



# CANHEIT 2013

## FINAL CONFERENCE PROGRAM

Canada's Higher Education IT Conference

University of Ottawa

June 9 - 12, 2013

EXCEPTIONAL  
**ideas** for a  
CHANGING WORLD

# WELCOME TO CANHEIT 2013

The University of Ottawa, Carleton University and CUCCIO welcome you to the 11th annual CANHEIT conference

CANHEIT 2013 is going to be EPIC and we have more to talk about than ever! CANHEIT 2013 will offer a remarkable conference experience where we foster an environment where inspirational and visionary stories are told, shared and expanded. This year's conference will create a space for sharing and celebrating exceptional ideas to inspire and ignite change in our work environments and our institutions.

The theme for this year's CANHEIT conference is "Exceptional ideas for a changing world". We all know that the pace of change in the world of IT is fast and furious. But that doesn't mean we have to throw in the towel and give up the race. Now, more than ever, it is critically important to collaborate with our industry peers to stay apace with industry trends and issues in higher education. Exceptional ideas can come from anywhere and anyone, leading to an exceptional opportunity to do things differently.

We hope that CANHEIT 2013 injects more inspiration, more conversation, more 'WoW' and more exceptional ideas for IT at your institution.

**EXCEPTIONAL  
ideas for a  
CHANGING WORLD**



uOttawa



Carleton  
UNIVERSITY

**CUCCIO**  
Communication / Collaboration / Innovation

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Learn more about all the exceptional events CANHEIT 2013  
has in store for you

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download the  
CANHEIT app  
to customize  
your schedule!

# CONFERENCE SCHEDULE

## The overview of what's happening at the conference

### Session codes legend:

B: BYOD	CL: Cloud	ES: Enterprise Systems	L: Learning in a digital age	S: Security	SS: Shareable Standards
C: Collaboration	COM: Communications	G: Governance	LI: Lab Innovations	SE: Service Excellence	V: Vendor
CI: Cyberinfrastructure	D: Data	IM: Identity Management	RC: Research Computing	SI: Shareable Innovations	

### SATURDAY, JUNE 8

8:30AM - 6:00PM WORKSHOPS *(by pre-registration only)*

### SUNDAY, JUNE 9

8:30AM - 6:00PM WORKSHOPS *(by pre-registration only)*

10:00AM - 5:00PM	CUCCIO MEETINGS Carleton University, River Building, Rooms 2222, 2224, 2228
12:00PM - 8:00PM	REGISTRATION/INFO DESK FSS Building, Foyer
4:00PM - 4:30PM	COME SEE THE NEW UOTTAWA DATACENTRE FSS Building, Foyer
5:00PM - 6:00PM	BIRDS OF A FEATHER (BoFs) 90 University, Room 140
5:00PM - 7:00PM	OPENING RECEPTION SPONSORED BY IMAGEX Desmarais Building, 12th floor
9:00PM - 12:00AM	HOSPITALITY SUITE SPONSORED BY WATCHGUARD Bar 1848, University Centre, level 2

### MONDAY, JUNE 10

7:00AM - 9:00AM BREAKFAST  
University Centre cafeteria, 2nd floor

7:30AM - 5:30PM REGISTRATION/INFO DESK  
FSS Building, Foyer

8:15AM - 8:30AM OPENING REMARKS  
Marion Hall Auditorium, Level 0

8:30AM - 9:30AM OPENING KEYNOTE: PRANAV MISTRY, INVISIBLE COMPUTING  
Marion Hall Auditorium, Level 0

9:45AM - 10:35AM BREAKOUT SESSIONS

[SI1] A Mobile Strategy, UWindsor Way FSS 1030	[C1] Using an IT Review Process to Open the Doors to Campus Partnerships VANIER 2095	[G1] After the Big Bang – Expansive change and what we learned FSS 2005	[CI1] SCCM and UWWaterloo VANIER 1095	[G2] CIO Panel on Enterprise Architecture FSS 1007	
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10:00AM - 5:30PM SPONSOR EXHIBITION AREAS  
FSS Building, Rooms 4004, 4007 & University Centre concourse

10:35AM - 11:05AM MORNING BREAK  
FSS Building, Rooms 4004, 4007 & University Centre concourse

## MONDAY, JUNE 10 (continued)

11:05AM - 11:55AM	BREAKOUT SESSIONS					
	[SI2] Mega Apps and Micro Apps: Taking a New Approach to a University's Mobile Presence FSS 1030	[RC1] Mobile solutions for researchers in the field VANIER 2095	[G3] Taking IT to the Streets: Waterloo's IT Strategic Plan Project FSS 2005	[CI2] Small steps towards a modern network VANIER 1095	[CI3] System Center 2012 Configuration Manager SP1: How are you doing IT? FSS 1007	[V4] Meet the Expert: Dell FSS 1006
11:30AM - 1:30PM	LUNCH Tented area, FSS Building					
12:00PM - 1:00PM	BIRDS OF A FEATHER (BoFs) 90 University, Room 140					
1:00PM - 1:50PM	BREAKOUT SESSIONS					
	[S1] Forward Into the Past! FSS 1030	[SE1] Technology and Service Goes Together Like Peas and Carrots VANIER 2095	[L1] Scaling Rails: Implementing Canvas, an open source Ruby-based LMS for the campus FSS 2005	[SI3] Using SPIN to Deliver High Quality Custom Applications at Whirlwind Speed VANIER 1095	[CL1] Cloud Email Experience Panel FSS 1007	CIO Briefing: TeraMach FSS 1006
1:50PM - 2:40PM	BREAKOUT SESSIONS					
	[B1] Delivering a Practical Mobility Strategy: Start Here and Get it Done! FSS 1030	[SE2] What Can IT Do For You? VANIER 2095	[L2] Hands-on with Canvas FSS 2005	[SI4] Welcome to the OASIS! VANIER 1095	Association of Public Sector Information Professionals (DPI) BoF FSS 1007	CIO Briefing: Xerox FSS 1006
2:40PM - 3:10PM	AFTERNOON BREAK FSS Building, Rooms 4004, 4007 & University Centre concourse					
3:10PM - 4:00PM	BREAKOUT SESSIONS					
	[S2] Locked Doors and Exposed Hinges: A methodology for finding insecure storage on the network FSS 1030	[SE3] Your Friendly Neighbourhood Service Desk... All the questions you wanted to ask but were too afraid. VANIER 2095	[L3] Standard technology for all students: UOIT's TELE Laptop/Tablet Program FSS 2005	[SI5] Why I developed Doce Nos for Mac OS X VANIER 1095	[LI1] If You Build it (In-Lab Exam Infrastructure), They Will Come... Or So We Thought FSS 1007	[V1] Meet the Expert: ServiceNow FSS 1006
4:00PM - 4:50PM	BREAKOUT SESSIONS					
	[S3] Secure it! Privatize it! Legalize it! FSS 1030	[SE4] Attack of the Tablets: iPads in the Workplace VANIER 2095	[L4] Brave New World: Media Ecology In The Digital Age FSS 2005	[COM1] Digital Signage Joint Session VANIER 1095	[L5] Embrace or fight MOOCs? FSS 1007	CIO Briefing: Laserfiche FSS 1006
5:00PM - 5:30PM	COME SEE THE NEW UOTTAWA DATACENTRE FSS Building, Foyer					
5:00PM - 6:00PM	BIRDS OF A FEATHER (BoFs) 90 University, Room 140					
5:00PM - 6:30PM	HOSPITALITY SUITE SPONSORED BY HP Bar 1848, University Centre, level 2					
6:30PM - 10:00PM	SUPPER AND ENTERTAINMENT SPONSORED BY XEROX Casino Lac-Leamy					
9:00PM - 12:00AM	HOSPITALITY SUITE SPONSORED BY WATCHGUARD Bar 1848, University Centre, level 2					

## TUESDAY, JUNE 11

7:00AM - 9:00AM	BREAKFAST University Centre cafeteria, 2nd floor					
7:30AM - 5:30PM	REGISTRATION/INFO DESK FSS Building, Foyer					
8:00AM - 8:45AM	KEYNOTE: MARTI HARRIS, WHEN THE LEARNING ENVIRONMENT EVOLVES WITHOUT YOU Marion Hall Auditorium, Level 0					
8:55AM - 9:45AM	BREAKOUT SESSIONS					
	[S4] Harnessing the power of security community of practice. A model for campus engagement FSS 1030	[CL2] Landscape to Cloudscape: Collaborative Learning Management Operations VANIER 2095	[COM2] Social media: Are you set up for success? FSS 2005	[SS2] Post-Secondary Standards Council: Why Canadian High Education Sector should get involved? VANIER 1095	[COM3] Making technology more human, and loving every minute of it FSS 1007	
9:45AM - 10:35AM	BREAKOUT SESSIONS					
	[S5] Building a National Trust Fabric FSS 1030	[CL3] Creating efficiencies using the Virtual Computing Laboratory (VCL) VANIER 2095	[COM4] Building Pleurilingual Online Communities: One Channel or Two? FSS 2005	[SS1] The Canadian Transcript Network – A vision emerges VANIER 1095	[COM5] Challenges of Web Accessibility in Higher Education FSS 1007	[V2] Meet the Expert: Edgeworx FSS 1006
10:00AM - 5:30PM	SPONSOR EXHIBITION AREAS FSS Building, Rooms 4004, 4007 & University Centre concourse					
10:35AM - 11:05AM	MORNING BREAK FSS Building, Rooms 4004, 4007 & University Centre concourse					
11:00AM - 1:00PM	CANARIE CIO ADVISORY FSS Building, 5070					
11:05AM - 11:55AM	BREAKOUT SESSIONS					
	[C15] The Big Ideas Flowing from ORION's Users FSS 1030	[CL4] Full steam ahead to the Cloud, the private Cloud! VANIER 2095	[COM6] 5 Things you need to know to Become an IT Communications Rockstar FSS 2005	[SS3] Towards common eCV practices VANIER 1095	[S6] Canadian Higher Education Panel Discussion on Security Threats and Issues FSS 1007	[V3] Meet the Expert: Avaya FSS 1006
11:30AM - 1:30PM	LUNCH Tented area, FSS Building					
12:00PM - 1:00PM	BIRDS OF A FEATHER (BoFs) 90 University, Room 140					
1:00PM - 1:50PM	BREAKOUT SESSIONS					
	[B2] Bring Your Own Device at the University of Saskatchewan - Managing the Risk FSS 1030	[LI2] Computer Lab by Day; SuperComputer by Night VANIER 2095	[SI6] Tightly Integrating Budget and Course Staffing with a Web 2.0 ERP Application FSS 2005	[G4] Establishment of a Project Portfolio Office (PPO) at Queen's VANIER 1095	[CI6] Interested in Monitoring? OMG! Us too! Panel FSS 1007	
1:50PM - 2:40PM	BREAKOUT SESSIONS					
	[B3] Mobile Teaching: Conducting Large Classes While Roaming the Room or the World FSS 1030	[LI3] Virtual Desktops Scare Me VANIER 2095	[SI7] Django Unleashed: Towards a Paperless Tenure and Promotion Process FSS 2005	[G5] A Framework for Project Readiness Assessments VANIER 1095	[SI8] Business Analyst Special Interest Group BOF FSS 1007	[V5] Meet the Expert: Microsoft FSS 1006
2:00PM - 3:00PM	ORION CIO ADVISORY Vanier Hall, 0130					
2:40PM - 3:10PM	AFTERNOON BREAK FSS Building, Rooms 4004, 4007 & University Centre concourse					

## TUESDAY, JUNE 11 (continued)

3:10PM - 4:00PM

### BREAKOUT SESSIONS

[S7] The Justice League Approach to IT Security FSS 1030	[L14] Moving to Virtual Desktops – worth the trip? VANIER 2095	[SI9] Building an Intranet with Liferay to Promote Employee Engagement FSS 2005	[G6] Implementing an ITSM tool at uOttawa VANIER 1095	[SI10] Open Source, Beyond the Tipping Point at Stanford University FSS 1007	[V6] Meet the Expert: Tribal FSS 1006
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4:00PM - 4:50PM

### BREAKOUT SESSIONS

[B4] Securing the Virtual Me in our Consumerized, BYOD World FSS 1030	[L15] Rise of the Machines: Virtual Machines in support of Computer Science Courses VANIER 2095	[COM7] ENS @ Laurier FSS 2005	[G7] Women in CIO Positions in Canadian Higher Education: Challenges, Barriers, and Opportunities VANIER 1095	[RC2] Institutional IT Services for Researchers Panel FSS 1007	
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5:00PM - 6:00PM

### BIRDS OF A FEATHER (BoFs)

90 University, Room 140

6:30PM - 11:00PM

### SUPPER AND RICK MERCER SPONSORED BY IBM, CISCO, HP

Ottawa Convention Centre, Trillium Ballroom, Level 4

9:00PM - 12:00AM

### HOSPITALITY SUITE SPONSORED BY WATCHGUARD

Bar 1848, University Cente, level 2

## WEDNESDAY, JUNE 12

7:00AM - 9:00AM

### BREAKFAST

University Centre cafeteria, 2nd floor

7:30AM - 3:00PM

### REGISTRATION/INFO DESK

FSS Building, Foyer

8:55AM - 9:45AM

### BREAKOUT SESSIONS

[IM1] All Things Eduroam FSS 1030	[C2] How to get someone else to build your Drupal module for you VANIER 2095	[ES1] So you think you can Report? Changing the HR reporting process at Memorial FSS 2005	[D1] How to Manage, Collect, Protect Philanthropic Data VANIER 1095	[L6] In situ learning with iPad/iPhone - A high stress emergency medicine resident program FSS 1007	
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9:45AM - 10:35AM

### BREAKOUT SESSIONS

[IM2] Leveraging the Cloud to Deliver Identity Services FSS 1030	[C3] Collaboration: Realizing Our Shared Goals VANIER 2095	[ES2] What a Difference a Year Makes FSS 2005	[D2] How do we find and keep the student in all that data? CRM, Analytics and the Student VANIER 1095	[L7] Changing “The Way Things are Done” through Active Learning Classrooms FSS 1007	[V7] Meet the expert: IBM and Desire2Learn FSS 1006
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10:00AM - 1:00PM

### SPONSOR EXHIBITION AREAS

FSS Building, Rooms 4004, 4007 & University Centre concourse

10:35AM - 11:05AM

### MORNING BREAK

FSS Building, Rooms 4004, 4007 & University Centre concourse

11:05AM - 12:05PM

### CLOSING KEYNOTE: MATT RATTO, CRITICAL MAKING

Marion Hall Auditorium, Level 0

12:05PM - 1:00PM

### CLOSING AND INVITATION TO CANHEIT 2014

Marion Hall Auditorium, Level 0

1:00PM - 2:00PM

### BOXED LUNCH

Tented area, FSS Building

1:00PM - 2:00PM

### BIRDS OF A FEATHER (BoFs)

90 University, Room 140

## THURSDAY, JUNE 13 & FRIDAY, JUNE 14

9:00AM - 5:00PM

### WORKSHOP

by pre-registration only

# SOCIAL EVENTS

Hang out & party with the best looking IT crowd in higher ed!

## OPENING RECEPTION

**Sunday, June 9 at 5:00PM - 7:00PM**

Long day? Maybe you've just arrived in Ottawa? Come and join your fellow early arrivers at the Opening Reception. Light refreshments will be provided.

We may have exotic animals roaming around for your entertainment!! Well, maybe not, but we'll make sure you're having a good time while you're here! Let's start the CANHEIT party!

Take advantage of the free time after the reception to explore all that the Nation's capital has to offer. Go on the hunt for beavertails, or check out our local eats recommendations for the Byward market. Don't forget to come back for the hospitality suite!

Hosted by: *ImageX*, Bronze sponsor



## WATCHGUARD HOSPITALITY SUITE

**Sunday, June 9 at 9:00PM - 12:00AM**

Enjoy drinks, nibbles, and the awesome company of the best looking IT crowd in higher ed at the Sunday evening hospitality suite, come sample beer from Ottawa's own Mill Street Brewery.

Hosted by: *WatchGuard*, Gold sponsor



## HP RECEPTION

**Monday, June 10 at 5:00PM - 6:30PM**

HP invites you for pre-dinner drinks at 1848 uOttawa campus bar.



## SUPPER & ENTERTAINMENT AT CASINO LAC-LEAMY

**Monday, June 10 at 6:30PM - 11:00PM**



### FANCY A GAME OF CHANCE?

The first full day of CANHEIT 2013 is in the books. Why not join us for an evening among the sights and sounds of the Casino du Lac-Leamy! Known for its fine cuisine and its lively gaming floor, the casino is located mere minutes away in Gatineau, Quebec.

We'll arrange to take you there and back, and we'll provide everyone with a handful of chips to take in what the gaming floor has to offer! But only if you behave. We don't want to be handing out any discipline on this evening. Just kidding! But seriously, we'll have our eyes on you. You know who you are :)

### WHAT'S ON THE MENU

The chefs have prepared a wonderful buffet, featuring local and international flavours. Rest assured, we'll have something for everyone!

### ENTERTAINMENT

It's wouldn't be an evening to remember without a little entertainment, and what could be more fun than a gameshow in front of a live audience! That's right, lucky contestants will have the opportunity to test their knowledge in the inaugural CANHEIT Friendly Feud!

Sponsored by: *Xerox*, Gold Sponsor



## WATCHGUARD HOSPITALITY SUITE

**Monday, June 10 at 9:00PM - 12:00AM**

Not ready to end your night? Watchguard invites you to enjoy drinks, nibbles and awesome company with the best looking IT crowd in higher ed at the evening hospitality suite, taking place at 1848 University of Ottawa campus bar.

Oh, and did we mention live music? That's right, Sons of Pluto will take grace the stage and drive the crowd with songs inspired by "classical, rock, indie, musical theatre, punk, jazz, metal, gospel, R&B, and chart toppers dating back to the 50s". Sons of Pluto are certified 100% awesome and the band is pumped to put on an unforgettable show. Will you be there?

Hosted by: *WatchGuard*, Gold sponsor



## SUPPER AND RICK MERCER AT THE OTTAWA CONVENTION CENTRE

Tuesday, June 11 at 6:30PM - 11:00PM

### DO WE HAVE A TREAT FOR YOU!

Tuesday evening's event will take place at the newly redesigned Ottawa Convention Centre! Located in the heart of downtown Ottawa, the facility features bold, modern design and a view that is nothing short of spectacular. The Convention Centre also showcases some of the best food the Ottawa region has to offer. The menu has been designed with "a focus on innovative cuisine and sensational presentation", so everyone's going to be in for a treat!

### THE AWESOME DOESN'T END THERE!



If that wasn't enough, we have one of Canada's premier entertainers lined up to cap off our evening at the Convention Centre. Of course, we mean none other than Rick Mercer!

### INTERESTED IN FINDING OUT A BIT MORE ABOUT RICK MERCER?

Rick Mercer's top-rated, award-winning CBC show, The Rick Mercer Report -- which routinely tramples even its American competitors in the ratings -- features his trademark rants, hilarious (and informative) fake newscasts, commercial parodies, and comic encounters with famous Canadians, talking about Canada. More than any other comedian (or journalist for that matter), he talks to Canadian newsmakers with a refreshing candor, and is uniquely able to spin topical hilarity from the people and the things deeply embedded in the national consciousness. The Rick Mercer Report is currently in its tenth season.

Born in St. John's, Newfoundland, Mercer has won over 25 Gemini Awards for his top-rated CBC series' The Rick Mercer Report, Made in Canada and This Hour has 22 Minutes. Mercer also starred in Rick Mercer's Talking to Americans, which was watched by millions, attracted attention across North America, and remains the highest-rated comedy special in Canadian history.

Mercer is the author of three books, Streeters and The Rick Mercer Report: The Book, which were both number one national bestsellers, and A Nation Worth Ranting About. Mercer will co-write the screenplay for High Alert, a political satire based on the 1966 Norman Jewison movie, The Russians Are Coming, the Russians Are Coming.

*Sponsored by:*

- IBM, Platinum Sponsor
- Cisco, Gold Sponsor
- HP Canada, Gold Sponsor



## WATCHGUARD HOSPITALITY SUITE

Tuesday, June 11 at 9:00PM - 12:00AM

Not ready to end your night? WatchGuard invites you to enjoy drinks, nibbles and awesome company with the best looking IT crowd in higher ed at the evening hospitality suite, taking place at 1848 University of Ottawa campus bar.

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*Hosted by: WatchGuard, Gold sponsor*



Ottawa Convention Centre

# GENERAL INFORMATION

## What you need to know about the conference

### Registration/Info desk

The CANHEIT 2013 Registration/Info desk is located in the foyer of the Faculty of Social Sciences (FSS) Building throughout the conference. To obtain your conference badge (your all-access pass to conference events, meals and perks) and materials, visit the Registration/Info desk.

Delegates requiring assistance during the conference should visit the Registration/Info desk. For after-hours help or support, delegates can call 613-562-5644.

