ITS UPDATE

TRU's Update on Information Technology

THOMPSON RIVERS UNIVERSITY

In This Issue

Features
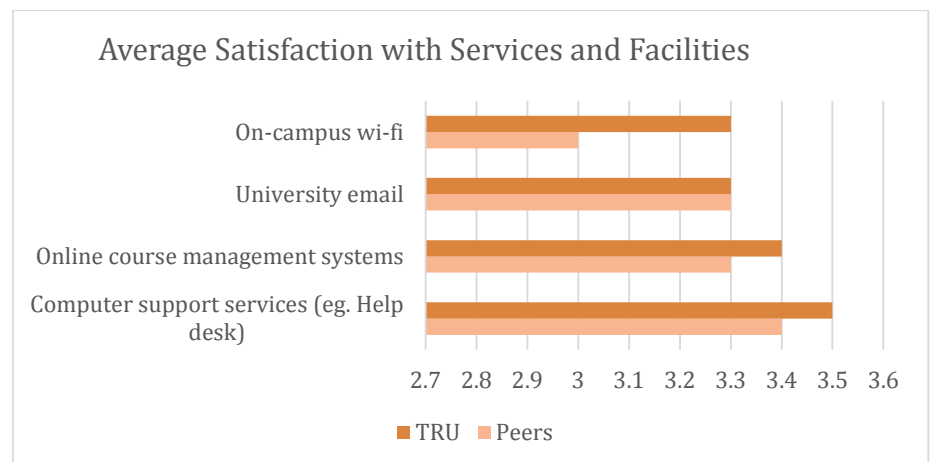
ISSUE 20 | December 2015

Student Satisfaction with IT Measured

Survey results for the Canadian University Survey Consortium (CUSC) 2013 First Year Experience puts a number of our IT services in the spotlight and places them high in satisfaction.

- TRU has a much higher use of course management systems compared to its peer group 94% to 63% as well as Computer Support 59% to 37%
- Even though Wi-Fi was rated slightly higher than peer institutions, there are a number of concerns with Wi-Fi which we should use to drive infrastructure improvements over the next few years.

The following chart shows average satisfaction with TRU IT compared to our peer group.

Online Course management systems were also highly rated.

Average Satisfaction with Services and Facilities

Service		
On-campus wi-fi		
University email		
Online course management systems		
Computer support services (eg. Help desk)		

2.7 2.8 2.9 3 3.1 3.2 3.3 3.4 3.5 3.6

■ TRU ■ Peers

Note: Satisfaction rated on scale from 1=Very Satisfied.
Sorted in ascending order by TRU average
See IPA for the full report
https://tru.civicweb.net/Documents/DocumentList.aspx?ID=63176

Download BeeTagg Reader and view this newsletter on the web! beetagg.com

Lecture Capture in Science Increased Use

David Burkholder, Manager Learning & Communication Systems

Lecture Capture is being done in S203. Currently there are three classes that are being captured, edited and stored for students to review in Moodle.
Classes currently being captured are BIOL_3200_01, BIO_2170_01, and PHYS_1100_01 on Monday, Wednesday and Friday.

Towards One Integrated Moodle Learning Environment

David Burkholder, Manager Learning & Communication Systems

Open Learning along with IT Services will be testing three courses with a total of five cohorts starting in January 2016 with three OLFM's and approx. 100 students.

This small trial is to confirm that all required functions will perform as expected. Once this has been confirmed and Executive approval has been given, we will then proceed to start the process of moving all Open Learning courses into Moodle from Blearn9.

Online Learning through Lynda.com

Karen Wiens, Manager IT Client Services

Since April 2015, 300 employees have registered and logged into Lynda.com. 8,076 videos and a total of 543 hours of video have been viewed.
All TRU faculty and staff have unlimited access to lynda.com, an online subscription library that teaches the latest software, creative, and workplace business skills through high-quality instructional videos. This service is provided on a trial basis for one year ending April 20, 2016. To learn more, watch this introductory video about the service, and watch the How to use lynda.com course.
Benefits to using lynda.com include:

- Unlimited access to courses on a wide variety of technologies and disciplines
- Up-to-date content to keep skills current and to learn new skills
- New courses added every week
- Tutorials taught by recognized industry experts
- Access to instructors' exercise files to follow along as you learn
- Closed captioning and searchable, time-coded transcripts
- Beginner to advanced courses
- The option to watch complete courses or bite-size videos as you need them

To access lynda.com, go to http://www.lynda.com/email-signup and enter your TRU email address. Once lynda.com verifies your email domain, you will receive an email from lynda.com prompting you to create a profile. Upon registering your profile, you can log in to lynda.com anytime and anywhere using your email address and password.
More information is available at: http://www.tru.ca/its/employees/lynda.html

Reset Your Password Here
Karen Wiens, Manager IT Client Services

IT Services has implemented a new Self-Service Password Reset Portal for employees and students for the TRU Network Account. This includes the following systems: network/computer, Outlook email, wireless and Moodle.
Register a personal email address that will allow you to quickly and easily reset your password when you need to from any pc or mobile device with internet access.
For more details go to:
www.tru.ca/its/passwords.html
or go directly to the self-service password portal
https://myid.tru.ca

" THAT'S NOT QUITE WHAT I MEANT WHEN I TOLD YOU TO WIPE THOSE COMPUTERS CLEAN! "

Successful Term with Co-op Student
Andrea Hall, Office of the CIO

Thomas Winter worked with IT Services May through August, 2015 as a Co-op student from the Computer Science Program. During this time, Thomas automated the manual Application and Systems Access Request (ASAR) process for employees using the Microsoft SharePoint Platform. This system is now in use across the University and is relied upon to streamline security and access controls at TRU as well as satisfy audit requirements. Thomas was a valuable addition to IT Services and proved himself to have both excellent technical and people skills.

