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CONFERENCE 2019

Community, Service & Partnership

May 1 - 3, 2019

University of Toronto, St. George Campus



CONFERENCE PROGRAM

DAY ONE: Wednesday, May 1, 2019

| Time | OHEIT/RUCD | TKF |
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| 11 a.m. – 5:30 p.m. | Registration Location: Bahen Centre | |
| 3 – 5 p.m. | Unconference Location: Bahen Centre 1210 | |
| 5 – 7 p.m. | Welcome cocktail reception Location: C. David Naylor Lobby | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
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| 6:30 – 7:15 a.m. | Morning run Location: Athletics Centre | |
| 7:30 – 9 a.m. | Light continental breakfast Location: Myhal Centre / Bahen Centre | |
| 7:30 – 9 a.m. | Registration + information desk Location: Bahen Centre | |
| 7:30 – 9 a.m. | Marketplace (vendor exhibit) Location: Myhal Centre | |
| 8:30 – 9 a.m. | Proceed to Convocation Hall | |
| 9 – 9:30 a.m. | Location: Convocation Hall Opening remarks: Master of Ceremonies / Chair Bo Wandschneider CIO University of Toronto | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|---------------------|---|-----|
| | <p>Cheryl Regehr Vice-President and Provost University of Toronto</p> | |
| 9:30 – 10:30 a.m. | <p>Location: Convocation Hall Keynote speaker: Clive Thompson, author, contributing writer for The New York Times Magazine and Wired columnist, tech consultant for CBC's Q radio program <i>The power and peril of code in today's digital world</i></p> | |
| 10:30 – 11 a.m. | <p>Break/Marketplace (Vendor exhibit) Location: Myhal Centre</p> | |
| 11 – 11:50 a.m. | <p>Location: Convocation Hall Featured speaker: Dr. Ann Cavoukian, distinguished expert-in-residence at Ryerson University and former information & privacy commissioner of Ontario <i>A strong foundation of security is essential to privacy: we can and must have both</i> <i>Privacy is presently under siege. With the growth of ubiquitous computing, online connectivity, social media, wireless/wearable devices and concern over the direction of Artificial Intelligence, people are being led to believe they have no choice but to give up on privacy. This is not the case! Using the Privacy by Design (PbD) framework will enable our privacy and our freedom to live well into the future. Dr. Cavoukian dispels the notion that privacy acts as a barrier to public safety, security and innovation. She argues that the limiting paradigm of "zero-sum" – that you can either have privacy or innovation, but not both – is an outdated, win/lose model of approaching the question of privacy in the age of massive surveillance. Instead, a "positive-sum" solution is needed in which the interests of both sides may be met, in a doubly-enabling, "win-win" manner through PbD. In this session, she will outline how organizations can embed privacy and security into virtually any system or operation, to achieve positive-sum, win/win outcomes, enabling both privacy and security – not one at the expense of the other.</i></p> | |
| 11:30 a.m. – 1 p.m. | <p>Lunch/Marketplace (Vendor exhibit) OHEIT – Howard Ferguson Dining Hall TKF - Myhal Centre / Bahen Centre</p> | |
| 1 – 1:50 p.m. | <p>Breakout sessions:</p> <p>Location: Myhal Centre 320 Connect to your audience: public speaking and stage presence for IT professionals <i>Chloe Payne, award-winning performer and arts educator</i> <i>Interested in taking your presenting skills to the next level? Do you want to learn how to be more engaging when speaking to large audiences? Some of the best presenters have a background in performance – why not develop YOUR stage presence?</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|--|-----|
| | <p><i>This workshop will help participants develop their stage presence through fun, challenging, hand-on exercises based in improvisation, comedy and physical theatre. Participants will learn how to “listen” to their audience (i.e. gauge if they are engaged or disinterested) and adjust the presenting style to serve that unique group. Finally, participants will learn how to develop a sense of ease while presenting as well as learn to use levity and lightness to benefit the presentation.</i></p> <p><i>NOTE: This is a hands-on workshop. Participants will be asked to take part in exercises.</i></p> | |
| | <p>Location: Myhal Centre 330 Boring or BAM! A tour of DNS at U of T both then and now <i>Russell Sutherland, supervisor network facilities, management and development, University of Toronto</i></p> <p><i>This session will offer a brief definition of the Domain Name System (DNS), followed by the historical and current DNS architecture at the University of Toronto. It will also present an overview of U of T’s current tools for manual (Web GUI) and automated (API) access to DNS system with real examples given.</i></p> | |
| | <p>Location: Myhal Centre 150 Featured speaker: The future of work <i>Judith Williams, head of people sustainability and SVP, chief diversity & inclusion officer, SAP SEo</i></p> <p><i>This feature session by SAP’s chief diversity and inclusion officer will focus on the future of work, key HR trends within diversity and inclusion, employee experience and well-being.</i></p> | |
| | <p>Location: Bahen Centre 1170 Security considerations for the mobility powered campus <i>Matt Hyson, technical director, Aruba Networks</i></p> <p><i>While utilizing student, faculty and IoT devices can introduce benefits in enhanced instruction, efficiency and cost-savings, they can also pose challenges for IT departments, including maintaining network performance and ensuring security. With the tens of thousands of devices on the network and internal threats equally as important to detect as external ones, adopting smart network systems that use real-time automation and machine learning for turning the network into a threat mitigation solution is more important than ever. In this session, we will discuss emerging standards, such as WPA3, modern best practices and using the network as a sensor for gathering data and detecting risk. Additionally, it will look at innovations that analyze network metadata in an effort to provide clear and actionable insights for enhanced security.</i></p> | |
| | <p>Location: Bahen Centre 1190 Communicating and collaborating with Microsoft Teams <i>Jon Spenceley, analyst, University of Guelph</i></p> <p><i>By 2022, Gartner predicts that 70 per cent of teams will rely on tools like Microsoft Teams to connect, collaborate and work together – even displacing email as the go-to source for communication. With Microsoft Teams, Microsoft has created a comprehensive space for colleagues to share files, plan and manage projects, facilitate discussions and foster community. This session will illustrate how Teams can benefit staff, faculty and students on campus and present tips on getting the</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|---|-----|
