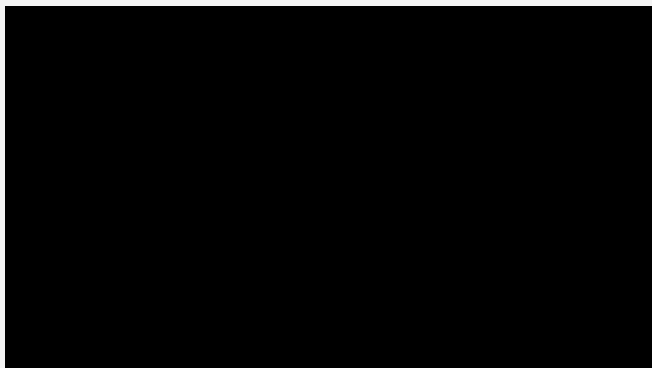


Welcome From Our  
**Deputy CIO**





**BRIAN STEWART**

*“The stories shared here represent only a small percentage of the work that IST staff do on a daily basis. We have selected these stories as we think they will be of particular interest to the community and help to best represent how we are empowering the university.”*

## Making a **Daily Impact**

300

user requests and incidents closed daily

30,000+

high risk intrusion attempts blocked daily

2TB

of data added to Google Suite applications every



day, **including**  
**174,000 emails**  
**sent daily**

**7GB**

of UWS data  
consumed by each  
user monthly

**95.9%**

customer  
satisfaction from  
follow-up support  
request surveys

## Enhancing **Teaching and Learning**

**5,866**

credit courses  
created in eClass  
by users

**380**

supported  
classrooms and  
labs, **housing over**  
**2500 classroom**  
**sessions daily**

70

one-on-one eClass  
support consults



43,405

eClass users

7,672

online quizzes in  
eClass

## Supporting Research Initiatives

861

Compute Canada  
account holders

19

Resource  
Allocation  
Competition  
(RAC) allocations  
awarded



16,216

core-year  
allocations

awarded

## Facilitating Advancements in Administration

37,742

domestic high school applicants processed through Auto-Eval

1,180

applicants accepted a bundled residency with an admission offer in Bear Tracks

4,012

proposals through Researcher Self-Service in Financials

342,094

payments processed in Human Capital Management



**173,576**

documents loaded  
in Electronic  
Document &  
Records  
Management  
System **adding to  
a total of 852,346  
available for  
digital access**

