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# INFORMATION AND COMMUNICATIONS TECHNOLOGY

Community Update



UNIVERSITY OF  
SASKATCHEWAN

## TECHNOLOGY ASSESSMENT TEAM

ADMINISTRATION

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/replacing 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](http://usask.ca/ict/help-support/technical-assessment-team.php), or contact [technology\\_assessment@usask.ca](mailto: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 [servicecatalogue.usask.ca](http://servicecatalogue.usask.ca) see the complete list of IT services or contact IT Support Services at [itsupport@usask.ca](mailto:itsupport@usask.ca) for further assistance.

COLLABORATION AND COMMUNITY

## 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.

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.

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.

IT support requests can be sent to [itsupport@usask.ca](mailto:itsupport@usask.ca) or by calling 306-966-2222.

ADMINISTRATION

## 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 inquiries [bannerhrteam@usask.ca](mailto:bannerhrteam@usask.ca).

ADMINISTRATION



RESEARCH AND DISCOVERY

## ELECTRONIC LAB NOTEBOOK SERVICE

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

provides a guarantee of immutability of the records. In total, the service can be used to provide an authenticated copy of the data processes and results, when needed.

Accurate data collection is a critical aspect of all research activities. The university's Responsible Conduct of Research Policy requires researchers to provide scientific rigour and integrity in recording data to allow verification or replication of the work.

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](mailto:research_computing@usask.ca).

COLLABORATION AND COMMUNITY

## USASK RECOGNIZED FOR EXCELLENCE IN WEB DESIGN AND CONTENT MANAGEMENT STRATEGY

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 three key areas of their web strategy that includes training, content management and knowledge of where content is managed provides the framework for successful web design and development.

The full article is available to read at [hannonhill.com/resources/blog/2017/customer-spotlight-blog-university-of-saskatchewan.html](http://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](http://web.usask.ca) or contact [web@usask.ca](mailto: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 expiring 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.

Some of the highlights of the new service include the ability to:

- schedule individual or a series of lecture/seminars through an automated course scheduling service located in Blackboard

- record instructor initiated on-demand or ad-hoc single lecture/seminar using a personal computer or classroom podium PC
- live webcast while recoding 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.

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

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](http://itsecurity.usask.ca).

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

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

**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.

To view the complete ICT 2017/18 One Year Priorities document, visit [usask.ca/avp-ict](http://usask.ca/avp-ict).

INFORMATION SYSTEMS ORGANIZATION

Mobile Escape Room part of Cyber Security Awareness Month activities

