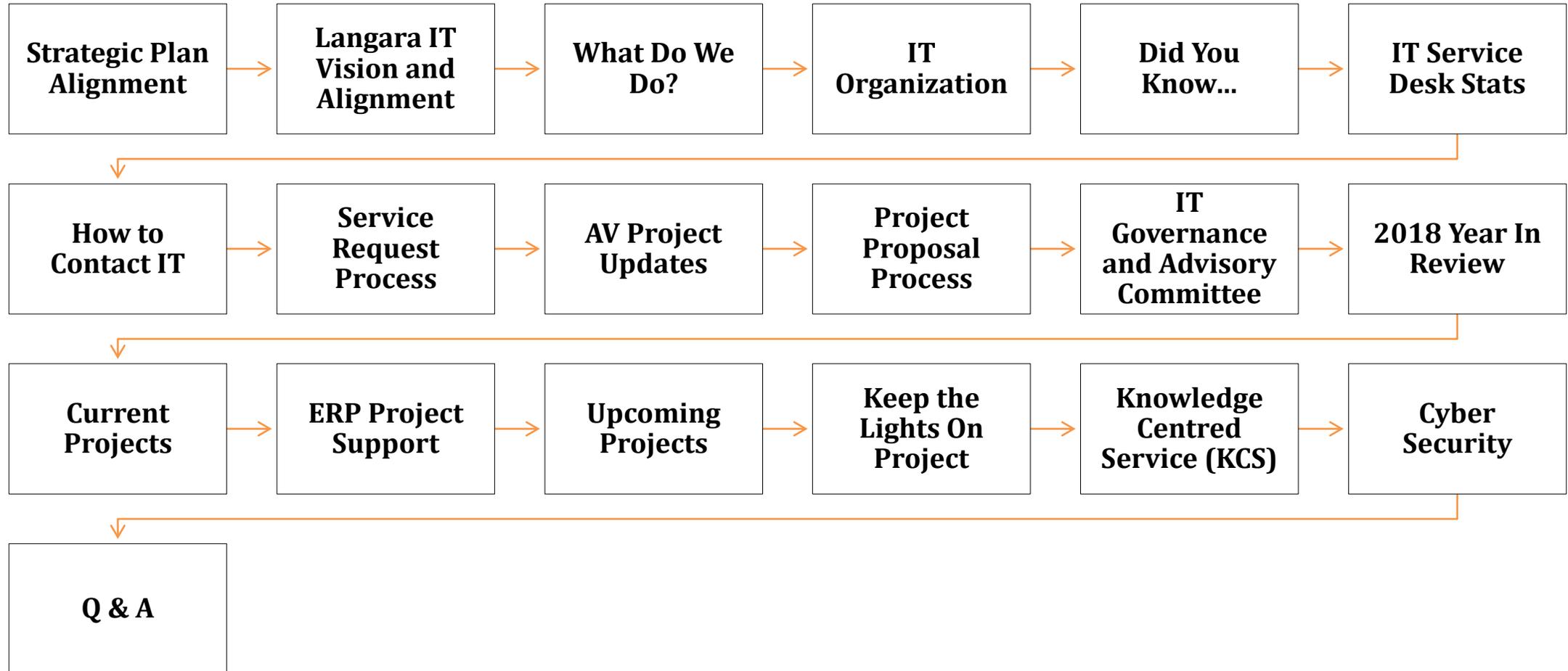


A photograph of a modern, multi-story building with a facade of horizontal slats and large glass windows. The building is set against a clear blue sky. In the foreground, there is a paved area and some greenery. The text is overlaid on the image.