**Advancing Technology to Create  
Better Experiences**

# Networks Get a Fresh Start Under **RNIU**

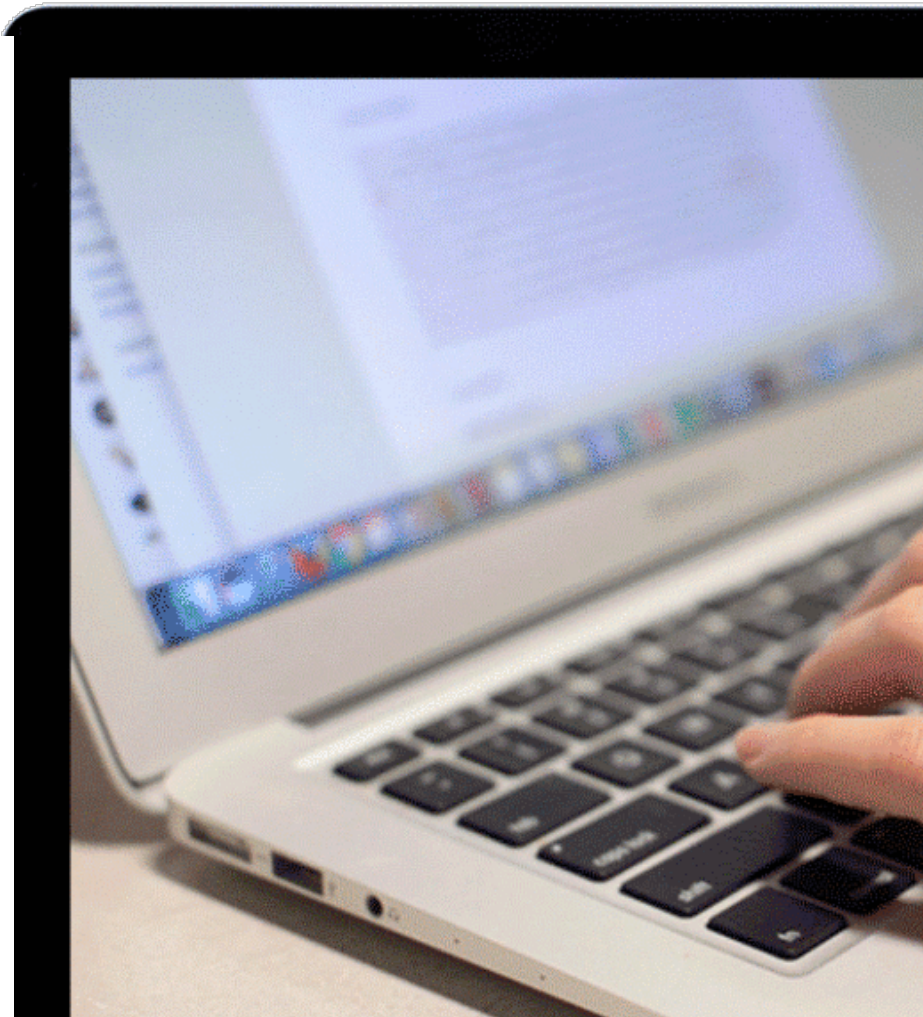
**The Right**



## Access to the Right Resources



## **Integrating AI to Improve User Experience**



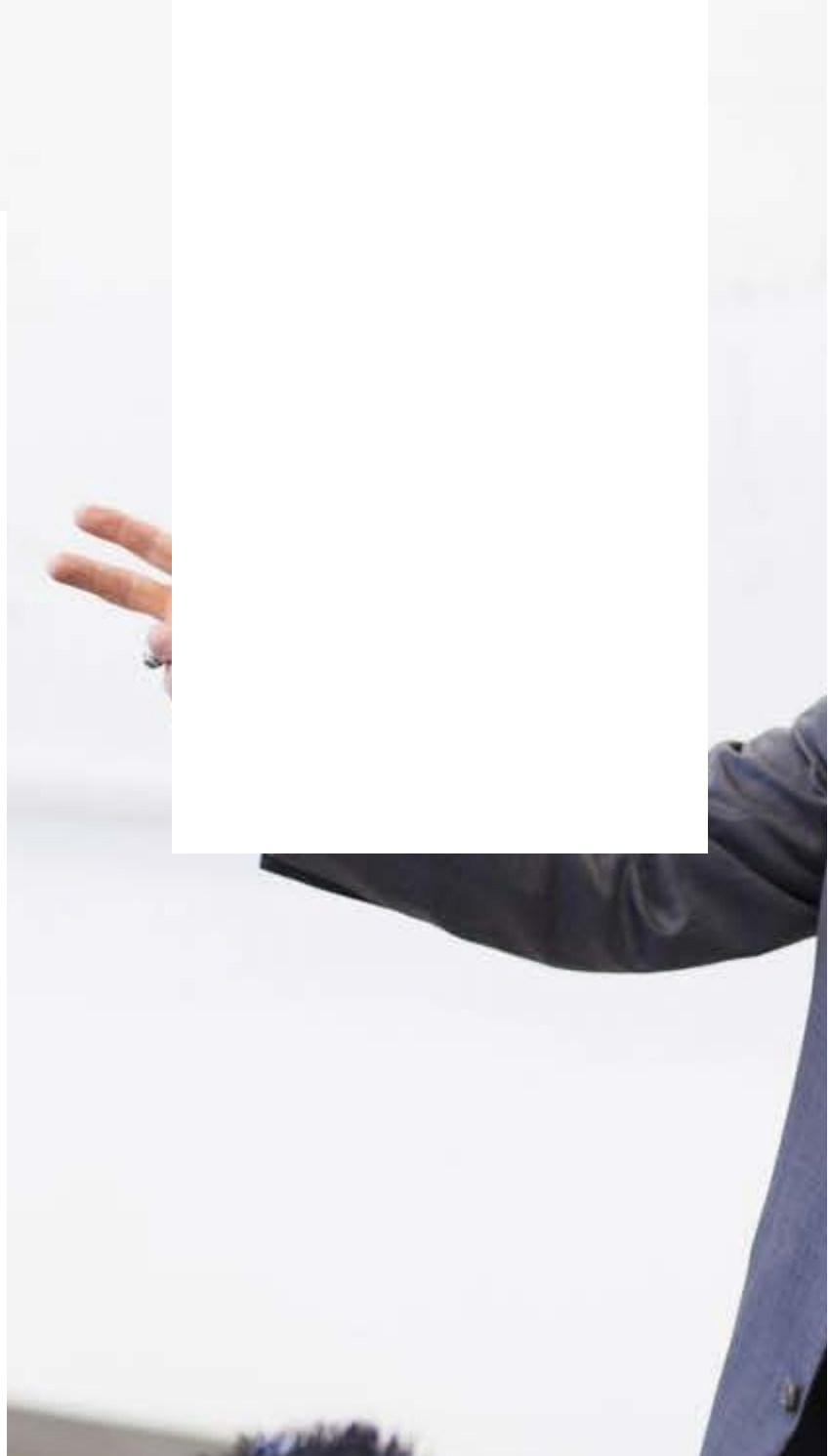


You're Accepted  
with **Auto-Eval**





Moving  
Online:  
**Academic  
Advisement**





# Making Strides in **Strategy**

## Sustainability





Process Improvement



Transparent Value



Grow Our People



# Initiatives

# Success in our

Student Lifecycle

Teaching, Learning,  
and Research  
Ecosystem

**Cloud Discovery**

**Application and  
Data Integration**

# Looking into **the Future**

## **Supporting Student Success**

*What if we could use data to  
empower students and  