### QUESTIONS?

**Phone:** 613-562-5644 (24 hours)  
**Email:** canheit@uottawa.ca  
**Twitter:** @CANHEIT2013  
**Web:** canheit.uottawa.ca

### Delegate badge

Your delegate badge is your all-access pass to our amazing conference sessions and events (unless otherwise indicated). Don't forget to bring your badge with you if you are attending any conference event (including evening social events, supper and entertainment).

#### The CANHEIT access card

This year's badge holder includes a few extras that are important to keep on hand too. We're bringing the technical wow to CANHEIT by giving all delegates an access card to manage meals and drinks while at the conference (fancy, huh?). The CANHEIT access card is pre-loaded with meal and drink tickets!

*Access cards provided by:  
ITC Systems, Bronze sponsor*

### The CANHEIT app



Paper programs and schedules are so old school. Why fumble with paper when all the conference schedules, information and more are available on the CANHEIT app?! The app is

FREE for iPhone, iPad and Android devices in the App Store or Google Play. Check out all the cool things you can do from the app:

- Customize your schedule and get notifications when sessions start (Pro tip: tap the "Now" button in the app to go directly to sessions or events that are in progress!)
- Participate in the QR Scavenger Hunt, for the chance to win an iPad mini (hint: one of the QR codes is in the virtual world!)
- Share your CANHEIT experiences through the Photos section. View photos from other delegates or upload your own photos to share with your CANHEIT friends.
- Join the conversation. Participate in the back channel Twitter discussions directly from the app.
- Get our recommendations of places to eat, visit, and have fun in and around Ottawa!
- Talked to one of our sponsors at an evening event or heard a cool thing a sponsor is doing? Add a To-do directly in the app to remind yourself to visit their booth.
- Get the shuttle bus schedules so you make it to where you need to be on time!
- Don't get lost! Get maps of uOttawa and Carleton campuses.

### Sessions

CANHEIT delegates can participate in any of our AWESOME sessions listed in the conference schedule, with the exception of CIO sessions (unless you're a CIO of course), or sessions that are by invitation only (such as CANARIE working group sessions).

Session rooms are located in the Faculty of Social Sciences (FSS) Building and Vanier Hall. For more information, refer to the conference program, available via the mobile app, in your conference badge holder, or on our website.

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### Live Q&A

All breakout sessions will include Live Q&A, available from their respective session page in the mobile app or on the website while the session is active. From our Live Q&A, you'll be able to interactively ask questions in the sessions you are attending. Even better, you'll see the complete list of questions asked by other delegates, with the ability to up- or down-vote the ones you want answered during the session!

### Birds of a Feather sessions

Want to keep the conversation going? A BoF is an informal session where attendees with common interests or issues gather in a flock to debate, discuss, and share information. Host your own impromptu BoF table during lunch or at the end of the day for some engaging discussions with your peers!

The BoF room is available at 90 University, Room 140 throughout the conference for delegates to network and discuss exceptional ideas. To organize or participate in a BoF, sign-up at the Registration/Info desk!

### Meals

Need caffeine to start your day? Breakfast will include a variety of hot and cold items served buffet style everyday at the University Centre Cafeteria.

Choose what you want to eat for lunch! We've organized a CANHEIT mini food-truck festival so you can sample some of Ottawa's local ingredients and cuisine based on your own preferences. (Remember when we promised poutine and beavertails?). Steps:

- Check out the menus
- Select an entrée/drink from a vendor and place your order
- Scan your CANHEIT access card
- Start enjoying your delicious fare!

Don't forget to grab some dessert at the Merry Dairy or a hot, fresh beavertail! One entrée order, drink order, and dessert order per day. Or visit the University Centre concourse for a **bonus** special treat!

On Wednesday, June 12, we will be serving a variety of boxed lunches in the tent outside of the FSS building.

## Sponsor exhibition areas

Want to hear, see, and experience some exceptional ideas and solutions to challenges you may be facing at your institution? Take a break from conference activities to visit the CANHEIT 2013 sponsor booths located at: FSS Building – Room 4004, FSS Building – Room 4007, and the University Centre concourse. Sources say some of them have free swag.

- **Monday:** 10:00AM – 5:30PM
- **Tuesday:** 10:00AM – 5:30PM
- **Wednesday:** 10:00AM – 1:00PM

## Wireless Internet access

Eduroam is available to CANHEIT delegates who are from institutions that are members of the Canadian Access Federation. To check if your institution is a member of Eduroam, visit: [www.canarie.ca/en/caf/participants](http://www.canarie.ca/en/caf/participants).

Connect to the CANHEIT SSID using the password **WatchGuardSecuresWifi**.

*Sponsored by: WatchGuard, Gold sponsor*

## Shuttle bus



Shuttle buses are available to transport delegates to all the CANHEIT events! Shuttle service runs from Sunday to Wednesday; the full shuttle bus schedule is available in your conference badge holder, via the mobile app, and online.

The shuttle bus will transport those staying at the Château Laurier, Lord Elgin Hotel, Residence Inn, Indigo Hotel and Arc Hotel (in that order) to the University of Ottawa campus and evening events, and back each day. If you are staying at a hotel other than the ones listed, please use the shuttle location that is most convenient for you.

The University shuttle bus stop is located outside of Lamoureux Hall, across from FSS building.

*Sponsored by: campusM, Bronze sponsor*

## Speaker ready room

Need a quiet place to perfect that awesome presentation? Or maybe you want to test the equipment. A Speaker ready room will be available during the conference for all CANHEIT speakers. Technical support will be on-hand to answer any questions you may have about our equipment.

- **Monday:** 8:00AM – 4:00 PM  
FSS Building, Rooms 4013, 5023
- **Tuesday:** 8:00 AM – 4:00 PM  
FSS Building, Rooms 4013, 4014
- **Wednesday:** 8:00 AM – 11:00 AM  
FSS Building, Rooms 4013

## Charging station

Ran out of juice for your mobile phone or handheld device? (We can only assume it's because you've been maximizing the CANHEIT app...) Don't get stuck with a dead battery, drop by the charging station at the University Centre concourse to power up! The charging station supports Apple (Not including iPhone 5), Sony Ericsson K750, Samsung D800, Samsung i900, LG KG90, Motorola V8, PSP, Nokia 8250, Nokia N90. (Visit some sponsors while you're there!)

- **Monday:** 10:00AM – 5:30PM
- **Tuesday:** 10:00AM – 5:30PM
- **Wednesday:** 10:00AM – 1:00PM

*Sponsored by: Novell, Bronze sponsor*

## Parking

Do you plan on having a vehicle while at CANHEIT? Did you purchase a parking pass during registration, or are you staying on campus? Want to know where you can park your wheels? Here's what you need to know:

**Everyone** arriving on the University of Ottawa campus should first make their way to the Faculty of Social Sciences (FSS) Building: this is where the Registration/Info desk is located, and is the de facto hub for the Conference. Turn onto Marie Curie Private via King Edward Avenue, and follow the road until you reach the FSS building. Temporary parking spots will be available on Sunday for delegates wanting to register, and sponsors looking to unload their equipment.

**Delegates staying on campus:** once you've registered and checked in at residence, you will receive your parking pass for the Perez Hall Parking Garage (entrance on Cumberland Street).

**Delegates staying off campus:** once you've registered, you will receive parking vouchers for use in the Brooks Parking Garage (entrance on Thomas More Street). Note: the vouchers will allow you to enter and exit the lot a maximum of two times per day during the conference.

**Sponsors (who have reserved parking):** once you've unloaded your materials, you will receive your parking pass for the Mann Parking Garage (entrance on Mann Avenue).

## Email room

Sometimes checking email on that tiny phone screen just gets tiring. Prevent eyestrain and visit our email room. Vanier Hall, room 2025 will be available to

delegates throughout the conference for all your emailing and computing needs.

- **Monday:** 8:00AM – 4:00PM
- **Tuesday:** 8:00AM – 4:00PM
- **Wednesday:** 8:00AM – 4:00PM

**Domain:** CCS

**Username:** guest 10

**Password:** may2013

For those who haven't joined the BYOD world, there are sessions on that! ;)

*Sponsored by: CANARIE, Gold sponsor*

## CANHEIT virtual world

For the first time in CANHEIT history, we're introducing a CANHEIT virtual world, and you're invited! Anyone registered for CANHEIT 2013 has access to the virtual world. To access this cool place (it's VERY cool), you'll need the username and password that was sent to you before the conference and a computer (we have an Email room if you left your laptop at home). Access the virtual world by visiting <https://canheit.vbhub.com>, where you can:

- Visit "virtual sponsor booths" and interact with key sponsors
- Network with other CANHEIT attendees and virtual delegates
- Find one of the seventeen QR codes for the Scavenger hunt here for your chance to win the iPad mini

Visit the Avaya booth to experience the virtual world or try it on your own! If you've misplaced your virtual world credentials, visit the Registration/Info desk.

*Sponsored by: Avaya, Platinum sponsor*



### Have you spotted the Geeven?

The rare and elusive CANHEIT hybrid mascot is native to Canada's National Capital Region and is representative of the University of Ottawa and Carleton University coming together to collaborate on something so unique, so special and so exceptional, that it will be an event to remember!

# KEYNOTE SPEAKERS

We're featuring three acclaimed keynote speakers to inspire your exceptional ideas

## OPENING KEYNOTE: INVISIBLE COMPUTING, PRESENTED BY PRANAV MISTRY

Monday, June 10 at 8:30AM - 9:30AM

Information is confined traditionally on paper or digitally on a screen. Although the miniaturization of computing devices now allows us to carry them in our pockets, keeping us continually connected to the digital world of information, there is no link between these devices and our interactions with the physical world. Future of interactive world goes beyond our current rectangular screens and devices. The path to this new world of tomorrow is about exploring various ways that can bring intangible, digital information out into the physical world around us. It is like painting the real world with dynamic pixels. Similarly, how we can leverage our knowledge about everyday objects and how we use these objects to interact with the digital space. It is about seamlessly connecting our experiences in the digital world with the physical world around us.

In this opening keynote, Pranav will talk about his views on future of digital world. He will share his past work and his current explorations. The talk will bring novel perspective to think about design, research and development in general; and 'how we can invent a better future, together'.

### About Pranav Mistry



Pranav Mistry is the inventor of SixthSense. He is a research assistant and a PhD candidate at MIT Media Lab. Designer, Engineer and Inventor, Pranav Mistry is passionate about integrating the world of information with our real world interactions. Among

some of his previous work, Pranav has made intelligent sticky notes that can be searched, located and can send reminders and messages; a pen that can draw in 3D; a public map that can act as Google of physical world; and an invisible computer mouse. Pranav holds a Master in Media Arts and Sciences from MIT and Master of Design from IIT Bombay besides his Bachelor degree in Computer Engineering from Gujarat University. Pranav's research interests include Ubiquitous computing, Gestural and Tangible Interaction, AI, Augmented reality, Machine vision, Collective intelligence and Robotics. Sixth Sense has been awarded 2009 Invention Award by Popular Science. Pranav also won Young Innovator Award TR35 by Technology Review and also named on 2010 Creativity 50 list – the list of the most influential and inspiring creative personalities of 2010. This year, Asian Scientist honored him as one of the 15 ultimate scientists of Asia to watch for. World Economic Forum honored Pranav as Young Global Leader 2013.

Sponsored by: CANARIE, Gold sponsor

## TUESDAY KEYNOTE: WHEN THE LEARNING ENVIRONMENT EVOLVES WITHOUT YOU: HOW TO GET BACK IN THE GAME, PRESENTED BY MARTI HARRIS

Tuesday, June 11 at 8:00AM - 8:45AM

Online learning is one of the fastest-growing segments of the education system. One of the recent innovations is the massive open online course or MOOC. But perhaps more influential than the MOOC itself is data being generated by each course. MOOCs make it possible to collect and analyze vast amounts of data about learners and their contexts, which in turn provide institutions with a greater ability to understand and optimize individual

learning and the environments in which it occurs. Will learning analytics significantly change pedagogy and how can it be used to uncover new opportunities? But at the same time student and faculty members have the ability to go directly to the internet when institutional applications and support do not provide what they need when they need it. With so much innovation happening outside of your institution, it is increasingly important to provide an institutional environment to explore the best of the options to remain agile. This session will focus on how to lead the innovation and when to support innovation.

### About Marti Harris



Marti Harris is a research director in Gartner Research, where her research area is higher-education technology strategies, including administrative and academic systems, learning technologies, distributed learning, e-learning, social networking, and CRM for enrollment management.

Prior to joining Gartner, Ms. Harris had 20 years of experience in higher education, which included teaching in the areas of database analysis and design, system design, and management of IT. She taught both in computing and in business management departments. Administrative roles included the design and management of learning media labs. Ms. Harris is a professional librarian and was director of university libraries before moving to the computing teaching faculty.

# CLOSING KEYNOTE: CRITICAL MAKING: CHANGING STUDENTS FROM PASSIVE TECHNOLOGY USERS TO ACTIVE CREATORS, PRESENTED BY MATT RATTO

Wednesday, June 12 at 11:05AM - 12:05PM

In the past, IT in higher education has typically been focused on supporting students (along with staff and faculty) as users – providing resources to help the university community access physical devices, digital networks, and online applications and collections. But increasingly, academics are not just users of digital technologies, they are also content creators and curators, and, in some cases, developers of novel technological systems. This move from ‘user’ to ‘maker’ mirrors developments in society at large – more and more IT systems are platforms that encourage ‘user-generated content’, participatory design, and productive technical engagements. We now have unprecedented access and tools for shaping our digital environments. And, as inventions such as ‘sixthsense’ developed by Pranav Mistry demonstrate, this ability to shape is quickly extending outside the purely digital sphere to incorporate the physical world as well.

How can higher education productively contribute to the move from users to makers? What systems, methods, understandings are necessary for us to play an active role? And why should higher education participate in these developments?

In this talk, Matt answers these questions, using his experiences in setting up novel spaces for cross-disciplinary digital creativity at the University of Toronto, including ‘ThingTank’ (<http://www.thingtank.ca>) and Semaphore (<http://semaphore.utoronto.ca>). A core component to this work is the concept of ‘critical making’, a material and conceptual framework that provides guidance for converting passive users into active makers. In the end, Matt will argue that higher education institutions can become hotbeds of creative and novel digital developments by supporting three moves; first, by encouraging cross-disciplinary projects and curriculum that connect faculty and students in the humanities, engineering, and the natural sciences; second by being outward facing organizations and making substantive links to both private companies and public institutions; and third, by dis-entangling this work from the market itself – encouraging and supporting a kind of ‘third space’ for creative engagements that allow participants to develop critical and creative perspectives, rather than focusing too quickly on saleable and commercial products. Higher education has the potential to be a unique contributor to our digital environments by remaining focused on our most valuable resource – our student innovators.

## About Matt Ratto

Matt Ratto is an Assistant Professor in the Faculty of Information at the University of Toronto and Director of the Semaphore research cluster on Inclusive Design, Mobile and Pervasive Computing.



He also leads ThingTank Lab, a non-profit lab space and research project examining and designing the Internet of Things. Matt’s research examines how hands-on productive work – making – can supplement and extend critical reflection on the relations between digital technologies and society. His work builds upon the new possibilities offered by open source software and hardware, as well as the developing technologies of 3D printing and rapid prototyping. He coined the term ‘critical making’ to refer generally to pedagogical and research practices that blend technical and conceptual work.

Matt Ratto received his PhD from the University of California, San Diego in 2003, writing his dissertation on the social organization of the Linux development community. Following this, he completed a 2 year post-doc at the Netherlands Institute for Scientific Information (NIWI) and in 2005 helped create the Virtual Knowledge Studio for the Humanities and Social Sciences in Amsterdam (VKS-KNAW). In 2005, he was awarded a Netherlands Science Foundation (NWO) grant to study the use of computer simulation and modeling technologies in Archaeology and in 2007 was given a 1 year fellowship in the HUMLab, an innovative digital humanities laboratory located at the University of Umeå, Sweden. He moved to the University of Toronto in 2008.

check out our  
Breakout sessions  
page 14



# DETAILED PROGRAM

More information about our awesome sessions and events during each conference day

## SATURDAY, JUNE 8

8:30AM - 6:00PM

FSS BUILDING, ROOM 2005

### APPLE MOBILE DEVICE MANAGEMENT AND MAC OS X WORKSHOP DAY 1

Join representatives from the Technical Consulting team at Apple Canada for a full two-day weekend workshop covering many aspects of integrating Apple products in your environments.

9:00AM - 5:00PM

FSS BUILDING, ROOM 1030

### SANS INSTITUTE SEC580: METASPLOIT KUNG FU FOR ENTERPRISE PEN TESTING WORKSHOP DAY 1

Many enterprises today face regulatory or compliance requirements that mandate regular penetration testing and vulnerability assessments. Commercial tools and services for performing such tests can be expensive. While really solid free tools such as Metasploit, are available, many testers do not understand the comprehensive feature sets of such tools and how to apply them in a professional-grade testing methodology. Metasploit was designed to help testers with confirming vulnerabilities using an Open Source and easy-to-use framework. This course will help students get the most out of this free tool.

## SUNDAY, JUNE 9

9:00AM - 4:00PM

FSS BUILDING, ROOM 1006

### SIX SIGMA YELLOW BELT WORKSHOP PRESENTED BY XEROX

Lean Six Sigma (LSS) is a quality improvement methodology resulting from the combination of the individual Lean

and Six Sigma methodologies. It started in the late 1990s when Fortune 500's such as Boeing and Motorola began cross-training employees in the two frameworks and combined aspects of each.

This session will give attendees the knowledge needed for eventual Green Belt and Black Belt certification.

10:00AM - 5:00PM

CARLETON UNIVERSITY, RIVER BUILDING  
CUCCIO MEETINGS

The CUCCIO Annual General Meeting (AGM) takes place each year in conjunction with the annual CANHEIT conference. Included on the agenda is the election of Board members and Board president, and the annual reports of the Executive Director, the auditors and the Board President.

1:00PM - 5:00PM

FSS Building, Room 1007

### VIRTUAL COMPUTING LAB - RESEARCH & EDUCATION CLOUD WORKSHOP BY IBM / NORTH CAROLINA STATE UNIVERSITY

This workshop will describe how private research & education clouds based on the Apache open source Virtual Computing Lab (VCL) have been emerging WW (incl. activities in Alberta & Ontario in Canada). The workshop will provide an overview of VCL and how VCL-based clouds can be launched at strategic campuses within a province/state (including a technical deep dive and lesson learned/best practices associated with roll-out). In many cases, individual pilots have been coalescing into province- or state-wide education clouds. (Note that VCL is now at the core of the IBM Smart Cloud for Education portfolio of solutions.)

4:00PM - 4:30PM

FSS Building, Registration/Info desk

### SITE VISIT: COME SEE THE NEW UOTTAWA DATACENTER

In 2012, the University of Ottawa presented how it delivered a state of the art Datacenter. This year, we offer you to visit our facility and judge for yourself of its quality and advantages.

The relocated data centre takes full advantage of virtualization reducing the space needed for equipment, as well as energy consumption and maintenance time. Heat generated in the datacenter is used to warm the building.

At its current capacity, it already covers 40 per cent of the building's heating needs and eventually it will answer 80 per cent.

This visit exposes the challenges and successes which enabled the migration to a state-of-the-art data centre. We will also discuss some of the initiatives that are part of the infrastructure road map.

*Presenter: Michael O'Toole, Computer Operators Supervisor, University of Ottawa*

5:00PM - 6:00PM

90 University, Room 140

### IMPROMPTU BOFS

Informal sessions where attendees with common interests or issues gather in a flock to debate, discuss, and share information.

Host your own impromptu BoF for some engaging discussions with your peers!

5:00PM - 7:00PM

Desmarais Building, 12th floor

### CANHEIT OPENING RECEPTION

*Sponsored by: ImageX, Bronze sponsor*

9:00PM - 12:00AM

Bar 1848, University Centre, level 2

### WATCHGUARD HOSPITALITY SUITE

## MONDAY, JUNE 10

7:00AM - 9:00AM

University Centre Cafeteria, 2nd floor

### BREAKFAST

Sponsored by: IBM, Platinum Sponsor

8:15AM - 8:30AM

Marion Hall Auditorium, Level 0

### OPENING REMARKS

Let's start CANHEIT 2013 off right! Let the University of Ottawa and Carleton University welcome you to CANHEIT 2013!

8:30AM - 9:30AM

Marion Hall Auditorium, Level 0

### OPENING KEYNOTE: INVISIBLE COMPUTING PRESENTED BY PRANAV MISTRY

## BREAKOUT SESSIONS

9:45 AM - 10:35 AM

FSS Building, Room 1030

### A MOBILE STRATEGY, UWINDSOR WAY [SI1]

The University has embarked on a Strategy for Mobile Presence on campus. The University of Windsor developed a mobile app for its students. The goal of the project is to create an app that students will use on a day-to-day basis to be more engaged with the University. The app should both provide information to students on what is happening on campus and provide a framework for adding additional services in the future as more services move to mobile platforms. The end result will be an app that is available to current students that runs on smartphones, such as iphones, androids and maybe even the Blackberry. With the future of the web attached to mobility, UWindsor feels it needed to start evolving support for this platform. The University is focused on using a best practices approach to build a platform that will build on current services and quickly deliver other services as they evolve to embrace mobility. This presentation will include sharing of the project planning, project team experiences throughout this development, lessons learned, governance surrounding the project, and a demo of what has been delivered so far and what lies ahead.

