

IT SUPPORT CENTRE

- 17.4k tickets submitted by UBCO employees
- 17.3k tickets solved by UBCO IT staff
- 9.3k tickets solved by the Service Desk (+1300 vs 2024)
- 1.5k student tickets solved by Student Support Analyst
- Student Chatbot reduced student support requests by 28%
- 1.3k Multi-Factor Authentication (DUO) requests resolved (As of August 2025 service is now primarily self-service)
- 470 Classroom support issues resolved
- 8.3k tickets triaged (+300 increase over 2024)
- Launched **Chatbot** on UBCO IT website for general support
- Launched **MS Bookings** for faculty & staff in person support



CAMPUS NETWORK

- Main campus network refresh: Wired and wireless networks upgraded in key buildings for faster, more reliable connectivity (FIP, ASC, ART, SCI, EME, LIB, Commons).
- **Residence Wi-Fi boost**: All residence halls now feature Wi-Fi 6 for next-gen speed.
- **Future-ready tech:** Piloted IPv6 connectivity and tested a new wireless device registration system.
- **OS upgrades complete**: Successfully migrated network devices from Windows 10 to 11.
- Better internet performance: Partnered with BCNET to improve speed and reduce costs through advanced peering.



VOICE SERVICES

Modernizing Campus Voice / Telephone Services

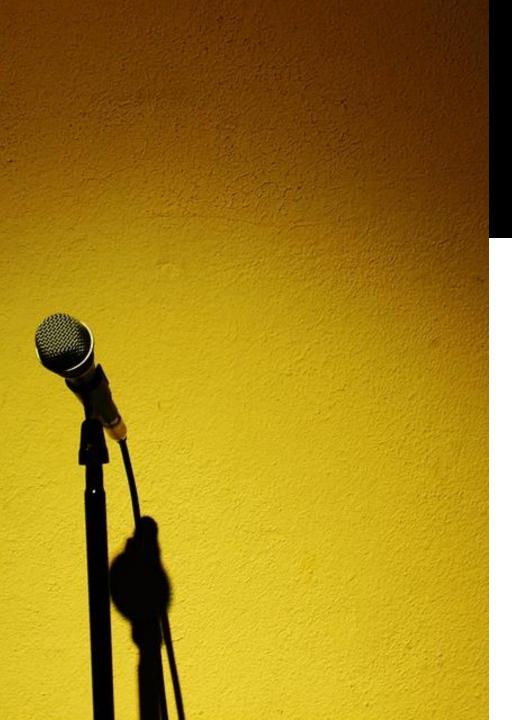
- Streamlined phone billing process to save admin time and improve transparency in cost recovery via ledgers in Workday.
- Assessed over 60% of all campus phone lines: Decommissioned 500 phone lines, retired 400+ desk phones and transitioned 350 users to softphones for increased flexibility.
- Rolled out **life-safety phones** in key buildings for emergency readiness (EME, ASC, SCI, ART, FIP, LIB, Commons).
- IT Helpdesk and Student Support Centres now using software-based solution for faster and more flexible support.
- Fax services fully moved to a secure third-party provider.
- Preparing for next-gen E911 compliance by 2027.

```
_mod = modifier_ob_
or object to mirror
_mod.mirror_object
cion == "MIRROR_X":
_mod.use_x = True
mod.use_y = False
_mod.use_z = False
ration == "MIRROR Y"
_mod.use_x = False
_mod.use_y = True
_mod.use_z = False
ation == "MIRROR_Z"
_mod.use_x = False
_mod.use y = False
_mod.use_z = True
ction at the end -add
select= 1
b.select=1
t.scene.objects.action
ected" + str(modifie
or ob.select = 0
.context.selected ob
objects[one.name].se
"please select exactle
PERATOR CLASSES ----
mirror to the selected
ct.mirror_mirror_x"
.active_object is not
```

END USER COMPUTING

Better Devices, Smarter Management

- Updated 2,100 devices to **Windows 11**; retired 167, added extended support to 145 research devices.
- Introduced zero-touch imaging for labs, saving 10+ days of manual work.
- Upgraded Mac management to a cloud-hosted platform.
- Tested modern self-deployment tools for future efficiency.
- Secured new purchasing contracts for PC and Apple devices.
- Strengthened security with improved privilege controls.



