



McMaster **IT** Strategic Plan

2019-2021

**Upcoming IT Projects Affecting
Financial Administrators**
November 14, 2019



Agenda

- McMaster IT Strategic Vision
- Strategic Pillars and Key Objectives
- IT Governance Framework
- Key Initiatives of Interest to Financial Administrators
- How to Participate



McMaster IT Strategic Vision

Working as a connected community, McMaster will deliver a seamless foundation of core and transformative information technologies and services, accelerating the university's teaching, learning, and research mission.



Strategic Pillars

Key Objectives



A Connected
McMaster Community

- 1 Institutional Adaptiveness
- 2 One IT Community



CONNECTED

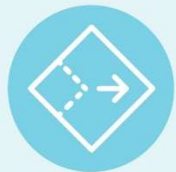


Seamless Foundation

- 1 Optimized Core IT infrastructure
- 2 Enhanced Productivity Systems



SEAMLESS



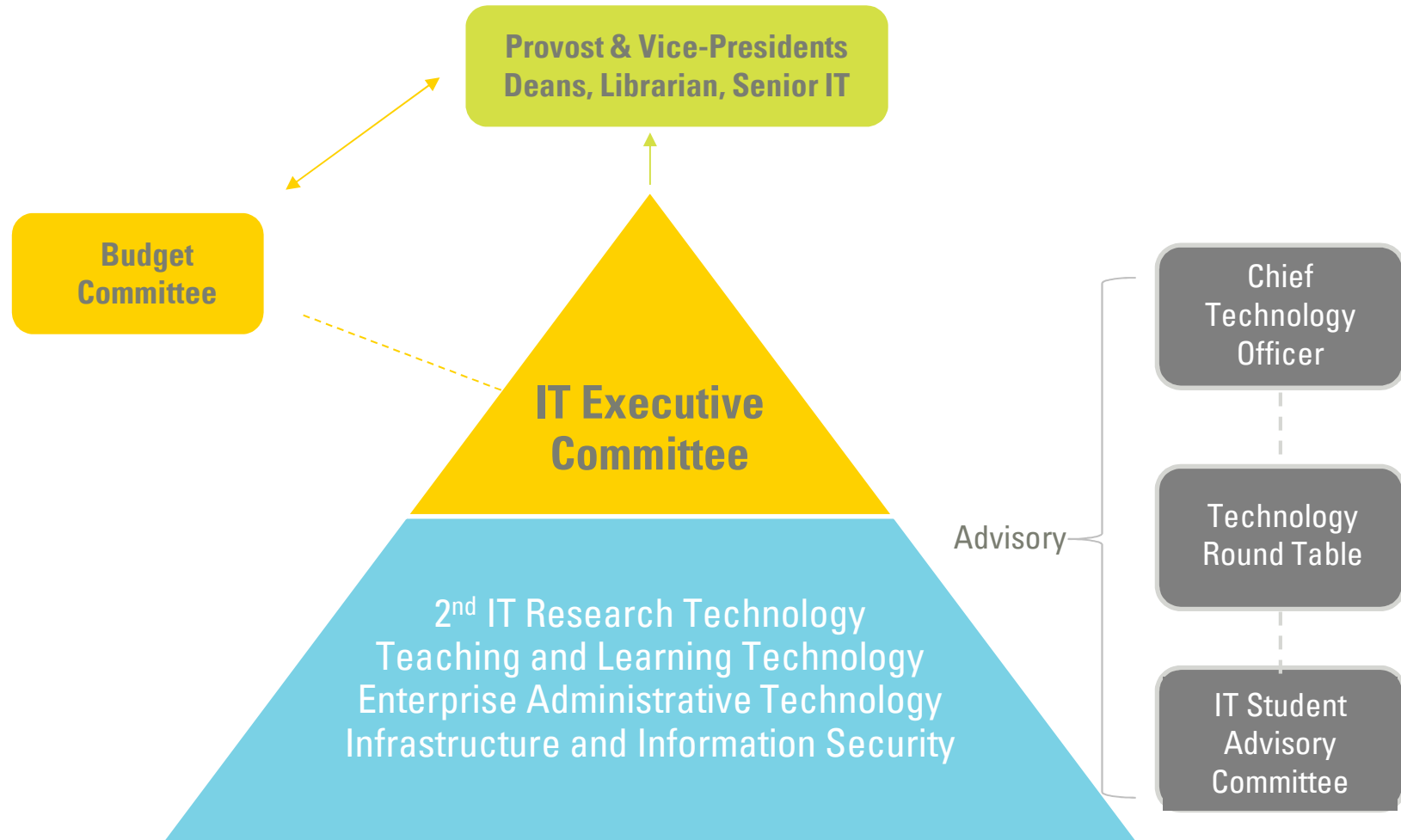
Transformative Information
Technologies and Services

