



K.I.S.S. YOUR USERS

Increase Service Utilization with Simple Information

CANHEIT 2014
University of Prince Edward Island

A large, stylized graphic of red lips is positioned on the left side of the image. The lips are rendered in a textured, brushstroke-like style with white highlights. They are slightly parted, showing a white center.

Not this kind!



UNIVERSITY OF
TORONTO



UNIVERSITY OF
TORONTO

HELLO
MY NAME IS

Tamara Adizes

The Landscape

A blue rounded square icon containing a white silhouette of a person's head and shoulders on the left, and the text "100K+" and "USERS" stacked vertically on the right.

A blue rounded square icon containing a white silhouette of a person's head and shoulders.

The graphic consists of several overlapping circles in various colors: yellow, green, blue, purple, red, and brown. The word "DISTRIBUTED IT" is written in white capital letters across the center of these circles. Below the circles is a large, solid dark blue triangle pointing upwards. Inside the triangle, the words "OVER 250 SERVICES" are written in white capital letters.

A diagram illustrating the concept of thousands of pages. On the left, a large blue arrow points right, containing the text "1000s OF PAGES". To the right of the arrow, several green, blue, yellow, red, and pink arrows branch out from a central point. Each of these secondary arrows contains the word "WEBSITE" repeated multiple times, representing the numerous pages originating from a single source.

The Problem...

(Don't laugh.)

 **Home**

- Internet Traffic Summary
- UTORrecover Backup Service
- NOC Local Login (Access Restricted) 

Security Operation and Network Operations

What We Do...

NEW! If you have a news aggregator that supports RSS, you can be notified when the NOC [Events](#) page is updated by configuring your aggregator to subscribe to the [RSS feed](#).

An excerpt from the article *After Hours - Campus Life from Dusk to Dawn*, by Graham F. Scott in the *University of Toronto Magazine*, Spring 2006 Issue.

4:05 a.m.

In the deepest reaches of the McLennan Physics Building on St. George Street is a room that's crucially important to every student, and staff and faculty who have seen it. Stored in this heavily air-conditioned bunker are the e-mail servers, payroll mainframes, Cray supercomputers and hundreds of other blinking, glowing monitors.

Network Operations (as it's called) is like Grand Central Station, and it's Sam Harrichand's job as a shift supervisor to keep the trains running.

"See that red light?" asks Harrichand, pointing to a blip on one of the five monitors that indicate network traffic. "That's someone launching an attack." To find a chink in U of T's armour. But other hacks have broken through.

"If the network goes down or the mail servers fail, I have to wake people up in the middle of the night to fix it," he says. While such hacker attacks present a challenge, Harrichand says they make his job interesting. "I have to act quickly to get the network back in working order," he says.

Harrichand blocks about a dozen attacks during a 12-hour shift, but the threats are mostly minor. "I like the work," he says. "It's quiet."

The full text of the article can be read [here](#).



CB Connect

Logon to Campus Business Connect - your single point of access to our administrative web services.

New Hours of Availability for AMS Systems

AMS, UShop/EBP, PSP, RAISE (MRA) and RPT are now available:

Monday - Sunday from 7:30am to 1:00am (next day)

NOTE: Currently, AMS, Ushop/EBP, PSP, MRA, and RPT are unsupported outside of normal business hours, Mon-Fri 8:45 am to 5:00 pm. Any problems that occur on weeknights, weekends, or holidays may not be resolved until the next business day.

For departments who have critical business processes outside normal business hours and require special support, please send in advance your request to ams.help@utoronto.ca.

Supported Browsers for Campus

ALERT BOARD

[Download SAP GUI here](#)

[Supported Web Browsers](#)

[Planned System Downtimes](#)

[Problems with Excel Download?](#)

For AMS Help

Use the [AMS Help Form](#)

Be sure to direct your Help Form to the appropriate Help resource by selecting the radio button beside the Help desk you need.

Read more about AMS Help [here](#)

Password Resets

To reset your password, click [here](#)



■ Home

- [UTORprotect](#)
- [SSL Server Certificates](#)

Links of Interest

- [Network Operations](#)
- [Security](#)
- [Enough!](#)

The Information Security group provides a number of services to specific departments and acts as a central point of contact regarding computer security issues for I+TS, University community and external users. We endeavor to promote computing security by providing documentation on standard security practise and investigating the application and implementation of security technologies.

The home page provides access to relevant and up-to-date information on:

- desktop security practises and procedures (UTORprotect).
- contact information.