Big Blue Button
IT Services will be installing a Big Blue Button instance for use for the winter session of Campus and Open Learning Courses.
Big Blue Button is an open source web conferencing system developed primarily for distance education and integrates with Moodle and Blearn.

Apply BC

Eric Youd, Student Systems Support Coordinator

Since going live on Oct 1st, 2015, TRU has processed 2601 applications through the new ApplyBC interface including 453 OL and 394 law applications.

This new process simplifies Ministry reporting and automates application uploads to TRU systems while reducing student wait times and staff workloads. Given the upfront commitment fee students must pay, TRU expects to see an increase in conversions as application quality improves.

Previously, a student would submit their application then a staff member in the Registrar's office would enter information manually into banner (potentially 147 different fields of data) This process is now done automatically from student completing the application to verification and loaded into banner. This means Admissions staff may have some time now to start/continue work on other important projects. This process is also an important part of TRU becoming fully PCI compliant which is important as TRU must be in full compliance by April 2016.

Eduroam now available at RIH

TRU Health Sciences students and instructors now have access to eduroam at RIH.

http://medit.med.ubc.ca/eduroam-available-at-royal-inland-hospital/

Firewall Upgrade

David Burkholder, Manager Learning & Communication Systems

In July 2015, aging Checkpoint firewalls in Kamloops and Williams Lake were replaced with new Palo Alto Next Generation Firewalls. In October 2015, new firewalls were installed in Lillooet, Clearwater and 100 Mile House regional sites.

Next Generation Firewalls provide:

1) Virtual Private Network between campuses which encrypts all traffic passing between sites.

2) Monitors internet traffic and blocks viruses and spyware before they can infect systems on campus.

3) Monitors internet traffic for known vulnerabilities and blocks them before they can infect servers on campus.

4) Monitors Domain Name System lookups on known infected sites and prevents the IP address from being resolved. This not only protects on campus users but wireless users as well.

5) Provides the ability to use Dynamic Block Lists such as Spamhaus to prevent communication with known bad sites.

In addition, TRU can now provide Lillooet, Clearwater and 100 Mile House access to the TRU and EduRoam wireless networks over the VPN connections.
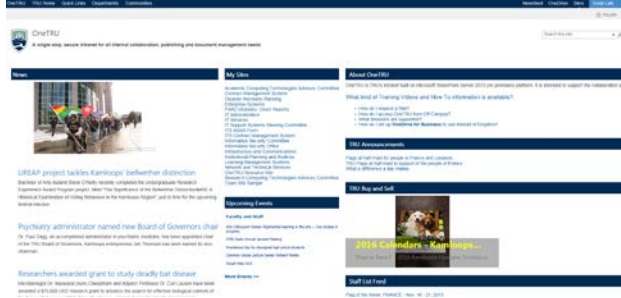
TRU provides Training

Our very own Brant Shapka and Bill Tucker will be providing all of BC's Banner Schools with Groovy/Grails training using the Blue Jeans video conferencing network.

OneTRU / Intranet Update

"Intranet" is defined as a private network for members of a group or organization.

The NEW OneTRU Intranet has been launched and is helping to streamline much of TRU's internal communications by providing one-stop access to important information for TRU faculty and staff. The convenience and comprehensive capabilities of OneTRU will also help build connections between the many individuals and groups that make up our one-of-a-kind educational community.

All staff have access to OneTRU (https:/one.tru.ca). If you are prompted for a username/password please enter your network credentials - the same username and password to login to your PC or TRU email.

OneTRU is growing! Over Thirty Team and Committee Sites have been created and are now being used by groups to collaborate, communicate and share information. Eighteen Training Sessions have taken place and more are being scheduled, don't miss out on the opportunity to learn more about our Intranet and how it can help your team. There are many -training and documentation resources on the intranet homepage.

We are able to provide group-specific demonstrations by request and will continue to transition regular internal communications such as the President's Report and Kudos to OneTRU.

Info-Tech CIO Vision Measures TRU Leadership Satisfaction of ITS

Overall Satisfaction and Value are key indicators of the overall impression of the IT Department. These metrics let the IT leader determine at a glance if they are meeting the needs of the University.