| | <p><i>most out of what the platform offers. Learn from the University of Guelph's experience deploying Teams across its campus and the more than 2,000 channels created by staff and students over the past year.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1230 The Academic Toolbox road map: stage II – What tools go in the box? <i>Avi Hyman, director of Academic & Collaborative Technologies (ACT), University of Toronto</i></p> <p><i>For the past two years, the University of Toronto has been going through a major transition in its teaching and learning technology ecosystem – also known as Academic Toolbox. This session will be conducted as a roundtable discussion – participants will be given an overview of the University's processes in how new tools are added to the Toolbox, followed by a conversation about the pros and cons of the process, how it compares to what other higher education institutions are doing and the lessons we can learn from each other. Please complete this brief survey in advance of attending the session: https://bit.ly/2P3mTSt</i></p> | |
| | <p style="text-align: center;">Dark clouds ahead: on the migration to Office 365 for document management <i>Alea Drain, coordinator, IT Services, OCAD University</i></p> <p><i>The presentation will focus on the community consultation and engagement process that preceded OCAD University's migration to Office 365. It will also discuss the change management during and after the implementation and the lessons learned. Please note: this session will not focus on the technical aspects of migration, but rather the communications and change management aspects of such a change and the technical support level and engagement provided during the process.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1130 Beyond the platform: reinventing the role of the service desk in campus service management <i>Anthony Betts, senior manager, it client services, Nia McCash, developer, Mike Young & Ralph Fawaz, service desk coordinator, University of Toronto Mississauga</i></p> <p><i>Take a journey with the University of Toronto Mississauga as staff describe the campus' transition into a Service Management Centre of Excellence. This presentation will tell the story of UTM's horizontal service management growth including:</i></p> <ul style="list-style-type: none"> • <i>Cultural and service delivery maturity path.</i> • <i>The risks and obstacles encountered along the way.</i> • <i>The opportunities in bringing great service management practices to non-IT campus services.</i> <ul style="list-style-type: none"> • <i>An iterative approach to execution.</i> | |
| | <p style="text-align: center;">Location: Bahen Centre 1210 A humane approach to IT <i>Evan Moir, intermediate user experience designer, University of Toronto</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|---------------|---|---|
| | <p><i>What does it mean for something to be humane? This talk will start with a definition of humane in terms of human modes of thought and being and will explore ways in which our current landscape of IT services often does not meet that definition. By addressing each of the unmet modes of thought, being and expression, this talk will explore the ways in which future IT tools and services can become more humane.</i></p> | <p>Bahen Centre 1240 Cloud vendor risk management – contracts <i>Sue McGlashan, information security architect, University of Toronto</i> A guided roundtable discussion about the risks to information when using cloud vendors, focusing on the contract language higher education institutions in Ontario use in agreements with cloud vendors. Topics will include:</p> <ul style="list-style-type: none"> • <i>What cloud vendor-related information risks concern you/your institution?</i> <ul style="list-style-type: none"> • <i>What keeps you up at night?</i> • <i>What risks can we mitigate through agreements with cloud vendors?</i> <ul style="list-style-type: none"> • <i>What contract language should we use?</i> • <i>How can we manage [difficult] vendors?</i> |
| 2 – 2:50 p.m. | <p>Myhal Centre 350 Privacy impact assessment: when an instructor wants to use an external third-party tool with the LMS <i>Restiani Andriati & Leanne Sachs, Ryerson University</i> Many of us have experienced getting request upon request to have external third-party tools or systems to be integrated with the institution's learning management system. The main objectives of the integration typically are to provide students and instructors with single sign-on and simplifying the instructors' course administration tasks. Since the integration will provide the external third-party systems access to students' data, such as names, email addresses and interim grades, before the integration is implemented, a privacy impact assessment (PIA) and security assessment will have to be conducted. In recent years, these integration requests are coming in fast and furious. Since there is limited resources and time, the need for a more streamlined process of the PIA has become prevalent. In this session, the presenters will share how Ryerson has streamlined the PIA process for integrating external third-party tools with the institution's LMS.</p> | <p>Breakout sessions: Myhal Centre 150 The future of human resources – Transforming the HR enterprise systems at U of T <i>Cathy Eberts, executive director (EASI & HR Tech) & Erin Jackson, chief human resources officer, University of Toronto</i></p> |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|---|-----|
| | <p><i>The University of Toronto recently approved a five-year modernization program to transform its central Administrative Management Systems. This presentation will focus on system improvements planned for the HR Talent management suite using SAP SuccessFactors, a new integrated HR technology platform allowing for a best-in-class employee and administrator experience. Modules currently slated for implementation include: Staff Learning, Performance and Goals, Succession Planning, Recruitment and Onboarding and Employee Central. A demonstration of both the employee and administrator experience using SuccessFactors will round out the presentation to bring this topic to life for the audience.</i></p> | |
| | <p style="text-align: center;">Bahen Centre 1170 Security is a mindset <i>Dan Ward, consulting engineer, Palo Alto Networks</i></p> <p><i>Security is not a product or a process – it is a mindset. Most security organizations are fixated on tools, but we have decades of empirical evidence proving that a tool-based approach to security does not work. How do we align a security organization with outcomes that are important to the business that provides funding? How do we communicate in terms of business priorities and impact? How do we decide where to focus our efforts? This session will propose a methodology that boils all of the technical and business detail into a plan of action that aligns with business risk. It will also outline the SOC data lifecycle and how it plugs into this analysis.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 330 Mindfulness techniques for leaders and innovators in education and technology <i>Rose Mina Munjee, senior information sSystems analyst, University of Toronto</i></p> <p><i>A brief introduction to mindfulness, self-care and stress management for leaders, educators and administrators. The tools taught in this session – based on mindfulness, emotional intelligence, cognitive behavioral science, neuroscience and compassion research – will help you create a more positive, successful, collaborative and inclusive work environment. Participants will learn how to embody the power of mindfulness to help their organization perform optimally. We will discuss issues specific to education and technology that can be addressed with the use of evidence-based techniques and interventions. The session will also feature activities to help improve patience and maintain balance when faced with chaotic environments, intense workloads, tight deadlines, delivering presentations and other potentially challenging situations.