**Presenter:** Purita Bristow, Assistant Director - Enterprise Information Technology Systems Services, University of Windsor

Vanier Building, Room 2095

### USING AN IT REVIEW PROCESS TO OPEN THE DOORS TO CAMPUS PARTNERSHIPS [C1]

Addressing the CANHEIT 2013 theme, Exceptional Ideas for a Changing World, Computing and Communications Services (CCS) at the University of Guelph (UG) will be presenting, demonstrating, and explaining our exceptional IT review process that we are confident can be leveraged by other Universities.

CCS is focused on developing services that can build on our strength as technology solution providers, and position us to be knowledge solution partners with the academic and administrative areas on campus. Building on our Business Analyst Practice, we have developed an IT Review methodology and service that we are using to open the door to partnerships with units across the campus. This allows us to provide our partners with a customized road map for improving their current IT environments by taking advantage of centralized IT services and developing internal resources to fulfill their unique IT needs. We have been through a number of experiences already and we are ready to share our successes and challenges with the larger CANHEIT community! This presentation will outline the methodology we have developed, using our BA Framework as a foundation, and will walk through the full IT review process, from the initiation meeting to the final report, with recommendations that we deliver at the end of the project. We will then share what we have learned from our partners that will allow us to continue to help drive exceptional innovation at UG.

In this presentation we will share templates, processes, and lessons learned, in order to demonstrate how other institutions can use this model. We will end with a summary of recurring themes that we are hearing from our clients, which likely exist at other Canadian higher-ed institutions.

#### Presenters:

- Chris Sprakman, Business Analyst, University of Guelph
- Gayleen Gray, Associate Director – IT Strategy and Partnerships, University of Guelph

FSS Building, Room 2005

### AFTER THE BIG BANG – EXPANSIVE CHANGE AND WHAT WE LEARNED [G1]

Universities are typically slow to change. We must challenge the status quo in order to avoid offering antiquated, expensive Information Technology (IT) to our clients. The University of Alberta found that the biggest challenge to offering customer focused service was that IT was extremely fractured on campus. We had duplicated IT efforts and a lack of defined and auditable processes.

To avoid being irrelevant in five years we had to consolidate all core IT on campus and rebuild it from the ground up. This required building streamlined processes, with reporting to manage resources, and providing the proper tools and controls to manage a consolidated IT infrastructure.

We started an Information Technology Service Management (ITSM) program and within nine months we designed eight ITIL-aligned and integrated processes enabled by supporting technology (ticketing, business intelligence, and monitoring tools) and an organizational structure for 230 staff. All of this went live on one day. This big bang implementation laid a strong foundation for future improvements and growth.

We will tell you about our ITSM program, then talk about what didn't go smoothly (we had some big challenges!), we will also tell you how we fixed these and what lessons we learned.

We now have a culture that is service focused. We have auditable processes, governance, and balanced results. We have improved communication and services for our over 45,000 clients, while controlling our costs. As we continue to consolidate and optimize core IT services, we will improve the University of Alberta as a whole.

**Presenter:** Stuart McFarlane, Service Manager, University of Alberta

Vanier Building, Room 1095

### SCCM AND UWATERLOO [CI1]

As more and more educational institutions look for a centralized desktop management solution, the need for real-world information from actual users of the products becomes increasingly valuable. The University of Waterloo has adopted System Center Configuration Manager (SCCM) for its desktop and server management solution in our Central IST

department. This session will cover how we are using SCCM, with a focus on several key areas of our implementation of the software and how it is being leveraged to manage our desktop and server environment. We will start with an overview of the key features of SCCM, and move on to our implementation and how it works for us. There will also be a live demo of the software which will cover some of the core functions; Software and Operating System delivery, Reporting, Collection management and Software Updates. Questions will be welcome.

**Presenters:** John Mayall, Systems Integration Specialist, University of Waterloo

### FSS Building, Room 1007 CIO PANEL ON ENTERPRISE ARCHITECTURE [G2]

Universities and their IT professionals are facing growing demands. Institutions are setting ambitious goals in their strategic and academic plans, student expectations vis-à-vis access to services through mobile devices are evolving, and policy makers increasingly require access to management information. Delivering on these expectations is difficult in the context of decentralized IT and without increased funding.

To address these issues, some universities have adopted the Enterprise Architecture (EA) approach to ensure that IT development is aligned with the vision and goals of the institution. This approach allows decision makers to better understand IT challenges and ensure that proposed development plans address the main concerns of key stakeholders. It also allows universities to transform their IT management structure.

This session will provide an overview of the EA approach and the value it provides through a series of case studies. Representatives from Concordia University, McGill University and the University of Ottawa will briefly describe their respective IT environments, the main goals and objectives of their EA programs, and the benefits they have obtained through the use of this approach.

**Français :** Les équipes TI des universités font face à des demandes croissantes. Les universités se fixent des objectifs ambitieux dans leurs plans stratégiques et académiques, les étudiants ont des attentes élevées en ce qui concerne l'accès aux services à partir de leurs appareils mobiles, et les décideurs veulent avoir accès aux informations de gestion. Ces attentes sont difficiles à atteindre dans un contexte de TI

décentralisé et sans une augmentation de financement.

Pour adresser ces problématiques, certaines universités ont adopté l'approche « architecture d'entreprise » pour s'assurer que l'évolution des services TI est orientée avec la vision de l'institution. Cette approche permet aux décideurs de mieux comprendre les enjeux propres aux TI et de s'assurer que les plans d'évolution proposés répondent aux principales préoccupations des différentes parties prenantes. L'approche permet également aux universités de transformer la gestion de leurs services TI.

Cette session fournira un aperçu général de l'approche AE, ainsi que la valeur qu'elle ajoute grâce à des cas vécus. L'Université Concordia, l'Université McGill et l'Université d'Ottawa présenteront brièvement leurs contextes TI, les buts et objectifs principaux de leurs programmes AE et les bénéfices qu'ils ont obtenus grâce à l'utilisation de cette approche.

**Moderator:** Denis Levesque, Chief Information Officer, Carleton University

#### Panelists:

- Danielle Levasseur, Chief Information Officer, University of Ottawa
- Ghilaine Roquet, Chief Information Officer, McGill University
- Marc Denoncourt, Chief Information Officer, Concordia University
- Damien Dumas, Higher Education Enterprise Architecture Specialist, KPMG

### 10:00 AM - 5:30 PM FSS Building - Room 4004, 4007 & University Centre Concourse

### EXHIBITION AREAS

### 10:35 AM - 11:05 AM FSS Building - Room 4004, 4007 & University Centre Concourse

### MORNING BREAK

sponsored by: TeamDynamix, Bronze sponsor

### BREAKOUT SESSIONS

### 11:05 AM - 11:55 AM

### FSS Building, Room 1030 MEGA APPS AND MICRO APPS: TAKING A NEW APPROACH TO A UNIVERSITY'S MOBILE PRESENCE [SI2]

For many months, our community debated over the nature of our 'official' mobile presence. While other universities have been successfully launching apps, we were

stuck in an endless conversation loop about what our app would be.

Would it be for students? Should it be a single app, or should we have many apps? How would we access content being developed in a very large and highly decentralized organization?

Then, in the autumn of 2012, in what can only be described as a moment of group serendipity, we came to the realization that perhaps we don't have to actually decide what content to put in. We can create a 'shell' app which allows any validated content owner to add their content, and we can let each person who downloads the app to customize their own version of the app with the content they want.

Thus was born our "mega app" and our "micro-apps," modeled heavily on the OS-level experience rather than a more traditional app experience.

Essentially, when someone downloads our app, it comes 'empty' – no apparent functionality. Each user is then directed to a collection of micro-apps (à la the iOS app store or the android market) and they select the micro-apps they want to see. If content owners want to have a presence, we help them set up a micro-app and make it available to users, but the content and functionality is up to them.

In this session, we'll show our app, discuss the processes we are using to manage it, and engage attendees in some brainstorming about the pros and cons of this approach.

#### Presenters:

- Avi Hyman, Director – Academic & Collaborative Technologies, University of Toronto
- Peter Cheung, Special Projects Coordinator, Academic & Collaborative Technologies, University of Toronto

### Vanier Building, Room 2095 MOBILE SOLUTIONS FOR RESEARCHERS IN THE FIELD [RC1]

An agricultural researcher is out in his crops making measurements and taking photographs.

A political science researcher is in Ecuador interviewing indigenous people about grass-roots organizations.

An entomologist is studying disease resistance of honeybees in Vietnam.

A veterinary researcher is testing vaccines with pig farmers in Kenya.

We develop services, technologies and infrastructure for researchers on our campuses, but we tend to leave them to their own devices when they are conducting research in the field. What can be done to better support data collection using mobile devices, storing data safely and securely while in transit, and syncing data on mobile devices with the infrastructure “back home”? What is the role of next generation electronic laboratory notebooks? How can the data back home be made more accessible for consultation while in the field? What are the challenges of relying on mobile devices while working in developing countries? How do these questions fit within the broader context of research data management, data preservation and data sharing.

These questions will be informed by case studies involving researchers such as those described above. My interest is to identify the specific challenges faced by researchers in different contexts, and identify tools and strategies that can address those challenges. I would welcome this opportunity to delve into these questions, share my findings, and garner input from other attendees.

**Presenter:** Wayne Johnston, Head - Research Enterprise and Scholarly Communication, University of Guelph

#### FSS Building, Room 2005

### TAKING IT TO THE STREETS: WATERLOO'S IT STRATEGIC PLAN PROJECT [G3]

What do usability, portals, open data, internal clouds, cell coverage, printing, PCI, and IT career paths have in common? They represent about 1% of the topics that come up in an IT strategic planning exercise! How do you go about an authentic process to involve your users, bring together the distributed IT groups, and come up with a plan for the whole IT community? I will talk about the Waterloo project that was struck in September 2012 by our new CIO, to build an IT Strategic Plan for the University of Waterloo. Waterloo IT is distributed, as it is to varying degrees at most universities, and this process set out to collaborate for one plan. How do you collect input for such an undertaking? Who's involved in the process and what are their roles? What development tools did we use? What consulting support did we hire? What other things may affect or be affected by the plan? Governance, a federated IT model, a common set of initiatives, and more are part of the Plan, and I'll overview how we intend to shepherd the plan forward over its first year.

**Presenter:** Andrea Chappell, Director – Instruction Technology and Multimedia Services, University of Waterloo

#### Vanier Building, Room 1095

### SMALL STEPS TOWARDS A MODERN NETWORK [CI2]

Over the past six years, we've built our network from a flat topology to a fully hierarchical three-layer system. We're well on our way towards private IPs; a solution that would also allow us to redesign our entire address allocation space. Hear more about our implementation, about why we selected our IPAM appliance, and how this allowed us to apply security policies based on mac class pools and prepare for the future.

We will also discuss how we implemented Wi-Fi to cover 100% of the uOttawa campus. We have come a long way since our first deployment; several of our buildings are fully using 802.11n now and we are preparing for 802.11ac deployment.

This presentation covers how we managed to advance our network with strategic investments, as well as some of the challenges we have with BYOD, the Bonjour protocol, and all the other issues we face with clients who have grown up always connected.

Finally, from a network service point of view, we will explain why we think it's better for universities to invest in a private cloud in the near future.

#### Presenters:

- Pascal Bélanger, Network Specialist, University of Ottawa
- Matthew Hyson, Consulting Systems Engineer, Aruba Networks

#### FSS Building, Room 1007

### SYSTEM CENTER 2012 CONFIGURATION MANAGER SP1: HOW ARE YOU DOING IT? [CI3]

Carleton University recently completed a migration to System Center 2012 Configuration Manager 2012 SP1 (SCCM). This is an opportunity to share our experiences from the migration, and to discuss how the university is using some of the new features.

The session is also an opportunity for other SCCM administrators and interested parties to discuss how they currently manage their Configuration Manager environments. What features do you currently use? Where do you plan to go in the future? Are you delegating responsibilities to other units and how? Share your ideas and tips to manage your

environment and deployments.

#### Possible topics:

- Client deployment and upgrade
- MAC, Linux and Unix clients
- Update deployments and maintenance windows
- Operating system deployment
- Power management & Wake on LAN
- Packages vs. Applications
- The Software and Application Centers
- Delegating responsibilities
- Keeping AD and SCCM current

**Moderator:** Pierre Morissette, System Administrator, Carleton University

**Format:** Birds of a Feather (BoF)

#### FSS Building, Room 1006

### MEET THE EXPERT, DELL: KNOW THE SECURITY RISKS AND YOUR PLAN FOR DATA PROTECTION [V4]

Managing a mix of mobile devices on campus can be challenging especially when needing to ensure students, faculty and administrators have secure access to the enterprise network and resources. Providing access to institution networks and resources while ensuring that the correct security, services and management capabilities are in place all while minimizing risk is a complicated task. Obtaining the right resources, processes and tools to drive a successful program requires careful planning. This presentation will highlight the top five most common data breaches on campuses today and a course of action to mitigate the risks.

**Presenter:** Jon Phillips – Director, Global Education, Dell

Jon Phillips is the director for Dell Global Education. In this role, he leads the global strategy for Dell's education services and solutions. For instance, working as part of Dell's team of education experts he helps to create technology solutions specifically designed to personalize learning for students and to increase efficiency in schools and universities around the world. He also leads operations management, product development and go-to-market strategies across the education business.

Prior to Dell, Phillips worked at McMillan Publishing, a division of Pearson Education and Course Technology a Cengage Learning educational technology group. He is a seasoned executive with over 20 years of experience successfully helping organizations with business strategy and operational execution.

**11:30AM - 1:30PM**  
**Tented Area, FSS Building**

## LUNCH

sponsored by: *Tribal*, Gold sponsor

**12:00PM - 1:00PM**  
**90 University, Room 140**

## IMPROTU BOFS

sponsored by: *RealIT Management*, Bronze sponsor

**12:00PM - 1:00PM**

**Vanier Building, Room 0130**

## CANARIE PEERING WORKING GROUP MEETING

By Invitation Only

**1:00PM - 5:00PM**

**Vanier Building, Room 5070**

## CANARIE ORAN TECHNICAL COMMITTEE

By Invitation Only

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## BREAKOUT SESSIONS

**1:00PM - 1:50PM**

**FSS Building, Room 1030**

## FORWARD INTO THE PAST! [S1]

"If you don't know your history, you're doomed to repeat it."

Most people remember that line from Grade school but thought their history teacher was only saying it to try to generate interest in a subject many found boring. Applying this idea to security and privacy principles gives us an interesting way of looking at issues that we would only be concerned with in the future. For example, identity theft and social engineering can be traced back to the Old Testament.

We'll look at things in the past and present, and then try to see where we're going; not in the near future, but years ahead into the future. Looking at the bleeding-edge technology of today should give us ideas of things to expect in the future. What will government-based identity management mean in the future and how can it be misused? What will it mean when someone's identity is stolen? How can future medical advances be used maliciously? What will be the effects of a security breach in a massive cloud database? Think of now, then extrapolate this kind of thinking into the future.

The purpose of this talk is to make you think and question. No answers will be given.

**Presenter:** *Pete Hickey, Information Systems Security Officer, University of Ottawa*

**FSS Building, Room 1006**

## CIO BRIEFING, TERAMACH: QUEEN'S ENGINEERING TAKES A VIRTUAL LEAP WITH TERAMACH AND VMWARE VIEW

Hear how TeraMach partnered with the Queen's Engineering IT department revolutionize their desktop environment. Learn why Stephen Hunt went from skeptic to promoter of this solution.

Also hear about how a virtual desktop solution can significantly reduce costs and improve operational efficiencies for both IT and for the business. As cost savings was a principle driver behind the Queen's engineering, Stephen Hunt and his team performed an initial total cost analysis and then carefully monitored the total cost savings throughout the project, with the minimum goal of breaking even on the implementation.

TeraMach developed the design and performed the implementation of the VDI solution over the summer of 2011, with the goal to be up and running by September for the start of the new school year.

During the project, the Queen's Engineering IT team with TeraMach's help developed a solid understanding of the current lab environment performance requirements, were able to deploy a fully functioning and highly available VDI environment, and enable fully automated virtual desktop provisioning with unified, secure and flexible client access. The pilot also proved out the broader organizational readiness for a virtual desktop environment across the broader Queen's engineering program.

**Presenter:** *Stephen Hunt, Director, Information Technology - Faculty of Engineering and Applied Science*

**Vanier Building, Room 2095**

## TECHNOLOGY AND SERVICE GOES TOGETHER LIKE PEAS AND CARROTS [SE1]

As universities undertake strategic plans and organizational design changes, one initiative that seems to be at the top of everyone's priority list is improved customer service. While this isn't an exceptional idea, and some may say it's common sense; it's

now a focus at the University of Waterloo. We have reorganized our central IT group in the past, but one thing that is very different this time is increased client consultations. We are asking questions like: are there gaps in our services, how can we improve services, how easy are we to do business with, how can we strengthen relationships and build trust? We are in the process of a central IT reorganization that will put us in a position to best address the initiatives being defined in our campus IT strategic plan. I will talk about some things we are making a priority, including better communication, IT training programs for IT staff, service level agreements for departments and faculties, improved service desk procedures, and more. Universities have recently spent a lot of time and effort to centralize services that make sense to centralize. Time that was spent on supporting duplicate services could potentially be spent on new/enhanced services, either for a faculty or for the entire campus. How to orchestrate this level of collaboration is a challenge, but everyone wins if it can be accomplished. Lots to talk about, lots to share, and I am hoping to connect with colleagues at other universities as we endeavor to make our customers happy.

**Presenter:** *Bob Hicks, Director – Client Services, University of Waterloo*

**FSS Building, Room 2005**

## SCALING RAILS: IMPLEMENTING CANVAS, AN OPEN SOURCE RUBY-BASED LMS FOR THE CAMPUS [L1]

Enterprise Ruby. It seems like an oxymoron, yet sites are doing it. They're taking a scripting language, developing cool web apps in it, and scaling those apps up to meet the demands of thousands or millions of users. One such app is Canvas, an open-source learning management system (LMS) from Instructure, written in Ruby on Rails and made available for free. The Ontario College of Art and Design University and Simon Fraser University have each recently adopted Canvas as their LMS and are learning what it takes to scale up a Ruby on Rails app, how to integrate it, and what it's like to run a large-scale LMS with little or no support. The two institutions are also collaborating extensively along the way. This talk, co-presented by both institutions, will start with an overview of running a Ruby on Rails application at scale, including performance monitoring, database sharding, hardware requirements, and tackling the Ruby learning curve. We'll

examine the software and tools used to run and deploy Canvas, like Passenger, Git, Capistrano and Jenkins. We will also explore Canvas as a platform. Canvas offers a number of points of integration: a growing RESTful API, support for LTI, a plugin system, custom JavaScript, and more. We will look at examples of integrating Canvas into our environments. If you are considering a new LMS, Canvas is worth a look.

**Presenters:**

- Steve Hillman, *IT Architect, Simon Fraser University*
- Christopher Bennell, *Faculty IT Support Technician and Continuing Studies Instructor, Ontario College of Art and Design University*

**Vanier Building, Room 1095**

**USING SPIN TO DELIVER HIGH QUALITY CUSTOM APPLICATIONS AT WHIRLWIND SPEED [SI3]**

SPIN is a framework for ASP.NET Web Applications and Web Services that empowers developers to create solutions at whirlwind speed without compromising quality or longevity. The University of Northern British Columbia (UNBC) developed SPIN because we were struggling to meet constant demands for new applications that must be delivered immediately, and we were sometimes forced to compromise the quality of our solutions. SPIN has allowed UNBC to meet these demands with high-quality solutions.

SPIN enables us to build and deploy secure, enterprise-quality web applications in 7 hours of work. SPIN also improves the quality of our larger applications by providing a proven foundation while reducing both development and maintenance costs.

SPIN provides mixed authentication to a variety of providers, rule-based zero-code page level authorization and simple in-code authorization checks, as well as seamless logging of handled and unhandled exceptions. The SPIN ASP.NET Web Controls seamlessly provide visual and navigation linkage between applications. SPIN integrates with client applications in an innovative manner that takes only 5 minutes and provides full SPIN functionality without restricting application design.

SPIN allows application developers to concentrate their efforts on the functionality that is unique to an application. Since SPIN does not limit application architecture or design, the full power and efficiency of ASP.NET and the .NET framework are available to facilitate accelerated development. With 5

minutes of work applications are transformed into fully secure and managed solutions that seamlessly integrate into a cohesive enterprise application architecture.

The innovative nature of SPIN was recognized when it was published in Recent Advances in Computing and Management Information Systems, 2009, ISBN 978-960-6672-50-7.