The 'links of interest' section have links to:

- Network Operations Security which maintains current operations information of interest to department system administrators such as detected host compromises and core network status.
- The 'Enough' link provides information and resources on what to do about email harrassment.

security.admin@utoronto.ca



[Expand All](#) | [Collapse All](#)

[+ ROSI](#)

[+ ROSI EXPRESS](#)

[+ DEGREE EXPLORER](#)

[+ SWS](#)

[+ WEB SERVICES](#)

Registration - Summer 2012 - AS HBA

Degree	A&S Bachelor's Degree Program (AS HBA)
Status	Registered
Full-time or Part-time	Full time
Session in which you entered program	Fall 2010
Year of Study	3
Campus, College or School	Woodsworth College
Exchange Program	Student Exchange Program - University of Sheffield - Incoming

Financial Status as of June 12, 2012

Credit Account Balance	\$250.30	Show Invoice
More info		
Account Status	Active	
Financial Arrangement	Deferred payment for student loan	
More info		
Financial Hold(s)	1. Faculty of Arts and Science 2. University of Toronto Library	
More info		
Fees Charged by Subject	Yes	
POSt		

Registration - Fall 2012 - AS HBA

Degree	A&S Bachelor's Degree Program (AS HBA)
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[New SWS Status Page](#)

Recent News

→ [Introducing a New Version of the ROSI Invoice \(April 1\)](#)

WTS Info

[About](#)[Contact Us](#)[Staff Directory](#)

Institutional Support

[Overview](#)[RDG](#)[UTORnet](#)[AMS](#)[SIS/ROSI](#)[SAPLPD](#)[Anti-Virus](#)[Security](#)[Printer Services](#)[Data Recovery](#)[Windows Vista Support](#)

Consulting

[Choosing Information Technology](#)[Assistance with IT Recruiting](#)[Help to Network Administrators](#)[Vendor Management](#)

Contract Services

[Overview](#)[Desktop Support](#)[Windows Server](#)

Workgroup Technology Support
Workgroup Technology Support
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Workgroup Technology Support

Welcome to the Workgroup Technology Support (WTS) home page.

The purpose of this site is to help us communicate with the faculty and staff of the University of Toronto about the services that are available through our office and to describe some of the behind the scenes work we do in support of the University. The menus on the left are organized accordingly.

WTS Info - contact information and a brief description of our organization

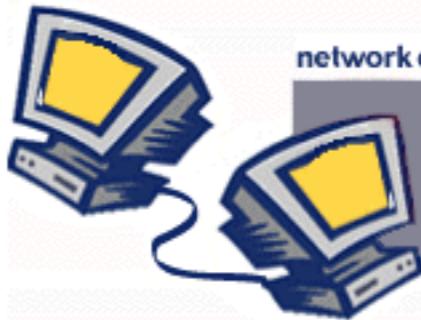
Institutional Support - our behind the scenes work

Consulting - our areas of consulting practice

Contract Services - the cost recovered services available through WTS

Remote Desktop access changes - See the RDG sidebar at the left for instructions on how to configure a remote desktop gateway shortcut

- Consulting
- Desktop systems
- Windows servers
- Firewalls and Security
- System Implementation
- IT Project Management



CNS SERVICES

university of toronto computing

Welcome to the CNS Services web site!

This site provides a central listing for services provided by the Network Development, Network Implementation and Network Services sub-groups of the larger Computing and Network Services.

- [**UTORdial**](#) - Dial-in to the Internet from UofT
- [**UTORmegabit**](#) - Faster access to the Internet from UofT
- [**UTORmail**](#) - Email service for the UofT community
- [**My.Utoronto and UTORwebmail**](#) - University wide announcements and web access to UTORmail
- [**UTORinfo**](#) - Self managed departmental web accounts
- [**UTORdist**](#) - Download Internet software
- [**UTORlist**](#) - Electronic mailing lists
- [**UTORnews**](#) - Read Netnews
- [**UTORschedule**](#) - Calendar service for scheduling your tasks and meetings
- [**UTORsearch**](#) - Search engine on www.utoronto.ca
- [**UTORdirectory**](#) - Searchable directory of UTORmail addresses.
- [**UTORcourse**](#) - Use WebCT to set up a course
- [**UTORtime**](#) - Synchronize your computer clock
- [**UTORmirror**](#) - Rapid access to software around the Internet



