EASI Operational Plan 2024-25

Status Update – April 2025

May 1, 2024 – April 30, 2025

Presented by:

Swetlana Signarowski
Executive Director
Enterprise Applications & Solutions Integration
Information Technology Services

UNIVERSITY OF TORONTO | Information Technology Services

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EASI Overview

Enterprise Applications & Solutions Integration (EASI), of U of T's Information Technology Services (ITS), plays a critical role in advancing the IT@UofT vision and supporting U of T's role as a global leader in discovery, innovation and progress. We are dedicated to transforming and modernizing U of T's enterprise technology ecosystem in alignment with the evolving needs of the institution, ensuring university-wide systems are accessible, secure, sustainable and efficient.

EASI runs mission critical systems such as the central administrative platform (AMS/SAP) to support staff across the university, enabling financial, research administration, human resources, and facilities and services operations. In addition, we oversee the central U of T Student Information System (ROSI) and over 40 specialized vendor and custom applications, along with Enterprise Shared Services, Technology Services and Architecture, Analytics and Reporting Technology, and User Experience and Process Design.

In line with ITS's strategic priorities, EASI spearheads innovative solutions to maximize the value of U of T's technology investments. By focusing on people, solutions and collaboration, we work closely with divisions and business units across the university to streamline operations and improve user experience. Our goal is to enhance agility, reduce complexity and foster a future-ready technology ecosystem.

EASI Leadership Team 2024-2025

Swetlana Signarowski
Executive Director

Katie Babcock
Senior Communications & Change Management Officer

Mariana Vardaei
Executive Assistant & Office Administrator

Amanda Werkhaizer
Manager
User Experience & Process Design

Brenda Boshoff
Manager
Reporting & Analytics Technology

Gary Raposo
Acting Assistant Director
Human Resources Information System

John Ogg
Assistant Director
Application Development Financial Information System

Julian Weinrib
Associate Director
Student Information Systems

Gary Raposo
Assistant Director
Enterprise Shared Services

Frank Boshoff
Assistant Director
Technical Solutions & Architecture

Kelly Gao

Yimei Zhao

Maya Collum

Paul Day

Court Van Beek

Ninu Varghese

Haroon Rafique

Rodney Branch

Vicki Vokas

Ian Thomas

Paul Littlefield

Praveen Narayanaswamy

Andre Kalamandeen

Peter Sverko

Pascal Loucadellis

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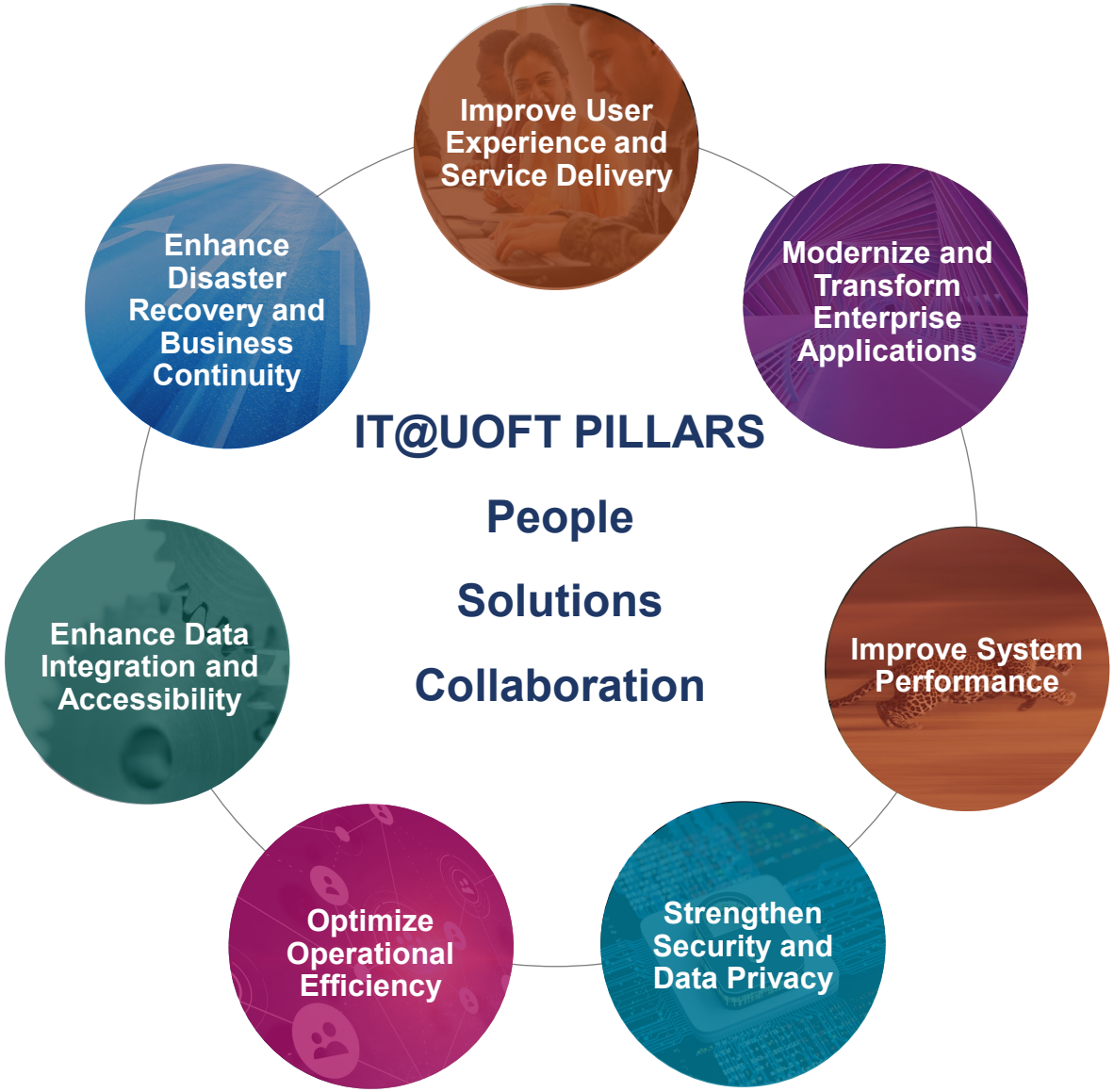
EASI's Strategic Objectives 2024-25

