PHISHING AND SPAMMING

Several UVic email accounts were compromised through phishing attacks (phishing attacks use fake email asking for user id and passwords). These accounts were then used by spammers to send massive volumes of spam throughout the world. Legitimate service providers such as Hotmail recognized these spam attacks as coming from UVic email addresses and they blacklisted the University as a spam source. This blacklisting made it impossible for anyone from UVic to send email to these service providers.

The problem created particular difficulties for our recruiters who are attempting to communicate with potential new students whose accounts are on services like Hotmail. In order to combat this problem, we are actively investigating several technical solutions. We have implemented some temporary solutions that have stopped the problem and hope to have more permanent solutions installed soon.

This issue highlights the need for users to be vigilant in protecting their accounts. A visit to https://infosec.uvic.ca/safe_computing_guide.html can help answer more detailed questions.
DESKTOP COMPUTERS

Desktop Support staff are being trained in SharePoint. The first training session included basic site administration and system functionality. These sessions will assist the Desktop Support staff in troubleshooting issues that clients may experience with SharePoint.

We successfully supported the move of 40 External Relations staff to new office space in the Ian Stewart building. This move involved packing up all computer equipment, working to enable data ports, and setting up of all equipment in the new space. This move was completed with minimal disruption for External Relations.

STUDENT LABS

The student computing labs are continuing to prepare for summer operations during Knowledge Infrastructure Program (KIP) work in Clearihue building. We also completed a report on Faronics Power Save software that includes a description of the software and functionality.

Overall assistance requests in the labs, as shown in the attached graph, continue to grow but have not reached the peak experienced last fall.

RESEARCH COMPUTING

The new WestGrid research clusters and storage are now installed in the data centre. The clusters have been tested and are performing as required. UVic staff will now finish the installation and hope to have the systems ready for use by researchers in April.
RESTRUCTURING THE COMPUTER STORE

Retail and Apple sales will move from Systems to the Bookstore while institutional sales and site licensing will remain in Systems. Within Systems, a new Computer Purchase Centre is being created to manage the acquisition of institutional technology.

Implementation of his new service is being defined through a project charter. Organizationally, the service will be part of the Service Desk. Integration with other units across campus, such as purchasing, is being developed. Detailed workflows and process documentation are near completion for the new environment.

GREEN COMPUTING

We are working with several power saving software vendors regarding test installations for potential use on campus computers. We expect to use these software tools to not only lower power consumption but also improve measurement of usage for reporting purposes.

SHAREPOINT

We continue to work with the Faculty of Business to develop an online learning collaboration environment. The tool being used is the most sophisticated level of SharePoint technology known as MOSS (Microsoft Office SharePoint Services).

We are working with the University Secretary to use SharePoint for Board meetings. The Board is hoping to move to a more secure and “less paper” environment. Systems also helped create the President’s Advisory Council SharePoint site.
ERP REFRESH

Planning is well underway with the final pieces of information being collected and compiled to complete the Project Plan. The implementation of databases, systems, and migration processes from Banner 7 to Banner 8 is on schedule. A funding request to ASOC was presented on Feb. 26 and marks the completion of the project budget and acquisition management plan.

SOFTWARE DEVELOPMENT

*With Distinction:* A new process is under development for granting With Distinction status to graduating students based on the new Senate rules, which take effect for the May 2010 convocation. The new process has been developed and is undergoing testing.

The following table lists completed software projects and data management activities. It does not include all project and enhancements that are in progress.