- 1 Expedited Collaboration and Decision Making Tools
- 2 Reimagining the McMaster IT Experience



TRANSFORMATIVE

IT Governance Framework



Key IT Initiatives for Finance Administrators





Mosaic Rapid Releases

- A regularly scheduled release of new features in Mosaic
- The release will complement the existing weekly migration schedule of bug fixes, performance improvements and compliance requirements
- Connects to the seamless foundation pillar of the IT Strategic Plan
- Stay tuned for corresponding communication soon





Multi-Factor Authentication (MFA)

- The pilot will assess the feasibility of using MFA as an alternative to VPN to access secure components within Mosaic when off campus.
- The pilot group consists of approximately 100-200 staff and faculty.
- Lessons learned will provide valuable input into the development of a comprehensive MFA implementation strategy for the University.
- Longer term, we will be implementing MFA more broadly





Identity and Access Management

- In the first phase of the Identity and Access Management (IAM) project:
 - Replaced our custom system (PeopleSoft Bolt-On) with industry leading Identity and Access Management system.
 - Migrated existing identities to MacIAM.
 - Deployed MacIAM to manage identity and access across the University.
- This project lays the foundation for us to more effectively manage identities under one platform and provide access to multiple business applications and systems.



Microsoft O365 Collaboration Tools



- Relaunch of Office 365
 - Includes access to leading productivity and collaboration tools for everyone in the community.
- Launch of the Office 365 Hub Support site.
(visit office365.mcmaster.ca)
- Check out the hub for more info:
 - Microsoft Teams
 - Office 365 ProPlus
 - SharePoint Proof of Concept