A framework for solution and service delivery excellence



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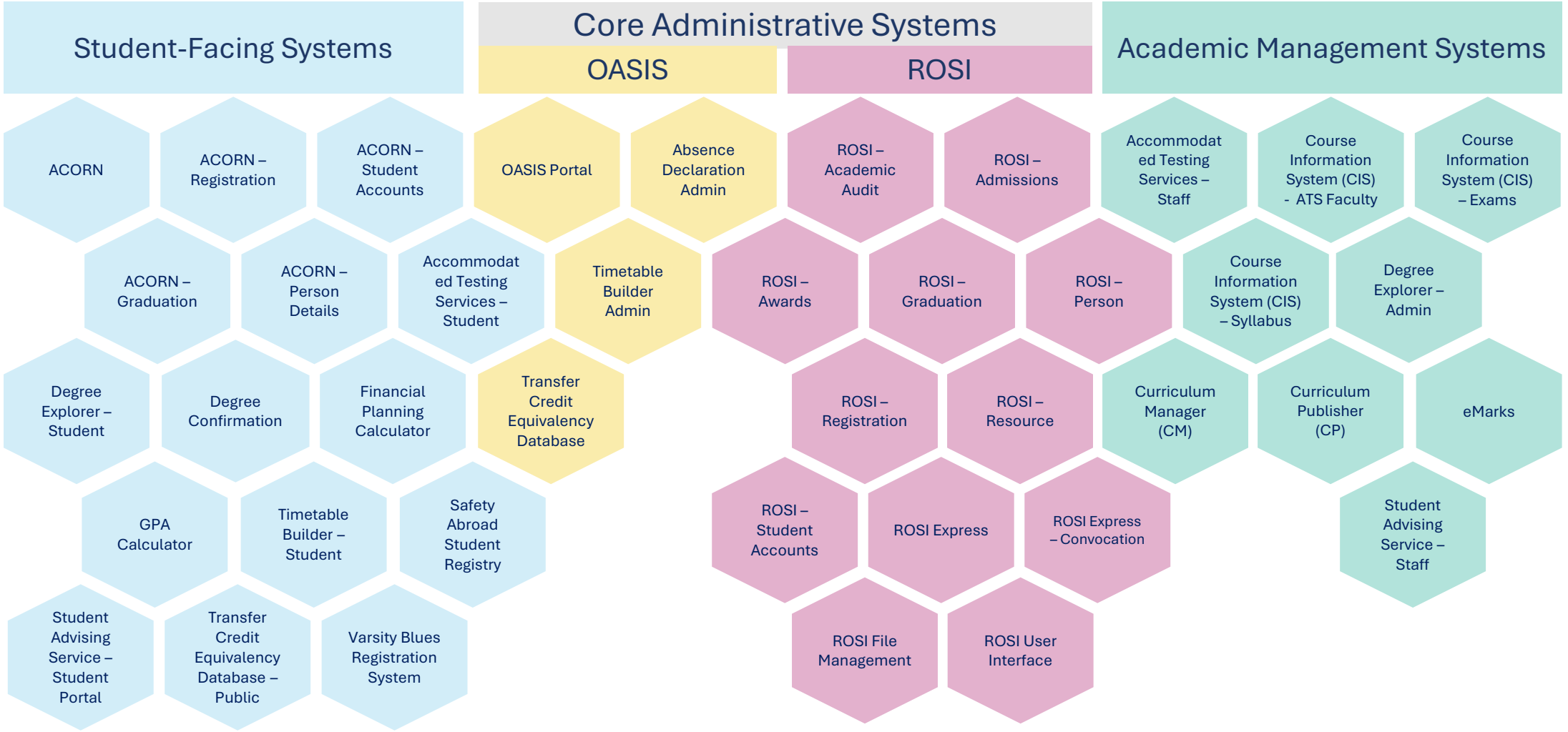
Student Information Systems

The Student Information Systems (SIS) team provides technology and data solutions to support critical stages of the academic lifecycle for students, staff and faculty. SIS-enabled and supported systems help the university's ~100,000 students engage in rewarding learning experiences and achieve academic and personal success. We also support faculty and staff in fostering a rich and supportive educational environment.

In addition to the university's Student Information System (ROSI), we support over 30 individual student and administrative platforms, applications and services that cover academic processes from student enrolment, course and program management, completion management, student support, student case management and student financial accounting.

Enterprise Applications & Solutions Integration

Enterprise Student Information Systems



Student Information Systems

Key Priorities and Accomplishments 2024-25

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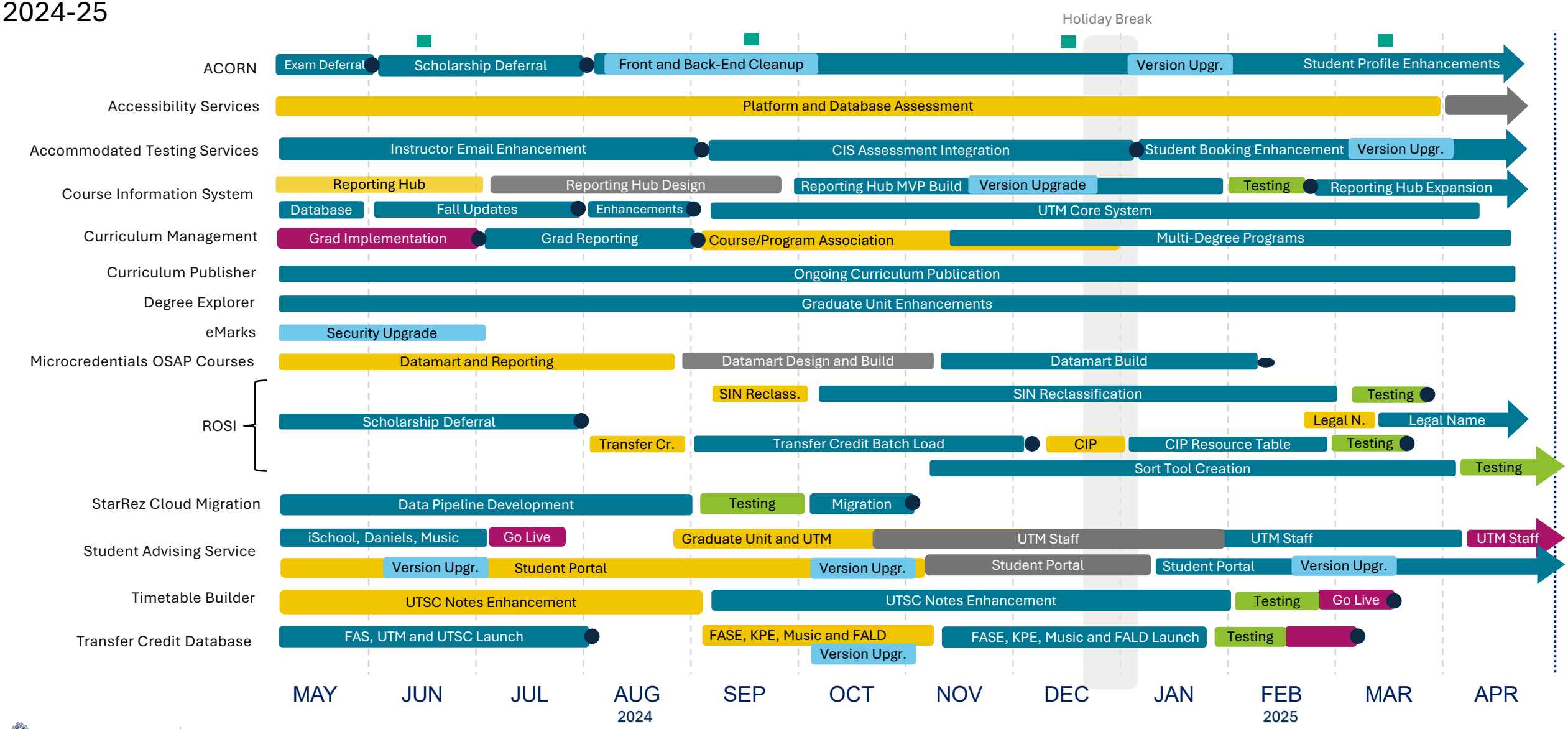
SIS Priorities Roadmap (Products/Applications)