Building on the outstanding response to our SPIN presentation at HEIT BC 2012, we have updated our presentation to include the new features and improvements added over the last year. We are also kicking it up a notch with a dynamic hybrid session that begins with an overview of SPIN and immediately moves into a workshop allowing participants to experience first-hand the power SPIN provides. Bring your laptop or use one of the machines provided. Use our example ASP.NET Web Application, build your own, or even bring your own application and we will turn it into a SPIN application before your eyes.

**Presenter:** Michael Townrow, *Programmer Analyst, University of Northern British Columbia*

**Format:** Hybrid presentation, Presentation and workshop

**FSS Building, Room 1007**

**CLOUD EMAIL EXPERIENCE PANEL [CL1]**

Many universities and colleges are investigating, or are in the process of implementing, cloud email services.

Are you:

- looking to enhance your institution's email service or to consolidate legacy email systems?
- contemplating a single, campus-wide email system, or focusing on mail for students?
- scoping your implementation to email, or looking at a collaboration strategy?

The teams at the University of Alberta and Queen's have grappled with these questions and more in planning and integrating cloud email solutions from Google and Microsoft. Come benefit from their experiences and insight.

**Moderator:** Ben Schmidt, *Carleton University*

**Panelists:**

- Gordie Mah, *IT Security Officer, University of Alberta*
- Mike Smith, *IT Manager, Queens University*

**BREAKOUT SESSIONS**

**1:50 PM - 2:40 PM**

**FSS Building, Room 1030**

**DELIVERING A PRACTICAL MOBILITY STRATEGY: START HERE AND GET IT DONE! [B1]**

The emphasis of any mobility strategy needs to be convenience and ease of use, combined with willingness to act quickly, and taking measured risks to ensure timely responses to the mobility needs and preferences of students, faculty and staff. It supports the demands of technological change, while being practical and straightforward.

Mobile devices and the technologies that support them are becoming big problems on a lot of campuses, and tools to help us cope may seem overly complex or too expensive. One of the best ways to get a grip on handhelds is to articulate and implement a mobility strategy, that is, a set of specific goals and objectives guided by a useful and practical framework designed with ease of use and scalability firmly in mind.

The practical mobility strategy starts with a statement of overall objectives (sometimes called a mission and vision) for the institution's mobile environment, and then specifies various projects and initiatives that will get you there. All you have to remember are the 'Six Ps' of mobility: Platforms, Procurement, Provisioning, Policy, Publishing, and Procedures (thanks to Float Mobile Learning). With these in place, you will be set to cope with anything that students, staff and faculty can throw at you!

**Presenter:** Terry Nikkel, *Associate Vice-President – IT Services, University of New Brunswick*

**FSS Building, Room 1006**

**CIO BRIEFING, XEROX PRINT INFRASTRUCTURE 2.0: CLOUD, INFORMED DECISIONS WITH ANALYTICS, DIGITAL STUDENTS, SECURITY AND SIMPLIFIED IT SUPPORT**

Discover how print infrastructure technologies and services are changing to meet the evolving demands of students, faculty and staff. New solutions embrace the ease and power of the "cloud" while providing more advanced security at the same time.

Find out how universities are providing enhanced capabilities to end users while reducing the effort and complexity of IT resources, reducing costs and driving sustainability benefits.

**Presenters:**

- Michel Lebrun, Senior Solution Architect, Xerox Services
- Jim Cinq-Mars, Managing Principal, Xerox Services Jim Cinq-Mars Managing Principal Xerox Global Services

**About Xerox:** Xerox Services is an industry recognized group that understands the unique challenges faced by Higher Education institutions. This practice has a deep understanding of the broad range of issues caused by the changing dynamics occurring in Higher Education today.

**Vanier Building, Room 2095**

**WHAT CAN IT DO FOR YOU? [SE2]**

What can IT do for you? Campus IT Service departments are an important partner in the delivery and achievement of the university mission. As fiscal concerns at higher education institutions continue to grow, there is a trend towards centralizing IT services and exploring shared service models to achieve cost savings and efficiency. Come and explore the different ways in which the central IT departments at the University of British Columbia and the University of Guelph have engaged with their campus partners to assess, recommend and deliver collaborative IT solutions, maximizing the opportunity to provide central IT services.

**University of British Columbia:** Over the past 3 years, the University of British Columbia's IT environment has undergone significant transformation, reversing the trend of increasing decentralization through a renewed focus on community engagement, shared services, improved service delivery, and professionalization of the IT service model.

**University of Guelph:** In 2010, the University of Guelph's central IT department created its new vision, to be "technology and knowledge solution leaders, partnering with University communities, enabling excellence in teaching, learning and research." This beacon has engaged the department in a strategic effort to develop initiatives that will allow result in creative services and collaborative relationships, and partnerships with departments across campus.

**Presenters:**

- Gayleen Gray, Associate Director, IT Strategy & Partnerships, University of Guelph
- Jennifer Burns, Director of Client Services, University of British Columbia

**FSS Building, Room 2005**

**HANDS-ON WITH CANVAS [L2]**

Learn from the recent experiences of OCAD University and Simon Fraser University who chose Canvas (community-source) by Instructure for their campus-wide learning management system. Prior to the session, you will learn about the decision-making process, a high-level view of the implementation, successes and challenges, and benefits and risks: all that nice stuff you would normally discover during a conference presentation. We'll also get you a little bit familiar with the LMS itself. During this flipped session, bring a laptop or iPad and join our bespoke CANHEIT Canvas CV course. In this hands-on discussion, we will review the end-user experience using a Canvas course, discuss faculty and students feedback, and data we discovered in the process of implementing the tool.

**Presenters:**

- Andrew McAllister, Manager – Academic Computing, OCAD University
- Dorothy Paukste, Project Manager, Simon Fraser University

**Format:** Flip the Session, Presenters share session content prior to the conference, and use the session time for conversations, debates, and brainstorming on the session topic. Bring a laptop or iPad.

**Vanier Building, Room 1095**

**WELCOME TO THE OASIS! [SI4]**

Learn how Simon Fraser University recently developed a .net application for Graduate Studies admissions. You will find out how we built an intuitive and flexible system that is used by 8 faculties and 45+ departments today. About 1000 users! The system has real-time interfaces with the student information system, and allows faculty reviewers to view admission applications online and route documents to other people for feedback.

The initiative replaced many ad hoc tools and paper-based admissions processes with a centrally supported, secure, online system for adjudicating applications and storing documents electronically. We will go over the architecture and functionality provided, and share the user community feedback with you.

**Presenters:**

- Steve Wong, Simon Fraser University
- Betty Chan, Simon Fraser University

**FSS Building, Room 1007**

**ASSOCIATION OF PUBLIC SECTOR INFORMATION PROFESSIONALS (DPI) BOF**

**About DPI:** The Association of Public Sector Information Professionals (DPI) is a volunteer not-for-profit Canadian organization. We promote the development of public sector professionals and the effective application of Information Management and Technology (IM/IT) in the Federal Government of Canada and other public sector jurisdictions. This knowledge serves to influence the greater information management (IM) and the information technology (IT) communities through the application of shared best practices. As enablers of many services offered to Canadians, the impact is felt there too. Without the time and dedication of our volunteers throughout the year, DPI would not exist. Some of our volunteers work behind the scenes throughout the year, developing and promoting DPI.

**Presenters:**

- Neil Monkman, First Vice President and PDW Chair, Association of Public Sector Information Professionals (DPI)
- Spartacus Penev, Past President, Association of Public Sector Information Professionals (DPI)

**2:40 PM - 3:10 PM**

**FSS Building - Room 4004, 4007 & University Centre Concourse**

**AFTERNOON BREAK**

Sponsored by: *Sheepdog*, Bronze sponsor

**BREAKOUT SESSIONS**

**3:10PM - 4:00PM**

**FSS Building, Room 1030**

**LOCKED DOORS AND EXPOSED HINGES: A METHODOLOGY FOR FINDING INSECURE STORAGE ON THE NETWORK [S2]**

Hacktivism, curious students, and pastebin are a threatening combination for higher ed because institutions have the moral and legal obligation to maintain the privacy of information in their stewardship. While the bulk of the exposures that make the headlines are a result of SQL injections and other web-based attacks, we must not forget that sensitive data can be accessed from storage systems using a variety of protocols that provide varying levels of security. The exposure of these systems varies widely,

and with the ever-increasing connectivity of students, staff, and faculty on the go, firewalls are limited in mitigating many of the risks. With internet-connected services under constant attack, information security teams must be proactive in ensuring that information exposures do not exist. A proactive approach is critical in order to maintain the personal privacy of individuals and the reputation of institutions.

This talk will outline the process, tools, and techniques used to uncover information exposures on the University of Waterloo campus network. The talk will also reveal the results of Waterloo's efforts. We hope that lessons learned at Waterloo can be applied at other institutions to aid in improving their information security programs.

**Presenter:** Jason Testart, Director – Information Security Services, University of Waterloo

#### FSS Building, Room 1006

### MEET THE EXPERT, SERVICENOW: ESSENTIAL CHARACTERISTICS OF THE ENTERPRISE IT CLOUD [V1]

'Cloud' is a convoluted term, especially as it relates to IT within higher education institutions. Most cloud-based services were not built to withstand the rigors of IT. They are used to process a relatively low transaction volume and support department-level, less critical workloads.

IT is not a typical department. It is a shared service that is critical to the minute-to-minute functioning of the entire institution. And as IT increases reliance on the cloud to deliver IT services, higher education IT requirements for the cloud change dramatically.

Join Arne Josefsberg, ServiceNow Chief Technology Officer, as he defines the essential characteristics of the enterprise IT cloud. In this informative session you will learn:

- Why IT requirements for the cloud are unique
- The difference between a departmental cloud and an enterprise-grade cloud
- What it means to be built for enterprise IT
- Why global IT organizations trust the enterprise IT cloud as their platform for managing and delivering IT services

**Presenter:** Arne Josefsberg, Chief Technology Officer

Arne Josefsberg has served as ServiceNow's Chief Technology Officer since September 2011. As chief technology officer at

ServiceNow, Arne is responsible for leading continued improvements to the ServiceNow Platform and driving expansion of the company's cloud strategy.

Prior to joining ServiceNow, Josefsberg held various positions with Microsoft Corporation over the last 25 years, most recently as general manager of Windows Azure Infrastructure from November 2009 to September 2011, and as General Manager of Infrastructure Services, Global Foundation Services from March 2006 to October 2009.

Josefsberg holds a Master of Science degree in Physics from the Lund Institute of Technology, Sweden.

**About ServiceNow:** ServiceNow is the enterprise IT cloud company. We focus on transforming enterprise IT by automating and standardizing business processes and consolidating IT across the global enterprise. Organizations deploy our service to create a single system of record for enterprise IT, lower operational costs and enhance efficiency. Additionally, our customers use our extensible platform to build custom applications for automating activities unique to their business requirements. For more information, visit [www.servicenow.com](http://www.servicenow.com).

#### Vanier Building, Room 2095

### YOUR FRIENDLY NEIGHBOURHOOD SERVICE DESK... ALL THE QUESTIONS YOU WANTED TO ASK BUT WERE TOO AFRAID. [SE3]

We would like to have a round table discussion with other higher education Service Desk professionals and celebrate their successes, hear their pain points, and share new ideas to help us all evolve our services with the changing needs of the users.

BYOD (bring your own device) is a big challenge for Universities in that we need to support services such as email and wireless on a vast number of technologies, new and old. We need to continue to provide services at an operational level, while innovating to meet the changing needs of our clients. This balance is crucial for our service, but challenging with our limited resources.

The University of Ottawa's Service Desk includes the HelpDesk (serving students) and HelpLine (serving employees and students). Some of our recent successes are upgrading the student labs to Windows 7, continuing to implement request forms online, and implementing the Goto Assist tool for remotely helping clients. Our

biggest pain point is not having an IAM (Identity and Access Management) solution, including a self-serve Account Management tool.

Some other topics of conversation that could be discussed are:

- how peak periods are handled at the Helpline
- average staff turnaround at the Helpline
- what services are being offered at the Helpdesk (e.g. in-house hardware)
- how the student Helpdesk is accommodating for users bringing portable devices, or if they've seen a change in services requested
- are there "minimum requirements" on devices supported
- what tools are being used to help clients remotely (e.g. Goto Assist)
- what tools are being used for statistics.

The University of Ottawa will initiate this session, but the discussion will be led by the interests of those attending. The idea is to share our experiences so that we can all learn from each other.

#### Presenters:

- Lyra Trstenjak, Technical, Security and Access Manager, University of Ottawa
- Nathalie Vaillancourt, Supervisor – Computing Lab, University of Ottawa
- Jean-Luc Vermette-Castonguay, Computing Analyst, University of Ottawa

**Format:** Flip the Session, Presenters share session content prior to the conference, and use the session time for conversations, debates, and brainstorming on the session topic.

#### FSS Building, Room 2005

### STANDARD TECHNOLOGY FOR ALL STUDENTS: UOIT'S TELE LAPTOP/TABLET PROGRAM [L3]

Since its inception ten years ago, University of Ontario Institute of Technology (UOIT) has incorporated a standard personal computing platform into its value proposition for students. In exchange for an annual mandatory Technology Enriched Learning Environment (TELE) fee, students receive a laptop or tablet, curriculum-specific software, a hardware and software refresh, and a full range of technical support and other services. The standard platform provided through the program enables faculty to integrate specialized, market relevant software into the learning environment.

This presentation will examine the key elements, benefits, and challenges of a universal, egalitarian personal computer program, and will outline potential future directions.

**Presenters:**

- *Reem Ali, Manager - Technology Enriched Learning Environment, University of Ontario Institute of Technology*
- *Bill Muirhead, Associate Provost - Academic and IT, University of Ontario Institute of Technology*

**Vanier Building, Room 1095**

**WHY I DEVELOPED DOCE NOS FOR MAC OS X [SI5]**

As a mathematics professor, being able to write and demonstrate computations using various software packages are two things that I need to do when I teach. Having tried various solutions and found them to be unsatisfactory, I took the plunge to develop my own app.

In this presentation, I will give an overview of the solutions I have tried and describe their limitations. I will also present the set up that I currently use for all my lectures and how it helps me teach.

A live demo of the polling feature will be given. Attendees are encouraged to bring along their Wi-Fi enabled devices to participate in the demo.

**Presenter:** *Kevin Cheung, Professor - Mathematics, Carleton University*

*Attendees are encouraged to bring along their Wi-Fi enabled devices to participate in the demo.*

**FSS Building, Room 1007**

**IF YOU BUILD IT (IN-LAB EXAM INFRASTRUCTURE), THEY WILL COME... OR SO WE THOUGHT [L11]**

In-lab exams seem to be popular with Carleton's School of Computer Science students (lacking statistical data to substantiate any claim). Students appreciate being able to show their understanding of both theory and practical application in an environment that more closely matches that of their course assignments and projects. Not to mention, they can all type way faster than they can write. However, interest in this capability has been limited to just a couple faculty members. The increased marking

efficiency for application questions tends to be negated by the more difficult and time consuming question design and preparation process.

This presentation will provide the technical details of our light-weight (i.e., "poor person's") in-lab exam infrastructure. We are eager to hear what others are doing in this space. We are also eager to discuss creative ways to increase the up-take by faculty. Is it more difficult to write an in-lab exam that effectively assesses the students' theoretical and practical understanding? What have others done to increase interest amongst their faculty members? Does anyone have statistics showing if indeed in-lab exams are increasing student success and satisfaction? Look forward to lots of discussion in this session as we have far more questions than answers!

**Moderator:** *Andrew Pullin, Acting Senior Software Designer, Carleton University*

**Format:** *Birds of a Feather*

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**BREAKOUT SESSIONS**

**4:00PM - 4:50PM**

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**FSS Building, Room 1030**

**SECURE IT! PRIVATIZE IT!**

**LEGALIZE IT! [SE3]**

We are not referring to the controversial legalization debate around that cash crop. We are not alluding to the small government mantra of the conservative right.

We are talking about the fundamental relationship between the University of Alberta's IT Security, Privacy, and Legal Offices. This inter-relation and dependency is crucial to the success of the University's information management, privacy, and security posture.

This tripartite relationship has developed organically and collaboratively at the University of Alberta. We will share lessons learned and strategies in leveraging from the collective power of these three entities for improving the University's information assurance. Our mantra is that information assurance needs to "Secure, Privatize, and Legalize".

**Presenters:**

- *Gordie Mah, IT Security Officer, University of Alberta*
- *Cathy Anne Pachnowski, Information and Privacy Advisor, Information and Privacy Office, University of Alberta*

**FSS Building, Room 1006**

**CIO BRIEFING, LASERFICHE: AGILITY IS THE GOAL, BUT WHY?**

Agility is the goal, but why?

Educational organizations of all sizes have increasingly adopted Enterprise Content Management (ECM) solutions to help make better, more informed business decisions. This is done by providing the right information, to the right people, at the right time. Being able to deliver access to this information becomes more difficult due to the explosion of information taking place, both structured and unstructured. The term 'Agile' can mean anything from a development methodology to referring to general flexibility, but is essential in establishing a long-term, effective ECM solution. In this session you will learn the basic concepts of Agile ECM: Central Point of Control, Integrative Middleware and Shared Services. Going further, we will explore how the adoption of a successful Agile approach can ease the transition from content into efficient, effective business processes.

**Presenter:** *Robert Courtland, Account Manager, Laserfiche Strategic Services Canada Corporation (LSSCC)*

*At LSSCC, based in Toronto, Ontario, Robert works with over 900 clients where he focuses on enterprise deployments for international government agencies and multi-national corporations. He also works closely with Laserfiche corporate headquarters in Long Beach, CA, USA, and Laserfiche International based in Hong Kong, consulting on issues surrounding increasing efficiency through business process automation.*

*Robert has hosted many workshops across Canada discussing topics such as records management, data governance, enterprise risk management and compliance with regulatory requirements. Recently, he presented at the MISA Prairies 2013 Annual Conference on the best strategies for engaging end users and how to set up a digital records system that is easy to use and compliant.*

**Vanier Building, Room 2095**

**ATTACK OF THE TABLETS: iPADS IN THE WORKPLACE [SE4]**

An increasing number of Faculty and staff are using iPads and iPhones in the workplace. While the management and security of mobile devices are traditionally the focus of IT—this presentation is about training and productivity.

When provided with iPads, we have found many staff members challenged in leveraging their PC experience to the productive use of post-PC devices. Where are the cursor keys? Do I need a stylus? How do I copy & paste? Where are my files? How do I edit Word documents? What apps are missing and how do I get them? Can I connect to a projector? How do I print? etc...

In this presentation, we share our experiences with a low-cost, high-touch “iPads in the Workplace” support model.

**Presenters:**

- Ben Schmidt, IT Manager, Carleton University
- Melissa Manocchio, Business Support Specialist, Carleton University
- Charlotte Bradley, Web Coordinator, Carleton University

**FSS Building, Room 2005**

**BRAVE NEW WORLD: MEDIA ECOLOGY IN THE DIGITAL AGE [L4]**

The unsettling premise of “Amusing Ourselves To Death: Public Discourse In The Age of Show Business” by Neil Postman is that Aldous Huxley, not George Orwell, was correct about the future of our world. Today, social media and digital technology form a complex “digital layer” seamlessly integrated into our physical reality. The social web and the devices we use to access it are profoundly influencing our society, and fundamentally changing human perception and understanding. But a flourishing culture of increasing interconnectedness and hyper-sharing is not without alarming dystopian undertones: in “Brave New World”, Huxley predicted that the very technologies that people would come to adore, would ultimately undo their capacity to think. And with more than 73% of students today claiming they cannot study without technology - and with further research connecting social networking activity to dopamine responses - a critical understanding of various paradigm shifts is crucial to higher education professionals seeking to educate and enable the students of tomorrow. By bridging the gap between his study of dystopian literature and his work in higher education & digital/social media, Hamza will share with CANHEIT 2013 his ideas on the threats and opportunities presented by a rapidly changing world that continues to be transformed by constant access to information and endless amusement.

**Presenter:** Hamza Khan, Digital Community Facilitator, Ryerson University

**Vanier Building, Room 1095  
DIGITAL SIGNAGE JOINT SESSION: WESTERN UNIVERSITY AND CARLETON UNIVERSITY [COM1]**

**DIGITAL SIGNAGE AT WESTERN - THE GOOD AND THE BAD**

As in any post-secondary institution, Western's walls are covered with posters and signs advertising upcoming events, notifying the community of service outages, and promoting new and improved services. As part of Western's Emergency Communications Plan, we are always looking for better and faster ways to communicate to the campus community. These and other factors, led Western to start investigating ways of effectively and easily producing and distributing information digitally, while being able to alert the community to an emergency situation. Through a competitive bidding process, we chose the AxisTV system designed by Visix to achieve our needs.

This presentation will discuss how AxisTV has improved communication of events and emergencies across campus, the challenges that Western encountered during our campus-wide rollout, and finally, how we secured the AxisTV system from unauthorized access. We will also talk about some of the improvements made over the last year and how our system has evolved.