The first attempt

UNIVERSITY OF TORONTO

INFORMATION + TECHNOLOGY SERVICES

ABOUT ITS | ITS UNITS | ANNOUNCEMENTS | PUBLICATIONS & ARTICLES | FORMS | YOUR FEEDBACK | CONTACT

Account Management	Administrative Systems	tri Campus IT
UTORid , Passwords , TCard , Student Account , Secure ID Card , (more...)	HRPayroll , Finance , Fundraising , Procurement , ROSI for Staff , Space Management , Room Bookings , Document Management , (more...)	Chief Information Officer Portfolio , Divisional ITS , Libraries , NGSIS (more...)
Communication & Collaboration	Consulting & Project Services	Directories, Listservs, User Groups
UTORmail , LTCRExchange , UTORweb , Scheduling , Audio Conferencing , Video Conferencing , Telecommunications , Web Casting , Apple iOS Developers (more...)	Business Intelligence/Reporting Services , Enterprise Architecture , IT Procurement , Green Computing , Systems Consulting & Development , (more...)	A-Z IT Index , IT Professionals , NW Admins , Technology Fairs , User Groups , Webmasters , (more...)
Educational Technology	Infrastructure	Research Computing
Accessibility , Instructional Design Support , Plagiarism , Portal [Bb] , CTSL , Test Scanning , Teaching Station , iPhone Developers (more...)	Business Continuity , Backups , Networking , Server Virtualization , Wireless , Data Recovery , (more...)	MyResearch Online , High Performance Computing , TSpace , (more...)
Rules & Regulations	Security	Student IT Services
Policies , Practices , Guidelines , Committees , Consultation , (more...)	Antivirus , Encryption , Firewalls , Identity , Privacy , Phishing , Smart Phones (more...)	Accessibility , Internet , Portal Communities , ROSI , NGSIS , ULife , Writing Labs , (more...)
Support, Training, Licensing	Web Services	Wireless
Helpdesk , Desktop Support , Courses , Software Licensing , PDAs , Printing , (more...)	Google Engine , Institutional Webspace , Event Module , Webbox , (more...)	Wireless Access Points , Network Setup , Campus Wireless Support , (more...)

System Status

- Internet / Wireless
- WebLogin
- UTORmail/UTmail+
- UTORExchange
- Portal
- ROSI
- AMS

News & Events

Click on the image for the newsletter

IN THE LOOP

Welcome to the new world of eMail and online collaboration at the University of Toronto

streamlining process

GET IN TOUCH WITH YOUR PROCESS

In the Loop - February 2013, Vol. 1 No. 8

PDF Version

STILL

I CAN'T FIND

ANYTHING!

memegenerator.net



How our users felt

- “Your website is terrible”
- “The ITS website looks like a makeup compact!” (**ouch!**)
- “I can’t find anything!”
- “I have no idea what’s new and what’s going on...”