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch | Quarterly Infrastructure Maintenance

2024-25



SIS Priorities 2024-25 Accomplishments Update (Products/Applications)

Completed Projects

Priority (Products/Applications)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
ACORN						
Student Service Enhancements **EASI team members who contributed to this accomplishment:** Magdalene Cheung, Paul Day, Laura Klamot, Rochan Park	●	●	●	●		Onboarded new divisions to the application (Transitional Year Programme) and enhanced functionality for students to improve their ability to manage exam and fee payment processes.
Profile and Checklist **EASI team members who contributed to this accomplishment:** Magdalene Cheung, Paul Day, Laura Klamot, Rochan Park				●	●	Redesigning the Profile and Setting area and creating a checklist for students to assist with completing and maintaining their person information. This will enable institutional offices to better manage student registration requirements.
Accessibility Services						
Requirement Validation and Assessment **EASI team members who contributed to this accomplishment:** Marcus Barnes, Mark Johnston, Andre Kalamandeen, Christina Lin, Andrew Magnaye	●	●	●	●		Provided technical assessment and design recommendations for the new Accessibility Services Platform with SIS applications (ACORN, Accommodated Testing Services and the Course Information System) to enhance service delivery to 6,000 St. George campus students.
Accommodated Testing Services						
Enhancements **EASI team members who contributed to this accomplishment:** Tiffany Au, Marcus Barnes, Andre Kalamandeen, Petru Sugar, Hariskrishna Venkatesan	●	●	●	●	●	Launched new features for the Accommodated Testing Services platform that enables the delivery of ~30,000 assessments annually to St. George campus students. Streamlined processes for cancelling assessments, as well as enhanced communications through the introduction of bulk emailing for staff and the new instructor emailing functionality. Additionally, a new dashboard provides data-driven insights to support improved decision-making.

SIS Priorities 2024-25 Accomplishments Update (Products/Applications)

Completed Projects

Priority (Products/Applications)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Course Information System						
Enhancements **EASI team members who contributed to this accomplishment:** Hossein Aliabadi, Marcus Barnes, Aishwarya Chandrasekar, Melvin Chien, Neda Demiri, Bob Gu, Toney He, Andre Kalamandeen, Andrew Magnaye, Marcela Martinez Osorio, Brian Reid, James Tse, Muhammad Zubair	●	●	●	●	●	Upgraded a database for improved performance and scalability. Launched new features for all seven participating divisions (100 academic units and 4,000 faculty and staff), including in-system change requests to create a secure communication channel between staff and instructors, and updates to marking schemes and exam notices.
Report Module **EASI team members who contributed to this accomplishment:** Hossein Aliabadi, Marcus Barnes, Melvin Chien, Neda Demiri, Andre Kalamandeen, Muhammad Zubair			●	●	●	Developed and launched a new module within the Course Information System platform to enable the delivery of role-based reports to staff and faculty. This will enable better real-time diagnostic of student and course activities for faculty members and administrators.
Curriculum Management						
Reporting **EASI team members who contributed to this accomplishment:** Pierre Hanna, Andre Kalamandeen, Amy Li, Rose Munjee	●	●	●			Created new Power BI reports that support better visibility and alignment with graduate-level governance cycles, enabling more effective course and program administration and enhancing support for governance committees.
Multi-Degree Programs **EASI team members who contributed to this accomplishment:** Pierre Hanna, Andre Kalamandeen, Kaelyn Lindquist, Rose Munjee	●	●	●	●	●	Completing implementation of platform for the School of Graduate Studies to support processes to propose, change and retire courses and programs in compliance with governance requirements.

SIS Priorities 2024-25 Accomplishments Update (Products/Applications)

Completed Projects

Priority (Products/Applications)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Curriculum Publisher						
Ongoing Publication of Divisional Calendars **EASI team members who contributed to this accomplishment:** Pierre Hanna, Rachel Hintze, Andre Kalamandeen, Kaelyn Lindquist, Rose Munjee	●	●	●	●	●	Ongoing publication of divisional academic calendars for eight divisions, enabling administrators to publish up-to-date course and program offerings for easy access by students in searchable HTML and PDF formats.
Degree Explorer						
Graduate Unit Enhancements **EASI team members who contributed to this accomplishment:** Cris Diaconu, Nicky Lai	●	●	●	●	●	Enhanced and updated the application to support the onboarding of select graduate units.
eMarks						
Enhancements **EASI team members who contributed to this accomplishment:** Marcus Barnes, Andre Kalamandeen, James Tse, Muhammad Zubair	●	●	●			Improved the user interface for final grade submission application used by all U of T course instructors, including updated help menu links, streamlined the authentication process and performance improvements for increased stability and responsiveness.
Microcredentials						
Datamart Design and Partial Build **EASI team members who contributed to this accomplishment:** Paul Day, Pierre Hanna, Akshi Kamboj, Amy Li, Mohammad Noshad, Moulika Ranikunta, David Wang, Amanda Werkhaizer, Bruce Zhu	●	●	●	●	●	Developing Microcredential course and learner data infrastructure to enable a new capability around institution-level reporting on non-credential learners and academic activities and enhancing ability to access data for institutional planning and government reporting requirements.

SIS Priorities 2024-25 Accomplishments Update (Products/Applications)

Completed Projects

Priority (Products/Applications)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
ROSI						
Ontario University Application Centre (OUAC) Operations **EASI team members who contributed to this accomplishment:** Richard Chow, Paul Day, David Yin	●	●	●	●		Completed enhancements to support management of ~75,000 annual undergraduate student applications via OUAC – retaining data for outgoing transcript and decision data, improved handling of duplicate record errors and completed the Ontario Education Number process for fall 2024.
Symplicity Student Data Provision **EASI team members who contributed to this accomplishment:** Paul Day, Matt Hendrickson		●	●	●		Created five new data extracts to support Symplicity products across the university, including tri-campus career services and co-op placement programs, the U of T co-curricular record, Student Life St. George campus services, and multiple case management instances.
Transfer Credit Batch Load Enhancement **EASI team members who contributed to this accomplishment:** Magdalene Cheung, Paul Day, Matt Hendrickson				●		Completed an enhancement to replace manual processes with bulk updating capabilities for ~15,000 advanced standing courses and subjects, greatly reducing staff time on manual processes.
Student Financial Service Enhancement **EASI team members who contributed to this accomplishment:** John Bassani, Richard Chow, Paul Day, Dana Pogaceanu, Kevin Wang	●	●	●	●	●	Improved the University of Toronto Advanced Planning for Students (UTAPS) bursary payment and journal reconciliation process for 15,000 student recipients, completed database performance enhancements to the ROSI-SAP integrations, and completed the annual tax, fiscal year end and fees assessment processes.
SIN Data Classification Update **EASI team members who contributed to this accomplishment:** John Bassani, Richard Chow, Paul Day, Jean-Bernard Ngomiraronka, Kevin Wang, Bruce Zhu				●	●	Reviewed and updated SIN storage and display within ROSI to ensure compliance with Level 4 data classification.
StarRez Cloud Migration						
EASI team members who contributed to this accomplishment: Dharmesh Amalsadia, Paul Day, Matt Hendrickson, Amy Li, Jessica Li, Haroon Rafique, Joanne Sukhai, David Wang, Laurel Williams	●	●	●			Moved the on-premises student housing system used by all St. George campus housing (StarRez) to cloud platform. Improvements to user interface, application uptime and full technical support from StarRez, along with modernized integrations and more frequent data exchanges with other systems.

