# About this report

This report is submitted bi-weekly on Wednesday by noon from managers/leads to the Acting Director, MedIT. The information captured in these documents reflects team activities from Monday to Friday of the previous two week, inclusive.

# Accomplishments for the period August 25 to September 9

|  |  |  |
| --- | --- | --- |
| Platform / Function | Activity | |
| Administrative Systems | | [Entellitrak](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/Entellitrak.aspx) Platform   * Continued troubleshooting of intermittent hanging (see [challenges](#_Challenges_1)). * Modified [RMS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/RMS.aspx) leave data extract from STAR to include only active leaves for residents. * Rolled back [RMS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/RMS.aspx) test environment post super user training session. * Deployed [RMS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/RMS.aspx) bug fix release for Rotation Exception Tracking in TEST * Finalized payee dataset creation to support [TTPS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/TTPS.aspx) pilot.   [Magni/Saga](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/SagaMagni%20-%20Home.aspx)   * Closed security hole and applied cold fusion security patch. * Ran vulnerability audit and assessed risk.   Other   * Support Graphically Speaking in replacing Auth2 integration for CWL with CAS. * FOMVSS266P1 performance issues have been resolved. |
| Digital Communications | | [FoM Websites](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/Wordpress.aspx)   * Reviewed options for Researcher Database for students with Research unit; Graham to support Research in finding a stop-gap solution * Reviewed Google Analytics for FoM websites and video hosting   [MedNet](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/FoM%20Intranet.aspx)   * Resolved branding performance issues in test environment * Deployed Faculty of Medicine performance data management tool for ESU * Deployed LOA tracking tool for MDUG Y3 * Created a MedNet Video Player Web Part |
| E-learning Operations | | * Ongoing support for the E-learning Action Team and operations * Deployed new version of Identity Management to BlackBoard to manage student authorizations more effectively: 1/20th ghetto time compared to last year |
| Team Operations | | Application Performance Management   * Develop and document standard application performance benchmarks for all applications, using Admissions as an example, looking to MedNet and RMS as another * Identify performance measuring points in applications * Identify key roles to sustain healthy application performance   Gartner IT Score   * Identify one to three opportunities to improve Application Services IT Score |

# Planned activity for the period September 8 to September 21

| Platform / Function | Activity | |
| --- | --- | --- |
| Administrative Systems | | [Entellitrak](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/Entellitrak.aspx) Platform   * Postgrad Resident shared searched design complete * Continued troubleshooting of intermittent hanging (see [challenges](#_Challenges_1)) * Extract payroll data from STAR and assess suitability for import to [RMS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/RMS.aspx) * Connect test environments to CWL Production. * Switch URL for RMS production to rms.med.ubc.ca * Install Stage 1 pack 0 of [TTPS](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/TTPS.aspx) pilot   [Magni/Saga](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/SagaMagni%20-%20Home.aspx)   * Restrict access to facilities application by IP address * Plan to retire pediatric anesthesia website   Other   * Initiate design on AFMC national portal integration for year 4 electives. * Change password reset tool expiry notification from 7 to 10 days |
| Digital Communications | | [FoM Websites](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/Wordpress.aspx)   * Review options for data persistence in web forms * Work through options for Researcher Database for students with Research unit   [MedNet](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/FoM%20Intranet.aspx)   * Address infrastructure issues in test environment * Review test environment with Digital Communications team for unexpected issues * Review new production environment for SharePoint * Build and deploy a Person Profile for the landing page in MedNet |
| E-learning Operations | | * Ongoing support for the E-learning Action Team and operations * Begin planning and prioritization of work orders and priorities with Gary for team |
| Team Operations | | Application Performance Management   * Develop and document standard application performance benchmarks for all applications, using Admissions as an example, looking to MedNet and RMS as another * Identify performance measuring points in applications * Identify key roles to sustain healthy application performance   Gartner IT Score   * Identify one to three opportunities to improve Application Services IT Score |

# Challenges

|  |  |  |
| --- | --- | --- |
| Platform / Function | Description | Mitigation/Action |
| [Entellitrak](https://teams.mednet.med.ubc.ca/do/medit/teams/application_services/Wiki/Entellitrak.aspx) | The entellitrak platform has experienced sporadic unresponsiveness without a pattern for cause. | * Configure http instead of AJP on the leg between apache http and tomcat. * Retest to see if the problem is resolved. |
| FOMVSS266P1 | Database latency has been reported in systems supported by this database including CMU, and AMP. | * Memory usage and performance has stabilized after configuration changes. * AMP throughput validated in test. * Remove this entry from the next status report. |
| Magni/Saga | The cold fusion server was compromised and malicious software was found. | * Quarantined the suspect programs. * Closed the hole that allowed the installation of said malicious software. * Ran a vulnerability scan * Notified UBC Security for assessment. * Next step – reduce access to the applications to internal users only, and plan for the replacement of each system. |

# Personnel Report

* Anthony Roggeveen on Vacation September 22nd to October 3rd.
* Balash Akbari contracted completed.

# Looking Further (September 8+) 22+

The goals and milestones below address the operational activity in the Application Services Portfolio. The Program Management Office (PMO) manages several projects that involve staff in Application Services. The reporting on PMO activity is managed by that portfolio.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Planned Completion | State | Details |
| Server Consolidation Part II:   * FOMSRV018 Sunset * Testing Environment Migration * Web Server Consolidation and Modernization * Revisit database deployment approach | TBD | Pipeline | Request with PMO |
| Version Control system replacement | August 2014 | In progress | Technology implemented. Content to be migrated. |
| Password Reset Tool replacement | TBD | Pipeline | Request with PMO. |
| HelpSTAR Upgrade | TBD | Pipeline | Assessing upgrade value proposition. |
| SharePoint 2013 Upgrade | Phase 1 Complete September 2014 | In Progress | Build SharePoint 2013 farm and migrate content |
| Retire paediatric anesthesia | TBD | Pipeline | Due to security breach. Develop an exit strategy with owners. |
| Retire academic space planning | TBD | Pipeline | Due to security breach. Develop exit strategy with owners. |