instructors?*



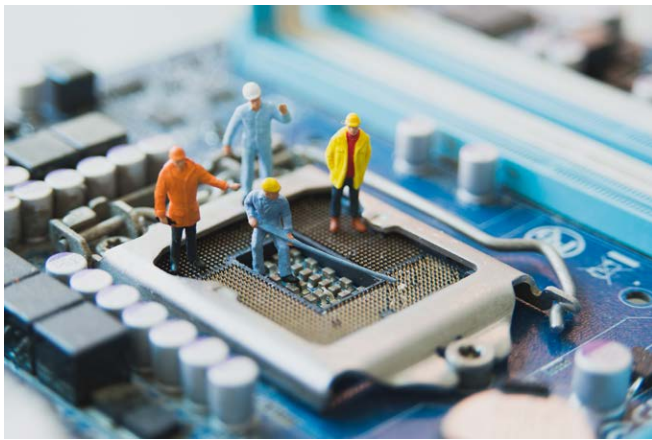
## **Lab Software, Without Limitations**

*What if a piece of software was not limited to a particular lab on campus?*



## **Connecting Information Across Applications**

*What if all applications and data were integrated to share information seamlessly?*



## Developing an Ecosystem

*What if learning tools were available and known to the university community?*



# Believing in **What We Do**

## **BARB PEEBLES**

MANAGER, SERVICE  
DELIVERY



## **ADAM GIRALDEAU**

TEACHING AND LEARNING  
TECHNOLOGY



## **ASHTON WONG**

TEAM LEAD, EDGE  
NETWORKING



## **HARVINDER SINGH DHAMI**

ANALYST,  
INFORMATION SE  
CURITY

## **TAWHEED SADIQ**

TEAM LEAD, CLIENT  
SUPPORT

## **RENEE VARGHESE**

ANALYST, SERVICE DESK