**Presenter:** Rob Dykeman, Unit Computer Support Specialist, Western University

**SIGNS FOR THINGS TO COME! OUR BUDGET FRIENDLY EXTENSIBLE DIGITAL SIGNAGE SOLUTION**

As part of the effort to better engage and communicate with the constituents of the Faculty of Science, the University community, and the public, the Office of the Dean of Science undertook a project to deploy digital signage in all of the primary Science buildings.

With cost as a significant consideration, a digital signage solution was developed in house and evolved over the past couple of years. The solution was designed to be extensible and flexible. As part of the solution, a Drupal-based information display content management system was developed in consultation with the Communications Coordinator. The content distribution network for the Office of the Dean information displays has been extended to departmental information

displays. The information display CMS has been adapted to support the departmental information displays within the faculty, as well as other faculties. With the content being web-based, the information displays can readily be re-purposed for emergency notification.

In this presentation we will share our budget conscious solution, from information technology and architectural choices, to web design choices. We will discuss some lessons learned, and a surprising unexpected recurring cost.

**Presenters:**

- Wade Hong, IT Officer, Carleton University
- Yeremia Djaja, Junior Web Assistant, Carleton University

**FSS Building, Room 1007**

**EMBRACE OR FIGHT MOOCS? [L5]**

With the launch of Coursera, edX, and Udacity and the number of institutions joining these offerings, Massive Online Open Courses (MOOCs) have taken a life of their own in higher education. Some people see the movement as a disruption to higher education. Some dismiss it as a passing fad that cannot really compete with university degree programs. What is your view on MOOCs? Do you have experience to share? Is it time for universities to rethink delivery of courses and programs? Will the general population eventually forgo university education and opt for getting certificates from these MOOC offerings?

Come join us in this informal session for discussion and sharing of ideas on what to make of the rapidly rising popularity of Massive Online Open Courses (MOOCs).

**Moderator:** Kevin Cheung, Professor, Carleton University

**Format:** Birds of Feather

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**5:00PM - 6:00PM  
90 University, Room 140**

**IMPROMPTU BOFS**

*Sponsored by: Eclipse, Bronze sponsor*

**5:00PM - 6:30PM  
Bar 1848, University Centre, level 2**

**HP SPONSORED RECEPTION**

**5:00PM - 5:30PM**

**FSS Building, Registration Desk**

**SITE VISIT: COME SEE THE NEW UOTTAWA DATACENTER**

In 2012, the University of Ottawa presented how it delivered a state of the art Datacenter. This year, we offer you to visit our facility and judge for yourself of its quality and advantages.

The relocated data centre takes full advantage of virtualization reducing the space needed for equipment, as well as energy consumption and maintenance time. Heat generated in the datacenter is used to warm the building.

At its current capacity, it already covers 40 per cent of the building's heating needs and eventually it will answer 80 per cent.

This visit exposes the challenges and successes which enabled the migration to a state-of-the-art data centre. We will also discuss some of the initiatives that are part of the infrastructure road map.

**Presenter:** Michael O'Toole, Computer Operators Supervisor, University of Ottawa

**6:30PM - 10:00PM**

**SUPPER AND ENTERTAINMENT AT CASINO LAC-LEAMY**

*Sponsored by: Xerox, Gold sponsor*

**9:00PM - 12:00AM**

**Bar 1848, University Centre, level 2**

**WATCHGUARD HOSPITALITY SUITE**

**TUESDAY, JUNE 11**

**7:00AM - 9:00AM**

**University Centre Cafeteria, 2nd floor**

**BREAKFAST**

*Sponsored by: Oracle, Bronze sponsor*

**8:00AM - 8:45AM**

**Marion Hall Auditorium, Level 0**

**TUESDAY KEYNOTE: WHEN THE LEARNING ENVIRONMENT EVOLVES WITHOUT YOU: HOW TO GET BACK IN THE GAME, PRESENTED BY MARTI HARRIS**

**BREAKOUT SESSIONS**

**8:55AM - 9:45AM**

**FSS Building, Room 1030**

**HARNESSING THE POWER OF SECURITY COMMUNITY OF PRACTICE. A MODEL FOR CAMPUS ENGAGEMENT [S4]**

Do you wonder how to best engage your campus constituents? How to get "buy-in" for IT security? In a decentralized IT environment, how can communication be improved, and duplication, risk and cost be reduced? Information security in a decentralized environment requires a model of engagement that takes into account the institutional view for informed and risk-aware decision-making. This presentation will share a model used at Queen's University that has been successful at enhancing communication, collaboration and understanding. Come and hear about how we implemented it and what some of the positive outcomes were... Warning! The presenter will seek input from the audience and may engage you in a discussion of some of the key points.

**Presenter:** George Farah, Information Security Officer, Queen's University

**Vanier Building, Room 2095**

**LANDSCAPE TO CLOUDSCAPE: COLLABORATIVE LEARNING MANAGEMENT OPERATIONS [CL2]**

The end of support in 2012 from Blackboard for WebCT-based learning management systems (LMS) has driven a large number of Canadian post-secondary institutions to adopt new LMSs. In that disruptive process, evaluating the operation of the LMS, as well as the software chosen, can enhance LMS delivery through cost savings, knowledge sharing, and service level improvements.

Discussions among Albertan PSIs (Personal Software Inspectors) coincided with the University of Alberta's transition from Blackboard Vista to Moodle. Several operational schemas were evaluated, and a collaborative LMS platform hosted in the cloud by an external, not-for-profit organization was selected. Governance and operational models were developed in order to oversee the new collaboration and plan for future expansion to additional partners and services. We will outline efforts in Alberta to accomplish these enhancements, reasons driving the collaboration, and results to date.

Infrastructure automation tools were used to automate the creation and configuration

of a scalable, highly available Moodle infrastructure, complete with automatic local and remote backups. Additional tools were built on top of this to automate common operational activities, such as monitoring and database management, as well as supporting extraordinary events such as disaster recovery with greater speed and reliability.

The use of automation tools allows servers to be treated in much the same way as application source code, meaning that servers can be searched with tools, compared, and placed under version control. Automation provides much greater consistency and control across development, testing, and production environments.

New Moodle instances can be created in under 20 minutes, which means that special-purpose instances can be cheaply and easily built whenever the need arises, and disposed of when the need has passed.

An additional benefit of infrastructure automation, that was not anticipated, is that it creates a stable framework for the incremental improvement of the infrastructure.

This entire project was built using open source software, including the cloud fabric, operating system, infrastructure automation tool, and Moodle itself.

**Presenters:**

- Scott Delinger, Information Technology Strategic Initiatives Officer, University of Alberta
- Barton Satchwill, Senior Developer, Cybera

**FSS Building, Room 2005**

**SOCIAL MEDIA: ARE YOU SET UP FOR SUCCESS? [COM2]**

There are at least five things you need to know and need to have in place before you open that Facebook/Pinterest/Vine/G+/Twitter channel. And that's only from a strategic and operational point of view. Before you go public with that account (because it is so easy to do) there are a few policies and guidelines that need to be put in place before launch, including:

- a comprehensive social media policy;
- guidelines and 101;
- commenting policy;
- trained staff to moderate and create content; and
- MEASUREMENT OF SUCCESS

The latter is in "all caps" as it is so important we are literally yelling at the top of our lungs.

Retweets, impressions, and likes are all very nice, but what about the big picture? What goals do you want to achieve through social media for your university, your faculty or your program? Decisions have to be made at the outset if you want your accounts to be community hubs or recognized as influencers, are you a pusher or a sharer? Is your primary aim click-through traffic to your site or the Klout score of your main Twitter account?

At uOttawa, we decided that outreach is more important, and indeed more influential, than raw influence scores. Promoting our distinctive bilingual nature was another consideration.

Adrian Ebsary, uOttawa's Online Community Specialist, will lead you through the forest of free and paid social media monitoring tools and what types of benchmarks that the University has set and explored.

Nichole McGill, uOttawa Web Communications Director, can speak to the broader policies and discussions that need to take place at an executive level and how social media, as well as Web, needs to be integrated with your business.

#### Presenters:

- Adrian Ebsary, *Online Community Specialist, University of Ottawa*
- Nichole McGill, *Web Communications Director, University of Ottawa*

#### FSS Building, Room 1007

### MAKING TECHNOLOGY MORE HUMAN, AND LOVING EVERY MINUTE OF IT [COM3]

IT is not enough. The stuff you're building, the software you're choosing, the services you're managing, there are real people using them. Making that technology simpler, clearer, more human, I promise you it's going to be rewarding.

In this talk, we'll look at ways to make technology more user-centered, but why does it matter to you, the systems analyst; or you, the connectivity guy; or you, the manager; or you, the CIO.

Why does it matter to you? That's a good question.

I'll show you that:

- You are not in the business of building technology, analyzing technology, or managing technology. No, you're in the business of building experiences. Clear, easy experiences that make the technology invisible.

- Usability is not just about user interfaces. It's about all points where someone connects with technology or with you (even if what you do is far, far away from the user interface).
- Just a few proposed changes won't add that much to your plate, and will make your work a lot better: simple techniques, approaches and view points.
- With those changes, you will have happier clients (much happier clients).
- More importantly, you will have happier users (much happier users).
- Most importantly, there will be a happier, way more productive you, wherever you are in the IT team.

For all positions in IT, at every level:

- For the doers (from the programmer, to the systems analysts, to the support analysts): I will show you tips to make the best work of your career.
- For the higher ups (from the team leads, to the CIOs): I will show you how to shape (shake) your priorities into creating a sustainable, highly performing team that will delight your clients (and more importantly, your users) while solving your resource needs too.

**Presenter:** *Pascal Laliberté, User Experience Designer, University of Ottawa*

#### Vanier Building, Room 1095

### POST-SECONDARY STANDARDS COUNCIL: WHY CANADIAN HIGH EDUCATION SECTOR SHOULD GET INVOLVED? [SS2]

Come and find out about the Postsecondary Electronic Standards Council (PESC), an organization set up to facilitate the creation of standards both for data elements themselves and the means by which these are communicated between organizations. Hear about the various standards that are being used in the United States and how Canada can incorporate and build on this through a newly formed Canadian PESC User Group. PESC also works towards cooperative partnership among many levels of the education sector including secondary, government, vendors and post secondary institutions.

Learning outcomes:

- Who are leading standards organizations in the world
- What priority areas are standards bodies working in around the world

- Who and how does Postsecondary Electronic Standards Council (PESC) work
- Why and how can you participate in standards development
- How is Canada already participating
- Help create a vision of strengthening the options that could be possible in Canada

**Presenter:** *Michael Sessa, President & CEO, Postsecondary Electronic Standards Council*

## BREAKOUT SESSIONS

9:45AM - 10:35AM

#### FSS Building, Room 1030

### BUILDING A NATIONAL TRUST FABRIC [S5]

Researchers share information, much of it sensitive. Universities and granting agencies increasingly look for cross-discipline efforts. Research ethics review boards are frequently requiring use of cryptography to protect data, or to validate identity with a high level of assurance, yet in the national context, this presupposes a national Public Key Infrastructure (also known as a 'trust fabric').

The United States, Europe, and Australia all have national 'trust fabrics', yet Canada does not - at least not yet. CUCCIO and Canada's Advances Research and Innovation Network (CANARIE) have been jointly exploring what it would take to build a national Public Key Infrastructure (PKI) (trust fabric). This talk will outline these preliminary efforts, touching on the challenges and benefits of pursuing PKI at a national level, and seek feedback from audience members engaged with these issues.

#### Presenters:

- Jeff Gardiner, *Central Information Security Officer, University of Western Ontario*
- Lawrence Dobranski, *Director, ICT Security, University of Saskatchewan*

#### FSS Building, Room 1006

### MEET THE EXPERT, EDGEWORX: SECURE? PERFORMING? ACCESSIBLE? YEAH.... I THINK SO...? [V2]

Ever wondered where the edge of your infrastructure starts? Or where it ends for that matter? Hard to imagine that only a few years ago, the edge of the network was defined as the maximum length of a twisted

pair cable-run to your desk, hey? We know better now, access any time, any place, anywhere and high speed too. But is it for real, is it secure?

IT needs effective tools to manage and secure both the network and the endpoints.

This presentation looks into the challenges faced by IT departments, big and small, to size up today's infrastructure.

Key topics to address by any IT department today:

- Are the right tools in place to implement your governance and security policies?
- Do you stay awake at night wondering if you are one security audit away from Armageddon?
- Why are visibility, monitoring and control key elements to a secure network?
- What the heck are those students doing in their dorms when they should be out drinking and partying?
- How can we as IT/University teams leverage the infrastructure to offer and sell premium services?
- Are you struggling trying to meet the endless demand whilst juggling with limited budgets.
- Are you struggling to ensure networked business applications are not smothered by student dorms seeding apps, whilst offering premium service to those who study and work in the same building?
- Are you struggling to keep track of all the hosted applications inside your environment?

This session covers it all. You will leave this session with an edge.

**Presenter:** Wilfried van Haeren, Chief Technology Officer, Edgeworx Solutions

Over 25 years of experience in IT infrastructures. Background includes network, systems and performance management (DEC R&D and consulting). Currently CTO at Edgeworx Solutions, a Canadian Systems Integrator specialized on network and application performance management solutions, based out of Markham, ON. Recent jobs: Co-founder and Managing Director of an Application Performance Management consulting firm and Founder/CEO of a SaaS based software manufacturer on Application Performance Dashboard software.

Speaker on national and international seminars (i.e. Computer Measurement Group UK and Canada, Technology Appraisals

UK, Euroforum, Computable Seminars) and guest-lecturer at Post-Academic University tracks (MBA/MBT) at TopTech University Delft and MBA/MIM: at TIAS Catholic University Brabant, Tilburg, The Netherlands.

## Vanier Building, Room 1095 THE CANADIAN TRANSCRIPT NETWORK – A VISION EMERGES [SS1]

An exciting vision has emerged over the past six months! Institutions from nine provinces have rallied together towards a shared vision – to build an electronic Canadian Transcript Exchange Network! The idea of a Canada wide transcript exchange is something that registrars have dreamed about for years; and now it can become reality.

This session will feature speakers from across Canada as they talk about the charter and next steps. Come on out to join us for this visionary session.

The following learning outcomes will be addressed:

- What is the vision about?
- Can we see the charter?
- How do High School and Post-Secondary Transcripts fit in?
- Which organizations are involved so far?
- How can we get involved?
- Why are PESC standards important to the vision?
- What are the next steps?
- How can IT from the Colleges and Universities support the vision?

### Presenters:

- Bill McKee, Director of Corporate Services, Ontario College Application Service
- Trudy Sykes, Director of Applications, Ontario Universities' Application Centre
- Clark Ferguson, University of Lethbridge

## Vanier Building, Room 2095 CREATING EFFICIENCIES USING THE VIRTUAL COMPUTING LABORATORY (VCL) [CL3]

Universities across the country are dealing with a changing world of tightening budgets, space constraints, and providing students an increasingly accessible and IT-forward educational experience. The Virtual Computing Laboratory (VCL) helps address some of these challenges through virtualized computing on provincially shared cloud computing resources. VCL

allows students to reserve a virtual machine containing their course required software, accessible from any internet enabled computer or tablet at any time of the day. The student simply logs in to the University website, reserves a time slot, and begins to use the software on his or her computer. No downloading is required, as the software is being run on a virtual computer that exists in the University's cloud (it is, in essence, a computer within a computer). Once the student has completed their work, the virtual machine is freed up again, which means multiple students can share a single software licence, reducing the number of licences the university has to purchase. Furthermore, universities can cut down on their physical computer lab costs or even retire entire labs, freeing up precious space on campus.

Over the past year, a VCL pilot, conducted by the University of Alberta and Cybera Inc., has undergone some major changes that open the door to creating further efficiencies for post-secondary institutions. We have implemented an authentication system fully compatible with the university's LDAP, decreasing the system administration effort required. Also, the system is now being hosted on an OpenStack cloud, providing the necessary infrastructure to create a larger education cloud that not only serves VCL, but may provide the backbone infrastructure to host other shared services as well, thereby truly harnessing the power of cloud computing.

In our presentation, we will discuss the collaboration between the not-for-profit organization Cybera Inc. and the University of Alberta, and how VCL is architected in our province. We will also provide pilot study metrics such as student virtual machine access times and cost comparisons, lessons learned, as well as how an education cloud may be optimally leveraged in the future

### Presenters:

- Donna Gorday, Director – Client Services, University of Alberta
- David Chan, Project Manager, Cybera Inc.

## FSS Building, Room 2005 BUILDING PLEURILINGUAL ONLINE COMMUNITIES: ONE CHANNEL OR TWO? [COM4]

When a new social media startup is trying to build a platform that will attract a sizable user base, translation is not usually one of their first priorities. If a site becomes popular enough, motivated native speakers will offer their services to help translate the

site. This ‘once they come, they will help us translate it’ approach to internationalizing software is indicative of the lack of consideration for linguistically-diverse online communities and the significant technical hurdles for social media managers of these communities. The approach suggested by the Treasury Board’s recent Guidelines for the External Use of Web 2.0 is to create two separate accounts for both languages. While this may make the management easier for communications staff, it is equivalent to embracing linguistic segregation in a digital environment. Also, it completely ignores the existence of bilingual members of that community who may want to participate in conversations in both languages. At the University of Ottawa, we have embraced the opposite approach; both languages on one account, to facilitate interaction and conversation.

In this presentation, we will begin by examining some of the social implications of segregating populations based on language in an attention economy and recent research into facilitating multilingual communities on the internet. Also, we will discuss three major challenges facing multilingual community facilitators: findability (SEO), targeting, and information presentation. Search Engine Optimization (SEO) for a page that contains multiple languages becomes challenging especially in light of the growing importance of auto-complete SEO; we will address some approaches to ensure access by both audiences. While many social networking sites only offer a couple methods to target messages, the recent additions of gating and newsfeed targeting on Facebook and features on other social networks offer greater message-delivery control for shared content. Lastly, information presentation, or content strategy, becomes very relevant, particularly when considering some of the technical content delivery limits of certain social media. Examples will be offered from major social media, with several datasets from our social networking sites.

Throughout this presentation, there will be regular interruptions to encourage discussion and participation. Twitter will be monitored and displayed at various points on a real-time feed.

**Presenter:** Adrian J. Ebsary, Online Community Specialist, University of Ottawa

## FSS Building, Room 1007 CHALLENGES OF WEB ACCESSIBILITY IN HIGHER EDUCATION [COM5]

Web accessibility has been a long-standing challenge facing all Universities. New laws and regulations, such as the Accessibility of Ontarians with Disabilities Act (AODA) in Ontario, further the importance of Web accessibility now that Universities face liability if their Web content is inaccessible.

There are many different views of web accessibility, and standards for what constitutes “accessible” Web content are often in flux. At least, many of the laws and regulations being put in place for universities are agreeing to comply with WCAG 2.0 standards.

The web team at Carleton has been working hard to ensure the university’s broader web presence meets these required accessibility standards and have run into many challenges along the way, including: understanding the legal guidelines, implementing technical solutions, web governance, user training and more.

We would like to share practical solutions and best practices to address these challenges and discuss with others how best to deal with Web accessibility in a university environment.

**Moderator:** James Covey, Director Web Team, Dalhousie University

### Panelists:

- *Danny Brown, Manager – Web Services, Carleton University*
- *Mike Corkum, Senior Web Developer, Carleton University*
- *Sang Trinh, IT Manager, University of Ottawa*

## 10:00AM - 5:30PM FSS Building - Room 4004, 4007 & University Centre Concourse EXHIBITION AREAS

## Vanier Building, Room 0130 10:30AM - 12:00PM

## CANARIE NAPUS WORKING GROUP

By Invitation Only

## 10:35AM - 11:05AM FSS Building - Room 4004, 4007 & University Centre Concourse

## MORNING BREAK

*Sponsored by: ITC Systems, Bronze sponsor*

## 11:00AM - 1:00PM Vanier Building, Room 5070 CANARIE CIO ADVISORY

By Invitation Only

## BREAKOUT SESSIONS 11:05AM - 11:55AM

## FSS Building, Room 1030 THE BIG IDEAS FLOWING FROM ORION’S USERS [CI5]

The future of the ICT world is at an inflection point and connectivity is a critical support mechanism. This presentation is a snapshot of some exciting examples of the plethora of user-based activity at the core and on the fringes of the ORION network. As the “Backbone of Innovation” for Ontario, ORION is immersed in this activity in support of assisting, guiding and facilitating our users to help them build that future. What we see that is happening can be summarized by the 5 C’s:

- **Cycles:** A perspective of the Ontario government’s vision for high-performance computing and how it fits in the Canadian landscape
- **Centres:** What’s happening in the world of research data centres, commercial enterprises, data curation and security
- **Cloud:** Commercial vendor offerings to the R&E community and some home-grown solutions
- **Connectivity:** “Last-mile” infrastructure, the impact of wireless, and the explosive growth of network utilization
- **Collaboration:** Some unique projects and Big Ideas that our researchers are working on

**Presenter:** Darin Graham, PhD, President and CEO, Ontario Research and Innovation Optical Network

## FSS Building, Room 1006 MEET THE EXPERT, AVAYA: AVAYA’S FABRIC CONNECT [V3]

Avaya’s Fabric Connect: Redefining your network with SPB

Join Avaya to hear how Fabric Connect has the potential to redefine how networks are built today. No advancements in the network space have had the potential to simplify network design and operations they way Avaya Fabric Connect can today. This new advanced standard, based on Shortest Path Bridging (SPB), leverages existing Ethernet networks, allowing them

to be more scalable, reliable, efficient and easily secured while being deployed in minutes versus days or weeks. In this session we will also highlight how Avaya's Fabric Connect can adapt to the new world of virtualization and we will look at several use cases where this technology has been deployed today.

