technology

Outlook Live at TRU!

After much anticipation, Microsoft Outlook is now live at TRU for all Faculty and Staff. It has been a big project for ITS and the Outlook project team. The team devoted considerable hours over the past six months to ensure a seamless transition for the TRU community and to minimize disruption. From hardware to software to training to communications, the end user was always top of mind.

Although all users have moved over to Outlook, the project is not yet complete. Client services, in collaboration with the Outlook Project Team, continue to solve all user issues as expediently as possible. Formal training sessions will be offered in August. Drop- in sessions will continue throughout the summer. The next step is to include email archiving. Further information regarding email archiving will be available in July.

As you become familiar with Outlook as a calendaring and email solution, it will also establish a modern collaboration infrastructure at TRU. This will enable us to move forward to more advanced Cloud, enterprise document management and mobile solutions we need to support our students.

A special thanks go to Wes Cole for his leadership and Rick Walker, Lee Scaife and Wendy Blake for their hard work and dedication to this project. They were supported by the IT Service Desk and Desktop Services teams with Catrina Ertel supporting Williams Lake and the Regional Centers, Peter Inglis supporting mobile devices and Wendy Blake and Cliff Harms supporting the technical infrastructure for the project.

ITS and the Outlook project team would like to thank all users for their patience during the move to Outlook and is committed to solving all issues as quickly as possible. Your feedback continues to be important. Please send all comments to Outlook@tru.ca.



Facts & Figures to Date

Number of:

Accounts Moved = 2,978
 Training Sessions = 21
 Trainees = 659
 Outlook Emails Received = 1,722
 Service Desk Tickets Created = 697
 TRU Outlook Gurus = Unlimited

"Please pass on my congratulations to your team for a job well done."

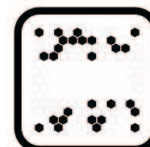
– Christine Adam

"Thanks to the team. I have enjoyed a seamless transition supported by excellent communications! Well done everyone. I really like Outlook, but more than that, I really like how you all managed this massive job."

– Dr. Kate Sutherland

"I want to let you know how impressed I am with the ease of turnover to Outlook. IT did an amazing job and it really shows a high level of service and support. Thanks to you and your team."

– Dr. Kathleen Scherf





Improving Banner Processes

WinPRISM is a bookstore management system for higher education institutions that was upgraded at TRU from Prism in September 2010. Coupled with a customer Accounts Receivable interface that was recently developed, configured and implemented, it will now meet more specific requirements for Open Learning and the TRU Bookstore. There were challenges in the design of the solution as TRU's requirements were not fully compatible with the WinPrism side of the interface. However, thorough analysis, innovation and perseverance played a significant role in making it work.

The customer Accounts Receivable enhancement is now live. This allows for an automated transfer of student account data, namely mailing address and Accounts Receivable account information, to be passed from Banner to WinPrism via the interface. The team continues to work on the Materials Orders Interface enhancement and plans to have it completed in June 2013. This enhancement will allow for material orders, made via Banner during the registration process or independently from the registration process, to be passed from Banner, the registration point-of-sale, to WinPrism.

The biggest value realized by the AR interface comes in the form of significant time savings for OL Enrolment Services. Each account requires manual set-up and adjustments and the automation has eliminated or reduced these manual tasks. For example, the expiry date of the account tender in the Customer Maintenance form no longer requires an adjustment. It may only take about 30 seconds to complete but it equates to a minimum of 40 minutes a day; time now devoted to other significant tasks.

New Emergency Notification System

We have now implemented an emergency notification system – TRU ALERT – which will allow TRU to communicate quickly with our campus community in an emergency situation.

TRU ALERT will relay key information on the format you choose (text messages to your mobile device, emails, text-to-voice voicemails) to ensure the continued safety of TRU employees and students while keeping the community – including parents – informed.

TRU Alerts will only be issued in urgent or emergency situations and snow closures to send a short message to your mobile device, email address or voicemail. The exception is periodic testing of the system to all registrants. In order to receive these messages, you must register with the service.

We encourage all students, staff, faculty, family and friends to join. Anyone who is part of our campus community is encouraged to register for TRU Alerts. Sign at www.tru.ca/alerts/signup/howto

Women in IT

Our very own Anna Machaj, Ruth Hughes and Lea Baxter are featured in the Daily News' special on women who work in the world of information technology. They discuss how information technology is a field where women excel. Unfortunately, there is a decline in women enrolling in the Computer Sciences programs and they would like to see this change. One piece of advice they would like to pass along to high school girls with analytical minds – apply your logic to the field of technology. The likelihood of loving your profession is very high.



