

ITS UPDATE

TRU's Update on Information Technology



THOMPSON RIVERS
UNIVERSITY

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TRU to Roll Out Next Generation Wireless Network

-B. Mackay

TRU students, faculty and staff expect a fast and reliable campus wireless experience. Over 10,000 unique devices a day currently connect to TRU's wireless networks while school is in session and this number is expected to grow over the next five years. The current network is a patchwork collection of access points of various technologies and vintages. Coverage can be spotty and subject to WiFi collapse in areas of heavy use such as lecture theatres and ballrooms.

To address these issues, ITS is very pleased to announce that TRU will be completely replacing its existing wireless infrastructure, for the Kamloops and Williams Lake campuses, and McGill and CLC residences, with state-of-the-art wireless technology. This will quadruple the number of access points to 1,200 while ensuring energy use is minimized. Coverage will also include some outdoor common spaces. This is a major project for IT Services and will be led by David Burkholder, Manager, Learning and Communication Systems. Full replacement is scheduled to be completed in time for start of semester, September 2017. Stay tuned for further updates.

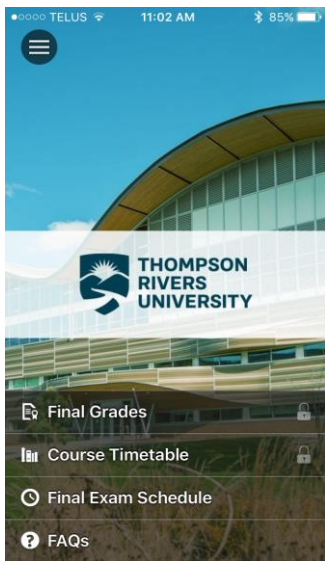


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TRU Go App

-E. Herbert

TRU's new mobile app TRU Go is a sensation with students and employees alike. After launching the app at the end of October this year we've seen over 5000 downloads of this indispensable app and with the trend set to continue we expect many, many more downloads before Christmas and into the New Year. TRU Go is TRU's first official general purpose enterprise mobile app. Moving forward ITS is collaborating with TRU Business units, Students and Faculty to make TRU Go better and better with enhanced functionality for students, staff and Faculty on the go!



Virtual Desktops for Faculty and Staff

-W. Cole

TRU has provided VDI (Virtual Desktop Infrastructure) workstations for students in several lab areas for the past several years. VDI allows users to connect to a virtual desktop that is running in a server in TRU's data centre using an inexpensive

workstation. Next year we are looking at provisioning VDI infrastructure to allow Staff and Faculty remote access to VDI desktops from off campus so they can easily access Office products as well as O: and H: drives. This will be especially important for users travelling outside of Canada, as accessing these desktops will ensure that TRU's data remains resident in Canada, thus complying with BC's FOIPPA (Freedom of Information and Protection of Privacy Act) regulations. Stay tuned for announcements in the summer of 2017.

Please visit the ITS website for a list of [VDI Locations and Login information](#).

One Terabyte for Everyone

-W. Cole

Office 365 is a Microsoft cloud service that is offered free to Educational Institutions in Canada and the U.S. BC's FOIPPA (Freedom of Information and Protection of Privacy Act) regulations, and the requirement that data remain resident in Canada, have limited how TRU can offer Office 365 to staff, faculty, and students. Currently, staff, faculty, and students can download the Microsoft Office Suite of products from <http://www.tru.ca/its/employees/software/office-365-faculty.html>.

In the summer of 2016 Microsoft opened up data centres in Canada, and TRU moved its Office 365 tenant from the U.S. to Canada. This change opens up the possibility of giving staff, faculty, and students access to 1 TB (1024 GBs) of storage in OneDrive (part of Office 365). This storage would be accessible from any location connected to the internet and would also allow users to share data with non TRU users via email.

IT Services is working with TRU's privacy office and legal counsel to ensure that this service is fully compliant with BC's FOIPPA legislation before offering this service.

Support for Researchers

-W. Cole

Researchers, Faculty, and Students now have a place to collaborate and share files on a research Network Attached Storage (NAS). The network server is located in EduCloud, a BCNet community cloud service hosted at UBC, that provides virtual servers and storage to higher education through-out BC. This was an initiative of TRU's Research Computing Technologies Advisory Committee, chaired by Dr. David Hill. If you would like storage space where faculty members and students can share files, please contact IT Services.

Project Management comes to TRU

-A. Hall

ITS has recently implemented **BrightWork**, a SharePoint based application that provides Project Management functionality, including standardized templates, automated reporting and the ability to provide leadership with a clear view of where resources are being allocated and to track the progress of projects & goals.

TRU's Intranet, **OneTRU**, (<https://one.tru.ca>) is on the Microsoft SharePoint 2013 platform. Therefore, it makes sense to utilize a SharePoint-based application for financial, technical, and training reasons.

Additional highlights associated with the BrightWork solution include:

- A single point of reference where TRU can track all of its project and technology initiatives
- Powerful version control and collaboration tools to maintain core project documents
- Reinforce best practices in project management, based on the Project Management Institute standards.

For more information, please refer to the BrightWork Project Management link on the OneTRU Home page – <https://one.tru.ca/pma>.

ITS Values

ALWAYS ON Ever watchful; ready and willing to get the job done	BETTER TOGETHER Acknowledging the importance of working in partnership	EMPOWERED Giving everyone the opportunity to grow without barriers
INCLUSIVE Creating a positive and supportive work environment where everyone's contributions are valued		COURAGEOUS Contributing ideas with confidence
YES BEFORE NO Being helpful and finding a way to make it happen	RESPECTFUL Ensuring courtesy and active, two-way communication	RESOURCEFUL Creatively doing more with less
INTEGRITY Acting with honesty and high ethical standards	OUTSIDE-IN Prioritizing our client's point of view and using emerging trends as guidelines for development	



LOL Club Halloween Event, October 31st, 2016

Simplifying Software Updates

-D. MacNeill

Client Services has put to use a new software solution for software deployment and inventory queries called PDQ Deploy and Inventory.

PDQ Deploy will allow ITS to deploy software, operating systems, software updates, and patches to faculty, staff and student computers connected to the TRU network. The companion product is PDQ Inventory which scans leased and purchased equipment and provides inventory information such as devices configurations and installed software. Together, ITS can use these products to make specialized deployments based on many different variables, such as software versions and system requirements. The products will help us keep computers up-to-date and secure, as well as allow IT Services staff to work more remotely with quality assured automated steps.

More information:

<http://www.adminarsenal.com/>

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-K. Wiens

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We also recommend you watch the [How to use lynda.com](#) course.

Cutting-Edge Implementations

-E. Herbert

In previous issues we told you that TRU was on the leading edge with R&D and the implementation of Banner XE. Thanks to all your help it is official: TRU is the first institution in Canada to have live Banner XE modules and Ellucian Ethos identity services. To date, we have Banner XE Student profile, Faculty Grade Entry, and other modules live. Right around the corner we plan to have Banner XE Student registration ready for April 2017. Wow! What an accomplishment! ITS recognizes that this sort of achievement does not come easily and we definitely could not have delivered this work without the hard work of our team and all of our stakeholders and senior leadership across Faculty and Business units. A very big thank you to all and we look forward to having TRU continue to show exemplary leadership in the higher education space in BC and the rest of Canada.



Deborah Joe (top left) was the proud winner of a Bookies Gift card for the Information Security Quiz draw at the Back to School BBQ.

Both Cliff Harms and Chris Dodding were more than excited to win the Pokemon Go Challenge put on by Faculty. Both of them went home with gift cards to Earls.