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

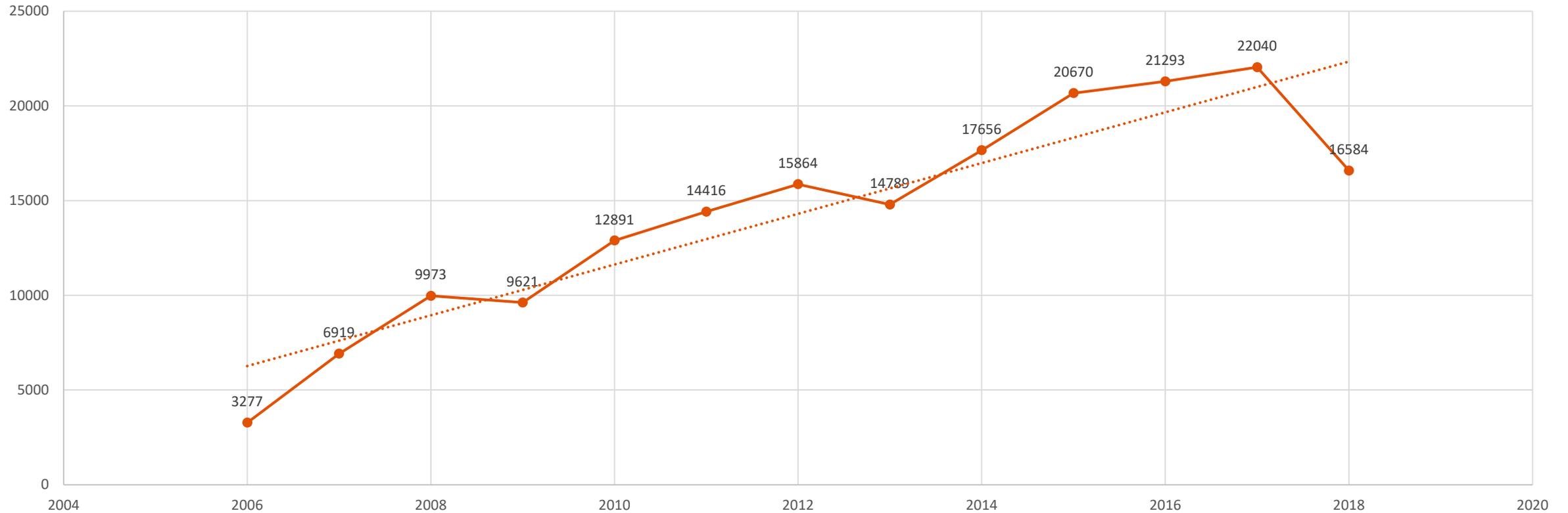
- 573 access requests a year
- 100 manual process
- 130 Data Extracts
- 131 mass emails to students and faculty

Top 3 departments' tickets :