**Presenter:** John Bertram, Director, Sales Engineering, Avaya Canada

#### Vanier Building, Room 2095

### FULL STEAM AHEAD TO THE CLOUD... THE PRIVATE CLOUD! [CL4]

In this presentation, learn more about how storage, server and network virtualization are a necessity in delivering a private cloud infrastructure that can be both flexible and powerful enough to ensure that the services offered exceed client expectations and provide the best possible experience.

Once this infrastructure is built, we start having some real fun!!! For example, Virtual Desktop Infrastructure deployment is just one more step away and can offer some real advantages that were never possible before, like securing all corporate data as it pertains to our obligations towards private information. Highly available applications become the default, so efforts can be focused on delivering the tools people need to achieve business success. Backup and disaster recovery is more easily managed and its deployment is instantaneous.

Finally, the physical location of a user is a minor issue as we can deliver everything to them in a secure and controlled manner.

Learn about how the University of Ottawa is using the private cloud, and the advantages this solution could bring to your institution.

**Presenter:** Pierre Lalonde, Interim Director - Network and Infrastructure Services, University of Ottawa

#### FSS Building, Room 2005

### 5 THINGS YOU NEED TO KNOW TO BECOME AN IT COMMUNICATIONS ROCKSTAR [COM6]

How, when and where we communicate our IT news stories have changed as new channels emerge, and as the demands for immediate and transparent information increases.

We know that blasting the campus with emails isn't always the best way to

communicate our IT stories. But is Twitter? What about Facebook? Is setting up an IT Facebook page the best way to reach students? And how do you evaluate the success of these channels?

This presentation will answer questions like these as we look at five things you need to know to rock your IT communications.

**Presenter:** Mary Kathryn Roberts, Communications Advisor, Carleton University

#### Vanier Building, Room 1095

### TOWARDS COMMON ECV PRACTICES IN CANADIAN UNIVERSITIES [SS3]

Majority, if not all, of the Canadian universities are faced with challenges in providing a comprehensive CV solution. Aside from an application for use by each individual faculty that meets the need of the institution and the faculty themselves, there is a need to create a common template for different accreditations, program reviews, internal assessments and an easy user interface. As well, how can the institutions tap into the common CV solution for the granting agencies? This presentation will provide an update on what the CUCCIO eCV-SIG has done so far, what the possibilities and opportunities are, and where do we go next?

#### Presenters:

- Purita Bristow, Assistant Director - Enterprise Information Systems Services, University of Windsor
- Kristina Casey, Director for the Canadian Common CV and the Deputy Chief Information Officer, Information and Innovation Solutions (IIS), Common Administrative Services, Social Sciences and Humanities Research Council of Canada (SSHRC)

#### FSS Building, Room 1007

### CANADIAN HIGHER EDUCATION PANEL DISCUSSION ON SECURITY THREATS AND ISSUES [S6]

Many challenges face Canadian universities in their efforts to keep on top of what it means to be teaching and research institutions in the 'information age'. One of these challenges is protecting the digital infrastructure, and the university's information assets it provisions.

This popular annual panel discussion will be hosted by a number of Canadian University Central Information Security Officers, all members of CUCCIO's Security Interest Group. The goal is to touch upon the top 5

(or so) security information issues facing the higher education community today, and to provide audience members the chance to ask questions.

A dynamic forum for discussion about threats, risks, and strategies for protecting information assets, with some information on security governance thrown in, this panel is guaranteed to be exciting and interesting.

#### Panelists:

- Jeff Gardiner, Central Information Security Officer, University of Western Ontario
- Gordie Mah, Information Technology Security Officer, University of Alberta
- Jason Testart, Director - Information Security Services, University of Waterloo
- Lawrence Dobrinski, Director - Information and Communications Technology Security, University of Saskatchewan
- Kenneth Forward, IT Security Officer, Memorial University of Newfoundland
- George Farah, Information Services Security Manager, Queen's University

#### 11:30 AM - 1:30 PM Tented area, FSS Building LUNCH

Sponsored by: **Teknicor**, Bronze sponsor

#### 12:00 PM - 1:00 PM 90 University, Room 140 IMPROMPTU BOFS

Sponsored by: **IBM**, Platinum sponsor

#### 1:00 PM - 5:00 PM Vanier Building, Room 5070 CANARIE ORAN ADVISORY By Invitation Only

#### BREAKOUT SESSIONS 1:00 PM - 1:50 PM

#### FSS Building, Room 1030 BRING YOUR OWN DEVICE (BYOD) AT THE UNIVERSITY OF SASKATCHEWAN - MANAGING THE RISK [B2]

Higher education institutions have supported the use of personally owned computers on their networks for over a decade. There is a growing consumerization of IT with students, faculty, and staff who now want to use make use of their personal mobile devices (smart phones/tablets) on our higher education wireless networks. They wish to use a single mobile device

to access organizational services, data, and assets, as well as their own personal services, data, and assets.

The use of personal mobile devices or “Bring Your Own Device (BYOD)” represents a technology disruption to our higher education networks. Personal mobile devices mark the de-perimeterisation of our networks with the accompanying rendering of our defense-in-depth architectures to be ineffective. The University of Saskatchewan has been begun to address this de-perimeterisation and the risk that accompanies the increased use of personal mobile devices by students, faculty, and staff. This presentation examines the changing risk profile that accompanies the support of personal mobile devices and explores the essential policies, procedures, and IT security controls necessary to help mitigate the increased risk while supporting the use of BYOD.

**Presenter:** Lawrence Dobrinski, Director – ICT Security, University of Saskatchewan

#### Vanier Building, Room 2095

### COMPUTER LAB BY DAY; SUPER-COMPUTER BY NIGHT [LI2]

In any modern learning environment, student computer labs are a vital teaching resource. While many institutions have begun to virtualize lab devices to allow students to use their own laptops and computers, many problems, such as some restrictive licensing models and some students' lack of a personal portable computer, means that a physical device is often still required.

Recently the University of Waterloo's Faculty of Science upgraded one such computer lab (SciLab) with new devices. 60 i7-2600s desktops with 8 Gb of RAM, and 60 i7-2640m laptops with 8 Gb of ram now reside in the lab, and are used very frequently for teaching and for student use. While these specifications are fairly common in modern medium-to-high-end computers, much of this power is left unused.

By partitioning the resources of these computers into two we can still utilize the standard user workstation, while the other partition can be utilized as a node in a computing cluster. Even simply using half of the power within each system for this purpose would yield 180 2.8 GHz cores, and 480 Gb of RAM - a sizeable computing powerhouse by any standard.

This presentation will review the process and challenges for configuring such a system using open source tools, and discuss

possible uses and extensions of the concept of dual-use computer labs.

#### Presenters:

- *Mirko Vucicevich, Research Support Specialist, University of Waterloo*
- *Stephen Markan, Computing Consultant, University of Waterloo*

#### FSS Building, Room 2005

### TIGHTLY INTEGRATING BUDGET AND COURSE STAFFING WITH A WEB 2.0 ERP APPLICATION [SI6]

To manage within the 21st century reality of financial constraints, York University has built an application that allows tight control of part-time teaching budgets while supporting a campus-wide harmonization of processes for staffing courses. The Academic Resource Management (ARM) system is a web-based distributed application that coordinates year-over-year full-time instructor workload management, including sabbaticals and releases, contract faculty hiring in accordance with the rules of collective agreements, graduate student utilization in the context of financial support rules, and budget oversight. Built in an agile fashion that allowed staff to try out new functionality in the context of the part of the planning cycle they were naturally experiencing, the current design is a result of 32 production releases over the last four years. This sustained rhythm of approximately one UAT release per week and a production release every 3-6 weeks allows the University to avoid risky monolithic “big bang” upgrades. Not only does ARM power budget planning, but its authoritative source of who-teaches-what data powers York’s learning management and online course evaluation systems.

Staff at York University worked with an outside vendor to build the application with the Python programming language, chosen for its ability to support rapid application development. ARM’s Web 2.0 interface is powered by the YUI JavaScript library, with the main application structured with the Pylons web application framework. ARM has a data model that represents the intersection of courses and staff. The task-based user interface guides staff through the activities required by the various phases of the planning cycle and allows the Provost’s office to monitor part-time hiring progress so that everyone is paid on-time. This includes workflow support for requesting and granting approval of post-budget staffing needs and for following the hiring provisions of the part-time instructor collective agreement.

The presentation will discuss the functional and technical design of ARM and lessons learned from building it in an agile fashion, including how that approach can be the “spoonful of sugar” that encourages staff buy-in to process change.

#### Presenters:

- *Peter Rowley, Director – Applications and Integration, York University*
- *Mario Verrilli, Academic Planning and Budget Officer, York University*

#### Vanier Building, Room 1095

### ESTABLISHMENT OF A PROJECT PORTFOLIO OFFICE (PPO) AT QUEEN’S [G4]

Over this past year, Queen’s University approved the establishment of a Project Portfolio Office (PPO). This office provides the leadership for university-wide coordination of a large and growing IT projects portfolio.

This session covers steps taken to gain internal support for the PPO and establishment of increased transparency, visibility, standardization, and risk assessment for both current and proposed projects with management and governance.

Areas of focus in 2013 include:

- Portfolio Management
- Establish a project portfolio information framework
- Increase transparency of the entire portfolio with Governance
- Participate in framing criteria for evaluation and prioritization
- Project Management
- Advance enterprise-wide project standards and practices
- Serve as a resource for support and materials for project managers
- Provide advisory support for business and practice owners
- Risk Management
- Standardize project risk assessments and tracking
- Map project risks to the Enterprise Risk Framework, if applicable
- Provide regular portfolio updates for IT Governance and Risk Management

#### Presenters:

- *Jim Carse, Director – Project Portfolio Office, Queen’s University*
- *Nick Graham, Business Analyst – Administrative Systems, Queen’s University*

## FSS Building, Room 1007

### INTERESTED IN MONITORING? OMG! US TOO! PANEL [CI6]

System monitoring is like documentation. We all know it's important but there's always some cool toy (ok, so maybe PeopleSoft isn't that new or cool) that we spend all our time and money on. In the back of our minds there's the fear that we're not doing everything we need to do to keep our critical applications happy and well fed. For some of us, the day has come when we have to take a good look at our monitoring systems and see what we can do better.

Come hear what our panel has to say about:

- what we've been doing to keep ourselves out of the Principal's office so far
- what we think we need to know about our systems
- what new and cool (or maybe old, but still cool) monitoring tools we're looking at
- We'd love to hear what you've been up to too.

**Moderator:** Geoff Leboldus, IT Security Analyst, Carleton University

#### Panelists:

Bosco Tsang, Cluster Lead of Managed Servers Cluster, University of Guelph: His cluster provides centralized monitoring services - and the On-Call Analyst respond tool - for systems and services for CCS and a few departments. The current centralized monitoring tools are BigBrother Professional and MRTG. Customizations provide server audit, inventory management, and security compliance. We are currently evaluating new systems to replace our existing system as support of BigBrother ends in 2014.

John Sherwood, Executive Director of ICT, Dalhousie University: John is currently the Director of Technical Services at ACORN-NS and an active member of several CANARIE technical committees. Among his duties and interests is implementing network monitoring tools for R&E networks, and then wringing as much information as possible from the data.

Judy Russell, Systems Analyst, Queen's University: Queen's currently uses a hodgepodge of monitoring systems including NOCOL, nagios, Microsoft SCOM, Oracle Ops Center, VMware VCenter, Airwave, statseeker and local code. We have gathered a list of what must be monitored and what data would help us to be proactive and are at the stage of brainstorming our next steps.

Rick Smith, Lead architect - Systems Management Services of UIT, York University: We currently have several solutions: Nagios, Standard MRTG, CACTI, SCOM for Windows, OEM for Oracle, etc etc.. We have been piloting solutions like Zabbix, Zennos, Veeam, SolarWinds, etc. In the current budget year we are kicking off a monitoring project which will probably involve an RFP of some sort looking for a solution to merge our virtual and physical infrastructure and more robust application monitoring into a more integrated and complete solution.

## BREAKOUT SESSIONS

1:50PM - 2:40PM

## FSS Building, Room 1030

### MOBILE TEACHING: CONDUCTING LARGE CLASSES WHILE ROAMING THE ROOM OR THE WORLD [B3]

This talk demonstrates use of "mobile teaching." With mobile teaching students use mobile devices to actively participate in asking questions, answering questions and polls, taking notes, and indicating when they are confused. The students can be in the classroom or watching class remotely during or after class. The instructor also has mobile options for managing the class with an iPad or tablet PC as they roam the classroom. This talk presents lessons learned from using this approach over multiple years at the University of Michigan.

The availability of mobile tools that encourage student participation during class can dramatically change the mechanics of a course (Samson, 2010). Widespread use of one such tool, LectureTools, at the University of Michigan has resulted in over 80% of students voluntarily bringing mobile devices to class. While surveys showed that students believe the availability of a laptop was more likely to increase their time on tasks unrelated to the conduct of the course the surveys also ascertained that students felt more attentive to the class, significantly more engaged, and able to learn more with the technology than in similar classes without it.

The mobile technology led to a dramatic increases in the number of students posing questions during class time, with more than half posing at least one question during class over the course of a semester, a percentage far higher than achieved in semesters prior to the use of this technology. These results suggest that while

having mobile devices in the classroom can pose distractions to students, students of today show confidence that they are capable of managing the workflow and the "deliberate engagement" of mobile tools can, in fact, lead to improved attentiveness, learning, and overall engagement even in larger classes.

This presentation expands upon the earlier work to explore how mobile technology can change the instructors' experiences as well as the students'. The mobile technologies to be shown allow the instructor to roam the room and engage with students one-on-one, or pose questions to the whole class or ask a student to draw on a slide for all to see from their seat. Additionally this talk demonstrates how the presentation can be simultaneously broadcast to remote learners to expand the instructor's reach beyond the brick and mortar of the classroom. These experiments hope to gather data on alternative models for conducting large introductory courses as they allow students to participate live from outside the class and even allow the instructor to conduct class live when on travel.

**Presenter:** Perry Samson, Professor, University of Michigan – Ann Arbor

**Format:** Presentation. This session will be conducted like a class. Participants are invited and encouraged participate during the presentation with their laptop or iPad.

## FSS Building, Room 1006

### MEET THE EXPERT, MICROSOFT [V5]

Visit the CANHEIT 2013 website/app for updates about this session.

## Vanier Building, Room 2095

### VIRTUAL DESKTOPS SCARE ME [LI3]

You've heard about virtual desktops. You've heard that they don't work well yet, that they can't run graphically intensive software, that they don't really save time or effort, and that embracing it could be a bad career move. But you've also heard that some groups have made them work, that they have enormous potential advantages, that software is being deployed in seconds, and that students are abandoning campus labs to work on their own devices off-site. You've felt the pressure to embrace BYOD and cloud infrastructure. Is VDI really any better than what you have now?

What are the good, the bad, and the ugly of virtual desktops, and do they really deliver?

Come hear what the Faculty of Engineering and Applied Science at Queen's has done in the last two years, and where we're heading. Come talk about what worked, what didn't, what we've learned, and why "the pretty girl effect" is important in your labs.

This presentation will include:

- high-level discussion of the business case for VDI, lifecycle costs, and change management
- how to manage growing lab disk images and deployment
- hardware implications and success stories from the switch to the SAN, and preparing for growth
- dealing with malware in a virtual desktop environment
- getting the right software to the right students
- rolling out VDI for support staff and faculty
- implementing secure mobile access to off-site users
- monitoring to find and solve bottlenecks
- handing off parts of the system to respect existing work relationships between multiple departments

Engineering software is notoriously intensive, both at the CPU level and graphically. Between classes, 40 to 50 students log out and another 40 to 50 log back in within 10 minutes. We've made it work – come hear our story and talk about yours.

**Presenter:** Stephen Hunt, Director – Information Technology, Queen's University

#### FSS Building, Room 2005

### DJANGO UNLEASHED: TOWARDS A PAPERLESS TENURE AND PROMOTION PROCESS [SI7]

Arguably some of the most important decisions made at a higher education institution relate to tenure and promotion. This process involves a significant number of participants - the candidates, the departmental committees, the decanal or faculty committees, the external assessors, and the university committees. Thus not surprisingly this process, in particular, at Carleton University, has been rather paper intensive.

A few years ago, in an effort to reduce the amount of paper at the decanal committee level in the Faculty of Science, an initiative was started to move the tenure and promotion review process online. A web-based system was prototyped using Django, a powerful Python-based rapid web application prototyping and development

framework. Incrementally, over the past couple of years, this system was expanded and evolved when it was adopted for the full university tenure, promotion and awards process, and as it moved to be entirely web-based.

In this presentation, we will describe this evolving journey from the development perspective, the data models, the document management, the challenges of the distinct policies and practices at the various departmental and decanal levels, unique exceptions that arose, and present the Django prototyping and development framework that has permitted the agility and flexibility to be reactive to these challenges and to adeptly handle exceptions. We will also look at future development of the tenure and promotion system, as well as describe other applications we have developed or are developing with Django.

**Presenter:** Wade Hong, IT Officer, Carleton University

#### Vanier Building, Room 1095

### A FRAMEWORK FOR PROJECT READINESS ASSESSMENTS [G5]

A formal and comprehensive Project Implementation Readiness Assessment is critically important for project management, business owners and governance. The dimensions of this assessment include:

- application readiness
- operational readiness
- sustainment readiness
- risk assessments

QUASR (Queen's University Administrative Systems Replacement) Program monitored seventeen (17) dimensions of readiness and formalized both the review and sign-off process. This session will cover an overview of the readiness assessment process and templates utilized to confirm and document cutover readiness and prioritization of any remaining effort prior to authorizing a go-live decision.

Project leadership, taking ownership of this readiness assessment process, improves the quality and success potential of your efforts. In addition, the due diligence demonstrated during this readiness review will enhance both the necessary support and the confidence with your business owners.

Program Governance and Business Owner participation in the review process is critical and enhances both the awareness and the support required for the project. A

framework for this engagement will also be discussed during this session.

**Presenters:**

- Jim Carse, Director - Project Portfolio Office, Queen's University
- Debbie Radley, Senior Business Analyst - Administrative Systems, Queen's University

#### FSS Building, Room 1007

### BUSINESS ANALYST SPECIAL INTEREST GROUP (BASIG) BOF [SI8]

The CUCCIO Business Analyst Special Interest Group (BASIG) was created during the fall of 2012 for the community of business analysts (BAs) working within information technology (IT) environments at Canadian higher education institutions. The goal of the group is to allow business analysts to make contact, to share ideas, and to learn from one other. Through contributions on the CUCCIO BASIG site, our listserv, and in virtual and live meetings, it is hoped that we can develop our skills and understanding of the process of business analysis irrespective of the technology used at our individual organizations.

This session is geared toward those with an interest in the role and see the need for business analysis in IT projects at higher-ed institutions. The session aims to provide a venue for participants to discuss topics of mutual interest with a strong emphasis on discussion, professional networking and grassroots participation. It will allow BASIG members to meet and introduce other attendees to the group.

**Moderators:**

- Heather Rhodes, Business Analyst, Memorial University of Newfoundland
- Brad Reid, Business Analyst, Memorial University of Newfoundland

**Format:** Birds of a Feather (BoF)

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2:00PM - 3:00PM

Vanier Building, Room 0130

### ORION CIO ADVISORY

BY INVITATION ONLY

2:40 PM - 3:10 PM

FSS Building - Room 4004, 4007 & University Centre concourse

### AFTERNOON BREAK

Sponsored by: Xirrus, Bronze sponsor

**BREAKOUT SESSIONS**  
**3:10PM - 4:00PM**

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**FSS Building, Room 1030**  
**THE JUSTICE LEAGUE**  
**APPROACH TO IT SECURITY [S7]**

Traditional approaches to IT security at higher education institutions in North America can range from no one responsible (or everyone responsible) for IT security, to a manager or director solely responsible for IT security.

But like a single superhero, the challenges can be overwhelming for a single individual.

And that's where the benefits of a superhero team-up like the Justice League come in.

The University of New Brunswick is trying a new approach - the Security Action Team. Just like the famed Justice League, each team member brings in a different set of skills. Together, they can tackle nearly any problem.

Comprised of the manager responsible for systems and application development and the manager of network and data services, along with a senior enterprise strategy analyst, this team approach leverages individual skills and talents to tackle the deluge of daily and longer-term security issues.

Reporting to the Associate Vice-President of Information Technology Services at UNB (the University's CIO equivalent) the team handles incident investigation and resolution, community education, and policy development.

During this presentation, we will discuss how our team was formed, notable accomplishments, current challenges, and future plans.

