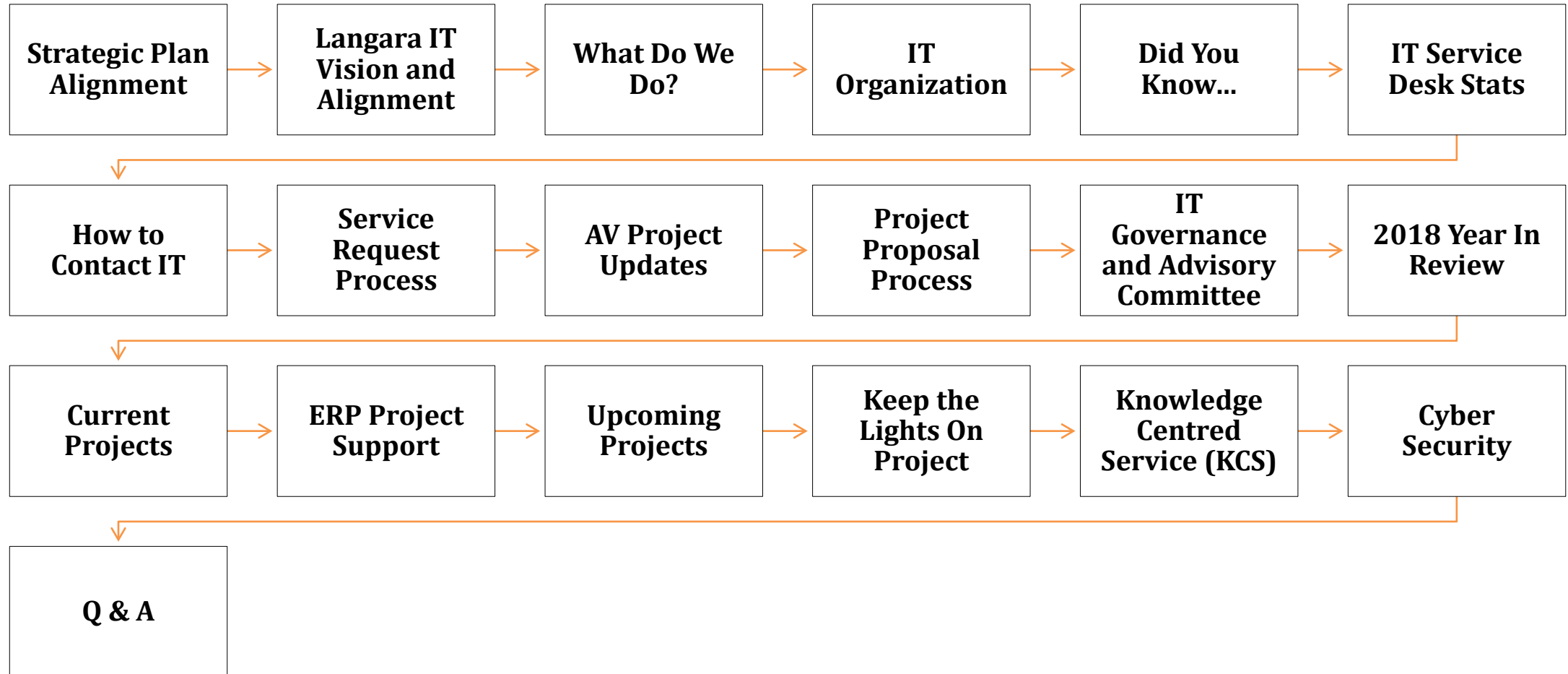




# Langara College Information Technology

## Leadership Development Program

# Agenda





# Strategic Plan Alignment





# Langara IT Vision

**“Education First” – At Langara, we focus on delivering secure and seamless technology services & solutions, which provide the best possible experiences for collaboration, research, teaching, and learning for the college community**

# Langara IT Mission

**Langara IT enables and facilitates student success by being a trusted a collaborative partner which provides high quality, innovative, relevant, and sustainable technology based services and solutions that enhance teaching, research, and learning in a cost-effective manner**



# What Do We Do?

Strategic enabler

Partnership

Sustain and improve levels of service

High level of commitment



# IT Organization

**AUDIO VISUAL  
TEAM**

**PROJECT &  
PORTFOLIO TEAM**

**DEVELOPMENT  
TEAM**

**CLIENT SERVICES TEAM**

**SERVICE DESK  
TEAM**

**INFRASTRUCTURE**



# Did You Know.....

## **Service Desk**

- Receives 50 – 100 requests/incidents a day

## **Audio Visual**

- Supports 200+ events a year
- 3000 equipment loans

## **Projects**

- Completed 21 projects in 2017





# Did You Know.....

## Development

- 573 access requests a year
- 100 manual process
- 130 Data Extracts
- 131 mass emails to students and faculty