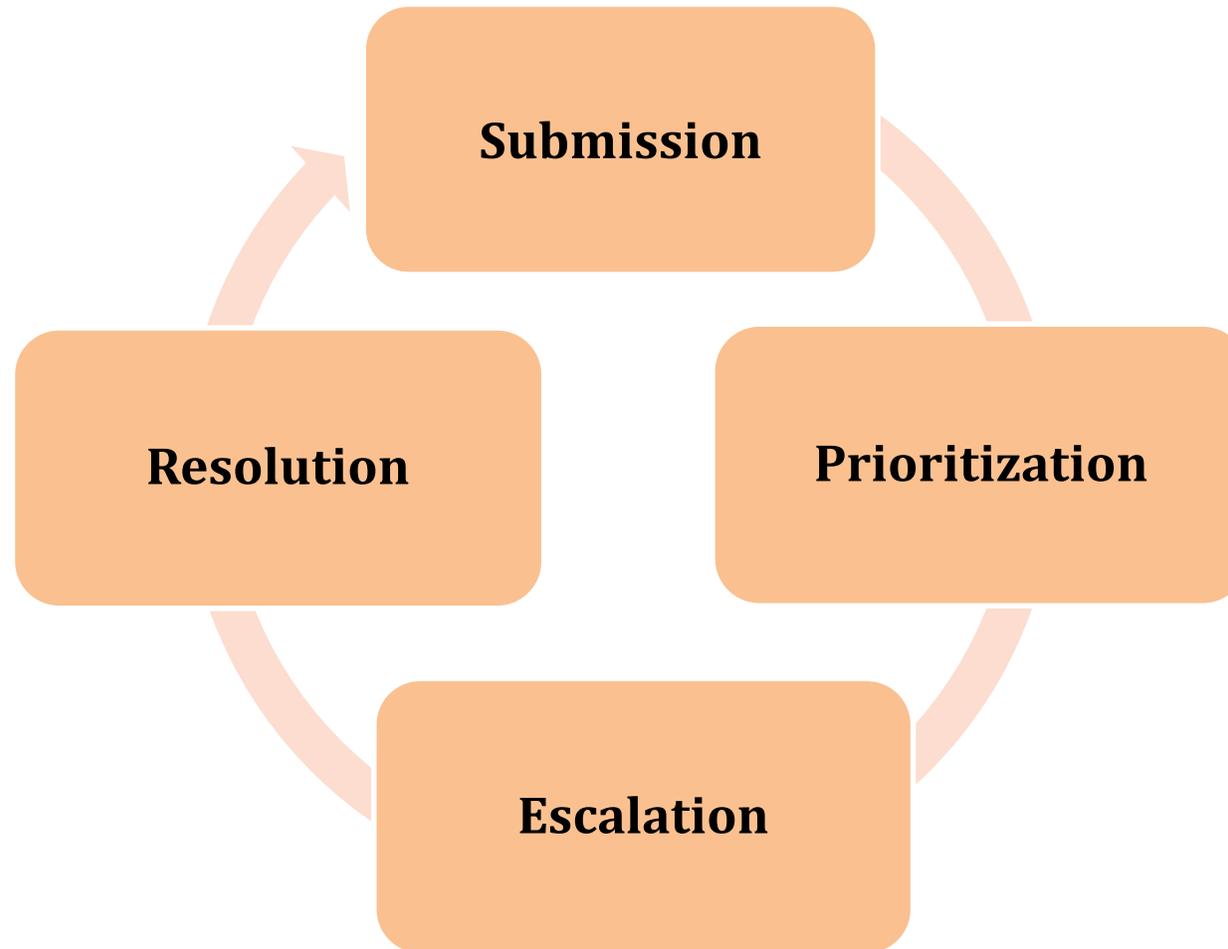
- Registrar & Enrolment Services : 413
- Human Resources : 103
- Finance : 98

IT Service Desk Stats

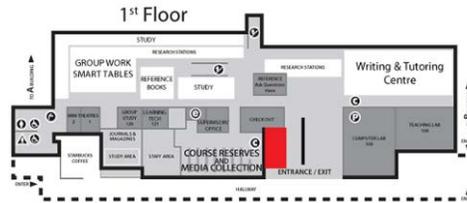
Service requests submitted to IT until September 2018