<table>
<thead>
<tr>
<th>New Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student T2202A tax forms</td>
<td>Completed work to support preparation of student tax forms (T2202a forms).</td>
</tr>
<tr>
<td>Graduate Imaging</td>
<td>Implemented the Banner Xtender product for document imaging in the office of Graduate Admissions and Records to store electronic copies of application documents and improve workflow. The notifications piece which will allow departmental and administrative staff to be notified as soon as documents are received is now in production.</td>
</tr>
<tr>
<td>FAST 3.5 upgrade</td>
<td>The FAST system is used by a large number of clients for across the University community for Financial, Human Resources and Student reporting. In February FAST was upgraded to release and new FAST module for online Journal voucher processing was added. A series of issues were reported after the upgrade and application patches have applied to address these issues.</td>
</tr>
</tbody>
</table>
Institutional Analysis and Planning and Systems worked closely together to deliver the SAS Student Enrolment Reporting system. This portal provides access to regular updates to EETs and FTE enrolment as well as class-population reports for your units and the university. The initial roll-out of this system is to approximately 300 people (senior academic administrators and their support along with registrarial staff) and will be expanded in coming months.

**Duplicate Identities:** We completed approximately 26 consolidations of duplicate identities in Banner this month. We need to develop efficient process and tools to handle the growing volume of duplicate records. We also need to reduce the creation of duplicate records at the point of record creation or data entry into Banner. Cases identified as urgent are increasing in volume and consuming more resources to resolve. The operations category in the attached chart reflects this effort. If we can reduce duplicate id’s then we can focus resources on more value-adding project work.

**SECURITY**

For the Laptop Disk Encryption Service project we are concurrently testing two vendor solutions and plan to add a third. Presentations by two vendors have been delivered to the project team.

Work on the Payment Card Interface compliance initiative has begun on segmenting technical aspects of payment processing, storage, and transmission into well-defined environments. Additional work is being done to transfer payment processing to external parties in order to transfer risk.

We also provided consulting and advice to UCLUB regarding privacy and security issues surrounding club management software.
This month’s hack attack chart shows significant fluctuations in volume caused by changes in the external environment. Some major hacking sources were shutdown and later re-started elsewhere.

LEARNING AND TEACHING SUPPORT

The Educational Technology Advisory Committee, Senate Committee on Learning and Teaching, and Dean’s Council, and the Information Systems Steering Council all voted to support:

- Adopting Moodle as the single Learning Management Systems for UVic, and
- Automatically generating course shells in Moodle for all courses.

We are developing a project to enhance the Moodle infrastructure. We now have 665 Moodle courses, as can been seen in the chart. This dramatic volume increase has lead to increased demands for faster processing and more disk space. This project will also develop robust backup and recovery systems.
We have developed a communication module that will allow all of the UVic Crestron classroom control systems to synchronize their clocks from one central control unit. This is currently being tested before further campus-wide deployment.

**MEDIA SERVICES**

We successfully webcast several portions of the Diversity Conference February 11th, and webcast the British Columbia’s Climate Change Adaptation Strategy event for PICS/PCIC on February 17th. We also produced MP3 audio files of video recording events for Leslie Kenny of Studies in Religion and Society. The team is working with Student Recruitment to discuss electronic signage options for the planned Student Welcome Center in University Center. All work for the Audio Visual installation in First Peoples House was completed.

As can be seen in the attached graph, video conference call volume is relatively stable, but video recording continue to fluctuate significantly depending on the month.

**NETWORK SERVICES**

Migration to the campus VoIP (the new phone system) from the old systems has reached 38% of the phones on campus. Related to this project, we have started to migrate faxes, elevator phones, and other analog devices to the new telephone system. We have also started a formal risk analysis of clients currently still using the legacy telephone system.
We have doubled the network capacity to BCNET and other research & education networks. This upgrade is an interim measure to handle current demand until a major upgrade can be performed. We also observed extraordinarily heavy traffic last two weeks of February due to Olympics-related network usage. Other work includes implementing new networking equipment for the Ocean Technology Test Bed, and revamping telecommunications infrastructure in six buildings under the KIP program.

In the first graph below we can see wireless usage dropping dramatically during reading week and then resuming close to normal levels as student return to campus.

![Graph showing wireless usage](image)

**PROJECT MANAGEMENT OFFICE**

John Foxgord was the successful candidate for the Manager, Project Management Office, and is in the process of transitioning duties from Nav Bassi.