A Chance to Win a Samsung Galaxy Tablet



Attend an Information Security Awareness Essentials session and enter the draw to win a Samsung tablet.

It is highly recommended that employees attend Information Security Awareness Essentials sessions yearly. **It's a good refresher and employees will be updated all on recent developments in Information Security (IS) and how they affect TRU.** For new employees, Information Security is integral to understanding how to protect information at TRU and how it effects daily business. There are three different IS sessions in total.

Information Security Awareness Essentials I – “Concepts & Practice”

This Information Security Awareness Essentials presentation is designed for all TRU Staff and Faculty and represents a key component of TRU's Information Security Program. This one hour interactive presentation was developed to ensure that all members of the TRU community are aware of policies, standards and best practices related to the treatment of institutional information. The presentation is designed to build awareness, develop a common information security language and to be mildly entertaining. This presentation can be booked through the Information Security Office and requires a minimum of 10 participants.

Information Security Awareness Essentials II – “Policies & Standards”

This slightly shorter session is designed as a refresher and to provide a deeper look at TRU's information security policies and standards. Any changes to information security practices at TRU will be covered in annual revisions of this presentation. It is recommended that all staff and faculty attend Information Security Awareness Essentials I first to build an understanding of basic concepts.

Information Security Awareness Essentials III – “Privacy & Compliance”

The British Columbia Freedom of Information and Protection of Privacy Act (FIPPA) is one of the most stringent privacy laws in Canada and has recently been updated to include several new regulations. This session introduces basic privacy concepts and the most significant regulations affecting the treatment of Personal Information at TRU. Basic Payment Card Industry - Data Security Standards compliance requirements are also introduced and a review of materials covered in ISAE sessions I & II is included

Faculty is encouraged to include these sessions on their APAR.

Watch for session dates throughout this summer or visit the Information Security site at www.tru.ca/its/infosecurity. **All participants have a chance to win a Samsung Galaxy Tab 10.1.** Every session you attend enters your name into the draw; potentially three entries in total.

Welcome to the ITS PCO!

Strategic and valued change; one project at a time

Welcome to the first installment of a standing order to publish all things project in the ITS newsletter. With this inaugural appearance, it makes sense to start from the top. What exactly is the ITS PCO? **The ITS PROJECT COLLABORATION OFFICE (PCO) is all about helping people get to where they want to go in their projects using project and portfolio management best practices while ensuring the highest value for TRU.** This will take time as processes are designed and implemented and customized for specific needs. Ultimately, the processes are meant to enhance outcomes, not act as barriers to achievement and innovation. It may seem that implementing project management practice will generate more work. There will definitely be a learning curve for some and changes will be required. However, it will save time in the end. By using project management tools and methodologies, there will be greater control over projects resulting in better forecasting, project selection and prioritization, budgeting, planning, reporting and so many more measurable benefits.

There is greater pressure in organizations today for a project office to add business value and retain relevancy. The ITS PCO takes this charge seriously and supports project value through three distinct areas: **governance** (in the form of advisory committees); **project portfolio management** (a centralized approach to process management, analysis and project selection); and **project management** (supporting and/or leading projects, education & training). The ITS PCO subscribes to the following vision and mission.

VISION

Develop and exemplify prevailing project management standards at TRU.

MISSION

Operate as an institutional resource by providing TRU stakeholders with tools, methodologies and resources for successful project completion.

If you would like more information, just want to chat about project management or require assistance, please contact **Faith Bateman** at 250.852.7274 or fbateman@tru.ca, steward of the ITS PCO.



Tutor Portal to Improve Open Learning Student Communications

Lea Baxter, Rick Gunnyon and Bill Tucker have been working alongside OLFM, John O'Brien, to enhance the tutor portal to provide OLFMs with new communication capabilities for OL Students. This application automatically identifies students according to risk categories. Using these risk categories, the OLFM can then email all of

their students that fit into a particular category at once. This application enables OLFMs to send warning emails if students are falling behind, welcome emails, and exam prep information, as well as, suggesting extensions if they are too far behind. There are nine risk categories in total.

TRU IT Service Group Photo



Congratulations...

to **Al Watson** on his upcoming retirement. He will be missed by his colleagues in IT Services.

We wish you all the best Al!



Al Watson

Welcome to New Staff



Ryan Laffrenere
Lab Support Analyst



Tanya Sehgal
Business Analyst
(Co-op Student)



Susan Swift
IT Project Assistant



The ITS Strategic Plan for 2013/14 is available at <http://tinyurl.com/kvtytp>



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Mission— *Enabling Excellence*

We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.