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 330 What you always wanted to know from a CIO, but were afraid to ask <i>Bo Wandschneider, University of Toronto, Gayleen Gray, McMaster University, Jennifer Doyle, Queens University, Ryan Kenney, University of Windsor & Tariq Al-idrissi, Trent University</i></p> <p><i>Back by popular demand (and because we had so much fun last year!), Bo Wandschneider, University of Toronto’s CIO will facilitate a panel of four CIOs for an open Q&A session. Is there a burning question you have wanted to ask a CIO? Attend this session and ask away. No guarantee that you will find the answer that you are looking for, but you will get an answer. If you are too shy to ask a question, we will pass a hat into which you can write down your question (now that sounds dangerous!) If there are no questions from the audience, a set of prepared questions will be answered.</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|--|-----|
| | <p style="text-align: center;">Location: Myhal Centre 360 Governance and the future of identity and access management <i>Pete St. Onge, Matt Wilks, Jin Fang, Information Security & Enterprise Architecture (ISEA) team, University of Toronto</i></p> <p><i>Identity and Access Management (IAM) underpins virtually all aspects of the teaching, learning, administration and research missions of the University. In the past, IAM has been treated as a technical program that supports specific Institutional functions and services used by students, faculty and staff. The University's role continues to evolve, along with the needs of students, faculty, staff and other stakeholders. Governance of the IAM program must therefore align with the broader and aspirational goals of the many communities and stakeholders across the University – academic, learning, administration and others. This presentation will focus on the evolution of governance, why it is so necessary and how we intend to go about it.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1190 Go with the flow: cloudy self-serve automation for everyone <i>Zac Ryan, HR information systems business analyst, University of Toronto</i></p> <p><i>Disruptive new tools enable citizen developers to rapidly build and deploy cloud-based business solutions with little or no IT engagement. With self-serve, drag-and-drop automation at their fingertips, stakeholders will inevitably explore solutions; how can we embrace the potential of these platforms without compromising on rigour? Where is IT's role in this shifting landscape? Learn about Flow – Microsoft's simple, powerful and intuitive software as a service (SaaS) platform for process and workflow automation. Discover the possibilities, risks, considerations and lessons learned from Flow-based solutions. Explore Flow's fit for your tool kit and the challenges and opportunities platforms like this present.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1180 U of T's business intelligence team's journey into the Azure analytics and machine learning platform <i>Brenda Boshoff, senior database administrator & Steven Pimentel, senior manager, University of Toronto</i></p> <p><i>Currently, traditional data warehousing has been completely revamped and modernized to address the needs of the new journey that most organization are now on. More and more, organizations are finding themselves in a position of having access to all types of data sets available as inputs to business analytics processes. People are also becoming more sophisticated in their ability to understand data insights and leverage tools to predict future outcomes. People are learning and embracing technology advancements. This presentation will discuss U of T's journey and plan to leverage Microsoft Azure Analytics to modernize data warehousing capabilities for the future.</i></p> | |
| | <p style="text-align: center;">Location: Myhal 320 Tech Jeopardy 2.0 <i>Kathleen McLeod, education & awareness officer, Information Technology Services, University of Toronto</i></p> <p><i>Test your IT knowledge with Tech Jeopardy 2.0. In this upgraded version of Tech Jeopardy, the questions are more difficult, and the competition is fiercer. Win prizes and impress your friends with your knowledge on internet history, programming and information security. Hosted by the ITS Education and Awareness team.</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|---------------|--|-----|
| | <p style="text-align: center;">Location: Myhal Centre 350 Engineering advising portal: a holistic student advising platform <i>Chris Brown, assistant registrar and senior business analyst & Dan Pettigrew, associate registrar and director of administrative IT at U of T Engineering, University of Toronto</i></p> <p style="text-align: center;"><i>Academic advising and student success within U of T Engineering improved when the faculty de-siloed institutional- and faculty-specific systems and provided automated advising appointment solutions. By pulling in both academic and non-academic data sources, the Advising Portal provides advisors with clear and current information on undergraduate students. Additionally, a new in-house appointment booking process has enhanced the student experience with regards to the ease of making and tracking appointments and the centralization of advising related information.</i></p> <hr/> <p style="text-align: center;">Location: Myhal Centre 370 Expect the unexpected: how implementing Jira Service Desk resulted in collaboration and partnerships at Western <i>Judy Steward, associate director, Client Services, & Keiran Paquette, Western University</i></p> <p style="text-align: center;"><i>This presentation will highlight some of the unexpected collaboration and departmental and campus partnerships that developed when Western Technology Services (WTS) made a simple decision to add Service Desk to Western University's Jira implementation. This session will include an overview of the implementation, which now includes multiple service desks, both in WTS and in faculties and administrative units across campus. The benefits of having units across campus share in the Jira Service Desk implementation will also be discussed.</i></p> | |