SIS Priorities 2024-25 Accomplishments Update (Products/Applications)

Completed Projects

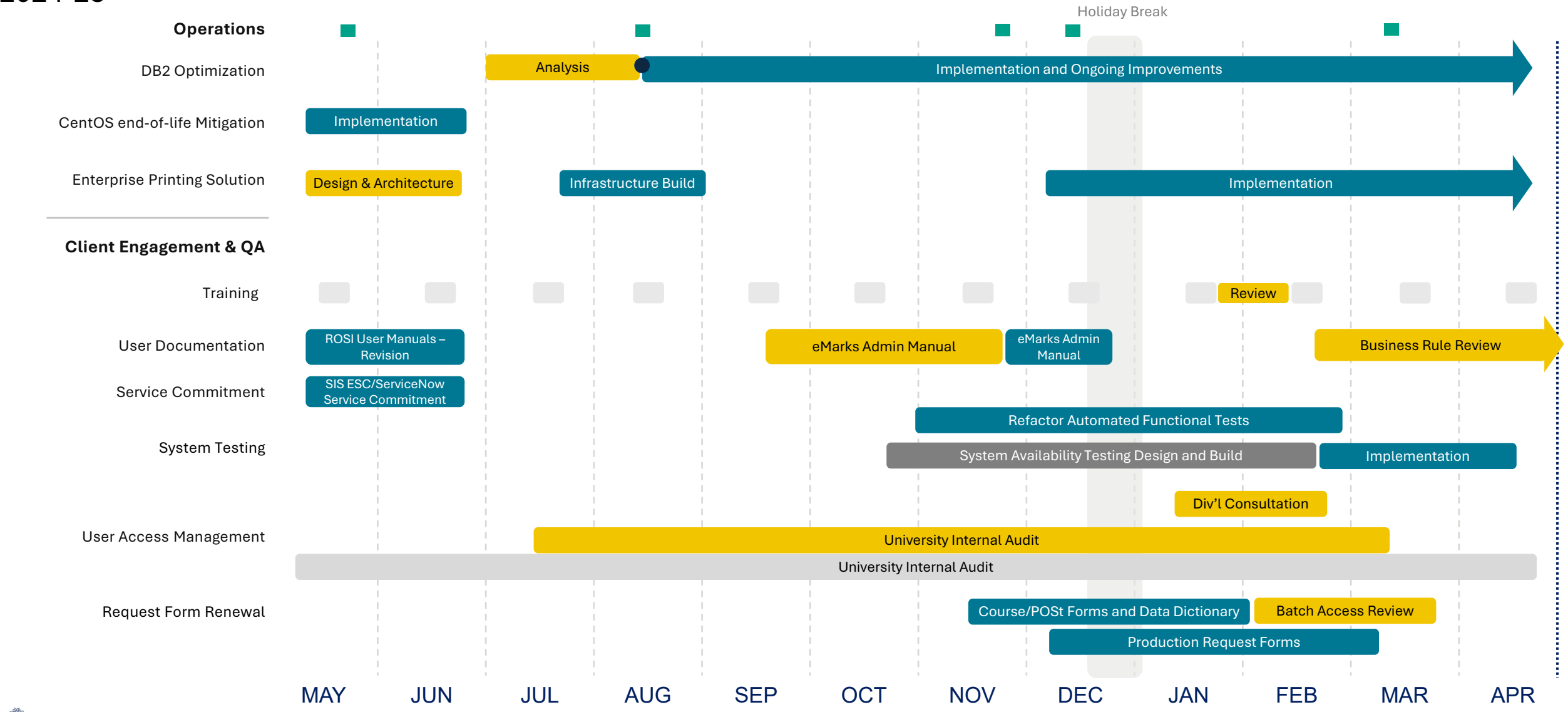
Priority (Products/Applications)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Student Advising Service (SAS)						
Quarterly Enhancements **EASI team members who contributed to this accomplishment:** Court Van Beek, Michael Ives, Kelly Jay, Elicia Wilkinson	●					Improved the user interface, including the addition of department and division fields, offering a more streamlined, personalized and data-driven advising process to support divisional onboarding.
Student Portal Development **EASI team members who contributed to this accomplishment:** Court Van Beek, Michael Ives, Kelly Jay, Meagan Lau, Mikella Seth, Janelle Seto	●	●	●	●	●	Advancing the development of the portal to provide an access point for students in participating Student Advising Service (SAS) divisions to interact with and schedule advising appointments with U of T advisors utilizing the SAS Administrative module. Launching in 2025-26.
U of T Mississauga Development **EASI team members who contributed to this accomplishment:** Court Van Beek, Michael Ives, Kelly Jay, Parthasarathy Venkataraman, David Wang, Elicia Wilkinson	●	●	●	●	●	Undertook extensive consultations, requirements gathering, design prototyping and system configuration with UTM registrarial and academic unit advisors to prepare for launch of SAS with all U of T Mississauga advising staff in 2025-26.
Timetable Builder						
Onboarding and Enhancements **EASI team members who contributed to this accomplishment:** Hossein Aliabadi, Pierre Hanna, Andre Kalamandeen	●	●				Onboarded the Faculty of Information's administrative users to the interface in the Online Administrative Student Information System (OASIS). Additionally, enhanced administrative search functionality allows for efficient filtering using breadth/distribution requirements.
Transfer Credit Database						
Revamped administrative and student applications **EASI team members who contributed to this accomplishment:** Pierre Hanna, Rachel Hintze, Andre Kalamandeen, James Lahey, Jessica Li, Kaelyn Lindquist, Mikella Seth, David Wang	●					Revamped administrative and student applications launched in June 2024 for U of T Scarborough, U of T Mississauga, and the Faculty of Arts & Science. This system improves the management and presentation of transfer credit data, offering a modern user experience and enhanced processes for staff, students and prospective students.
Onboarding **EASI team members who contributed to this accomplishment:** Pierre Hanna, Rachel Hintze, Andre Kalamandeen, James Lahey, Jessica Li, Kaelyn Lindquist, Mikella Seth, David Wang			●			Onboarded the Faculty of Music; the John H. Daniels Faculty of Architecture, Landscape and Design; the Faculty of Kinesiology; and the Faculty of Applied Science & Engineering.

