K.I.S.S.YOUR USERS

Increase Service Utilization with Simple Information

CANHEIT 2014
University of Prince Edward Island
Hello

My Name is

Tamara Adizes
The Problem...

(Don’t laugh.)
Security Operation and Network Operations

What We Do...

NEW! If you have a news aggregator that supports RSS, you can be notified when the NOC Events page is updated by configuring your aggregator to subscribe.

An excerpt from the article After Hours - Campus Life from Dusk to Dawn, by Graham F. Scott in the University of Toronto Magazine, Spring 2006 Issue.

4:05 a.m.
In the deepest reaches of the McLennan Physics Building on St. George Street is a room that's crucially important to every student, and staff and faculty, and students who have seen it. Stored in this heavily air-conditioned bunker are the e-mail servers, payroll mainframes, Cray supercomputers and hundreds of other blinking, steaming machines.

Network Operations (as it's called) is like Grand Central Station, and it's Sam Harrichand's job as a shift supervisor to keep the trains running.

"See that red light?" asks Harrichand, pointing to a blip on one of the five monitors that indicate network traffic. "That's someone launching an attack." He finds a chink in U of T's armour. But other hacks have broken through.

"If the network goes down or the mail servers fail, I have to wake people up in the middle of the night to fix it," he says. While such hacker attacks present problems, Harrichand says they make his job interesting. "I have to act quickly to get the network back in working order," he says.

Harrichand blocks about a dozen attacks during a 12-hour shift, but the threats are mostly minor. "I like the work," he says. "It's quiet."

The full text of the article can be read here.
New Hours of Availability for AMS Systems

AMS, UShop/EBP, PSP, RAISE (MRA) and RPT are now available:

Monday - Sunday from 7:30am to 1:00am (next day)

NOTE: Currently, AMS, Ushop/EBP, PSP, MRA, and RPT are unsupported outside of normal business hours, Mon-Fri 8:45 am to 5:00 pm. Any problems that occur on weeknights, weekends, or holidays may not be resolved until the next business day.

For departments who have critical business processes outside normal business hours and require special support, please send in advance your request to ams.help@utoronto.ca.

Supported Browsers for Campus

For AMS Help

Use the AMS Help Form

Be sure to direct your Help Form to the appropriate Help resource by selecting the radio button beside the Help desk you need.

Read more about AMS Help here

Password Resets

To reset your password, click here
The Information Security group provides a number of services to specific departments and acts as a central point of contact regarding computer security issues for I+TS, University community and external users. We endeavor to promote computing security by providing documentation on standard security practices and investigating the application and implementation of security technologies.

The home page provides access to relevant and up-to-date information on:

- desktop security practices and procedures (UTORprotect).
- contact information.

The 'links of interest' section have links to:

- Network Operations Security which maintains current operations information of interest to department system administrators such as detected host compromises and core network status.
- The 'Enough' link provides information and resources on what to do about email harassment.

security.admin@utoronto.ca
Recent News

→ Introducing a New Version of the ROSI Invoice (April 1)
Welcome to the Workgroup Technology Support (WTS) home page.

The purpose of this site is to help us communicate with the faculty and staff of the University of Toronto about the services that are available through our office and to describe some of the behind the scenes work we do in support of the University. The menus on the left are organized accordingly.

- Consulting
- Desktop systems
- Windows servers
- Firewalls and Security
- System Implementation
- IT Project Management

**WTS Info** - contact information and a brief description of our organization

**Institutional Support** - our behind the scenes work

**Consulting** - our areas of consulting practice

**Contract Services** - the cost recovered services available through WTS

**Remote Desktop access changes** - See the RDG sidebar at the left for instructions on how to configure a remote desktop gateway shortcut
Welcome to the CNS Services web site!

This site provides a central listing for services provided by the Network Development, Network Implementation and Network Services sub-groups of the larger Computing and Network Services.

- **UTORdial** - Dial-in to the Internet from UofT
- **UTORmegabit** - Faster access to the Internet from UofT
- **UTORmail** - Email service for the UofT community
- **My.Utonto and UTORwebmail** - University wide announcements and web access to UTORmail
- **UTORinfo** - Self managed departmental web accounts
- **UTORdist** - Download Internet software
- **UTORlist** - Electronic mailing lists
- **UTORnews** - Read Netnews
- **UTORschedule** - Calendar service for scheduling your tasks and meetings
- **UTORsearch** - Search engine on www.utoronto.ca
- **UTORdirectory** - Searchable directory of UTORmail addresses.
- **UTORcourse** - Use WebCT to set up a course
- **UTORtime** - Synchronize your computer clock
- **UTORmirror** - Rapid access to software around the Internet
I CAN'T FIND ANYTHING!

CONFUSED

UNCLEAR

PERPLEXED

DISORIENTED

BEWILDERED

LOST

UNSURE
The first attempt
STILL A
I CAN'T FIND ANYTHING!

memegeunerator.net
How our users felt

• “Your website is terrible”
• “The ITS website looks like a makeup compact!” *(ouch!)*
• “I can’t find anything!”
• “I have no idea what’s new and what’s going on...”
What we were wondering...

- How many services do we actually have?
- Where is the information for them?
- Who owns them? Who supports them?
- How do we gather feedback?
KEEP IT SIMPLE
STUPID
Everything should be made as simple as possible, but not simpler.

Albert Einstein
I CAN'T FIND ANYTHING!
IT SERVICE CATALOGUE

http://its.utoronto.ca
In-House Concept & Workflow Design

Operating System

Content Pages

Database Platform
FEATURES

• Accessible from anywhere, anytime
• Two user roles:
  • Super Admin / Service Owner
• Approve/Request Service function
• Built in Business Continuity Plan
• Conditional field display
• Automated renewal cycle
• Quick and intuitive search
BENEFITS

• Established a true one stop shop
• Categorized and organized information
• Made language and content layout consistent
• Created a clear picture of the services we offer and who owns/supports them
Lessons Learned

• Development & implementation time
  • Triple confirm your technical requirements
  • Ensure you have in-house expertise for development

• Populating the database
  • Allocate plenty of time, be patient

• Rewriting, editing and removing old content
  • Start early and involve a team: DELEGATE!
How long we thought it would take to establish a catalogue

6 MONTHS
How long it actually took to establish the catalogue

18 MONTHS
The results

- We went from hundreds of web pages to a single database that serves as a gateway to organized information.

- We went from asking our users to read what was essentially our lengthy documentation, to giving them the basic information they needed as the first step.

- It would be their choice if they wanted to read further or explore technical documentation.

- We recorded an increase in website traffic.

- Increased social media engagement, increased news subscriptions (from 398 - 789 subscribers in 12 months)
What’s next...

• Further enhancements and fine tuning
• Onboard divisional IT services
• Add a governance module & project pipeline (authenticated & public views)
• Pay It Forward
Inspired By:

Google

INDIANA UNIVERSITY

PRINCETON UNIVERSITY

BOSTON UNIVERSITY
ECAR Working Group White Paper and EDUCAUSE Review on the Benefits of IT Services Catalogue
Develop, Package & Commercialize
Explore Open Source Options
Get in Touch

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Sorry no one had any questions after your presentation.