| 3 – 3:50 p.m. | <p style="text-align: center;">Breakout sessions:</p> <hr/> <p style="text-align: center;">Location: Bahne Centre 1130 Managing risk and staying safe online <i>Kathleen McLeod, education & awareness officer, Information Technology Services, Mike Wiseman, associate director, Information Security, Chloe Payne, program coordinator, Information Technology Services & Isaac Straley, chief information security officer, University of Toronto</i></p> <p style="text-align: center;"><i>This presentation and Q&A forum, offered by ITS' Information Security and Education and Awareness teams will provide attendees with practical tips on how to safeguard personal and professional information in online, public and workplace settings. Information security suggestions for travel, workplace and research contexts will be discussed along with an opportunity for questions.</i></p> <hr/> <p style="text-align: center;">Location: Myhal Centre 330 Moving onward and ... outwards? Delivering services with campus partners using ServiceNow <i>Anthony Betts, senior manager, IT Client Services, University of Toronto</i></p> <p style="text-align: center;"><i>This session will provide an overview of several custom applications developed by the University of Toronto Mississauga's Information & Instructional Technology Services (I&ITS) team within the ServiceNow platform. Platforms like ServiceNow are sometimes seen solely as ticketing systems when the reality is that they can be powerful enablers of service delivery across the entire campus. Participants will learn the approach taken to work collaboratively with departments as well as</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|--|-----|
| | <p><i>the development process. Demonstrations of the applications that were built for Hospitality & Retail Operations and Student Services and an application built for campus communications will be shared.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1170 Benchmarking cybersecurity at Canadian colleges and universities <i>Brian Lesser, chief information officer, Ryerson University</i></p> <p><i>Last year, 40 Canadian universities launched CUCCIO's first attempt at cyber security benchmarking. To identify security challenges and best practices, we used a combination of surveys and Bitsight's cyber security ratings and scores. Now with 46 universities and 11 colleges participating, we are looking at more granular data from Bitsight as well as collecting more data via surveys. This presentation will explore some of the detailed results from our benchmarking work last year and some initial results from our 2019 data. There will be three areas of focus: protecting people, protecting computers and vulnerability management.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1190 Jumpstarting use of immersive VR in teaching and learning <i>Laurie Harrison, director of Online Learning Strategies, Information Technology Services & Will Heikoop, online learning coordinator, Online Learning Strategies, Information Technology Services, University of Toronto</i></p> <p><i>This interactive session will explore both opportunities and challenges in introducing Virtual Reality web-based and immersive environments in a post-secondary course context. Team members from the University of Toronto's Online Learning Strategies team will share what has been learned through integration of off-the-shelf VR resources from Labster.com into course curriculum, including key findings from our project evaluation report. This presentation will also provide an overview of planning and logistics behind a current pilot project that leverages VR lab content experienced via fully immersive headsets as part of the course design for graduate students. An interactive readiness assessment will be provided as an opportunity for session participants to consider their own capacity to support VR in course contexts.</i></p> | |
| | <p style="text-align: center;">Location: Myahl Centre 370 Discovery to launch; a user experience focused case study for U of T – Woodsworth College <i>Aidan Foster, UX designer and web architect, owner of Foster Interactive Inc.</i></p> <p><i>The session will focus on examples of real user experience (UX) and Information Architecture (IA) deliverables created as part of the re-launch of the Woodsworth College website (wdw.utoronto.ca). These best-practices help teams prioritize features, align diverse stakeholders and ensure that the website you build is the most effective possible for your end-user communities. This presentation features videos and actual live website links where attendees can review the deliverables used to create the site, next to the finished product. Real project UX examples are rarely available as most projects have non-disclosure agreements, but Woodsworth has kindly granted permission to share them for this presentation. Topics covered: audience personas, content audits, planning information architecture (IA), "Tree" Testing IA with real students, user interface wireframes, creative comps, content writing workshop and navigation patterns.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1210 Operational data store for SIS in the cloud</p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|--|-----|
| | <p style="text-align: center;"><i>Frank Boshoff, senior manager, information Technology Services, University of Toronto</i></p> <p style="text-align: center;"><i>For decades at U of T, reporting and transactions have been conducted on the same master data repository for student information, which causes workload congestion during periods of peak usage, such as enrolment. This session will describe the IT components used to create a near real-time copy of the master data for analytic analysis, thereby separating the workloads and avoiding congestion.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1230 Virtual and augmented reality on the web <i>Mike Spears, MADLab manager, University of Toronto</i></p> <p style="text-align: center;"><i>Ever wondered how to build and share virtual and augmented reality (VR and AR) content? Or how to make VR and AR authorship an option in the classroom? This presentation will explore the tools needed to build and deploy browser-based, mixed-reality apps on the web. This will be an interactive workshop where you can get started with your own Google cardboard-compatible VR simulation. All you need is a laptop with a recent version of Chrome or Safari to participate.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 350 Managing multisite Wordpress and empowering clients <i>Rob Huang, interactive media developer & Carl Chan, information security administrator, University of Toronto</i></p> <p style="text-align: center;"><i>This presentation will look at how setting up multisite Wordpress can reduce the amount of nitty gritty development, design and system administration work is required to maintain, secure, train and update sites for researchers who are constantly on the go. Topics discussed include: design and development of templates, maintaining multiple sites, security, training and empowering clients, best practices and real-world implementation.</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1240 Journey towards least privilege in the PC world <i>Brian Thomson, CCS manager, Client Productivity, University of Guelph</i></p> <p style="text-align: center;"><i>The University of Guelph has had success in eliminating the everyday use of accounts with local administrator rights on personal computers under its "Managed Desktops" service. The presentation will explore these related topics:</i></p> <ul style="list-style-type: none"> • <i>Understanding the risk when end users are granted local administrator rights and the psychology behind end user's reaction when you take this away.</i> <ul style="list-style-type: none"> • <i>How to socialize the idea that routine use of accounts with local administrator rights is not good practice.</i> • <i>How to navigate the politics of making this change in the higher education environment.</i> • <i>How to automate removal of local administrator rights from end users (technical).</i> • <i>An approach to granting local administrator rights when there is a business case for this, without compromising security (technical).</i> <ul style="list-style-type: none"> • <i>Preventing erosion of "no local administrator" rights policy (technical).</i> • <i>Brief demonstration of some of the concepts and techniques that we use.</i> | |