SIS Priorities Roadmap (Operations/Client Engagement & QA)

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch Target | Quarterly Infrastructure Maintenance

2024-25



SIS Priorities 2024-25 Accomplishments Update (Operations/Client Engagement & QA)

Completed Projects

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
CentOS end-of-life Mitigation **EASI team members who contributed to this accomplishment:** Sarosh Jamal, Haroon Rafique	●					Converted over 140 Virtual Machines (VMs) from an end-of-life operating system to up-to-date Ubuntu VMs. This will allow EASI to continue to support its digital assets reliably and securely, well into the future.
DB2 Optimization **EASI team members who contributed to this accomplishment:** Elzbieta Polan, Haroon Rafique	●	●				Optimized DB2 database management by making significant improvements in storage optimization, performance enhancements and cleanup of unused resources.
Enterprise Printing Solution **EASI team members who contributed to this accomplishment:** Sarosh Jamal, Haroon Rafique		●	●	●	●	Completed RFP for an enterprise printing solution from SAP and ROSI Batch to physical printers. Design and development are ongoing for implementation of an end-to-end secure printing solution.

SIS Priorities 2024-25 Accomplishments Update (Operations/Client Engagement & QA)

Completed Projects

Priority (Client Engagement & QA)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Training						
Connect+Learn Training Sessions **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Aline Pruvot, Joanne Sukhai	●	●	●	●		Completed the first annual cycle of 12 “just-in-time” and topical training sessions for ROSI users, supporting staff knowledge and efficiency. Provided updates on relevant processes and functionality based on the academic cycle, as well as changes and enhancements.
System and Resource Orientations **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Aline Pruvot, Joanne Sukhai	●	●	●	●		Delivered monthly system and resource orientation sessions for new ROSI users, supporting staff knowledge and efficiency.
User Documentation						
Updated Documentation and SharePoint Site Improvements **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Aline Pruvot, Joanne Sukhai	●					Updated and reorganized procedure documents and manuals, and reorganized the SIS SharePoint site, improving navigation and access to resources.
eMarks Manual **EASI team members who contributed to this accomplishment:** Jannie Chien, Alim Lalani, Aline Pruvot, James Tse		●	●			Created a new eMarks manual for divisional administrators to streamline configuration management across divisions.
Business Rule Review **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Joanne Sukhai				●	●	Reviewing, updating and expanding business rules to improve resources for and efficiency of the support term. Allowing for access by divisional business process representatives to improve their system knowledge.

SIS Priorities 2024-25 Accomplishments Update (Operations/Client Engagement & QA)

Completed Projects

Priority (Client Engagement & QA)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Service Commitment						
Updated Service Commitment **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Joanne Sukhai	●					Updated SIS service commitment to ensure all Enterprise Service Centre (ESC)/ServiceNow tickets are addressed within 24 hours, enhancing responsiveness.
System Testing						
Automated System Availability Testing **EASI team members who contributed to this accomplishment:** Mike Wyers			●	●		Created automated tests of system availability and creating notifications to improve service monitoring and responsiveness and reduce manual interventions.
Refactor Automated Functional Tests **EASI team members who contributed to this accomplishment:** Bob Gu, Mike Wyers			●	●		Recoding tests across the application portfolio to remove keyboard and mouse commands to greatly improve run time efficiency and allow for remote execution.
User Access Management						
University Internal Audit **EASI team members who contributed to this accomplishment:** Rod Branch, Alim Lalani, Julian Weinrib	●	●	●	●		Engaged with the Internal Audit Department to provide data and process information in support of a cyclical audit to provide accountability for access provisioning.
Stakeholder Engagement **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan		●	●	●		Engaged in processes of consultation and continuous improvement in access provisioning to improve efficiency, accuracy and accountability.

SIS Priorities 2024-25 Accomplishments Update (Operations/Client Engagement & QA)

Completed Projects

Priority (Client Engagement & QA)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Request Form Renewal						
Updated New Course/POSt/Comments Forms **EASI team members who contributed to this accomplishment:** Rod Branch, Tammy Chan, Jannie Chien, Alim Lalani, Joanne Sukhai			●	●		Reviewing and updating new activity, POSt and transcript comment forms to improve experience, understanding and data compliance for requestors. Will include data dictionary of requested/required elements.
Updated Production Control (Batch) Request Forms and Information **EASI team members who contributed to this accomplishment:** Rod Branch, Alim Lalani, Aline Pruvot			●	●		Reviewing and updating batch request forms to improve experience for requestors in academic and administrative divisions. Will include a system access review to expand self-serve options.

SIS Priorities 2024-25 Accomplishments Update (Transformation)

Completed Projects

Priority (Transformation)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Enhance Business Architecture Practice **EASI team members who contributed to this accomplishment:** Paul Day, Paul Hingorani, Mohamed Khalil, Julian Weinrib	●	●	●	●	●	Continued development of business architect framework and blueprints to align strategy, processes and technology to improve decision-making, streamline operations and enhance efficiency. The practice will enable greater transparency, reduce risks and ensure all initiatives support the SIS goals.
SIS Advisory Board **EASI team members who contributed to this accomplishment:** Rod Branch, Magdalene Cheung, Richard Chow, Paul Day, Matt Hendrickson	●	●	●	●	●	Provided technical subject matter expertise to the review of institutional and divisional registrarial practices from the perspective of student information systems.
Institutional Academic and Student Applications (IASA) Governance **EASI team members who contributed to this accomplishment:** Swetlana Signarowski, Julian Weinrib	●	●	●	●	●	Partnering with Associate Vice-President, Digital Strategies and the Division of the Vice-President & Provost on establishment of new governance model for enterprise academic and student applications.
Application Portfolio Management Practice **EASI team members who contributed to this accomplishment:** Paul Day, Andre Kalamandeen, Mohamed Khalil, Alex Sam, Julian Weinrib		●	●	●	●	Established a new Application Portfolio Management practice to monitor and manage the health, performance, impact and business value of platforms, business applications and application services within the SIS portfolio to inform strategic decision-making regarding portfolio and application opportunities and risks.
ROSI System Diagnostic **EASI team members who contributed to this accomplishment:** John Bassani, Rod Branch, Paul Day, Matt Hendrickson, Mohamed Khalil, Haroon Rafique				●	●	Launched a ROSI system diagnostic process that will identify capabilities, inefficiencies and potential risks within the system and will provide critical information to inform modernization planning.