**Presenters:**

- *David Shipley, Enterprise Strategy Analyst, University of New Brunswick*
- *Charles Spencer, Manager – Network Services, University of New Brunswick*

**FSS Building, Room 1006**  
**MEET THE EXPERT, TRIBAL:**  
**USING LEARNING ANALYTICS**  
**TO IMPROVE THE STUDENT**  
**EXPERIENCE AND RETAIN**  
**STUDENTS [V6]**

How good is your student experience? How good are you at retaining students? Can you identify potential 'at-risk' students, and which ones are likely to leave?

We will demonstrate that by using data and learning analytics we can help Institutions predict student performance and identify "at-risk" students, so that interventions can be made at an early stage to ensure you help students meet their full potential.

**Presenter:** *Steve Hope, International Sales Director, Tribal*

**About Tribal:** *Tribal is a leading provider of systems and solutions to schools, colleges, universities and training providers across the world. Our market leading Student Information System is used by 70% of the UK Higher Education market, as well as being used across the world by customers such as the University of Sydney, University of Otago, Trinity College Dublin, University of Malta and University of Oxford.*

*We have 1,300 staff and our work spans five continents for a variety of educational institutions. Such staff focus on helping our customers to deliver excellence and best practise across all their administrative and learning processes. As a result our extensive expertise and collaborative style has made us a trusted partner to our customers.*

*Working as one we provide student management systems and analytic services to Institutions around the world.*

**Vanier Building, Room 2095**  
**MOVING TO VIRTUAL DESKTOPS**  
**- WORTH THE TRIP ? [L14]**

Over the past two years, Western's central ITS department has been working in collaboration with stakeholders across our campus to investigate, design and establish a central infrastructure to support the use of virtual desktops in our labs. Western has several student computer labs across campus. While some of these are managed by our central ITS department, many are managed by individual faculties. These labs are designed for both drop-in use and for scheduled teaching.

Our project goal was to implement a central infrastructure that would provide a resilient and redundant environment that would facilitate delegated management of the various labs as required. This system must provide a suitable user experience for the students and enable power savings that are promoted through the use of zero clients and machine consolidation. Our intent was to establish an infrastructure that we can leverage in the future to provide remote access to the labs for students and faculty.

This session will provide insight into our journey. We will explain why we chose

VMWare View and how the project got started, the challenges we faced along the way, as well as lessons learned. We will describe the deployment of our pilot and share feedback from our users. We will also provide a technical overview of our infrastructure and the design considerations that were involved. In addition, we will share our future plans for VDI at Western.

**Presenters:**

- *Ryan Reynard, System Administrator, Western University*
- *Rob Dykeman, Unit Computer Support Specialist, Western University*

**FSS Building, Room 2005**  
**BUILDING AN INTRANET**  
**WITH LIFERAY TO PROMOTE**  
**EMPLOYEE ENGAGEMENT [SI9]**

Building on York's experience since 2007 with Liferay Portal, in the summer of 2012 we embarked on building a faculty and staff intranet to be launched in spring of 2013. The intranet provides employees with a variety of tools, content, and directories of people to more efficiently accomplish their day-to-day jobs while being more informed about – and engaged in – the institution's long-term goals. Employee engagement is supported by use of social media functionality including the ability to send status updates to colleagues and beyond, search rich personal profiles, participate in discussion forums, post and respond to classified ads, and rate and comment on news articles. Organizational efficiency is supported with targeted announcements, customized portlets that provide at-a-glance views of high-impact information, and personalized sets of news feeds.

Our presentation will discuss the requirements gathered for the intranet by talking to a wide variety of representative staff and the units that want to communicate with them, such as Human Resources. We will then give a brief look at how it turned out and talk about the process of building the intranet using a combination of internal, local, and offshore developers. We'll focus on some of the more interesting technical issues such as use of web services with PeopleSoft Integration Broker, experience with the search engine SOLR, and performance testing with the open-source tool JMeter. Finally, we'll discuss the use of social media functionality within the York community, including issues such as effective Terms of Use and Community Guidelines to encourage constructive discussions.

**Presenters:**

- Peter Rowley, Director – Applications and Integration, York University
- Neal Stephenson, Manager – Development Services, York University

**Vanier Building, Room 1095****IMPLEMENTING AN ITSM TOOL AT UOTTAWA [G6]**

In 2011, the University of Ottawa recognized the need to increase our ITIL (Information Technology Infrastructure Library) capabilities. Specifically, we needed to implement better processes around our Change Management Database (CMDB), Change Requests, and Incident Management. Our existing ITSM tool was outdated and needed replacement. After several sessions with key stakeholders, the decision was made to acquire a new ITSM product, Service Now. This new product offered greater flexibility and was built with ITIL v3 principles in mind. A project was initiated to migrate away from our existing tool and move to Service Now. This presentation will highlight the many challenges we faced, along with the process we used to migrate all of our customers. It will also show the customizations that were required to move forward with this product. Finally, we will present some of the ideas we have for the future (i.e.: automation of work flows, etc.) and how this kind of implementation can benefit your institution.

**Presenters:**

- Alex Dipietro, IT Manager, University of Ottawa
- Marc Cadieux, Senior Analyst, University of Ottawa

**FSS Building, Room 1007****OPEN SOURCE BEYOND THE TIPPING POINT AT STANFORD UNIVERSITY [SI10]**

This is the story of how Drupal became the CMS of choice at Stanford University, going from a handful of sites in 2006 to hundreds of sites today. Rather than a top-down decision, it was a gradual process that began as a grassroots initiative culminating in central support and development.

The motto of the University is “die luft der freiheit weht” (The wind of freedom blows). That sentiment permeates all levels of the organization and its entrepreneurial spirit. The inherent flexibility and power of the Drupal platform, coupled with an ardent in-house developer base, is why

Drupal continues to grow at Stanford and across the higher education vertical. This presentation is a detailed account of the steps required to bring Open Source / Drupal beyond the Tipping Point at Stanford, and the enormous ROI we are witnessing now.

**Presenter:** *Zach Chandler, Web Strategist, Stanford University Web Services (SWS)*

**BREAKOUT SESSIONS  
4:00PM - 4:50PM****FSS Building, Room 1030****SECURING THE VIRTUAL ME IN OUR CONSUMERIZED, BYOD WORLD [B4]**

Everyone seems that they are now ‘online.’ This growing use of social media, cloud based services, instant messaging, texting, and smart phone/tablet apps make it even more important to consider how you should “Secure the Virtual Me.” This session will cover a potpourri of information security issues focusing on reducing your personal risk while making full use of these new services and features. Security and privacy will be covered, as well as examined in light of the consumerization of IT, personal mobile devices, BYOD, laptops, and Internet connections, as well as authentication/authorization issues, passwords, Internet cafés, backups, and cloud services (software as a service, infrastructure as a service, and even malware as a service). Hopefully with a better understanding of the threats, you can make a better choice in how to protect yourself online, and manage the risks to your own “Virtual Me.”

**Presenter:** *Lawrence Dobranski, Director – ICT Security, University of Saskatchewan*

**Vanier Building, Room 2095****RISE OF THE MACHINES:  
VIRTUAL MACHINES IN SUPPORT OF COMPUTER SCIENCE COURSES [LI5]**

Carleton’s School of Computer Science long relied on traditional labs running Windows and Unix-style operating systems, and remotely accessible Unix-style processing nodes to provide course-related infrastructure. However, the increasingly divergent and often incompatible demands of those courses, plus the need to provide a full desktop on the processing nodes, rather than just a shell, necessitated changes.

Virtual Machines (VMs) provided a flexible solution. The lab machines have now become hosts for VMs that have been carefully customized for each course, without concern of software library conflicts. Virtual networks allow for safe development environments for testing networking and parallel processing assignments before running them on the “real” processing nodes. Of course, the most important benefit... is yet to be revealed.

This presentation will discuss the drivers of this change, what we have done so far, and what we are considering for the future. We will also look at some of the technical challenges we encountered. We are eager to hear what others are working on and thinking about so that we can further enhance our own implementation.

**Presenters:**

- Andrew Pullin, Acting Senior Software Designer, School of Computer Science, Carleton University
- Andrew Miles, Senior Systems Administrator, School of Computer Science, Carleton University

**FSS Building, Room 2005****ENS @ LAURIER [COM7]**

In light of recent tragic events in the United States and Canada on university campuses, Laurier’s Special Constable Service initiated a project for a mass communication tool to enable them to quickly and effectively inform staff, faculty and students about an emergency situation. Given Laurier’s multi-campus environment, the tool had to be flexible and scalable, - enter Benbria’s BlazeCast software – a product that allows communication via desktops, SMS, email and paging systems.

Identifying static IPs for desktop messaging was easy, but how to handle collecting information on a transient student body and staff/faculty who travel between campuses? By using our existing Banner Self-Service product (LORIS), we were able to capture cell phone numbers for those Laurier community members who wanted to be involved and subscribe them to the ENS service.

Join us as we show you, step-by-step, how we accomplished this feat.

Having an ENS is a wonderful thing. Now, let’s hope we never have to use it.

**Presenter:** *Kathryn Hertzberger, Systems Analyst, Wilfrid Laurier University*

**Vanier Building, Room 1095**

## **WOMEN IN CHIEF INFORMATION OFFICER (CIO) POSITIONS IN CANADIAN HIGHER EDUCATION: CHALLENGES, BARRIERS, AND OPPORTUNITIES [G7]**

Of the universities belonging to the Canadian University Council of Chief Information Officers (CUCCIO) currently only 10 of the CIOs are women. Given the relatively high percentage of women in information technology (IT), approximately 40% of the IT workforce, why are relatively few (18%) attaining the most senior IT role?

This presentation investigates the challenges, barriers, and opportunities of women in leadership roles in information technology in Canadian universities. The findings of the research literature are amplified by interviews with those in the field. Interviews were conducted with three women: a former CIO, a current CIO, and a senior IT manager with aspirations to be a CIO. In order to gain a broader view of emerging trends, the Executive Director of CUCCIO (herself a former higher education CIO) was also interviewed.

The presentation will identify systemic barriers and present recommendations for personal and organizational initiatives to promote senior technology leadership for women in Canadian higher education. While more women are attaining CIO roles in Canadian universities than ever before, this positive trend is confounded by the continuing negative consequences of stereotypes and other significant career obstacles.

**Presenter:** Michael Ridley, Librarian,  
University of Guelph

**FSS Building, Room 1007**

## **INSTITUTIONAL IT SERVICES FOR RESEARCHERS PANEL [RC2]**

Opportunities and demand for institutional Information and Communications Technology (ICT) research support is growing rapidly as research increasingly employs large scale computational modeling and analysis, interconnects analytic and sensor systems, and manages large datasets. Digital research is also being used by less technical disciplines that need additional ICT systems support. Research is now conducted by multi-disciplinary and multi-institutional teams that require rich collaboration tools that are common across institutions.

In providing support to researchers, central ICT organizations must adapt to research funding cycles and different governance models than administrative and learning communities. Central IT also works with external organizations such as CANARIE, the ORANs, and Compute Canada to develop and maintain cross-institutional support of infrastructure and services.

**Summary:** How are universities managing and delivering ICT support for researchers? This panel will highlight how some organizations have stepped up, and use this as a starting point for audience input on what works. This discussion is sure to continue beyond this session. A BOF will be arranged for those interested in continuing the dialogue. Support for Research Administration systems will not be covered in this session.

**Moderator:** Kent Percival, Manager - Research Partnerships, University of Guelph

### **Panelists:**

- Steven Cundy, Senior Manager, Research IT Support, University of British Columbia
- Keith Jeffrey, Manager, Research Computing, University of Saskatchewan
- Omar Mohammed, Client Solutions Manager, York University

**5:00PM - 6:00PM**

**90 University, Room 140**

## **IMPROMPTU BOFS**

*Sponsored by: Edgeworx, Gold sponsor*

**6:30PM - 11:00PM**

**Ottawa Convention Centre, Trillium Ballroom (Level 4)**

## **SUPPER AND RICK MERCER AT THE OTTAWA CONVENTION CENTRE**

**9:00PM - 12:00AM**

**Bar 1848, University Centre, level 2**

## **WATCHGUARD HOSPITALITY SUITE**

**WEDNESDAY, JUNE 12**

**7:00AM - 9:00AM**

**University Centre Cafeteria, 2nd floor**

## **BREAKFAST**

*Sponsored by: Teknicor, Bronze sponsor*

**BREAKOUT SESSIONS**

**8:45AM - 9:45AM**

**FSS Building, Room 1030**

## **ALL THINGS EDUROAM [IM1]**

CANARIE is the operator for eduroam in Canada and is active both domestically and internationally working on improvements and expanding the reach of eduroam. Our activities are diverse and we would like to update the community with developments in the following areas:

**Eduroam operations:** The number of eduroam sites in Canada is growing and so is the traffic as more and more mobile users carry multiple devices. Maintaining a high quality experience is important where the ultimate assessment is in the hands of the users. This portion of the presentation will discuss specific areas that we focused on and how they have improved, as well as eduroam traffic patterns and analysis tools.

### **Helping eduroam sites streamline eduroam configuration using CATS**

CAT is short for Configuration Assistant Tool, a centrally managed service tool created by eduroam.org that allows site admins to monitor and remotely test their eduroam site from international locations. It uses federated access (using CAF & eduGAIN) to permit site operators to manage their own site-specific settings, and help streamline eduroam deployment and local support.

**Exploring enhancements to eduroam infrastructure:** eduroam has been in service for just over ten years using the same durable RADIUS technology. This portion of the presentation will explore some of the next generation approaches to keep eduroam growing and working even better for the next decade. Topics in this section will be improved ways to interconnect eduroam servers using DNSSEC, as well as DANE cryptographic enhancements for dynamic server discovery.

**Presenter:** Chris Phillips, IT Architect, CANARIE Inc.

**Vanier Building, Room 2095**

## **HOW TO GET SOMEONE ELSE TO BUILD YOUR DRUPAL MODULE FOR YOU [C2]**

In a climate of tightening budgets, wouldn't it be nice to ask the Canadian Transportation Agency (CTA) to build your much-needed Drupal module for you?

This presentation explores how the University of Ottawa is working with the

CTA, the City of Ottawa, the Government of Canada and private companies to build, refresh and maintain a shared Drupal 7 distribution. It will also demonstrate how large institutions can work together to develop for functionality, bilingualism, accessibility and usability, requirements that are common amongst these institutions, as well as yours! Why build an accessible Media Room module when the City of Ottawa is already building one on the same platform as yours?

You will appreciate how we can collectively use our small dollars to build amazing Drupal functionality that can be shared freely with anyone who may need it.

You will be provided with opportunities to collaborate, to share, to develop, and to enjoy working with a massive community of Drupal enthusiasts.

Note, although this presentation focuses on Drupal, this concept applies to all open-source software and the communities that spawn around the best ones.

#### Presenters:

- *Sang Trinh, IT Manager, University of Ottawa*
- *Bryan Miller, Head Webmaster, University of Ottawa*

#### FSS Building, Room 2005

### SO YOU THINK YOU CAN REPORT? CHANGING THE HR REPORTING PROCESS AT MEMORIAL [ES1]

Late 2012, Memorial moved from an outsourced HRMS (Human Resources Management System) to implementing and supporting Banner HR in-house. This meant a complete change in process for HR report distribution as reports now had to be developed and distributed in-house. As a technical solution we chose Cognos reporting from the Banner Operational Store (ODS) database.

The biggest challenges on this project were related to gathering user requirements and managing the process changes. We encountered issues when it came time to roll out reports because some requirements were incorrect, vague, or users changed them on the fly. Other challenges included report priorities that were often unclear, and lack of client process to keep data up-to-date.

Implementing this new reporting solution will empower our users as they will be able to create and run reports themselves as needed, as opposed to requesting a

report then waiting days or weeks for it to be delivered. This solution also saves the university money in the long-run because where all HR reports were printed in the past, they will be delivered electronically with the new reporting tool.

This presentation will share lessons learned and challenges faced when implementing the change to the HR report development and distribution process at Memorial, and will talk about where we are today with reporting and where we plan to be in the future.

#### Presenters:

- *Cathy Hyde, Project Manager, Memorial University of Newfoundland*
- *Heather Rhodes, Business Analyst, Memorial University of Newfoundland*

#### Vanier Building, Room 1095

### HOW TO MANAGE, COLLECT, PROTECT PHILANTHROPIC DATA [D1]

More and more high-level education institutions rely on fundraising and gift donations to generate extra revenue. Extra revenue is used for many activities at the university; awards of excellence, new building construction, new equipment, extracurricular activities, etc. These fundraising activities have now become more of a data analysis science to provide a valuable return on investment (ROI). Not too long ago, development offices consisted of calling cards and many paper files. With access to less expensive, smaller and more powerful computers, how we manage our prospects has drastically changed. Large data sets are now commonplace and segmentation within the annual fund or other mass mailings that were once nearly impossible are now rather simple. The use of data can add a personal solicitation aspect to traditionally less personal fundraising tactics.

Come and find out how the University of Ottawa manages, collects, and protects philanthropic data while making it accessible to solicitors on-campus and on the road. uOttawa has gone the extra length to gather and provide tools to best use and analyze this data. Many departments and faculties are involved in data acquisition and many more are using this data to enhance the reach of their activities and their reputations. You will find out what data we are collecting and how we are segmenting it. This data is information on alumni, donors, volunteers and friends. This data is very different than the data the

Registrar and financial system holds, and much of it is very personal, thus it requires as much attention and protection as your financial or registrar information. Many, if not all, high-level education institutions will need this "critical" service to greatly improve success in the fundraising world. This session will describe the tools and services that IT can and should be providing to this increasingly important function.

**Presenter:** *Mario Babineau, Assistant Director – External Relations, University of Ottawa*

#### FSS Building, Room 1007

### IN SITU LEARNING WITH IPAD/ IPHONE - A HIGH STRESS EMERGENCY MEDICINE RESIDENT PROGRAM [L6]

Postgraduate medical training is a stressful and challenging environment. The Royal College Emergency Medicine program is a 5-year program that trains future specialists in Emergency Medicine. The amount of information that residents must acquire is immense. This information must be current, using best evidence practices, and must be easily accessible by the learner, often at the bedside of a patient. This may include results from the latest therapeutic and diagnostic medical trials, learning the various drug formularies and hospital-specific policies through different hospital networks, accumulating key presentations during academic rounds, as well as learning how to perform a variety of common, and not so common, often life saving procedures.

Currently, this information is scattered throughout the internet and hospital networks, often requiring multiple usernames and passwords. As a result, it has become inefficient and frustrating for residents to obtain the vital information that they need.

For the past year, we have been using mobile technology within the residency program to streamline learning materials and facilitate collaboration. With the implementation of iTunes U, we have developed a one-stop shop which residents can access critical information at the bedside of the patient, during medical conferences, or whenever the information is needed. What has been really revolutionary is that once each course is set up, any new material upload to the course is automatically sent to each student's device.

Come to this student panel and find out how McGill emergency medicine residents

thrive with the use of mobile devices. With all the policies around IT and privacy, find out how iPads and iPhones help these students survive the course loads, the study times, and the long hours. Discover the value of anytime, anywhere learning from the student perspective.

**Panelists:**

- Dr. Joel Turner, Program Director, FRCP emergency medicine residency program, McGill University
- Rohit Mohindra, McGill University
- Martin Kuuskne, McGill University
- Wayne Choi, McGill University

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## BREAKOUT SESSIONS

9:45AM -10:35AM

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### FSS Building, Room 1030

## LEVERAGING THE CLOUD TO DELIVER IDENTITY SERVICES [IM2]

CANARIE's Canadian Access Federation (CAF) has heard the community's request to simplify delivering and supporting identity services. CAF recognizes that not all participants (or potential ones) can stay abreast to the pace of change, or may desire an experience closer to those of a software appliance where it is configure and go.

By offering a Cloud Identity Provider (IdP) as a service (IdPaaS), CAF will be capable of offering a platform for both Federated web and non-web SAML, and eduroam RADIUS services CANARIE operates as a single component. By doing this, it will dramatically reduce the time for a CAF participant to activate and support the service.

This presentation will discuss the dimensions considered and the various trade-offs that were reviewed, and then explore the features and benefits of the chosen Cloud IdP service. The CAF technical roadmap will be discussed in conjunction to the IdPaaS offering to highlight the areas that it addresses.

**Presenter:** Chris Phillips, IT Architect, CANARIE Inc.

### FSS Building, Room 1006

## MEET THE EXPERT, IBM AND DESIRE2LEARN: SMARTER PLANET, SMARTER ANALYTICS FOR HIGHER EDUCATION [V7]

Today, we see analytics moving from advancing single organizations to transforming entire industries. Come learn more about using analytics to drive better outcomes in this joint session from IBM and Desire2Learn.