| | <p style="text-align: center;">Location: Myhal Centre 360 Chasing change: courageous leadership that drives innovation</p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
|------|---|-----|
| | <p style="text-align: center;"><i>Franco Scanga, IT Assets/IT Services, University of Ontario Institute of Technology</i></p> <p><i>We are experiencing the greatest rate of change in human history. As leaders, we are fortunate to experience this rapid rate of change driven by a multitude of factors, including technological advancements, changes in the workplace, increased prevalence of social media and having to "do more with less." This rapid rate of change can hinder innovation and employee engagement if not managed with courageous leadership. Disruptive times call for unconventional leadership. In this ever-changing environment, effective leadership transformation in technology is necessary to manage this disruption. In this insightful, light-hearted and interactive workshop on courageous leadership, learn how to transform your leadership approach to successfully drive innovation and change by implementing effective "shifts" toward a "fearless" mindset.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 320 Ethics and morality in application development <i>Mezba Mahtab, intermediate services architect, University of Toronto</i></p> <p><i>How do you apply ethics and morality when designing software? Are virtues and principles applicable during application development in day to day life? In this session, we will examine famous cases where interests of the organization and the application development directly clashed with ethics. We will also explore some murky waters that are set to come in the near future, such as smart cars and the morality of AI, social media and racial bias in software development, before exploring issues in our day-to-day work. Arrive prepared to think and be surprised!</i></p> | |
| | <p style="text-align: center;">Location: Bahen Centre 1180 Advancing service quality through IT service management <i>Elias Karamitsos, service delivery lead & Ab Gehani, client services manager, University of Toronto</i></p> <p><i>Information and Instructional Technology Services (IITS) at the University of Toronto Scarborough (UTSC) has embarked on an initiative to implement IT Service Management (ITSM) across its campus. IITS will leverage streamlined and standardized operational processes and procedures to achieve continual service improvement and better outcomes for clients across UTSC. The presentation will speak to the rationale and motivation behind the adoption of ITSM by IITS. The discussion will cover an overview of the current implementation of change management and the achievements realized at this stage of the project. This lecture will also include a demonstration of Cherwell Service Management, the platform selected by IITS for service management.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 150 The future of finance – Transforming the finance systems at U of T <i>Cathy Eberts, executive director, Enterprise Applications and Solutions Integration (EASI) & Shelia Brown, chief financial officer, Financial Services, University of Toronto</i></p> <p><i>The University of Toronto recently approved a five-year modernization program to transform its central Administrative Management Systems. This presentation will focus on improvements planned for the Finance System using SAP Simple Finance, a new platform for financial operations. During this session, challenges faced by the University in managing operations within a highly complex and decentralized environment will be explored. An overview of the plan to upgrade the University finance system to address a number of these issues using some of the latest technology on the marketplace will be provided. Opportunities to build new</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
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| | <p><i>financial applications and integrated analytics into a traditional financial system will be demonstrated. The possibilities to use AI within financial systems, such as SAP, will also be discussed.</i></p> | |
| 4 – 4:50 p.m. | <p>Breakout sessions:</p> <p style="text-align: center;">Location: Bahen Centre 1210 Leading diverse teams, change and driving innovation <i>Haniyeh Yousofpourfard, University of Toronto</i> <i>This session is about understanding the different strengths people bring to the table, how to best utilize each individual strength and practices needed to build high-performing teams!</i></p> <p style="text-align: center;">Location: Myhal Centre 330 Cybersecurity: a team sport <i>David Smith, chief technology officer, ORION</i> <i>As we continue to exploit the potential of data to solve the challenges of the present and the future, security and privacy have become paramount. At the same time, decreasing enrollment and yet more demands on technology mean funding for cyber security is challenging at best. The security of staff and students depends on all of us and has become a top priority. To address it, higher education institutions have come together to protect their collaborations, keep sensitive data and students secure while enabling progress. This session explores how Ontario leaders are allowing for secure access to and continuity of digital research and education infrastructure. Discover how shared cyber security resources can result in best practices, strategies, common policies and frameworks and recommendations that best suit this unique sector.</i></p> <p style="text-align: center;">Location: Bahen Centre 1170 Getting cyber security out of the weeds and at the leadership table: a conversation and panel with three new CISOs on creating strategy and setting priorities <i>Isaac Straley, University of Toronto; Colin Couchman, Western University & Kashif Parvaiz, Ryerson University</i> <i>Three new chief information security officers (CISO) tasked with leading the cyber security function at three large institutions – Western University, the University of Toronto and Ryerson University – will trace their initial steps in forming organizational and leadership-oriented strategies. All three institutions find themselves in a position where cyber security and its place within a maturity model is being contemplated amongst the leadership of our organizations while experiencing tremendous challenges from the sector, the marketplace and the public funding model.</i></p> <p style="text-align: center;">Location: Myahl Centre 320 Introduction to yang style Tai Chi <i>Gerald Lindo, senior project manager, University of Toronto</i> <i>This introductory Tai Chi class will be based on the martial arts and philosophies of Spiritwind Internal Arts organization and their Baguazang, Gongfu, Quigong and Taijiquan teachings. The session will start with a short round of Quigong to open up qi flow and breathing, also designed to loosen body posture. Next, we'll</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