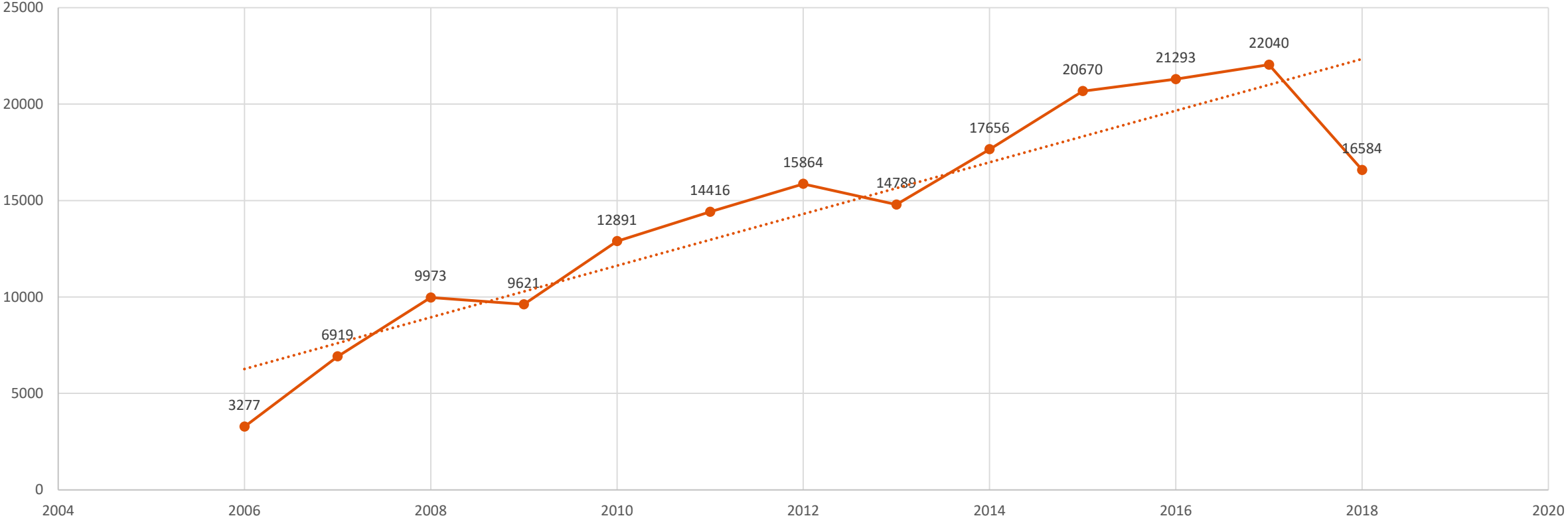
### **Top 3 departments' tickets :**

- Registrar & Enrolment Services : 413
- Human Resources : 103
- Finance : 98

