

Who We Are

UNBC Information Technology Services (ITS) is a team of dedicated IT professionals whose role is to support the teaching and research mandate of the University. In that capacity, we strive to partner with our students, researchers, faculty, staff and community to provide solutions and support that fits their unique needs. To achieve our goals, our department is comprised of six teams: Enterprise Systems, Infrastructure, IT Security, Institutional Research, Client Services, and Administration and Planning. Each team works collaboratively with each other and our stakeholders to deliver IT support, governance, and leadership to the UNBC community.

OUR TEAMS and What We Do

Enterprise Applications

The Enterprise Applications team is divided into three groups, Programmer Analysts, Database Administrators and Business Analyst, which are responsible for the following:

- The University's BANNER ERP (Enterprise Resource Planning) system, which includes, Database management, custom modifications and programming.
- Web and SharePoint development and maintenance.
- Auxiliary business applications.
- Student Learning platforms.
- Business systems analysis.
- Delivering custom solutions to support Academic and Business Units.

Infrastructure Services

The Infrastructure Team is divided into two groups, Enterprise Systems and Networks.

The Enterprise Systems group maintains the University's servers including virtual, physical and cloud server environments. Additionally, the group maintains the University's virtual desktop environment for teaching and learning, and for faculty and staff to access the University's applications and data from off campus.

The scope of the network group encompasses the following:

- Internal campus connectivity
- Multi-campus connectivity
- Wireless
- Telephone Systems
- Internet access for the campus, including student housing

Client Services

The Client Services team is comprised of two groups, Service Desk and Client Service Analysts. The Service Desk is the primary point of contact for the University's clients for all IT related problems or service requests. Their role is to triage client problems and to either resolve on first contact or assign the problem to the appropriate team. The

Client Service Analysts, the second level of support, work on client hardware and software problems, student IT lab support, audio visual support in the classroom, and video livestreaming the many events on campus. **IT Security**

The IT Security Team is responsible for ensuring that appropriate security controls are in place to protect the confidentiality, integrity and availability of UNBC data and systems, both digital and physical. IT security is responsible for the maintenance of the IT risk register, which catalogues, classifies and actions IT institutional risks in conjunction with the University Secretariat. The IT Security team creates appropriate policies surrounding data stewardship, ownership and classification. The team is also responsible for developing and implementing IT security programs and training for our University community.

Institutional Planning and Research

The Institutional Research Team collects, organizes, and analyzes University data to assist in the decision-making and planning process for senior management. The team is responsible for reporting official University data to internal departments, federal and provincial governments, other external institutions and the public. The team is also responsible for creating ad-hoc reports for various departments to assist in their decision-making and planning.

Administration and Planning

The Administration and Acquisitions Team is responsible for the acquisition of all IT software and hardware purchases for the University. This includes preparing annual software and hardware budgets and monitoring spend activity on the accounts. The team reviews all software requests for FIPPA (Freedom of Information and Protection of Privacy Act) compliance. The team administers the TELUS mobility contract and the University devices that are connected to the contract. Additionally, the team is a resource for researchers and faculty regarding their unique computing needs and will assist with finding the appropriate IT solution.

How to contact us

Contact us at support.unbc.ca, 205-960-5321 or visit us on the 2nd floor of building 8. We try to resolve all incidents, problems and service requests when you contact us. If we cannot resolve the issue we transfer it to the appropriate team for resolution.

The Projects We Delivered in 2017/18

ODS IMPLEMENTATION

Configured Ellucian's Operational Data Store (ODS) to provide "flattened" data views of the University Banner System Oracle databases. The data views allow for easier creation of user-generated reports through ARGOS and other tools.

ARGOS REPORTING

Accumulated a list of approximately 100 reports from academic and business units. These reports will provide mission critical data for University leaders to assist in the decision-making process. More than 20 reports have been delivered to the units.

BANNER PRODUCTION OFF SITE BACK-UP

Implemented an off-site Disaster and Recovery backup and retrieval system for the University's Banner ERP and the ITS Secret Server located in the BCNET Datasafe facility.

Clean Address

Implemented Clean Address software to reduce the number of incorrect mailing/street addresses manually keyed into Banner and associated systems.

Convocation RSVP

A custom application that allows students to declare their intention to graduate in person or provide a forwarding address for their parchment if they do not wish to attend the convocation ceremony.

SAN (Storage Area Network) Upgrade

An upgrade was performed on our existing SAN 200TB environment by adding an additional 15TB of high speed SSD (solid state) drives. The high-speed drives were needed due to the I/O (input/output) performance needs of several new applications.

Terrace Campus redundancy

A secondary private network connection was installed to mitigate the risk of losing the primary network connection to the Prince George campus.

Network Segmentation HPC (High Performance Computing)

Segmenting the HPC network from the campus network, allows researchers to conduct their computations in a more secure environment.

Diverse internet Pathway

Working with TELUS and BCNET to establish a secondary internet pathway off campus. This network pathway does not follow UNBC's main BCNET internet pathway, thus providing a redundant internet connection in the event of a main connection outage.

Residence WIFI expansion

Both UNBC residences were upgraded with expanded wireless coverage eliminating "dead" or "slow" zones. The Wireless expansion allows students to connect wireless printers and gaming devices to the internet.

Banner 9 Upgrade

A major upgrade to the University's ERP was successfully deployed. The scope and nature of this project impacted nearly all University departments, requiring them to reengineer many of their business processes. This project consumed the majority of the Enterprise Applications team for more than two years, with six months of user acceptance testing.

BCNET Campus Links

Working with BCNET, the Ministry of Advanced Education and TELUS, we successfully connected our Terrace campus and the Quesnel River Research Center to the BCNET network. These network links will provide stable high-speed connections to the Prince George campus and the internet.