UBCO STUDIOS

Creative Media Growth

- Delivered nearly **100 professional videos/podcasts** and supported **13 courses**.
- Hosted **16 events** in emerging media spaces.
- Over **1,000 DIY bookings** for Studio 123, Sawchuck Family Theatre, VEMS and Digital Design Sound Booth.
- Loaned **745 pieces of equipment** to faculty and students.
- Supported major campus events including 6 Convocation ceremonies and 2 UBCO Debates downtown.



WEB & APPS

Safer, Faster Websites

- Added enhanced security features on UBCO WordPress sites and third-party plugins.
- Migrated news.ok.ubc.ca to a new hosting environment for faster page loading and content refresh.
- Completed Phase 1 of CMS Reimagined Project with improved public facing content protection and easier internal content management.
- Improved request-to-launch process and reduced ticket resolution times.
- Ongoing version and system updates for improved site performance and security.



AUDIO VISUAL

Classroom & Learning Tech Upgrades

- Improved Audio Experience in Classrooms
 - Replaced aging ceiling speakers and recalibrated audio in key lecture rooms for enhanced sound to support better student focus and learning.
- Enhanced Meeting Room Flexibility
 - Added USB connectivity to Cisco video systems for Teams and other platforms to support high-quality cameras and microphones across multiple platforms without extra cost or complexity.
- Modernized Classroom Technology
 - Upgraded ~20 classrooms with technology for flexible video/audio routing.
 - Added USB-C cables and improved programming to reduce need for adapters to provide easier connections for faculty, fewer technical hurdles, and better alignment with current devices.
- Added Active Learning Environment in ART104
 - Enabled full discussion mode with auto-switching cameras and multiple layout views to create more engaging and interactive experience for students during video conferences and collaborative sessions.



RESEARCH COMPUTING – GRANT SUPPORT



357 requests resulting in 550hrs consultation pre-submission



CFI JELF Awarded - \$1.5 million in funding securedacross multiple projects for UBCO researchers announced in Oct 2025.



CFI JELF Submitted - \$3.1 million submitted for theupcoming JELF



867 tickets related to grant consultations, implementation, and procurement



Continued engagement and education sessions with departments



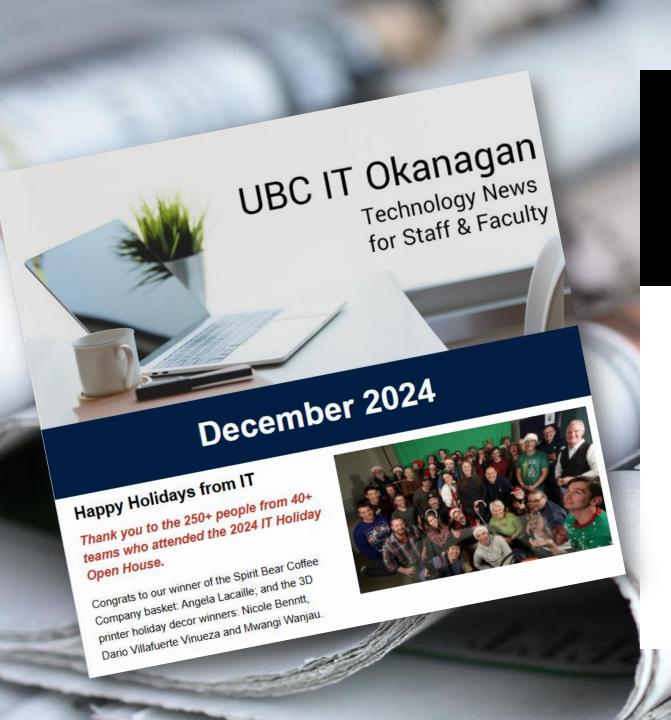
ENGAGEMENT SERVICES

68 projects completed

- 43% client requests
- 49% IT projects with client impact
- Supported launch of UBCO Student Hiring process

61 new projects started

- IT Chatbot Launched
- AI in Action Community of Practice
- Student Appointment Notifications



IT COMMUNICATIONS

IT Newsletter

- 690 subscribers (133% increase)
- 15 mailings sent to over 3100 recipients
- 60% open rate and 19% click rate* (down slightly from 2024: 63% and 22%)

*IT industry averages: Open Rate 23%; Click Rate: 2%

UBCO IT Engagement MS Team

- 183 active users
- New Al in Action Channel 102 active users



