

GREEN SOLUTIONS

Perhaps the biggest ITS energy saver this year has come from the move to **LCD monitors**. LCD displays use only a third of the energy compared to CRTs.



At night we currently shut off all **multimedia projectors** connected to Crestron controls, all lab PC's except those labs open 24/7, all digital displays, and the Data Centre is literally lights out for most hours of the day.



Data Centre VMWARE technology is growing rapidly with a goal of 60% of systems running as virtualized sessions. Besides reducing costs, the cooling requirements are reduced in the data centre, saving significant energy. We are currently testing desktop virtualization technologies to get the same success.



Any excess heat produce in the Data Centre is recovered for office heat.

Announcing

project SAGE



Banner Implementation Re-Branding the ERP Project

TRU is going to be hearing a lot more about **Project Sage** this year.

Project Sage is the name selected for TRU's new ERP (Enterprise Resource Planning) Project. ERP refers to a collection of integrated business software systems designed to help people facilitate efficiency in managing and operating complex organizations.

Generally, in a Higher Education institution, ERP may include Financial Records Management, Human Resource and Payroll Administration, Student Administration, Facilities Management, Development and Alumni Relations, Financial Aid, Research Grants Management, Housing Administration and other smaller but critical information systems.

But Project Sage is much more. Included in the implementation at TRU are Banner Advancement, Banner Workflow, the Luminis Portals, ODS, EDW, Customer Relations Management, and more.

The ERP project is divided into three major implementation modules – Student, Finance, and Human Resources. The first go-live dates are for the HR/Payroll and Finance modules which are slated for completion in April 2009.

All three modules are scheduled to be completed as early as summer 2010.

The SunGard HE ERP solution will enable Thompson Rivers University to create a more engaging and satisfying experience for students, faculty, staff, administrators, prospective students, alumni, and partners.

Benefits for TRU include:

- Self-service for students, faculty and staff
- Improved access to accurate and timely information
- Enhanced workflow increases efficiency and reduces the need for paper
- Tightened controls and automated workflow
- Graphical interfaces
- Streamlined processes and adoption of best practices

The project team will provide comprehensive hands-on training sessions throughout the implementation of each module for those University students, faculty, and staff who will work with the new Banner system. Training is already underway at different levels to different audiences depending upon their needs. End user training will be announced as the different Banner modules (Student, HR, and Finance) approach their go-live dates.

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WebCT 4 to be Phased Out

ITS, in cooperation with the Office of Teaching and Learning, IDRG, and under the guidance of the Senate Instructional Support Committee is developing a plan to phase out the no longer supported WebCT 4 LMS.

While Open Learning will be standardizing on BlackBoard for its distance learning management system, on campus faculty will have the choice of moving to either Moodle or BlackBoard.



PD training sessions and additional technical support will be offered to assist faculty in making the switch.

This project will eliminate the cost of one WebCT/BlackBoard license, reduce hardware requirements, and allow standardization on new and fully supported systems at TRU.

Open Learning has developed a plan to move all Open Learning courses from their WebCT 4 server to Blackboard CE by June 2009.

The Information Security Office had a scary month in October 2008

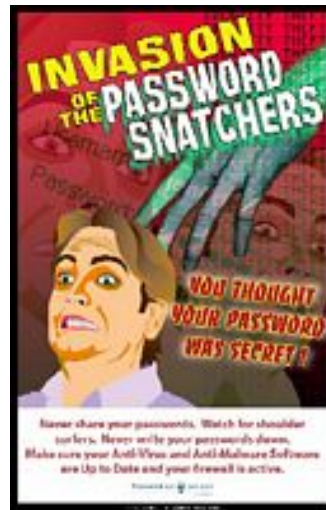
But not nearly as scary as it could have been...



Although ITS issued a warning about spear phishing just weeks before, nine percent of staff who received the first TRU Spear Phishing email responded by giving an unknown requester their login information for Novell and GroupWise.

ITS was able to identify and contact all those who responded, ensured that all those who had revealed passwords changed them, and ensured that no access was gained to their accounts by any third party.

You can find out more about Phishing on the [Information Security Website](#).



Based on an analysis of US University and College breaches completed by the Information Security Office this October, there is approximately a 1 in 11 chance that TRU will experience a breach of confidential information in the next 21 months.

The three most likely causes of this breach are error, hacking, and lost or stolen computers.

Breaches due to error are being addressed with an information security awareness campaign. The posters on this page are part of this year's campaign for students. Development of a one hour staff awareness training program is being lead by the TRU Information Security Office in a joint effort with the CUCCIO Security Working Group.