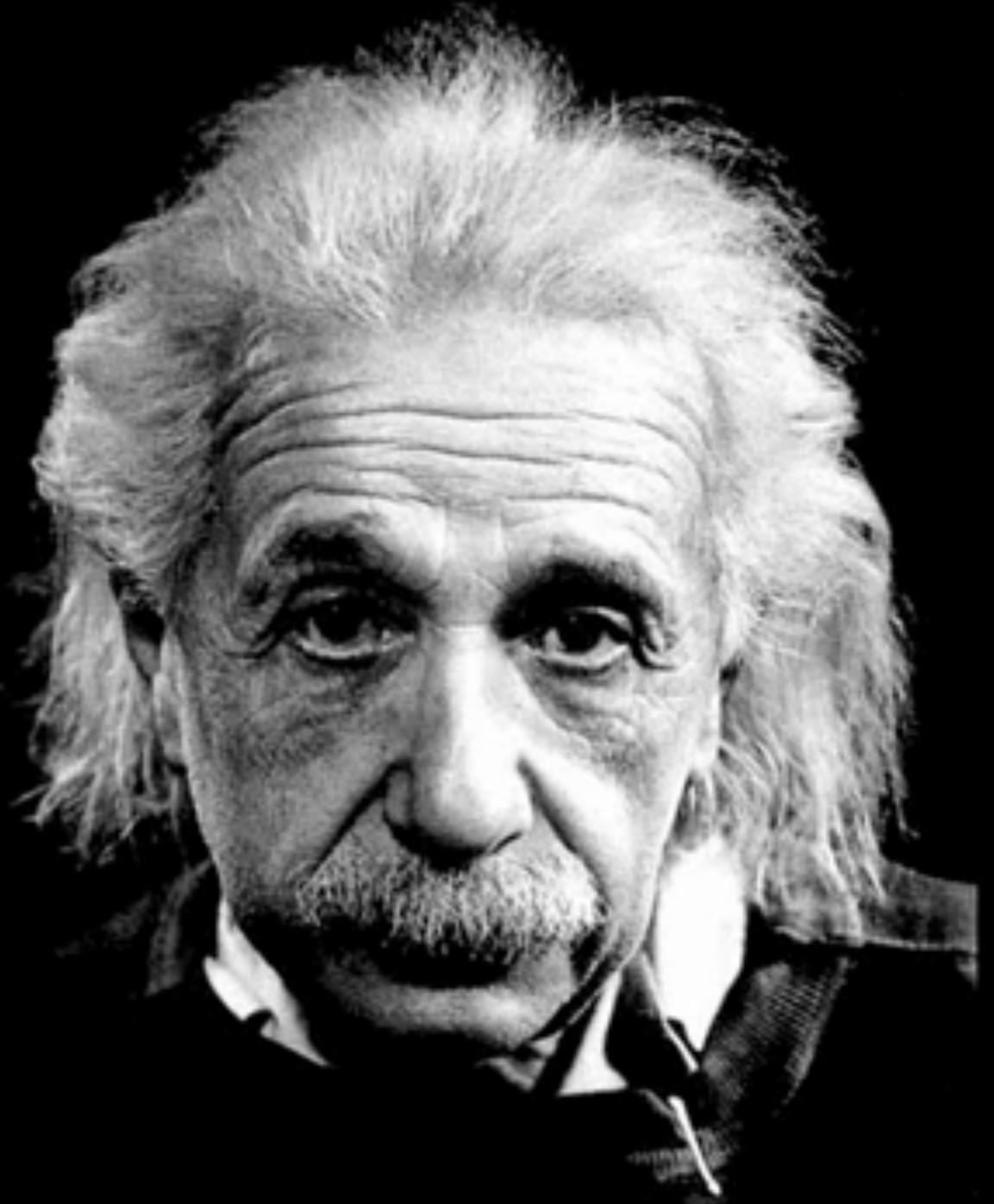
What we were wondering...

- How many services do we actually have?
- Where is the information for them?
- Who owns them? Who supports them?
- How do we gather feedback?

**KEEP IT SIMPLE
STUPID**

“Everything should be made
as simple as possible,
but not simpler.”

Albert Einstein





IT SERVICE CATALOGUE

<http://its.utoronto.ca>



In-House Concept & Workflow Design



WORDPRESS
Content Pages



ubuntu.
Operating System



RAILS
Database Platform

FEATURES

- Accessible from anywhere, anytime
- Two user roles:
 - Super Admin / Service Owner
- Approve/Request Service function
- Built in Business Continuity Plan
- Conditional field display
- Automated renewal cycle
- Quick and intuitive search

BENEFITS

- Established a **true** one stop shop
- Categorized and organized information
- Made language and content layout consistent
- Created a clear picture of the services we offer and who owns/supports them

Lessons Learned

- Development & implementation time
 - Triple confirm your technical requirements
 - Ensure you have in-house expertise for development
- Populating the database
 - Allocate plenty of time, be patient
- Rewriting, editing and removing old content
 - Start early and involve a team: DELEGATE!

