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.
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<th>Strategic Pillars</th>
<th>Key Objectives</th>
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| A Connected McMaster Community                        | 1 Institutional Adaptiveness  
                                                                                         | 2 One IT Community                                                               |
| Seamless Foundation                                   | 1 Optimized Core IT infrastructure  
                                                                                         | 2 Enhanced Productivity Systems                                                 |
| Transformative Information Technologies and Services   | 1 Expedited Collaboration and Decision Making Tools  
                                                                                         | 2 Reimagining the McMaster IT Experience                                         |
IT Governance Framework

IT Executive Committee

Provost & Vice-Presidents
Deans, Librarian, Senior IT

Budget Committee

2nd IT Research Technology
Teaching and Learning Technology
Enterprise Administrative Technology
Infrastructure and Information Security

Chief Technology Officer
Technology Round Table
IT Student Advisory Committee

McMaster IT Strategic Plan 2018-2021
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
O365 Usage: By the Numbers

- Total users with O365 Pro Plus (not including mobile): 25,713
- Students: 23,501
- Employees: 2,212
- Team chat messages: 16,373
- Private chat messages: 177,004
- Video/voice calls: 434
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!