TECHNOLOGY ASSESSMENT TEAM

The Technology Assessment Team was developed to provide university units with guidance to support informed technology purchases. The team consists of representation from several different disciplines across the institution, including Enterprise Architecture, Strategic and Operational Procurement, Security (Data and Network), Privacy and Risk. Since being established in the summer of 2017, the Technology Assessment team has helped clients identify solutions quicker by eliminating the need for them to work with several individual university units to satisfy a single request and helped to achieve cost-savings on the purchase of new services through strategic procurement practices.

The Technology Assessment team is available to assist all members of the university who are considering adopting a new service or modifying/replicating an existing one. The review process ensures the solution that is implemented is cost efficient, integrates with other university technologies, protects the information of the university and will continue to provide long-term value.

Proposals for the purchase or upgrade of existing systems are analyzed based on four main categories: institutional risk, compliance, business continuity, and organizational fit. After the review, the team provides recommendations back to the client to ensure the chosen solution:

- will work with the other technologies at the university
- will meet organizational and operational requirements
- will be compliant with all security, privacy and data standards, and
- is priced appropriately for the service.

To learn more about the Technology Assessment team visit usask.ca/ict/help-support/technical-assessment-team.php, or contact technology_assessment@usask.ca.

ICT INTRODUCES NEW IT SERVICE CATALOGUE

ICT has recently created a new Information Technology (IT) Service Catalogue that defines and categorizes the IT services that are provided to the university community. Developed in an easy to navigate website, the IT Service Catalogue provides faculty, staff and students with a single location to obtain information on the IT services they need. Within the catalogue a general description is provided for each service along with details about the support availability, service standards, eligibility and access.

Visit servicedatabase.usask.ca to see the complete list of IT services or contact IT Support Services at itsupport@usask.ca for further assistance.

IT SUPPORT REALIGNMENT

This past year, ICT has undergone significant changes to its Client Services unit aimed at improving the consistency and quality of the IT support that is provided to faculty, staff and students.

This change has involved the reorganization of support resources and establishment of new processes to manage IT service requests. The most visible change is a new name, what was formally called Client Services is now IT Support Services.

Under the previous organizational structure, there were three separate service areas: Audio-visual and Classroom Services; Service Desk and IT Unit Support. Each of these support areas had individual support processes and contact which required clients to know which support area to contact for each type of service request.

To know which support area to contact for each type of service request, the IT Service Catalogue provides faculty, staff and students with a single location to obtain information on the IT services they need. Within the catalogue a general description is provided for each service along with details about the support availability, service standards, eligibility and access.

The broader skillset of the full time IT Support Specialists at the Service Desk has provided clients with a professional and consistent support experience. This change has also provided the IT Support Specialists embedded within colleges more opportunity to focus on the development and continued support of strategic IT initiatives within the college.

The new service model still includes dedicated IT support resources in specific colleges, but IT Support Services has a single point of contact for all service requests through the ICT Service Desk. This streamlined approach has allowed the Service Desk to manage the majority of the common support requests at the first point of contact thereby reducing the time it takes to resolve an issue.

IT support requests can be sent to itsupport@usask.ca or by calling 306-966-2222.

HR TECHNOLOGY TRANSFORMATION

The Human Resources Information System (HRIS) project was initiated to renew and consolidate aging administrative technologies at the university. Once in place the HRIS will replace the current capabilities of AboutUs and expand beyond the core HR, payroll and benefits functionality with the introduction of learning, performance management and onboarding capabilities. Through the consolidation of systems, the university is working to remove duplicate workflows, improve access to information and streamline administrative processes.

The anticipated delivery of the core system is January 2019, however much of the initial consultation and business analysis work has already begun.

Please direct any inquiriesbannerhrteam@usask.ca.
Researchers at the University of Saskatchewan now have access to a digital tool to help collect and organize research data. The Electronic Lab Notebook (ELN) replaces traditional paper lab notebooks and can be accessed almost anywhere without the risk of the information being lost or destroyed. Compared to paper records, these digital records allow for greater search capabilities of data and an easier format to collate the text, data and images that are generated through experimental work in laboratory settings.

