• **Accomplishments:**
  – SGS Email Migration
  – VMWare / UTORBackup
  – Web Help Desk
  – System Integrations
  – Graduate Funding / TTC Data on website

• **In Progress:**
  – Forms Tool
  – Progress Tracker

• **Future Goals:**
  – OAA Review and Enhancements
  – Graduate Professional Skills Program Tracking
  – Updates to Infrastructure
    • Enterprise AD
    • Database Upgrades
Accomplishments

• SGS Email Migration
• Web Help Desk
• VMWare / UTORBackup
• System Integrations
• Graduate Funding / TTC Data on website
SGS Email Migration

• SGS has migrated to UTORExchange
  – Majority of addressed have been moved and appear as @utoronto.ca

• Old addresses still work, however, everyone is encouraged to use the @utoronto.ca addresses
  – Please update your materials (address books, print materials, websites, etc.)
  – This will end this Summer on July 1, 2016

• New addresses are on the SGS Staff Directory
  http://www.sgs.utoronto.ca/about/Pages/Staff-Directory.aspx
Web Help Desk

- Implemented Web Help Desk for our ticketing system
  - Supported and maintained by I+TS
  - Provides graduate community a single point of contact for support (sgs.support@utoronto.ca)
    - We route requests internally to the appropriate group/person
  - Provides better analytics on common issues and requests
VMWare / UTORBackup

• All SGS servers have been migrated to the I+TS hosted VMWare solution
  – Reduced
    • Risk due to down time or data loss
    • Costs of hardware and software refreshes
  – Improved
    • Reliability and performance for clients
    • Integration with the University and central services
System Integrations

• We now have a live feed from ROSI
  – Automation manual tasks
    • Data extracts for system updates
    • Integrated data into existing systems in real (or close to real) time
    • Reduced support requests from users
  – This is also playing a large part in our Forms Tool
Posted Graduate Funding / TTC Data

• Created a website to graph graduate funding data by program
  – http://www.sgs.utoronto.ca/gradfunding
In Progress

• Progress Tracker
• Forms Tool
Progress Tracker

• Progress Tracker
  – An optional, web based tool to assist graduate students, supervisors, and units with tracking progress of research stream students.
  
  – I+TS have now provided the data feeds from ROSI
  
  – We have a demo site setup
    • 8 units have already expressed interest in the program and will begin contacting to setup on the demo site
    • Once the units are happy in the demo site, we will move onto production server to be live for Fall 2016
Forms Tool

• A new tool to allow all paper/PDF forms to be made into web forms.

• Faster response to changing needs
  – Easily make text changes, add/remove fields
  – No development time required!

• Integration with existing data sources
  – ROSI, NGSIS, OAA, etc.
  – No re-entry of data

• Data exports (single or multiple records)
  – Excel (all fields)
  – PDF (customized templates, single file with attachments)
Forms Tool

• Beginning limited testing within SGS
  – We have implemented forms which flow from Student to SGS directly, for example..
    • Confirmation of Registration
    • Confirmation of Degree
    • Name / Gender Change

• Next steps:
  – Move to production
  – Training for graduate administrators
  – Implement more complex forms, for example:
    • Leave of Absences
    • Extension to Complete Coursework (SDF)
    • Change of Campus Affiliation
Future Goals

• OAA Review and Enhancements
• GPS Program Tracking
• Updates to Infrastructure
  – Enterprise AD
  – Database Upgrades
OAA Review and Enhancements

• Online Admissions Application (OAA)
  – A key system in the admissions process
  – Approximately 10 years old
  – Lacks some of the feature/flexibility expected from modern systems
  – The system needs to be refreshed and updated
    • We are in the very early stages of considering what's next for the OAA
    • We will be engaging the graduate community for input as this progresses
GPS Tracking

• Graduate Professional Skills Program has grown dramatically this year
• We are investigating a variety of systems to improve tracking through this program
• All systems will integrate with existing central systems
Updates to Infrastructure

• SGS will be joining Enterprise Active Directory
  – Simplify access to systems and files (SGS Drive)
  – Improves SGS integration with the University and central services
  – ETA is dependent on the I+TS project

• Database Upgrades
  – SGS will be upgrading our database servers in Summer 2016
  – Improve performance and reliability
  – Down time where website and application will not be accessible (estimate 4hrs to 8 hrs)
  – Advanced notice will be provided
Information Systems

• Contact Information for Support
  • sgs.support@utoronto.ca

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