Satisfaction	
This Year	Last Year
76%	--

Value	
This Year	Last Year
76%	--
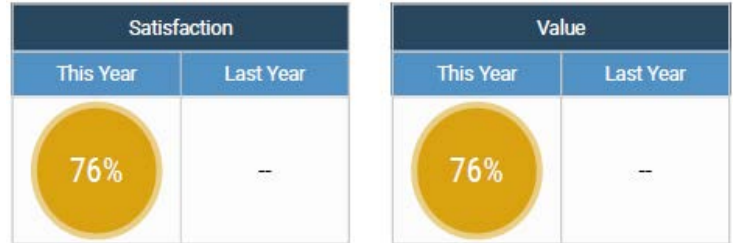
The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Service	Satisfaction	Importance Ranking
Service Desk Satisfaction with supporting end user issues & problems	85%	1st
Campus Wi-Fi Satisfaction with access, reliability, and speed of Wi-Fi	83%	4th
Faculty and Staff Devices Satisfaction with provided desktop, laptop, tablet & mobile devices	82%	8th
Campus Infrastructure Satisfaction with reliable networks, communication, and web portals, excluding Wi-Fi	77%	3rd
IT Policies Satisfaction with policy design and enforcement around security, governance, etc...	77%	13th
Work Orders Satisfaction with small requests & improvements to existing technology	76%	9th
Project Management Satisfaction with large department or institution wide initiatives	73%	10th
Classroom and Meeting Room Technology Satisfaction with podiums, smart boards, audio, video, video conferencing, etc	73%	7th
Administration Applications Satisfaction with applications used by faculty and staff for running the institution, Banner, myTRU, Outlook, Argos, etc.)	72%	2nd
Data Quality Satisfaction with providing access to reliable and accurate data	71%	5th
Learning Management Technology Satisfaction with moodle, Blackboard, lecture capture, etc.)	70%	6th
IT Innovation Leadership Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	69%	12th
Analytical Capability and Reports Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	68%	11th

TRU and the EduCause Top Three Strategic Information Security Issues

Hugh Burley – Manager Information Security

This year, the EDUCAUSE IT Issues Panel invited the Higher Education Information Security Council (HEISC) to identify the top strategic issues facing campus information security departments. By responding to a brief survey, members of the higher education information security community—including Chief Information Officers (CIOs), Chief Information Security Officers (CISOs), IT directors and managers, and IT staff members—identified and selected their top three issues. Find out how TRU is doing with these issues below:

1.   Developing an effective information security strategy that responds to institutional organization and culture and that elevates information security concerns to institutional leadership.

At TRU an Information Security Committee was established and has been meeting on a regular basis since 2007. This committee includes key senior executives who have provided guidance in advancing TRU's Information Security Program with the development of policies and standards. In the last few months the position of Manager Information Security was created to ensure that the vision and guidance provided by this committee is addressed effectively. TRU IT Services has also undergone multiple annual audits with recommendations going to the Board for review. These audits have helped to identify key areas of program risk which further ensure alignment with institutional strategy.

Ensuring that members of the institutional community (students, faculty, and staff) receive information security education and training.

Outreach and awareness training have been a focus of the TRU Information Security Program since the launch of Information Security Awareness Essential I - Concepts & Practice (ISAE-I) in May of 2009. ISAE-II - Policies & Standards was added in April 2011, and ISAE-III - Privacy & Compliance in April 2013. ISAE-I on-line was added in November 2012 and an on-line Freedom of Information and Privacy course was added in 2013. The Information Security Office also maintains a web site, a poster campaign, and three student awareness events every year. In 2014 the spring awareness event evolved into a small Privacy and Information Security conference which attracted over fifty participants from the region. In May 2015 the Information Security Committee ratified an Information Security and Privacy Awareness Training Standard which requires all new employees to complete both Privacy and Information Security training during their first year of employment. This standard also mandates that employees who handle credit card information must attend annual awareness training and all employees who handle personal information should attend annual training.

2.   Developing security policies for mobile, cloud, and digital resources (including issues of data handling/protection, access control, and end-user awareness)

That would be yes, yes, yes and yes!

In summary, TRU has worked hard at developing an Information Security and Privacy program that provides value to the University Community and is sustainable for the coming years.

October 2015 Cyber Security Awareness Month

September 2015 Back to School BBQ

~ In Loving Memory of ~
Kenneth Brooks

BORN
September 28, 1959
Brooklyn, USA

PASSED AWAY
October 9, 2015
Kamloops, BC

We lost our friend and colleague Ken Brooks on October 9th. Ken has been at TRU since October 2006, he helped look after over 1,300 workstations in computer labs spread over six campuses in five different communities, serving both students and faculty. He loved his job and was promoted to Supervisor, Lab Support Services in 2014.

As a result of a suggestion from a Computer Science student who considered Ken to be his mentor, a memorial award for Computer Science students has been set-up. If you would like to donate please visit the awards site or contact TRU Foundation at foundation@tru.ca.

https://www.tru.ca/forms/foundation/trulyunited/

Congratulations to Dallas Cassidy, winner of the IT Security Awareness Quiz draw. Dallas won herself a $100 gift card to our campus bookstore just for stopping by the IT Booth and taking part in the quiz.

Congratulations to our New Employees

Austin Wang

Corey Wisla

M C119921T

THOMPSON RIVERS UNIVERSITY
Information Technology Services

Mission: *Enabling Excellence*
We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.