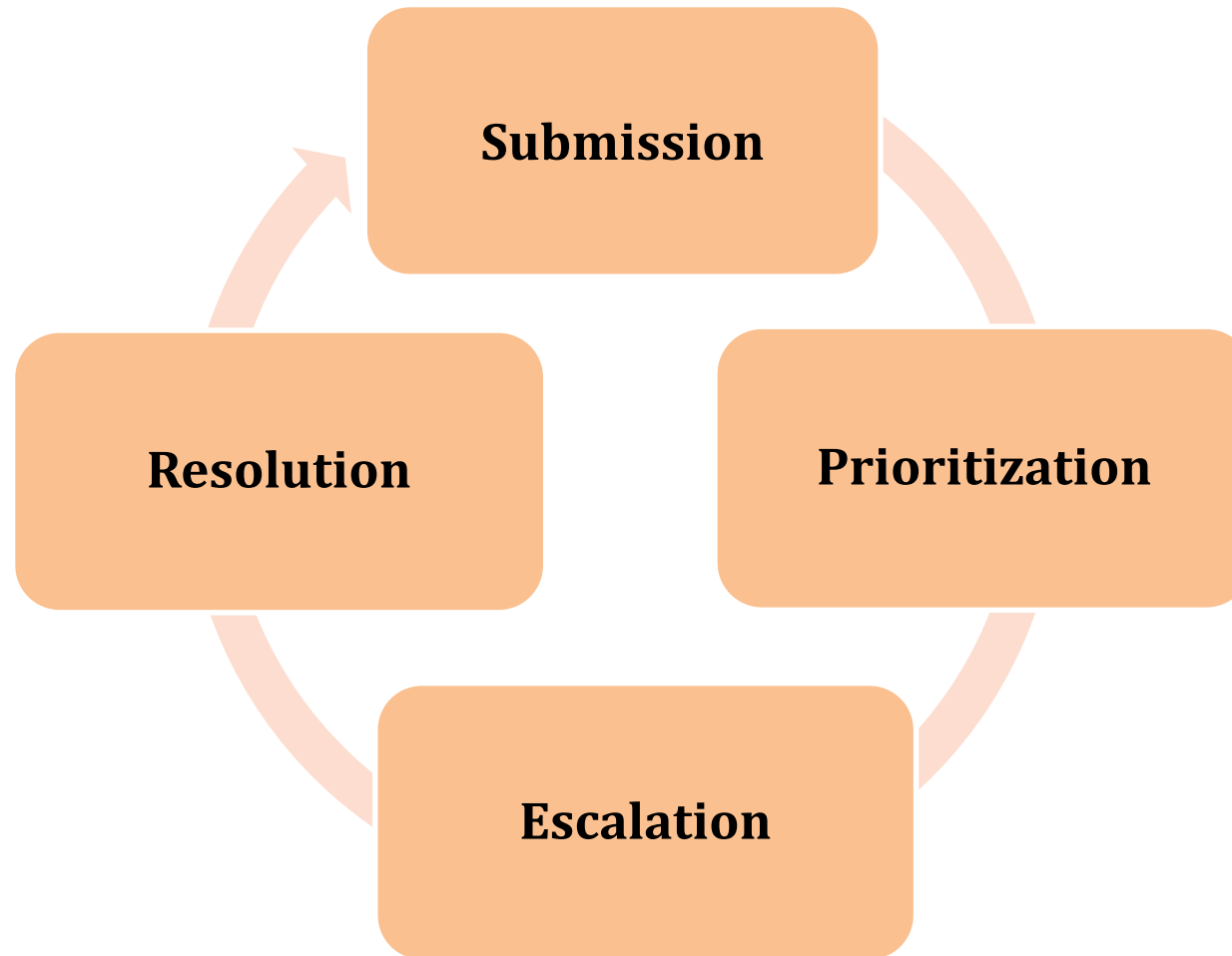


# IT Service Desk Stats

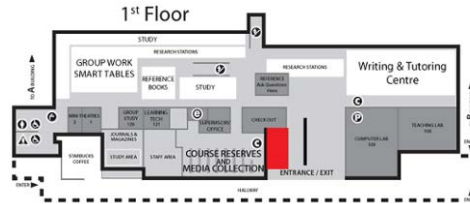
Service requests submitted to IT until September 2018