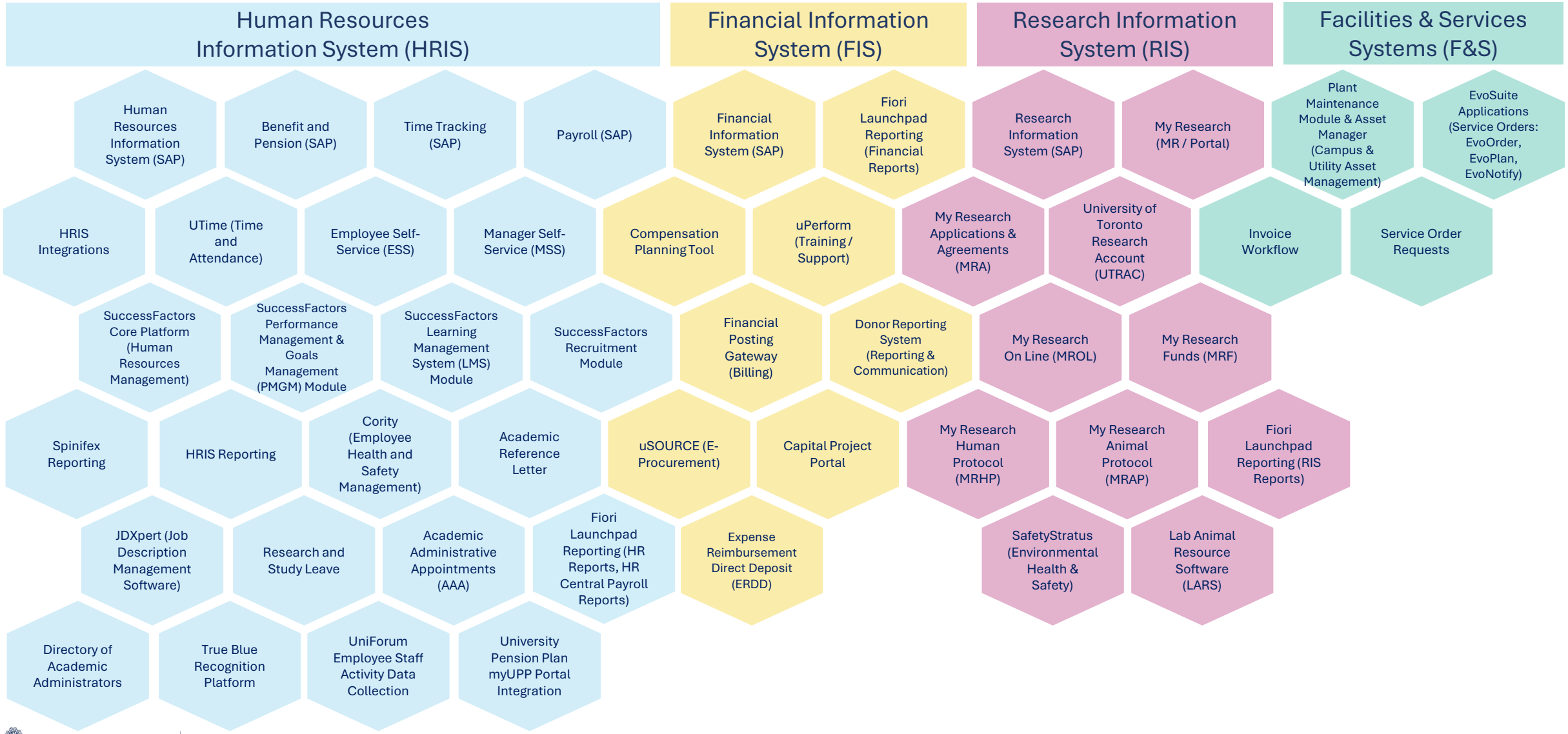
Administrative Management Systems (AMS/SAP)

The Administrative Management Systems (AMS/SAP) are central to U of T's operational efficiency, supporting over 35,000 appointed and non-appointed staff and faculty members across the university. This interconnected SAP Enterprise Resource Planning solution serves as the university's system of record for core HR, research administration, finance, and facilities and services operations and is managed by specialized SAP teams within EASI, including FIS, RIS, HRIS and the AMS Platform.

EASI has modernized the mission critical AMS platform, now running on Azure Cloud, and upgraded to the latest SAP version. We continue to support modernization initiatives across various domains, including finance (with Concur for expense reimbursement), HR (through a digital transformation leveraging Employee Central for hire-to-retire processes, improved data accuracy and enhanced self-service), research (Ethics System), and facilities and services enhancements. Our ongoing focus is on improving usability, operational efficiency and university-wide operations.

Enterprise Applications & Solutions Integration

Administrative Management Systems (SAP Platform)



The above represents key applications within the SAP Platform, including approximately 6,000 distinct user screen transactions used in SAP in 2024.

Administrative Management Systems (AMS/SAP)

Key Priorities and Accomplishments 2024-25

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AMS/SAP Technical Platform

The SAP Technical Administration, Architecture and Security Administration teams provide foundational support essential to the SAP platform and its users. This fiscal year, our key contributions include the AMS/SAP Disaster Recovery project, the SAP upgrade (S/4HANA) and support for numerous other SAP projects. Upcoming priorities include routine upgrades, implementing the Document Management Platform for SAP and continuing foundational work for all SAP projects.

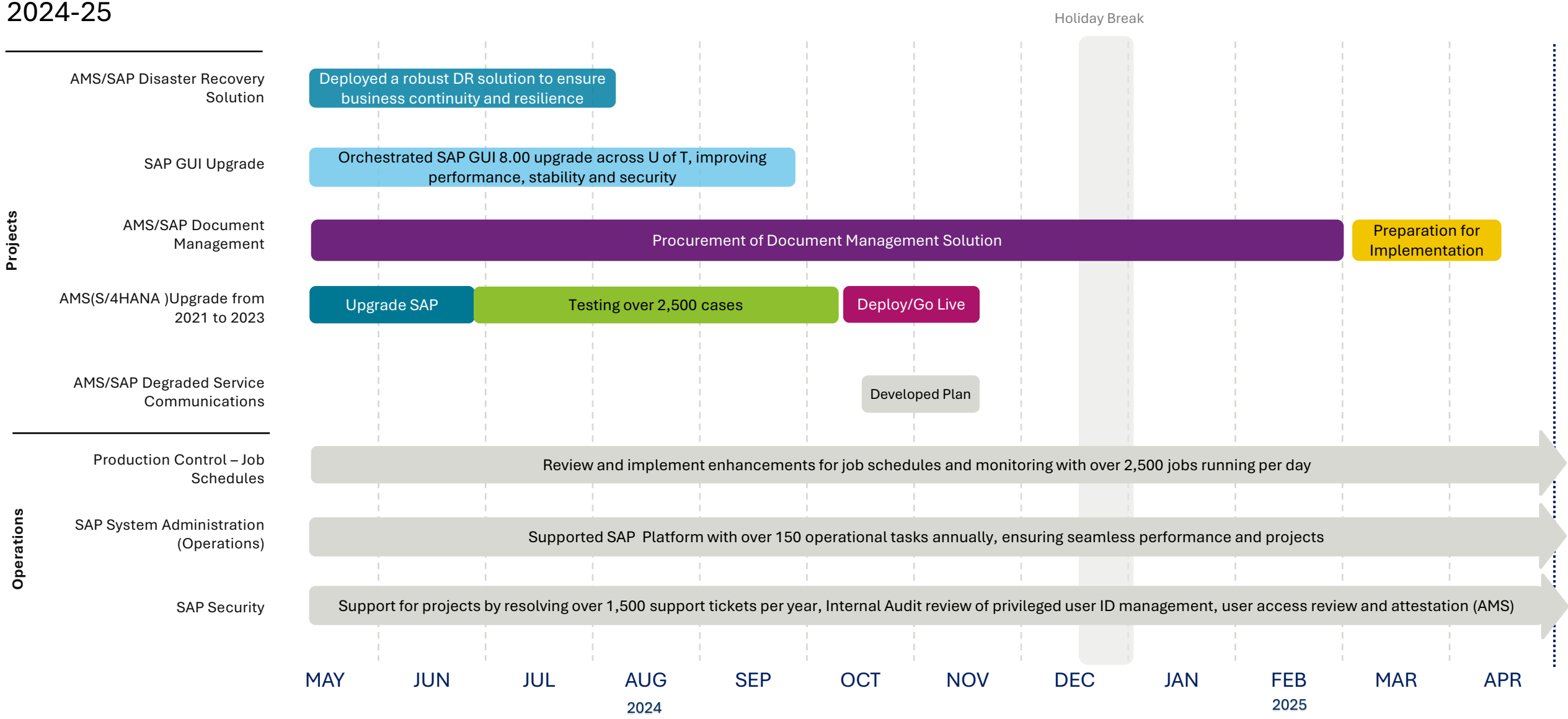
Operational support ensures that the AMS/SAP Technical Platform runs smoothly and efficiently. This team manages over 2,500 jobs daily and supports more than 150 operational tasks and resolves 1,500 support tickets annually.