USask researchers recently participated in the ELN pilot project to test the web-based service being provided by LabArchives. Through the ELN pilot project, researchers were able to collect research data in labs using their own device. Once the data is entered, the ELN time stamps the information and a secure digital copy of the notes is stored, ensuring accuracy and integrity of recorded data. ELN is a software tool that allows researchers to create and manage lab notebooks in an easy-to-use interface. The ELN allows researchers to organize research data, add images, searchable text, and other multimedia content. It also offers quick search capabilities and improved security measures. Results can be shared with all team members, allowing the creation of a complete, accurate, and auditable archive of research data.

Recently Hannon Hill published a spotlight article on how the university’s web and collaboration team leverages institutional websites as a strategic communications tool. The profile highlights how a team of researchers across the university, who are interested in learning more about the service, would like to begin using it. The article is available online at http://www.hannonhill.com/resources/blog/2017/customer-spotlight-blog-university-of-saskatchewan.html. The web and collaboration team manages all the university’s content distribution services including web, Sharepoint and portal. Learn more about web design at the university by visiting web.usask.ca or contact web@usask.ca.

USASK RECOGNIZED FOR EXCELLENCE IN WEB DESIGN AND CONTENT MANAGEMENT STRATEGY

Researchers initiated an on-demand or ad-hoc single lecture/seminar using a personal computer or classroom podium PC.
- Record and upload content from a mobile device or any other web-enabled device.
- Create personal recordings.
- Manage and distribute content from personal and shared libraries or the Blackboard learning management system.

The full article is available at http://www.hannonhill.com/resources/blog/2017/customer-spotlight-blog-university-of-saskatchewan.html. The web and collaboration team manages all the university’s content distribution services including web, Sharepoint and portal. Learn more about web design at the university by visiting web.usask.ca or contact web@usask.ca.

ACADEMIC VIDEO

ICT in partnership with the Gwenna Moss Centre for Teaching and Learning has introduced a new academic video service for USask instructors. Powered by Panopto, the service replaces two existing services, Echo 360, for lecture capture and ShareStream, for video streaming. The academic video service engages students and enhances instruction by providing access to video content throughout the teaching, learning and discovery experience.

The new service is actively being used by about 20 researchers across the university. Researchers who are interested in learning more about the service or would like to begin using it can contact ICT Research Computing at research_computing@usask.ca.

More information about getting started with the new service is available at academicvideo.usask.ca. Training is provided by ICT and periodically through the Gwenna Moss Centre for Teaching and Learning.

ONE YEAR PRIORITIES

This spring, ICT released its 2017/18 Priorities document which details the initiatives that will be started or completed this year. The initiatives are categorized under three strategic priorities:

- **IT Security**—Continuing to increase the awareness of information security while applying IT security standards that protect against cyberattacks and the potential loss of institutional, research and personal data. Education and awareness is the university’s best defense against cyberattacks since the majority of IT security incidents are initiated through phishing scams. ICT is working to increase the university community’s security awareness while applying IT security standards that protect against cyberattacks. For more information on our security initiatives visit itsecurity.usask.ca.

- **Customer Experience**—Improving our commitment to delivering a consistent, high-level of customer service.

- **Technology Alignment**—Developing long-term strategies for technology renewal while continuing to provide members of the university community with solutions integrated with other university systems to improve workflows, decision-making and leadership support.

Placing our customers first when providing both the day-to-day support and strategies that enable growth and advancement within their organizations.

- Record instructor initiated on-demand or ad-hoc single lecture/seminar using a personal computer or classroom podium PC.
- Live webcast while recording a class.
- Create personal recordings.
- Record and upload content from a mobile device or any other web-enabled device.
- Enable student video assignment hand-ins, and manage and distribute content from personal and shared libraries or the Blackboard learning management system.

To view the complete ICT 2017/18 One Year Priorities document, visit usask.ca/avp-ict.