# Service Request Process



# How To Contact IT



**Complete  
Service Request  
Form Found on  
Langara Website**

**Visit  
IT Service Desk  
Located in Library**

**For  
Emergency  
Situations, Phone  
Ext. 5999 and  
Press 1**

**<https://langara.ca/information-technology/ask-it>**

# AV Project Updates

## Last year

**38 classrooms received AV upgrades**

**8 additional digital signage systems installed on campus**

**3380 items circulated**

**208 events**

**7103 Student Photo IDs**

## YTD and Upcoming

**50 rooms to receive additional major and minor AV updates**

**7 additional digital signage systems to be installed**

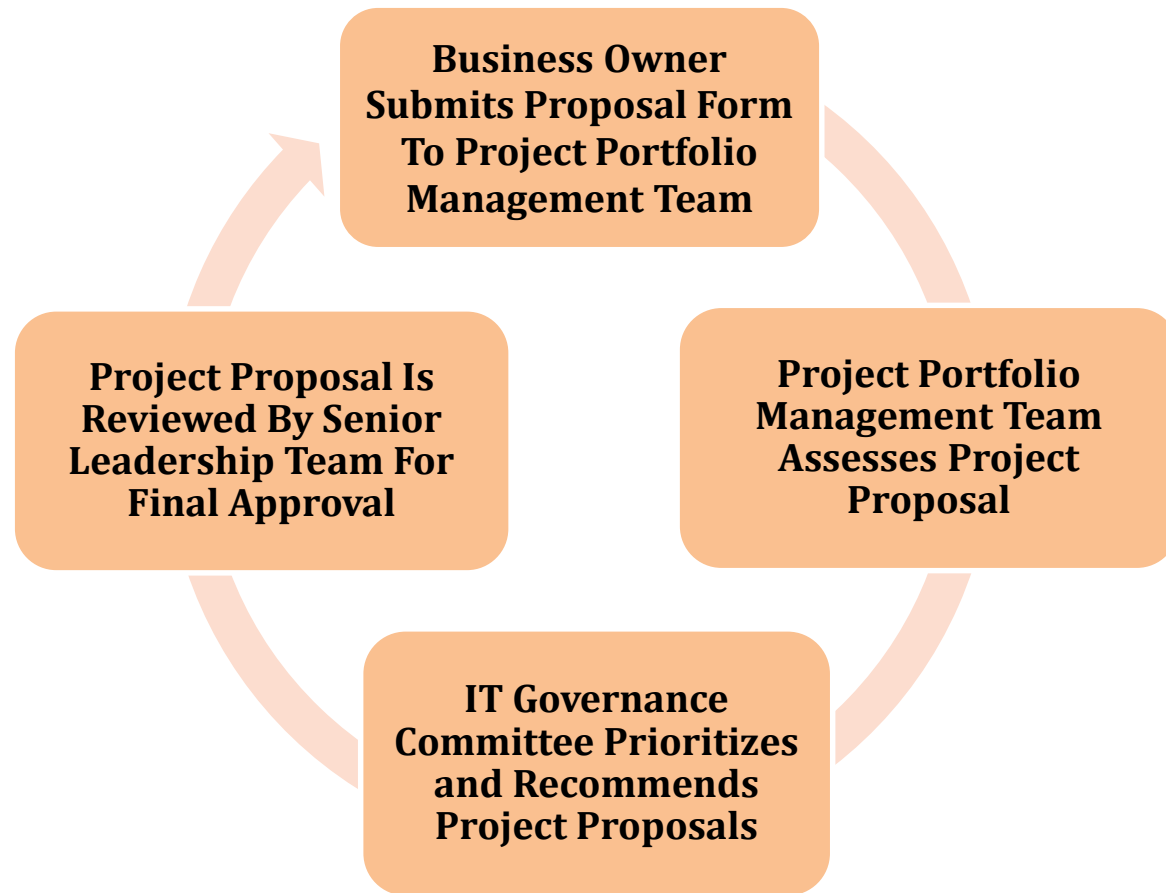
**3358 items circulated**

**231 events**

**8005 Student Photo IDs**



# Project Proposal Process







# IT Governance and Advisory Committee

- Reviews project proposals and provides advice to college community
- Prioritize capital and large operational projects
- Review IT policies
- Evaluates additional requests
- Determine project priorities. The exception is “Keep the Lights on Projects”



# IT Governance and Advisory Committee

**The committee is composed of following members:**

Chief Information Officer

CUPE representative

Langara Faculty Association representative

Langara Student Union/Association representative

Representative for Deans & Division Chairs

Library & Educational Technologies representative



# 2018 IT Year In Review

- Completed Enterprise Resource Planning (ERP) Procurement project
- Reduced Banner backlog items from 266 to 19
- Completed phase one and two of IT Secondary Datacentre
- Completed Multi-Function Device project, deploying new fleet of printers
- Completed Foundation Systems (Raiser's Edge) Renewal
- Implemented Tableau Cloud for Institutional Research
- Increased access for Faculty email
- Implemented Shopify payment system for Homestay
- Completed Communications and Marketing project management tool



# Current Projects

**IT Secondary  
Datacentre**

**Banner Backlog  
Reduction**

**PCI Compliance  
Program**

**UPass for  
Continuing  
Studies**

**Windows 10  
Migration**

**Facilities  
Renovations**

**Identity Access  
Management**

**Luminis and  
Message Server  
Strategy**

**Curriculum  
Management  
Solution**

**Titanium for  
Counselling**

**Novell Print  
Server**

**Banner  
Sustainability  
(Oracle 12c)**

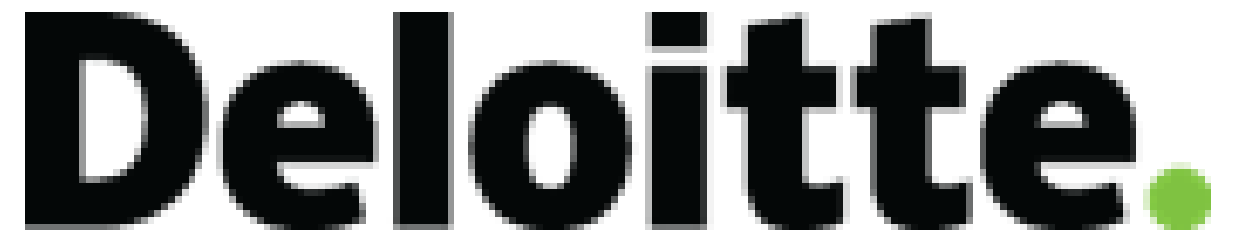
**Symlicity  
Accommodate  
for Accessibility  
Services**