The list of new projects processed by the PMO is summarized in the following table and provides insight into upcoming services that will be delivered by Systems. Approvals are for allocation of Systems resources.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy Telephone Decommissioning</td>
<td>The purpose of this project is to initiate the decommissioning of the University legacy telephone system.</td>
<td>Approval to plan</td>
</tr>
<tr>
<td>Project Name</td>
<td>Description</td>
<td>Approval Status</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>KIP Clearihue</td>
<td>This project will replace over 1,100 communication jacks and supporting cable infrastructure in support of the Knowledge Infrastructure Program (KIP) seismic upgrades in Clearihue.</td>
<td>Approval to plan</td>
</tr>
<tr>
<td>Help Desk Summer 2010 Operations</td>
<td>This is a project to prepare for continuity of existing Computer Help Desk (CHD) services during KIP renovations in Clearihue.</td>
<td>Approval to execute</td>
</tr>
<tr>
<td>WestGrid Implementation</td>
<td>This project is the implementation of the high performance computing (HPC) systems which have been procured for installation at the University of Victoria.</td>
<td>Approval to execute</td>
</tr>
<tr>
<td>KIP University Centre</td>
<td>This is a project to replace over 100 communication jacks and the supporting cable infrastructure in support of the KIP seismic upgrades in the University Centre.</td>
<td>Approval to execute</td>
</tr>
<tr>
<td>2010 Online Showcase</td>
<td>This is an event that promotes networking, knowledge-sharing and best practices for those involved in teaching, learning and support of online instruction at UVic.</td>
<td>Approval to execute</td>
</tr>
<tr>
<td>KIP MacLaurin</td>
<td>The purpose of this project is to replace over 900 communication jacks and the supporting cable infrastructure in support of the Knowledge Infrastructure Program (KIP) seismic upgrades in the MacLaurin building.</td>
<td>Approval to execute</td>
</tr>
<tr>
<td>CBUC 2010</td>
<td>The purpose of this project is to plan and present the 2010 Canadian Banner Users Conference to be held at UVic.</td>
<td>Approval to plan</td>
</tr>
</tbody>
</table>

**SERVICE CENTRE**

A FAST tutorial was attended by Computer Help Desk staff that provided an introduction to some of the most-used applications in FAST. This will assist the consultants in troubleshooting issues that FAST users may experience.
Planning is continuing for the move of the Computer Help Desk for the summer term due to the Knowledge Infrastructure seismic upgrades to the Clearihue building A-wing. For the summer term the Computer Help Desk will be moved to the space most recently occupied by the UVic Computer Store.

We are planning to transition Facilities Management from their old servers to University Systems enterprise services.

As can be seen in the attached graph, there has been high call volume for both the Computer Help Desk and the Desktop Support team due to issues arising from the FAST upgrade as well as issues with the email services as a result of a spam flood directed at UVic email servers.

**DATA CENTRE AND INFRASTRUCTURE**

After initial construction of EDC2 we discovered technical problems with the generator taking over during a power outage. We completed fixing and testing and the generator is now operating correctly. We also successfully moved the External Relations server from Alumni House into EDC1.

The attached graph illustrates the volume of technical approvals requested from Systems. We expect this volume to increase as new computer purchase processes are implemented over the next few months.
WEB SERVICES OFFICE

The content management system replacement project has started. The project working group has been meeting weekly to discuss the service offerings, and evaluation criteria for the project. Meanwhile, the test systems are being built.

The Research website project has started the execution phase. The shell of the website has been built out, and content generation has started. Requirements gathering for the Co-op and Career services website has been completed and the information architecture phase is starting.

The uSource Redesign project servers have been built using the new portal technology and work has started on building the UVic theme for the site.

The attached chart shows projected wait times declining for Web Services projects. This trend indicates a reduction in backlog and waitlisted projects.

This University Systems Update was written with contributions from the whole team ...