



UBC OKANAGAN INFORMATION TECHNOLOGY

2025 Highlights



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

An abstract digital background featuring glowing binary code (0s and 1s) and vibrant, multi-colored light trails (yellow, orange, red, blue) that create a sense of motion and data flow. The background is dark, making the bright elements stand out.

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.

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.

A microphone on a stand is positioned on the left side of the image, set against a textured yellow background. The microphone is black with a silver grille and is mounted on a black stand. The background has a subtle, organic texture.

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 secured across multiple projects for UBCO researchers announced in Oct 2025.



CFI JELF Submitted - \$3.1 million submitted for the upcoming 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**

UBC IT Okanagan

Technology News
for Staff & Faculty

December 2024

Happy Holidays from IT

Thank you to the 250+ people from 40+ teams who attended the 2024 IT Holiday Open House.

Congrats to our winner of the Spirit Bear Coffee Company basket: Angela Lacaille; and the 3D printer holiday decor winners: Nicole Benntt, Dario Villafuerte Vinueza and Mwangi Wanjau.



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 **AI in Action** Channel – 102 active users



2025 Open House DATA

- **23rd Annual IT Open House**
 - 220+ visitors,
 - 43 volunteers
 - 10 games / activities
 - 100+ contest submissions
 - 170 Studios Photos printed
 - 56 AI Photobooth images
 - 200+ chicken skewers
 - 150+ cups of hot drinks
 - 400 holiday desserts



HAPPY HOLIDAYS FROM UBC OKANAGAN IT