**Banner  
Sustainability  
(Updates)**



# ERP Project Support

- Langara, Deloitte and Workday
- College Project; not an IT project
- Describe how IT is supporting the success of ERP Project



# Upcoming Projects

**EPBC High School Transcript**

**AWS/Bio-Informatics Program**

**Studio58 Solution**

**Keep The Lights On**





# Keep The Lights On Project

**Netscaler Load Balancer**

**SQL Server Upgrade**

**Student ID for Printing**

**AV Booking System**

**Enhanced Wireless Presentation Device (ios)**

# Knowledge Centred Service (KCS)

- Self service knowledge sharing tool
- Recommended for non-urgent situations
- Development expanding based on submitted IT tickets
- Currently in final pilot stage and publicly accessible



# Cyber Security

- **Phishing**
- **Data Protection**
- **Website Security**
- **Password Security**

A wide-angle photograph of a modern university campus. In the foreground, a paved walkway leads towards a landscaped area with a small pond and a large rock. To the right, a modern building with large glass windows and a dark facade is visible. In the background, another multi-story building is partially obscured by trees. The scene is bright and sunny, with long shadows cast across the pavement.

# Q & A



# IT Secondary Datacentre

- Provides local disaster recovery capability across College buildings and prepares for eventual retiring of the main datacentre.
- Phase 1 - Electrical, Mechanical, Racks, Security - Completed
- Phase 2 – Campus wide network upgrade - pending outage windows (Nov, Dec, Feb)
- Phase 3 - Services moved to new datacentre - Physical moves completed Oct 8 - Virtual moves estimated to complete in Fall

# Banner Backlog Reduction

- Reduce/eliminate backlog of bug fixes, enhancements, and new features requested for Banner and systems integration
- 19 backlog items currently open, reduced from initial list of 266
- Average of 10 new tickets added monthly
- 6 tickets deployed to production on September 27
- Estimated completion date is December 20, 2018



# PCI Compliance Program

- Ensures the college consistently meets requirements to protect credit card data
- Several projects already complete
- Final solution in planning phase

# UPass for Continuing Studies

- College implemented Translink UPass for regular studies in 2015
- Project will implement an automated UPass system for students in Continuing Studies

# Windows 10 Migration

- Updated Infrastructure to support latest version of Windows 10 server
- Computers upgraded from Windows 8.1 to Windows 10
- Windows 10 desktop image (includes software currently supported by Windows 8.1)
- Test environments completed
- Communications plan currently underway
- Target completion date for April 2019

# Facilities Renovation

- AV setup in new classrooms/meeting space
- Network cable setup for new classrooms & offices
- Computer moves for staff relocating to new offices
- IT Trailer renovation in progress
- Communication closet upgrades due to new loads
- Organizational risk move to A353 completed

# Identity Access Program

- Develop business and technology approach for Identity and Access Management tools and processes to support Fall 2018 Enterprise Resource Planning requirements and decisions
- Select and design Identity Access Management tools and processes that will integrate between on-premise systems and cloud-based services
- Phase 1 (Strategy) estimated to complete Oct/Nov 2018
- Next phase (implementation) expected to begin this winter, pending approval of IAM Roadmap

# Luminis and Message Server Strategy

- Luminis (myLangara portal and message servers) are near end of life
- First phase of project to analyze/recommend options and solutions for retiring and/or replacing these services
- Subsequent phases of the project will implement recommended solutions



# Curriculum Management Solution

- Source and procure cloud-based solution to manage College curriculum, course catalogue, and workflow management for the review and approval of curriculum changes
- Subsequent project will manage implementation of the solution

# Titanium

- Counseling records and scheduling software
- Allows increasing volume of workload
- Identifies at risk students
- Teams: Counseling, IT Server, IT Desktop, IT Development
- Currently in progress
- Estimated to be completed in Fall 2018

# Novell Print Server

- Replace current Novell print server (also known as Micro Focus), which is nearing end of life
- Low priority project
- Planning and progressing as resources become available
- Estimated to complete this Winter

# Oracle 12c/HR & Payroll

- Upgrades Oracle 12c middleware production to fully support Banner 8.x
- Keep Banner “alive” by ensuring ability to implement future modules dependent on upgrades to current version.
- Estimated to complete December 2018
- Quality assurance and regression testing to be completed by October 1