AMS/SAP Technical Platform Priorities Roadmap

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch Target Maintenance Upgrades

2024-25



AMS/SAP Technical Platform Priorities 2024-25 Accomplishments Update (Projects)

Completed Projects

Priority (Projects)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
AMS/SAP Disaster Recovery Solution **EASI team members who contributed to this accomplishment:** Kun Chai, Kim Chan, Jay Gandhi, Kelly Gao, Fabio Gorgatti, Bruce Hoppe, Sarosh Jamal, Paul Littlefield, Sridhar Makineni, Praveen Narayanaswamy, Svetlana Opachevsky, Andrey Pletnev, Alex Tchakhmakhtchian, Yimei Zhao	●					Engineered a comprehensive disaster recovery solution, which guarantees business continuity and system resilience for U of T's administrative functions like payroll, financial operations and research administration.
SAP GUI Upgrade **EASI team members who contributed to this accomplishment:** Jimmy Au, Katie Babcock, Barb Der, Kun Chai, Kelly Gao, Fabio Gorgatti, Bruce Hoppe, Sridhar Makineni, Praveen Narayanaswamy, Svetlana Opachevsky	●	●				Orchestrated the SAP GUI client upgrade to version 8.00 in collaboration with divisional IT administrators, enhancing performance, stability and security for university-wide users.
AMS/SAP Document Management						
Procurement of Document Management Solution **EASI team members who contributed to this accomplishment:** Farah Ally, Frank Boshoff, Paul Littlefield, Praveen Narayanaswamy, John Ogg, Jamal Qureshi, Gary Raposo	●	●	●	●		Completed an RFP process to transition from SAP Content Server to a modern content services platform for Administrative Management Systems.This new platform enhances metadata management, search, reporting and content collaboration while securely storing critical documents such as invoices, research applications and employee records.
Preparation for Implementation of Document Management Solution **EASI team members who will contribute to this accomplishment:** Kun Chai, Kim Chan, Kelly Gao, Yasir Hakeem, Bruce Hoppe, Verono Kwok, Paul Littlefield, Praveen Narayanaswamy, Andrey Pletnev, Jamal Qureshi, awaiting resource availability for other teams				●	●	Planning the implementation phase to include migrating existing content with minimal disruption, integrating new features and ensuring alignment with business needs. Anticipated to start in May 2025, with planning and preparation beginning earlier.

AMS/SAP Technical Platform Priorities 2024-25 Accomplishments Update (Projects/Operations)

Completed Projects

Priority (Projects)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
AMS/SAP Degraded Service Communications **EASI team members who contributed to this accomplishment:** Katie Babcock, Praveen Narayanaswamy	●	●				Enhanced processes and communications during AMS/SAP degraded service to streamline FIS user experience and reduce duplicate postings and related administrative workload.
AMS(S/4HANA) Upgrade from 2021 to 2023 **EASI team members who contributed to this accomplishment:** Katie Babcock, Brenda Bannis, Kim Chan, Maya Collum, Jay Gandhi, Kelly Gao, Fabio Gorgatti, Verono Kwok, Paul Littlefield, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Robin Sharma, Yimei Zhao	●	●	●			Successfully completed a major version upgrade with minimal disruption across key SAP applications, including payroll, FIS, RIS, HRIS, ESS, and MSS. Included the enforcement of UTORMFA for SAP web applications to enhance security. Meticulous planning and over 2,500 test cases ensured a smooth transition and readiness for future SAP innovations.

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Production Control – Job Schedules **EASI team members who contributed to this accomplishment:** Chris Amirault, Stephen Baldwin, Fabio Gorgatti, Paul Littlefield, Rey Ortencio, Alex Tchakhmakhtchian	●	●	●	●	●	Reviewing and implementing enhancements for job schedules and monitoring. Under the Production Control, there are over 2,500 jobs running per day, streamlining operations to ensure service delivery and business continuity.
SAP System Administration (Operations) **EASI team members who contributed to this accomplishment:** Kun Chai, Bruce Hoppe, Sridhar Makineni	●	●	●	●	●	Providing exceptional SAP platform support by addressing over 150 annual operational tasks with a dedicated team, ensuring seamless performance and minimal disruptions. Supporting day-to-day activities and critical project initiatives for Administrative Management Systems.