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| | <p>introduce the first movements of the Yang Style Short form Tai Chi. Finally, if time permits, simple bamboo sticks will be used to touch on Chinese Sword forms and an introduction to Push Hands exercise, originally designed as a training routine for several forms of martial arts, highlighting various aspects of leverage, sensitivity and coordination for the class.</p> | |
| | <p>Location: Bahen Centre 1130 Intranets for higher education using SharePoint Online and O365 <i>Heather Postill, information systems analyst & Jessica Viau, information management analyst, University of Toronto</i> Implementing a successful and useful intranet can be a challenge, especially in the decentralized world of higher education. In fact, most intranets fail to achieve their organizational objectives. In 2018, University of Toronto launched SharePoint Online as an enterprise shared service with the goal of nurturing adoption. Join us for a look at how central IT has partnered with divisions and faculties to introduce the concept of intranets in Office 365. We'll explore the technical offerings of Office 365 and present our guidelines and recommendations for developing intranet strategies. Participants will learn what goes into a successful and sustainable intranet and hear about some of the real-world challenges encountered by the divisions trying to implement them.</p> | |
| | <p>Location: Bahen Centre 1230 2021 approaches: the march toward better web accessibility <i>Chris Sabatinos & Ben Poynton, University of Toronto</i> Intended for administrators and content editors, this session will cover Accessibility for Ontarians with Disabilities Act (AODA) deadlines for web accessibility and some basic identification tricks and resources.</p> | |
| | <p>Location: Bahen Centre 1190 Rise of the smart classrooms – Is it mirrored by the rise in the steep learning curve to use these? <i>William Ju, associate professor, Human Biology Program, Faculty of Arts & Science, University of Toronto</i> There is an increase in the number and use of smart classes in higher education. But there are significant technical and pedagogical issues in developing courses to use these spaces – it is not a matter of adopting these spaces for use, but of adapting the learning processes. In this session, the barriers and the successes from an educator's perspective will be presented with a discussion about the technical challenges and potential best practices for bringing together a team to help those thinking of using these spaces.</p> | |
| | <p>Location: Bahen Centre 1240 Lessons from the agile development of a Watson-based student guide <i>Peter Rowley, director of applications and integration, University Information Technology, York University</i> Participants will hear about the six-month project that the Division of Students, University Information Technology and the Office of Institutional Planning and Analysis at York University engaged in with IBM Canada to design, build and pilot a student guide built with Watson conversational services. Along with a summary of the project, we will present detailed results from the pilot which revealed much about student information needs and some details of building solutions with AI technologies. Core to the success of the project is IBM's user-centered design methodology starting with student needs analysis.</p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
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| | <p style="text-align: center;">Location: Myhal Centre 360 McMaster's journey with the blockchain technology <i>Nevine Chawra, assistant registrar, Systems, McMaster University</i></p> <p><i>In April 2019, the Faculty of Engineering at McMaster University issued digital certificates for their MacChangers Certificate. In June, the Registrar's Office will pilot a project for graduating engineering students. In addition to receiving their diploma parchment, these students may opt-in to receive their engineering diploma in a digital format, at no extra cost. McMaster University is the first among the Canadian U15 universities to leverage blockchain technology to offer digital credentials. The blockchain technology is a breakthrough technology that is expected to alter most industries in the coming years. In higher education, there is a number of use cases; digital credentials are one of them. This session will introduce the technology and how McMaster will begin to use it.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 350 Exploring eCampusOntario's shared services portfolio <i>Michel Singh, chief technology officer, eCampusOntario</i></p> <p><i>Curious about new initiatives from eCampusOntario? Attend this session to learn about the "shared services" pillar of our strategic framework and how we are working with universities and colleges to identify opportunities for innovative use of educational technologies. eCampusOntario is currently moving forward on several province-wide shared services initiatives that aim to lower barriers to access and address local needs for supports to teaching and learning. These services all bring a set of interesting possibilities at our fingertips from self-publishing open content, to self-organizing professional learning activities and more. This interactive session will also support participant's assessment of the barriers and opportunities for use of shared services at their own institution.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 360 To the cloud and beyond! Laurier's journey to exchange online <i>Andres Diaz, director, ICT Project Management Office, Wilfrid Laurier University</i></p> <p><i>In this session, attendees will hear about the journey Laurier took to migrate to Exchange Online – from the planning stages, configuration and pilots to the approach for go-live and support. Also, to be discussed will be victories, pitfalls and how staff addressed the myths and fears of the cloud in the university community and convinced them to embrace Office 365.</i></p> <p><i>A key contributing element to the success of this project was the partnership the team was able to build with faculties and administrative departments, converting them from skeptics into adopters. In the presentation, Andres will also illustrate how they broke silos within ICT, leveraging all of Laurier Information and Communication Technologies' (ICT) resources to build a winning cross-skilled team.</i></p> | |
| | <p style="text-align: center;">Location: Myhal Centre 150 The future of research – Transforming the research administration system at U of T <i>Robert Dirstein, project manager/analyst, Renee Brost, chief administrative officer, Maya Collum, senior research information analyst & Peter Schwarz-Lam, business process integration manager, University of Toronto</i></p> | |