**Presenter:** Thomas Harris, Industry Solution Leader, IBM Business Analytics

*Tom Harris is the World Wide Industry Solutions Leader for Business Analytics in Public Sector. He has significant experience working with business intelligence, content management and database technologies. He is often called upon to speak with customers and industry analysts representing IBM on these subjects.*

*Most recently, Tom has been leading the development of solutions and blueprints utilizing IBM's Cognos and SPSS tools in the government, education and health care industries. He works closely with key customers to demonstrate how these technologies can add value to their organizations*

*Prior to joining IBM, Tom held technical sales and management positions with Oracle/ Hyperion, Interwoven, and SAP. He holds a Masters in Information Systems Technology from The George Washington University. Tom lives in Laytonsville, Maryland with his wife and three children.*

### Vanier Building, Room 2095

## COLLABORATION: REALIZING OUR SHARED GOALS [C3]

This joint presentation from the IT departments at York University and the University of Guelph focuses on a collaborative project for the renewal of backup and recovery infrastructures. With a theme of collaboration, this presentation tells a story of how working together culminated in something we could not have achieved working independently.

What started with a discussion between the two University CIOs resulted in an almost two year journey encompassing the definition of requirements working with York University's Procurement Office to prepare and execute a successful RFP which resulted in the choice and implementation of an innovative hybrid backup solution.

The combination of working together, and generating new ideas and ways of doing things, provided improved results than originally desired at the start of the project. This project demonstrates an innovative method of approaching a rather utilitarian process of acquiring the collection of hardware and software that makes up a backup and recovery system. The open-ended requirements produced by the two groups allowed an opportunity for the vendors to be innovative in providing our solution. An example of the improved project outcomes was a decision made during the project to establish reciprocal off-site backup facilities in their data centers. This outcome was a direct result of the collaboration and the resulting synergy between the two groups.

This presentation will also include a discussion of the background of the two IT groups, the various stages of the project, and the chosen solution and the benefits it provides.

**Presenters:**

- Peter Marques, Assistant Manager – Service Delivery, York University
- Dave Bruce, Analyst and Storage & Backup Cluster Lead, University of Guelph

### FSS Building, Room 2005

## WHAT A DIFFERENCE A YEAR MAKES [ES2]

Join us to hear Cathy Carson, Director of Finance & Integrated Systems at Nicola Valley Institute of Technology, discuss her institution's intensive efforts over the last year to improve student retention and engagement through the delivery of mobile content and increased student self-service tools. Cathy will discuss lessons learned around technology, and what is on the horizon for their student success initiative. In addition, Moira Kirkland, Product Manager at Ellucian will discuss how products like Colleague Student Planning and Ellucian Mobile are helping NVIT achieve their goals.

**Presenters:**

- Cathy Carson, Director of Finance & Integrated Systems, Nicola Valley Institute of Technology
- Moira Kirkland, Product Manager, Ellucian

## **Vanier Building, Room 1095**

### **HOW DO WE FIND AND KEEP THE STUDENT IN ALL THAT DATA? CRM, ANALYTICS AND THE STUDENT [D2]**

The changing student affiliation and comfort with technology is creating additional channels for communication, newer expectations for service, and an increased need for institutions to adapt quickly. This is representative of the transition towards an information-enabled society, and the movement to a knowledge based economy. These new channels, in addition to the existing conduits of information regarding student behavior present an opportunity to learn about the learner, and one that can't readily be ignored.

These trends are both creating and fueling the need for institutions to strive for innovation in student services in order to ensure that the experience of every student prospective, current and alumni is architected for success. This requires a clear, comprehensive understanding of all aspects of the student lifecycle; a goal that can be accomplished through tracking patterns and trends of student interaction through their administrative and learning experiences.

The presentation demonstrates the current and intended use of Relationship Management through the adoption of a CRM in student and learning services. How will this create a view of the student lifecycle and provide the nature of information we intend to extract, and how it will relate to the accomplishment of institutional strategic goals?

This presentation showcases an innovative strategy currently being used by Athabasca University to track, measure, manage and analyze transactional and interactional data that may have an impact on the student experience over the course of the student lifecycle.

The presentation will be led Heidi Schreiner, Coordinator of Student Relationship Management at Athabasca University.

Heidi will be supported by Shekar Kadaba, CEO of Rethink55, an AU educational technology partner providing products and services related to CRM and Business Intelligence in the higher education context. Mr. Kadaba is a recognized speaker, higher education consultant, Entrepreneur in the Information Technology space. Shekar holds a Master's Degree in Engineering from Dalhousie University and a Bachelor's Degree in Engineering from Bangalore University, India.

#### **Presenters:**

- Heidi Schreiner, Coordinator - Student Relationship Management, Athabasca University
- Shekar Kadaba, Chief Executive Officer, Rethink55

#### **FSS Building, Room 1007**

### **CHANGING “THE WAY THINGS ARE DONE” THROUGH ACTIVE LEARNING CLASSROOMS [L7]**

When it comes to classroom design, it is easy for an institution to replicate “what has always been done” rather than respond to the changing needs of students and advances in technology. In September 2012, Laurier launched its first purposefully designed Active Learning Classroom, the success of which was dependent on the collaboration of several academic and administrative units, including the Faculty of Arts, Information Technology Services, Physical Resources, Teaching Support Services, and the office of the Vice President, Academic. This session will focus on the pedagogical and technological features of Laurier’s Active Learning Classroom; the training, support and feedback mechanisms that were put into place for students and faculty teaching and learning in this space, as well as the benefits and opportunities of bringing together diverse units to provoke change and shift institutional culture to improve the teaching and learning environment through classroom design. Learn more about how your team can:

- Shift the role of Information Technology to a driver of innovation within your institution
- Advance institutional mission, strategic plan, or culture through multi-unit collaborative projects
- Develop appropriate training and support for faculty and students in technology-enhanced or active learning classrooms
- Select mechanisms to evaluate student and faculty experiences in learning environments in order to plan future projects

**Presenter:** Gary Wagner, Manager - Employee Technical Support, Wilfrid Laurier University

**10:00 AM - 1:00 PM**  
**FSS Building - Room 4004, 4007 & University Centre Concourse**

### **EXHIBITION AREAS**

#### **10:35 AM - 11:05 AM**

**FSS Building - Room 4004, 4007 & University Centre Concourse**

### **MORNING BREAK**

*Sponsored by: Desire2Learn, Bronze sponsor*

#### **11:05 AM - 12:05 PM**

**Marion Hall Auditorium, Level 0**

### **CLOSING KEYNOTE: CRITICAL MAKING: CHANGING STUDENTS FROM PASSIVE TECHNOLOGY USERS TO ACTIVE CREATORS, PRESENTED BY MATT RATTO**

#### **12:05PM - 1:00PM**

**Marion Hall Auditorium, Level 0**

### **CLOSING & INVITATION TO CANHEIT 2014**

#### **1:00PM - 2:00PM**

**Tented area, FSS Building**

### **BOXED LUNCH**

*Sponsored by: ServiceNow, Gold sponsor*

#### **1:00PM - 2:00PM**

**90 University, Room 140**

### **IMPROMPTU BOFS**

#### **2:00PM until 4:00PM**

**Vanier Building, Room 0130**

### **ACSD MEETING (ONTARIO CIOS)**

By Invitation Only.

## **THURSDAY, JUNE 13 & FRIDAY, JUNE 14**

#### **FSS Building, Room 1030**

### **SANS INSTITUTE SEC440: CRITICAL SECURITY CONTROLS: PLANNING, IMPLEMENTING AND AUDITING WORKSHOP DAY 1**

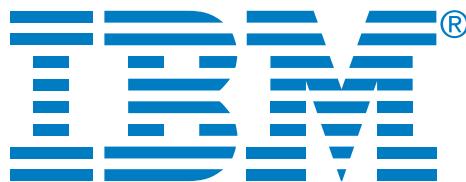
This course helps you master specific, proven techniques and tools needed to implement and audit the Twenty Critical Security Controls. These Top 20 Security Controls, listed below, are rapidly becoming accepted as the highest priority list of what must be done and proven before anything else at nearly all serious and sensitive organizations.

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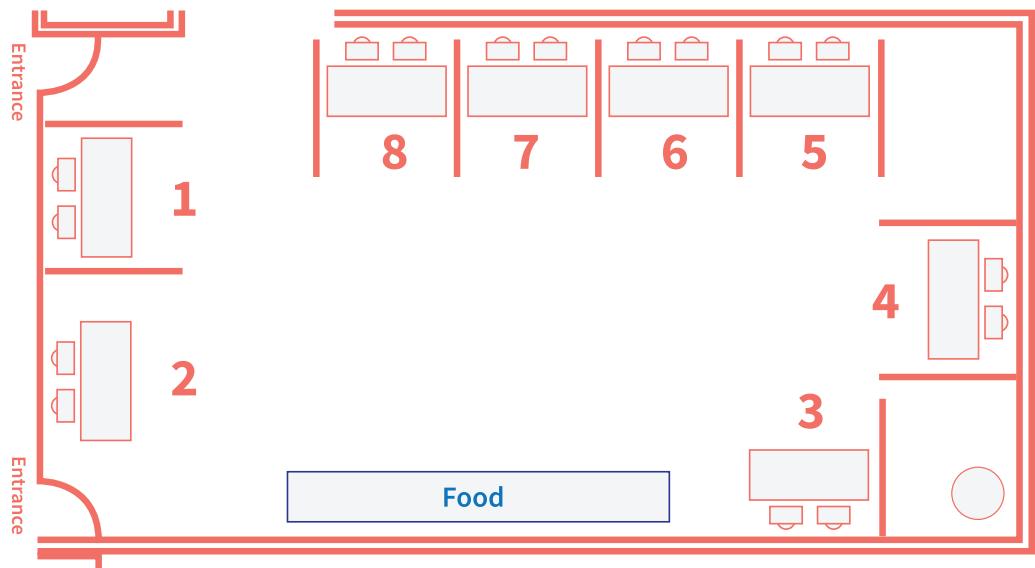


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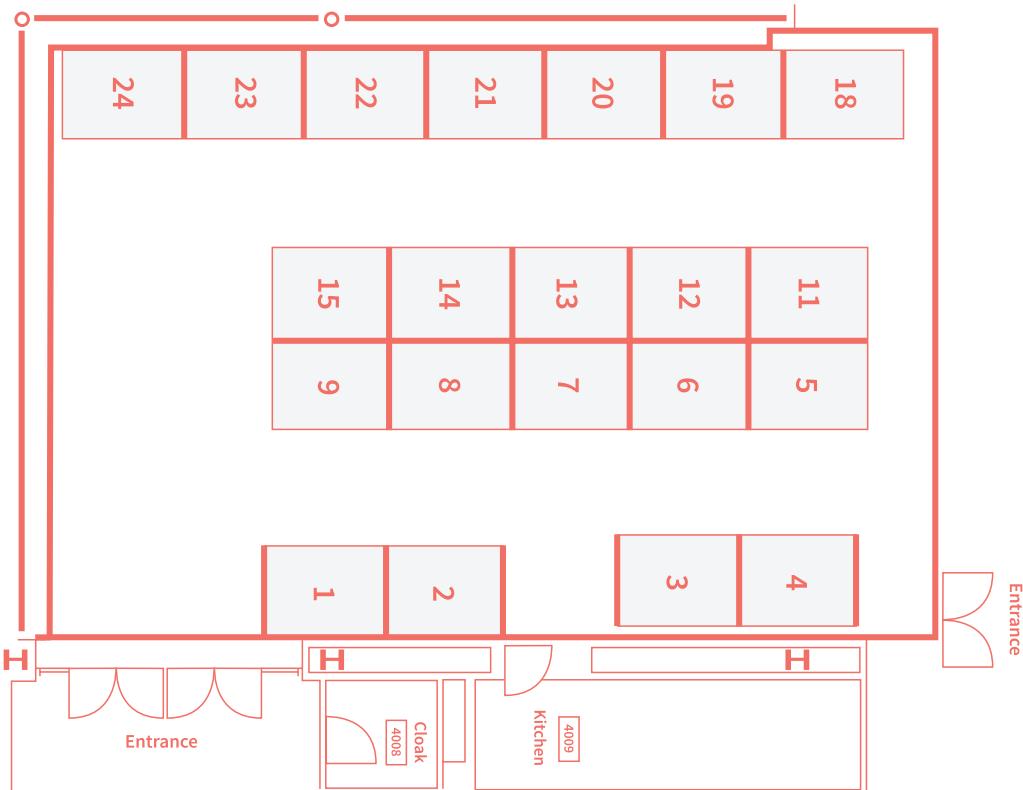
## FSS Building, Room 4004

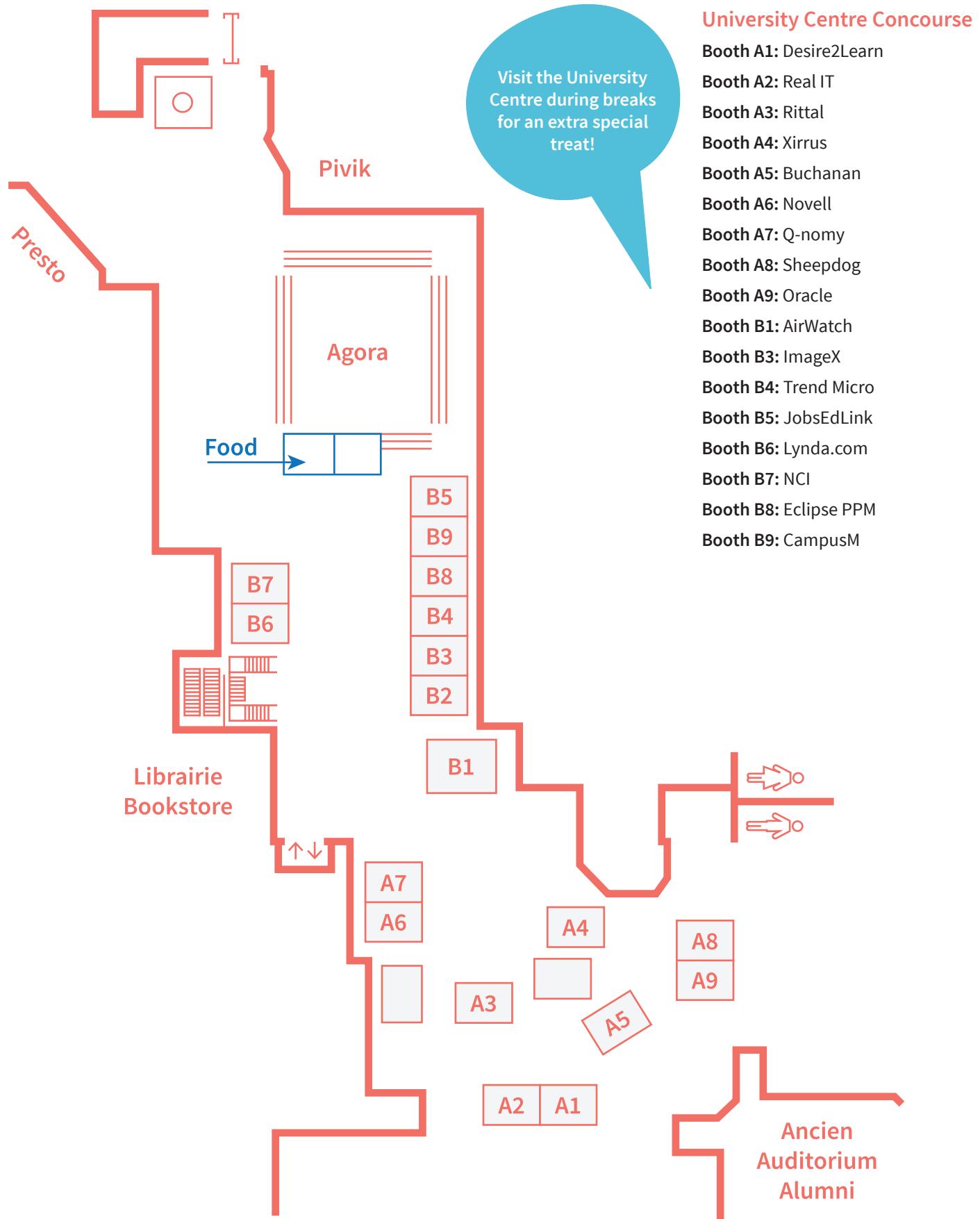
- Booth 1: Mitel
- Booth 2: VEEAM
- Booth 3: Aruba Networks
- Booth 4: CANARIE
- Booth 5: Peak Networks
- Booth 6: Echo 360
- Booth 7: Team Dynamix HE
- Booth 8: Avaya



## FSS Building, Room 4007

- Booth 1: Dell
- Booth 2: Laserfishe
- Booth 3: TeraMach
- Booth 4: Tribal
- Booth 5, 6, 11, 12: Edgeworx
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- Booth 8: Rogers
- Booth 9: Cisco
- Booth 13: ITC Systems
- Booth 14: Juniper Networks
- Booth 15: ServiceNow
- Booth 18: Pearson Embanet
- Booth 19: AMA
- Booth 20: Ellucian
- Booth 21: Microsoft
- Booth 22: HP
- Booth 23: Watchguard
- Booth 24: Break station





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Thank you to all those who helped make CANHEIT 2013 an exceptional conference

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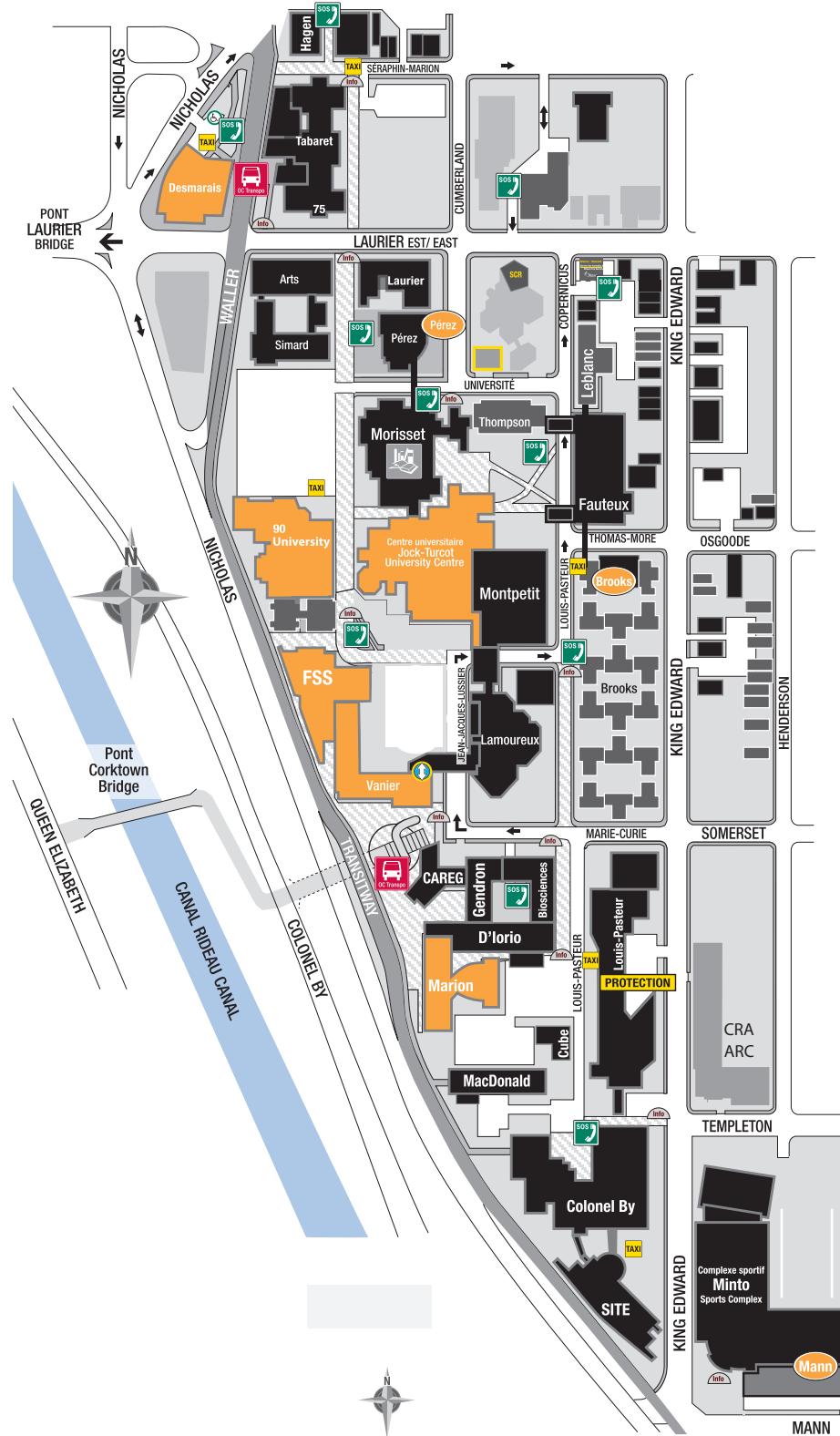
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for participating in CANHEIT 2013!  
We hope that this year's conference  
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and your institution, and you go back  
to your workplace feeling more inspired  
and energized. Session recordings will  
be available on our website in a few  
weeks. Thank you for being engaged,  
for connecting and for being part of the  
best looking IT community in higher ed!