Another key method of reducing error in the treatment of confidential information is a well define and clearly communicated Information Security Policy. The [Information Security Committee](#) will present a draft Information Security Policy to President's Council this year.

When a computer is lost or stolen, the only thing that stands between TRU data and the new "owner" are strong passwords and encryption. The ITS [Information Security Team](#) has been working on these standards to ensure that lost or stolen computers do not become a source of breached data.



Within the same day that Microsoft issued an emergency patch for all Windows Operating systems hackers had written and released a worm which was collecting login credentials and placing a keystroke logger on affected systems.

Fortunately the Information Security Office was able to provide a proactive warning and a patch was released by Technology Services the same day to desktops and patching began on central servers.

October 2008 really was a scary month for the Information Security Office, but a lot was accomplished to make it a little less frightening.



Technology Services News

September 2008 was a month where ITS provided exemplary service availability.

Communications preceded all maintenance down time, incident reporting from the Technology Service Group was very thorough, and maintenance was performed outside of core operating hours or did not have significant impact on services.

Given that September is one of the busiest months of the year for the University and ITS; this is truly an exceptional achievement.

One of the keys to this successful performance has been the development of a

Configuration Management Database (CMDB).

The CMDB has been built in-house using Open Source tools and includes an incident reporting module which has been used by the Technology Services Group since May 2008. Reporting has improved month over month and has made a significant improvement in the tracking of central systems problems.

In coming months the use of this tool will be expanded to include the AIS group and used to support the Information Technology Infrastructure Library (ITIL) Change Management Process within ITS.

Other ITIL processes that are being developed in ITS include the development of a Service Catalogue, Service Level Agreements, and Incident Response processes.

Building better control processes is only the tip of the Technology Services iceberg. While providing high service availability, we have also moved ahead with virtualization of 20% of all servers in the last year.

Virtualization provides more redundancy, lower cost, and greener IT.



TRU's New VIDEO Wall



Recently TRU Athletics moved to a new facility in the Tournament Capital Centre. While voice, data, and wireless services are available Media Services are putting the finishing touches on an exciting new development we call the Video Wall.

The Video Wall is comprised of six 46 inch panels with Dolby 7.1 surround sound, that can be either interlaced for one giant picture or run independently for multiple displays.

The Wolf Den will be TRU's premier video display facility for the watching, review and analysis of WolfPack sporting events.

We hope to expand the multimedia facilities in the TTC by providing remote control cameras courtside so that WolfPack games can be video streamed live to the Internet. This will be a great improvement over the current audio streaming.

Media Services is also working on digital signage to support WolfPack fans.



Connecting to TRU from Any University

TRU, along with UBC, SFU, UVIC, and BCIT, was one of the first institutions in BC to implement eduroam wireless connectivity.

You can now get secure Wireless Internet access that is authenticated to your TRU account from any participating Canadian University. Visitors from participating universities can do the same from the TRU campus.



To find out more about connecting to eduroam at TRU go to:
<http://www.tru.ca/its/eduroam.html>

When TRU joined eduroam Canada, we took the first step to becoming a member of the International eduroam community. To find out more about eduroam

Canada, Europe, and the world go to:
<http://www.eduroam.org/>

Ken



Globe and Mail Navigator

The TRU ITS Department reached the average performance for other Canadian Universities of similar size this year.

Read the full article:

<http://www.globecampus.ca/navigator/thompsons-rivers-university/>

ITS Update

Issue 01

Our Grades are in, and we're improving. Now we're asking...

Measure	Grade 2006	Grade 2007	Grade 2008
Overall Quality/Availability of Technology	B	B	B+
Up to Date Computers	B+	B+	B+
Technology in Classroom	B	B-	B
On campus Network for Internet/Email	B+	B+	B+
Accessibility of Computer Equipment on Campus	B-	B	B+
Access to course/teaching materials online (f2f)	B	B	B+

How can we do even better next year?

Send suggestions to: itsimprovements@tru.ca

Karen



Client Services

The TRU IT Service Desk set a new record for ticket requests in September 2008, entering 1,654 tickets into the Web Help Desk application. An additional 402 requests were completed that did not get entered.

While doing this, the ITSD also managed to provide "First Contact Resolution" for 45.9% of these tickets.



TRU

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Metrics that Matter

Wireless Access

On Monday November 3, 2008, the number of concurrent wireless sessions on campus exceeded 400 for the first time since ITS began tracking this metric. Graphs like the one below are produced by an Open Source tool that was implemented to track key system performance for all critical systems at TRU. Other graphs you will be seeing in this space include CPU, Memory, Disk Usage, Concurrent Processes, network I/O, system availability, IT Service Desk performance, and key Information Security performance metrics.