DAY TWO: Thursday, May 2, 2019

| Time | OHEIT/RUCD | TKF |
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| | <p><i>The University of Toronto recently approved a five-year modernization program to transform its central Administrative Management Systems. This presentation will focus on improvements planned for its Research Information System (RIS) using a combination of new and upgraded technologies. RIS, a custom built “bolt-on” to the University’s SAP System, supplies the technical backbone for research administrative processes at U of T and supports the work of more than 3,500 principal investigators, more than 1,000 academic and staff administrators and more than 1,500 student protocol holders. In place and evolving over the past two decades, a system refresh of the main portal is now planned over the next two years. During this presentation, the team will provide an overview of the current system, along with challenges, data collection opportunities and goals for improvement.</i></p> | |
| 6 – 11 p.m. | <p>Social celebration: “Let off some steam” at cocktail party and dinner at Steam Whistle Brewery</p> | |

DAY THREE: Friday, May 3, 2019

| Time | OHEIT/RUCD | TKF |
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| 6:30 – 7:15 a.m. | <p>Morning run Location: Athletics Centre</p> | |
| 7:30 – 8:30 a.m. | <p>Light continental breakfast Location: Bahen Centre / Myhal Centre</p> | |
| 7:30 – 8:30 a.m. | <p>Marketplace (Vendor exhibit) Location: Myhal Centre</p> | |
| 8:30 – 9:20 a.m. | <p>Breakout sessions:</p> <p>Location: Myhal Centre 320 Yoga for busy professionals <i>Vikram Chadalawada, senior manager, Student Information Systems, University of Toronto</i> <i>There will be a sequence of postures and asanas fitted together along with a lot of breathing techniques carefully selected for busy professionals. This session will provide a means to practice well-being and self-care during a busy conference.</i></p> <p>Location: Bahen Centre 1170 Cloud services in Higher Ed – Evaluating risks <i>Ladan Heit, enterprise architect, Information and Communication Technologies (ICT), Wilfrid Laurier University</i></p> | |

The Privacy and Security Impact Assessment (PSIA) process of Laurier Cloud Policy is a risk mitigation strategy that provides guidelines and good practices when using cloud technology, while also providing confidence in the security and integrity of our data. The PSIA requires full involvement of Laurier's clients and a clear description of their business needs, articulated in response to a specific set of questions, confirming their awareness of the type of information that would be consumed by the cloud service. The process requires the cloud vendor to also provide comprehensive answers to a specific set of technical questions that would demonstrate their commitment to protect the integrity and security of our data, hence holding them accountable.

Location: Bahen Centre 1230

Pushing the limits in higher education cyber security

Stephen Willem, chief information security officer, University of Guelph

Change can be difficult, especially in higher education. This presentation will focus on some of the security improvements made at the University of Guelph, paying particular attention to its methodology for socializing and gaining support from the campus community.

Location: Myhal Centre 370

Sharing is caring – The CanSSOC project; a security partnership

Martin Loeffler, shared security operations centre director, University of Toronto

Project is a shared security operations centre proof of concept between six higher education institutions: University of Alberta, University of British Columbia, McGill University, McMaster University, Ryerson University and University of Toronto

Establishing and serving a community with shared security needs offers a variety of benefits: increased effectiveness, cost savings and attracting resources, to name a few. By partnering to share data, best practices, resources and infrastructure, effectiveness in identifying threats is increased, overall costs from risk can be reduced and broader threat-intelligence sharing partnerships can be established.

Such a complex undertaking is a challenge to get right – this presentation is a bird's-eye view of the path we've taken, are planning to take and where we hope to land at the end of the project in December 2019.

Location: Myhal Centre 360

Data, a change management journey

Steven Pimentel & Alexandra Agostino, business intelligence project leader, Enterprise Applications and Solutions Integration (EASI), University of Toronto

We engage in world of data velocity, volume and variety, how can we incorporate data into our day-to-day mission to derive actionable insights? In order to keep pace, organizations are becoming more data savvy. To enable this type of critical thinking, organizations need to embrace change. This entails becoming more self-sufficient with sourcing and analyzing data and most importantly taking action. In the higher education sector, this impacts student success and institutional innovation. Our session will highlight the work that has been done and continues to take place to build a culture of data discussion.

Location: Myhal Centre 330

The economy of scale: creating & maintaining 30+ U of T Faculty of Medicine websites with a centralized Drupal distribution

Roberta Brown, digital communications specialist, Faculty of Medicine, University of Toronto & Aidan Foster, UX designer and web architect, owner of Foster Interactive Inc

The session is a case study reviewing the benefits, challenges and lessons learned when we created the custom Drupal distribution "WebPac," which manages 30 websites from a common code base. The presentation will provide a broad overview of both the business, strategic, technical and infrastructure used by the Faculty of Medicine. Roberta will focus on the client-side operations, on-boarding new clients to the platform and supporting the end-user content editors.

Aidan will review the technical architecture of the platform, the hosting environment and briefly outline the processes and technologies used to ensure ongoing security updates. He will review how new features are deployed to the sites and minimize the risk of bugs accessibility problems on the platform.

Location: Myhal Centre 350

The digital accessibility resource centre: a new offering for digital accessibility support at the University of Guelph

Marinette Fargo, digital accessibility resources centre, University of Guelph

Learn how the Digital Accessibility Resource Centre (DARC) staff and students promote a culture of inclusion and Accessibility for Ontarians with Disabilities Act (AODA) compliance through digital accessibility training, testing and consulting. This presentation will tell the story of the DARC pilot project and how its development and delivery strategy was formed. Participants will understand the approach put into action to help foster a culture of inclusion as opposed to applying AODA legislation as a primary guiding principal. This strategy included bringing students on board and building internal partnerships with individual departments while addressing their unique digital accessibility support needs. Participants will understand the rewards and challenges of launching a campus-wide digital accessibility initiative that had to function with fiscally limited resources while striving to meet AODA compliance obligations.

Location: Bahen Centre 1190

Cyber incident response framework and higher education

Jeff Gardiner, chief information security officer, Carleton University & Mike Wiseman, associate director, Information Security, University of Toronto CUCCIO's information security special interest group produced a framework for universities to mature their incident response processes. Other organizations such as Canarie, CAUBO and some Canadian colleges have also expressed interest. This session will introduce the principles of the framework and address practical questions institutions may have on incident response plans and strategies.

Location: Bahen Centre 1240

IT governance the path to alignment

Amanda Baldwin, senior manager, Strategic Implementations, McMaster University

In 2016, McMaster University completed an IT Services Review, one of the recommendations was to implement IT Governance. Learn about the five principles the implementation team employed to build an IT governance framework, the four significant lessons that we've learned, the three communication channels we use, the two dashboards that we created and the one absolute thing you need to make IT governance a success.