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

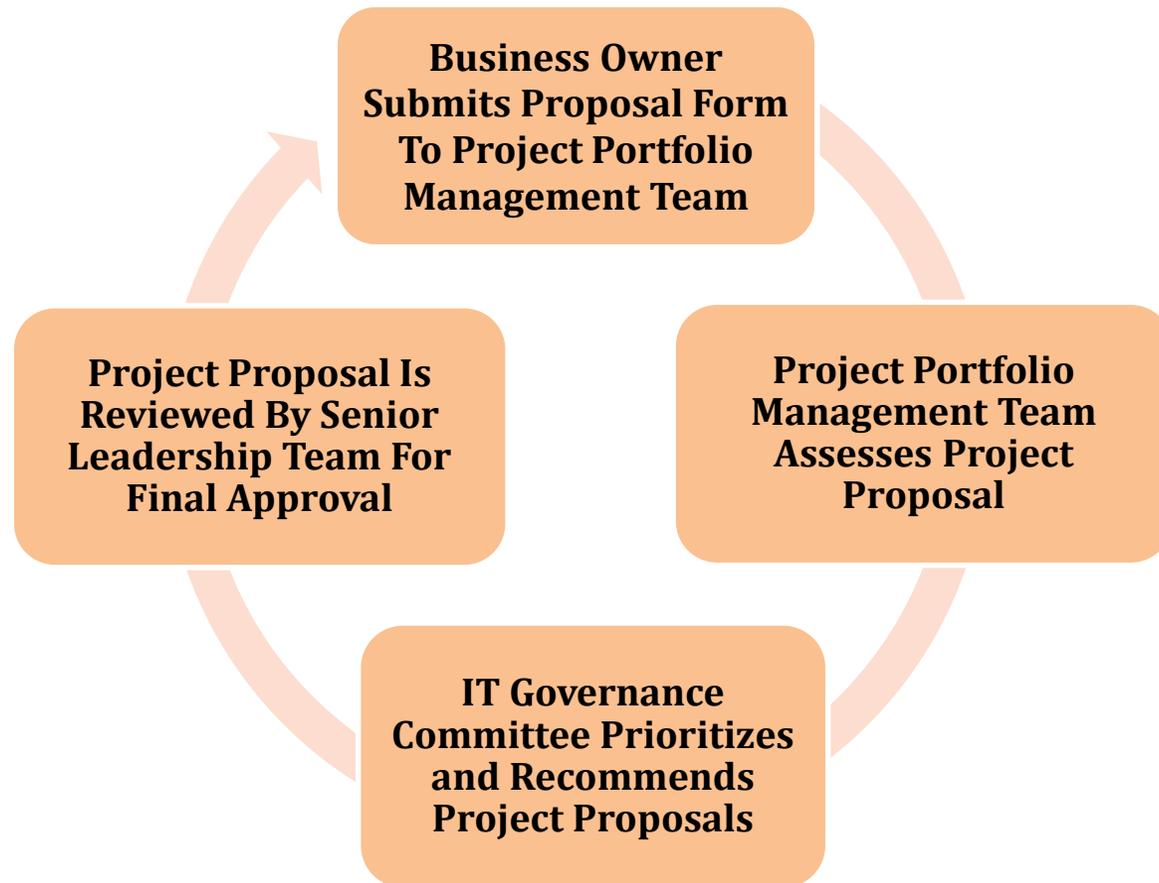
3358 items circulated

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)**

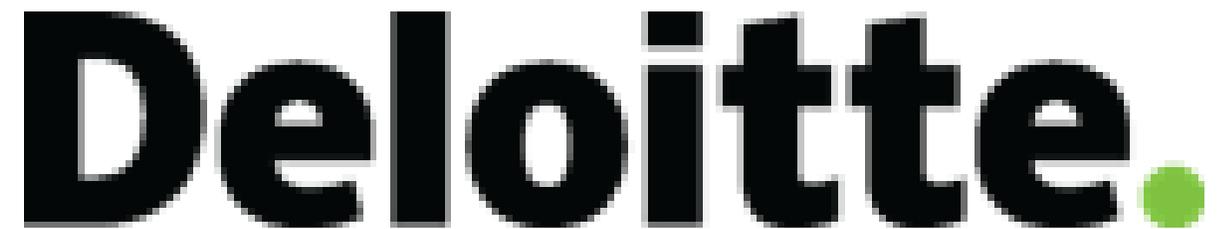
**Symlicity
Accommodate
for Accessibility
Services**

**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



The screenshot displays the Langara Knowledge Base website. The browser address bar shows the URL <https://langara.rightanswers.com/portal/ss/>. The website header features the Langara logo and a 'Sign In' button. Below the header, there are navigation links for 'Home' and 'Knowledgebase'. A prominent orange banner reads 'Welcome to the Langara Ask IT Knowledge Base' and includes a search bar with the placeholder text 'Search for answers' and a 'Search' button. The main content area is divided into three sections: 'Can't find a solution?' with a 'Create an Ask-IT ticket' link; 'Top Solutions' listing various IT issues such as 'Activate your Computer User ID (students)', 'Langara account formats and usage', 'Logging into U-Pass Compass website', 'Connect to Wi-Fi on Windows laptop or tablet', 'Reset Langara ID password', 'Change Computer User ID password', and 'Student Printing'; and 'Favorites' which currently shows 'No saved favorites'. A vertical sidebar on the left contains icons for home, heart, notifications, and a menu.

Cyber Security

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

A wide-angle photograph of a modern university campus. In the center, a rectangular pond is surrounded by a paved walkway and landscaped areas with grasses and shrubs. Several people are walking on the paths. In the background, there are modern, multi-story buildings with large windows and balconies, interspersed with trees, some of which have autumn-colored leaves. The sky is clear and blue.

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