How long we thought it would take to establish a catalogue

6 MONTHS

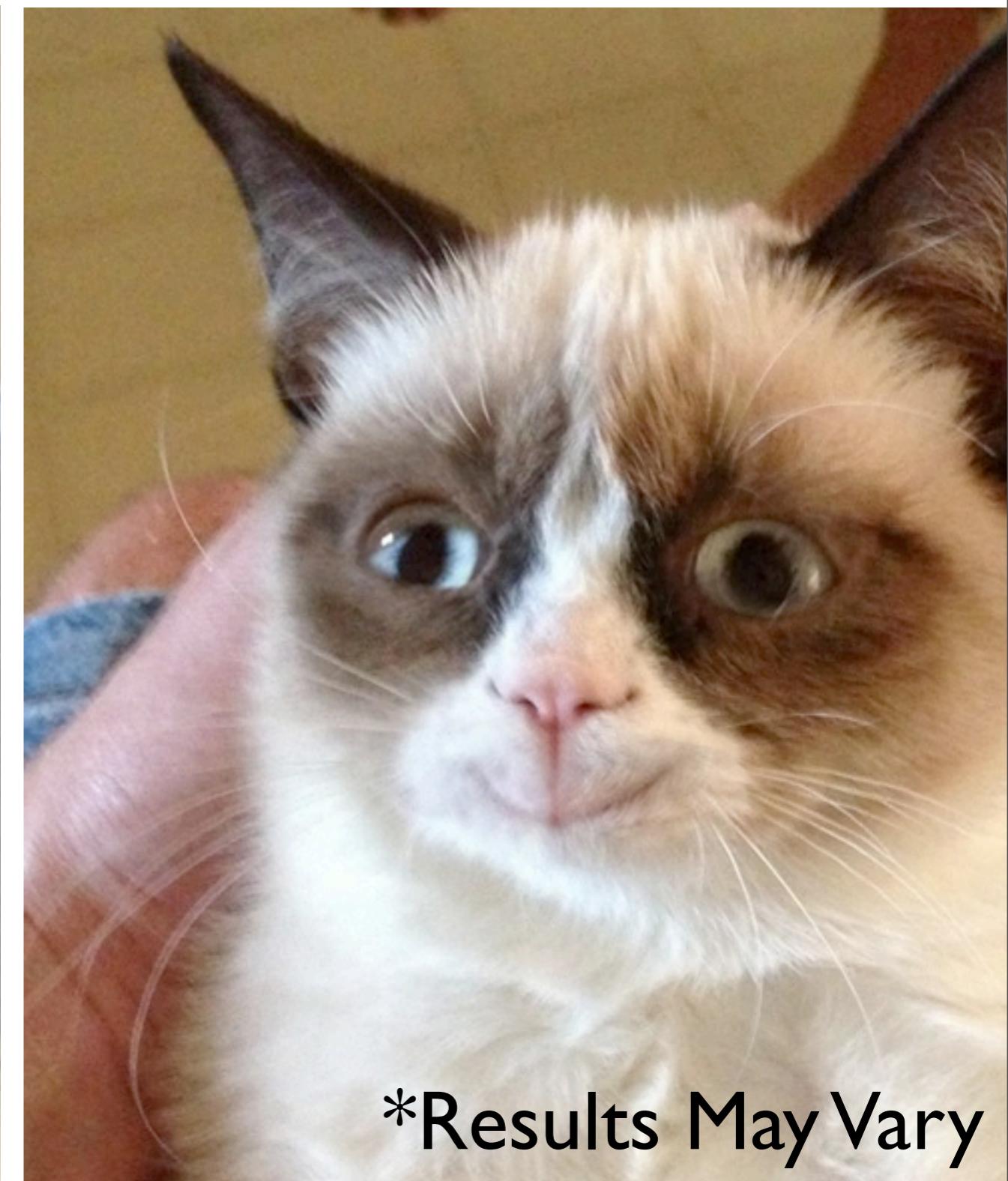
How long it actually took to establish the catalogue

18 MONTHS

BEFORE



AFTER*



*Results May Vary

The results

- We went from hundreds of web pages to a single database that serves as a gateway to organized information.
- We went from asking our users to read what was essentially our lengthy documentation, to giving them the basic information they needed as the first step.
- It would be their choice if they wanted to read further or explore technical documentation.
- We recorded an increase in website traffic.
- Increased social media engagement, increased news subscriptions (from 398 - 789 subscribers in 12 months)

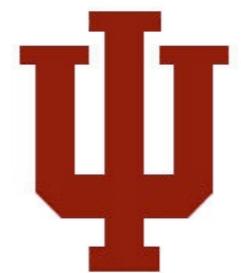
What's next...

- Further enhancements and fine tuning
- Onboard divisional IT services
- Add a governance module & project pipeline (authenticated & public views)
- Pay It Forward

pay it forward



Inspired By:



INDIANA UNIVERSITY

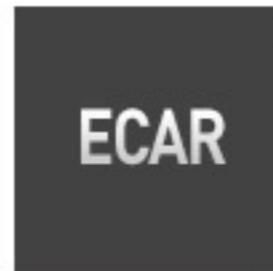


PRINCETON
UNIVERSITY



EDUCAUSE

UNCOMMON THINKING FOR THE COMMON GOOD



ECAR Working Group White Paper and EDUCAUSE
Review on the Benefits of IT Services Catalogue



Develop, Package & Commercialize
Explore Open Source Options

Get in Touch

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Sorry no
one had any
questions
after your
presentation.

someecards