Location: Bahen Centre 1210

Build a dream team of front line super heroes

Stevan Plavska, manager of Client Services, OCAD University

We hire our customers. It's a useful and perhaps overlooked resource of talent and important feedback. How do we empower our student workers to be the best ITS team that they can be? Using tools like Microsoft Staffhub and Teams, we set out on a pilot in fall 2018 to explore ways we could better engage with our student employees and get the most value from these creative and energetic people, while offering them valuable work experience in return. At OCAD University, we support a team of 34 student staff across our computer labs and help desks. This presentation will demonstrate current approaches and plans for the future.

Location: Bahen Centre 1180

Eve – An Event Management Application

Peter Cheung, manager, Projects and Development University of Toronto

Eve is a newly-designed event management application for the Centre for Teaching Support and Innovation (CTSI) by the Chief Information Office's (CIO) Academic and Collaborative Technologies (ACT) group. It allows administrators to create events while managing the details of registration forms, wait-listing, sending reminders, updating attendance, gathering evaluations and tracking certificates progress. Participant now have a one-stop shop for the events they are attending with up-to-date information. The application is still under development and CTSI is scheduled to pilot in the summer. During the session, we would like to engage the community for feedback and incorporate ideas to make it a better service. We foresee the application to be used for a wide range of events within universities.

9:30 – 10:30 a.m.

Location: Convocation Hall
IT@UofT Strategic Plan Launch
Bo Wandschneider, CIO, University of Toronto
On July 3, 2018, the Information Technology Services (ITS) division, under the leadership of Chief Information Officer (CIO) Bo Wandschneider, launched the ITS strategic planning process. Through consultations and with input from ITS staff, partners and key stakeholders from the broader University of Toronto community, a five-year plan was developed. This exciting launch will unveil the final IT@UofT Strategic Plan.

9:30 – 10:30 a.m.

Breakout sessions:

Location: Myhal Centre 320
 Connecting Ontario's northern research and education community
Alfonso Licata, president and CEO, ORION
Many rural and remote areas in Northern Ontario lack the high-speed broadband connectivity enjoyed by most urban areas. There is an opportunity to support the region's economic development by providing access to the connectivity and resources required to address some of its unique challenges. This means rising to the challenge of creating ultra high-speed broadband connections in areas with limited infrastructure. This panel will examine the challenges of and solutions for extending and enhancing the high-speed network connectivity to the rural and northern areas of Ontario, including the role that higher education and our research and education digital infrastructure can play.

Location: Myhal Centre 350
 Creating value through cross-functional project teams
Silviu Besenyei, business process analyst & Adam Glauser, systems analyst, Wilfrid Laurier University
Traditional IT project methods can be challenging as they create a gap in knowledge and expectations between the project team, functional users and those supporting the systems. How is Laurier addressing these issues and adapting to an ever-changing technical and service focused environment?

In this session we will showcase our experience and lessons learned to overcome challenges with funding, staff availability and how we used effective change management tools to be successful.

We plan to include a discussion on how to engage stakeholders, so they remain their own catalyst for change.

Location: Myhal Centre 330

Active directory in a dispersed Higher Ed environment

Kevin Davies, manager, end-user computing, Ryerson University

In this session, we will discuss how Ryerson University's Central IT department moved from a dispersed active directory environment to a homogenized centrally managed active directory. To achieve this, Ryerson Central IT worked closely with many internal and external resources to design, deploy and maintain an active directory infrastructure that balances security, privacy and unique departmental needs.

By exploring the journey Ryerson University has taken to implement a centralized active directory that meets the needs of dispersed IT departments, we hope to provide insight and promote discussions on what the successes and difficulties of centralizing a dispersed active directory environment in the unique higher education environment.

Following the presentation there will be an open discussion.

Location: Myhal Centre 360

Implementing digital process automation (DPA) – Transforming your paper processes to web workflows

Sean Faulkner, analyst, form and workflow developer & Joel Hubbert, analyst, form and workflow developer, University of Guelph

In 2018, the University of Guelph took a significant step into digital process automation (DPA) by implementing a Business Process Management (BPM) product called BPLogix Process Director. Touted as a no/low-code web-based platform for electronic forms and workflow management, we will discuss its implementation, forming a developer community, as well as the launch of the first few applications into production, lessons learned and our plans for the future.

10:30 a.m. – 11 a.m.

Break / Marketplace (Vendor exhibit)

Location: Myhal Centre

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| 11 a.m. – 12 p.m. | <p style="text-align: center;">Location: Convocation Hall Keynote speaker: <i>Dr. Kamran Khan, infectious disease physician and scientist, St. Michael's Hospital in Toronto and professor, Faculty of Medicine and the Dalla Lana School of Public Health at the University of Toronto</i> Spreading knowledge faster than disease <i>In today's hyper-connected world, infectious diseases spread incredibly fast, sometimes with profound health and economic consequences. But the rise of big data, the advent of Artificial Intelligence and the global adoption of web technologies are creating new opportunities to generate and disseminate powerful insights around the world even faster. This presentation will discuss how advanced analytics and digital technologies are transforming our ability to mitigate risks from the world's most dangerous infectious diseases.</i></p> |
| 12 – 12:30 p.m. | <p style="text-align: center;">Location: Convocation Hall Closing remarks <i>Bo Wandschneider, CIO, University of Toronto</i></p> |
| 12:30 – 1:30 p.m. | <p style="text-align: center;">Lunch Location: Howard Ferguson Dining Hall</p> |

* Room locations, speakers/topics and timing subject to change

* On May 2 & 3– the Marketplace will be open for the duration of the day so stop by in-between sessions to visit the vendors

* On May 2 – visit the SAP Lounge from 10:30 a.m. to 4:30 p.m.