Exchange



OneDrive



SharePoint



Teams



Sway



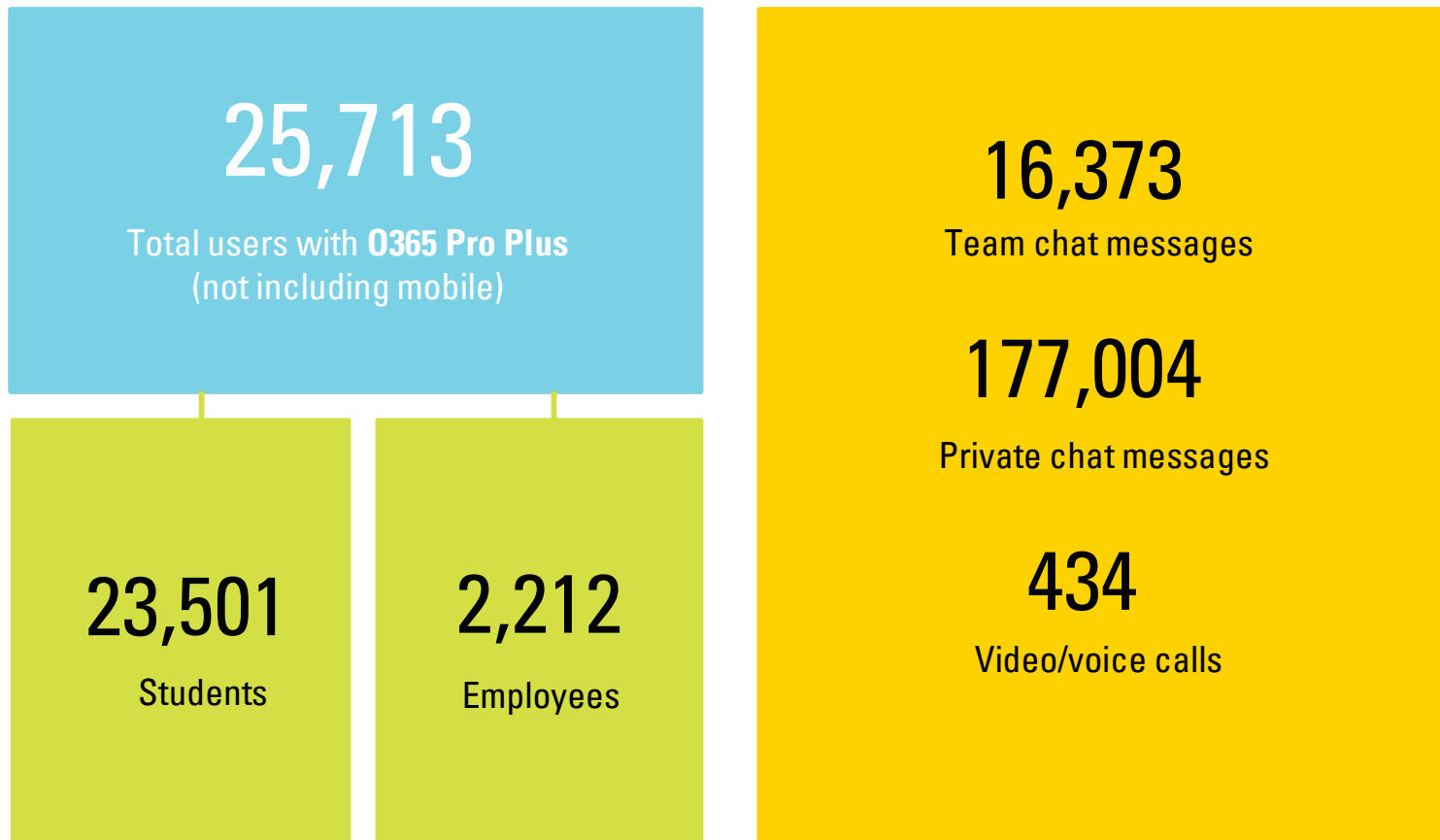
Forms



Stream



O365 Usage: By the Numbers





McMaster Email & Calendar Roadmap

- Going through IT Governance for endorsement
- Addressing end of life on-premise Exchange system
- IT Security, operational efficiency and end user opportunities
- Increased quota, collaboration tools, access, attachment size/types
- Office 365 common on most campuses
- Focus on communication and support as we roll this out





Other Projects of Interest

- Customer Relationship Management (CRM)
- Document Management & Workflow
 - McMaster IT Strategic Plan engagement sessions confirmed support for these initiatives
 - Project proposals to be drafted and reviewed through the IT Governance Framework



**What would you like to
hear more about?**



How to Get Involved

- Participate on project steering committees and campus engagement sessions for new initiatives!
- Respond to requests for input and tell us what you think
- Come to future engagement sessions!
- Please, invite us to join your conversations.
- Help us understand how we can reach you:
 1. How can we keep you informed?
 2. What communication method works best?



Where to get the information

cto.mcmaster.ca/it-strategy/

Submit a digital moment!

The screenshot shows the homepage of the Information Technology Office of the AVP & CTO. The header includes the McMaster University logo, the office name, and navigation links for Home, About the CTO, IT Updates, IT Strategy, IT Governance, IT@MAC, and Contact Us. The main banner features three circular icons representing the strategic pillars: A Connected McMaster Community (yellow), Seamless Foundation (green), and Transformative Information Technologies and Services (blue). Below the banner is the 'VISION' section, which states: 'McMaster's IT Strategic Vision. Working as a **connected** community, McMaster will deliver a **seamless** foundation of core and **transformative** information technologies and services, accelerating the university's teaching, learning, and research mission.'

This screenshot displays the 'Strategic Pillars' section. It features three columns, each with a colored icon and a detailed description of a pillar. The first pillar, 'A Connected McMaster Community', focuses on a cooperative and transparent approach to prioritizing and leveraging information technologies. The second, 'Seamless Foundation', emphasizes a seamless, intuitive, secure, and integrated technology infrastructure. The third, 'Transformative Information Technologies and Services', highlights the university's vision as a 21st-century institution. Each pillar includes key objectives and a 'View Initiatives' link.

This screenshot shows the 'Submit a Digital Moment' form. It includes a header with the office name and navigation links. The form is titled 'The 360 Online' and contains fields for Name, Email, Program, Goal, When, and Where. Below these fields is a 'Submit a Digital Moment' button. A 'Submission Information' section includes fields for Name, Email, Title, Role or Program, Goal, When, and Where. A 'Digital Moment' field is also present. The form concludes with a 'SUBMIT' button.

Social



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#McMasterITStratPlan

#ConnectedMac

#SeamlessMac

#TransformativeMac

#HigherEdIT