AMS/SAP Technical Platform Priorities 2024-25 Accomplishments Update (Operations)

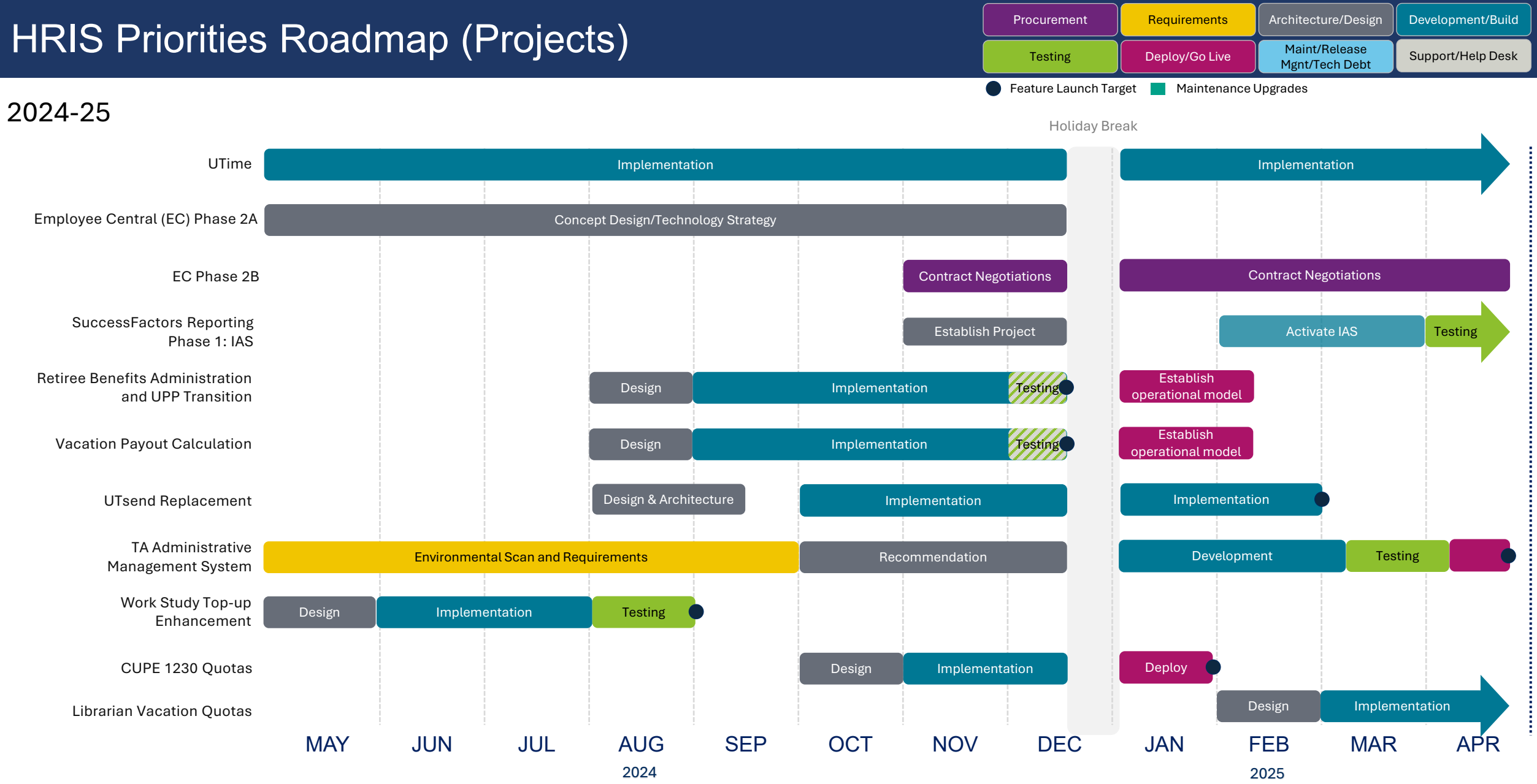
Completed Projects

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
SAP Security						
Support for Projects **EASI team members who contributed to this accomplishment:** Chris Amirault, Tony Di Felice, Fabio Gorgatti, Niguel Pivott-Dyer	●	●	●	●	●	Resolving end-user and development team tickets – on average, the team handles 1,500 tickets per year. Providing support to end-user communities by answering inquiries, requests for changes and approvals. In addition, supporting development work for EASI module teams.
Internal Audit Review of Privileged User ID Management **EASI team members who contributed to this accomplishment:** Fabio Gorgatti, Paul Littlefield			●	●	●	Identifying, evaluating and ensuring effective authentication procedures are in place for privileged access management for SAP, enhancing tighter security controls for AMS.
User Access Review and Attestation (AMS) **EASI team members who contributed to this accomplishment:** Tony Di Felice, Fabio Gorgatti, Paul Littlefield, Niguel Pivott-Dyer			●	●	●	Implementing a yearly AMS access review with the organizational unit representatives to evaluate user access and obtain a sign-off, ensuring appropriate authorization and enhanced security.

Human Resources Information System

The AMS/SAP Human Resources Information System (HRIS) team provides comprehensive support and services related to HR systems for all divisions and faculties across the tri-campus. They manage and maintain HR platforms such as SuccessFactors, Kronos and Employee Self-Service (ESS)/Manager Self-Service (MSS), ensuring these systems are accessible and functional for all employees. The team also provides operational support for payroll, benefits, pensions, time management and professional development processes. The HRIS team is focused on streamlining HR processes and enhancing the overall employee experience at the university.

HRIS Priorities Roadmap (Projects)



In addition, the HRIS team also contributed to Document Management, S/4HANA Upgrade and Concur.

HRIS Priorities 2024-25 Accomplishments Update (Projects)

Completed Projects

Priority (Projects)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Retiree Benefits Administration and UPP Transition **EASI team members who contributed to this accomplishment:** Barb Der, Jay Gandhi, Kelly Gao, Yasir Hakeem, Marc Jobin, Ryan Yi, Yimei Zhao		●	●	●		Implemented changes to the Human Resources Information System to support the transition of services to University Pension Plan (UPP) and the streamlined administration of retiree benefits.
Vacation Payout Calculation **EASI team members who contributed to this accomplishment:** Kelly Gao, Marc Jobin, Yimei Zhao		●	●	●		Implemented necessary system changes to improve the accuracy of lump sum vacation payment calculation. Vacation entitlement reporting will be updated to reflect enhanced calculations, providing administrators with improved visibility to liabilities and risk.
UTsend Replacement **EASI team members who contributed to this accomplishment:** Sarosh Jamal, Haroon Rafique, Gary Raposo		●	●	●		In collaboration with the Division of People Strategy, Equity & Culture, implemented a proof of concept for a streamlined file transfer solution, offering a file sharing service for data classified as Level 4 and resulting in enhanced collaboration, increased productivity and security.
UTime **EASI team members who contributed to this accomplishment:** Farah Ally, Katie Babcock, Brenda Bannis, Kelly Gao, Laura Gray, Yushan Xu, Stephanie Yang	●	●	●	●	●	Transforming and digitizing timekeeping services, including implementing new Advanced scheduling functionality, enhancing reporting and improving the user experience for over 6,000 users in over 20 areas across the university.
Employee Central – Phase 2A and 2B **EASI team members who contributed to this accomplishment:** Farah Ally, Kelly Gao, Praveen Narayanaswamy, Gary Raposo, Yimei Zhao	●	●	●	●	●	Completed Phase 2A in December and working with vendor on readiness for Phase 2B in 2025-26, improving end-user experience and digitizing “hire to retire” workflow processes.
SuccessFactors Reporting Phase 1: IAS **EASI team members who contributed to this accomplishment:** Praveen Narayanaswamy, Jamal Qureshi, Gary Raposo, Yimei Zhao			●	●	●	The first phase of the implementation of the modern SuccessFactors reporting service (as a result of the deprecation of legacy reporting) focused on the prerequisite upgrade of the underlying authentication service.

HRIS Priorities 2024-25 Accomplishments Update (Projects)

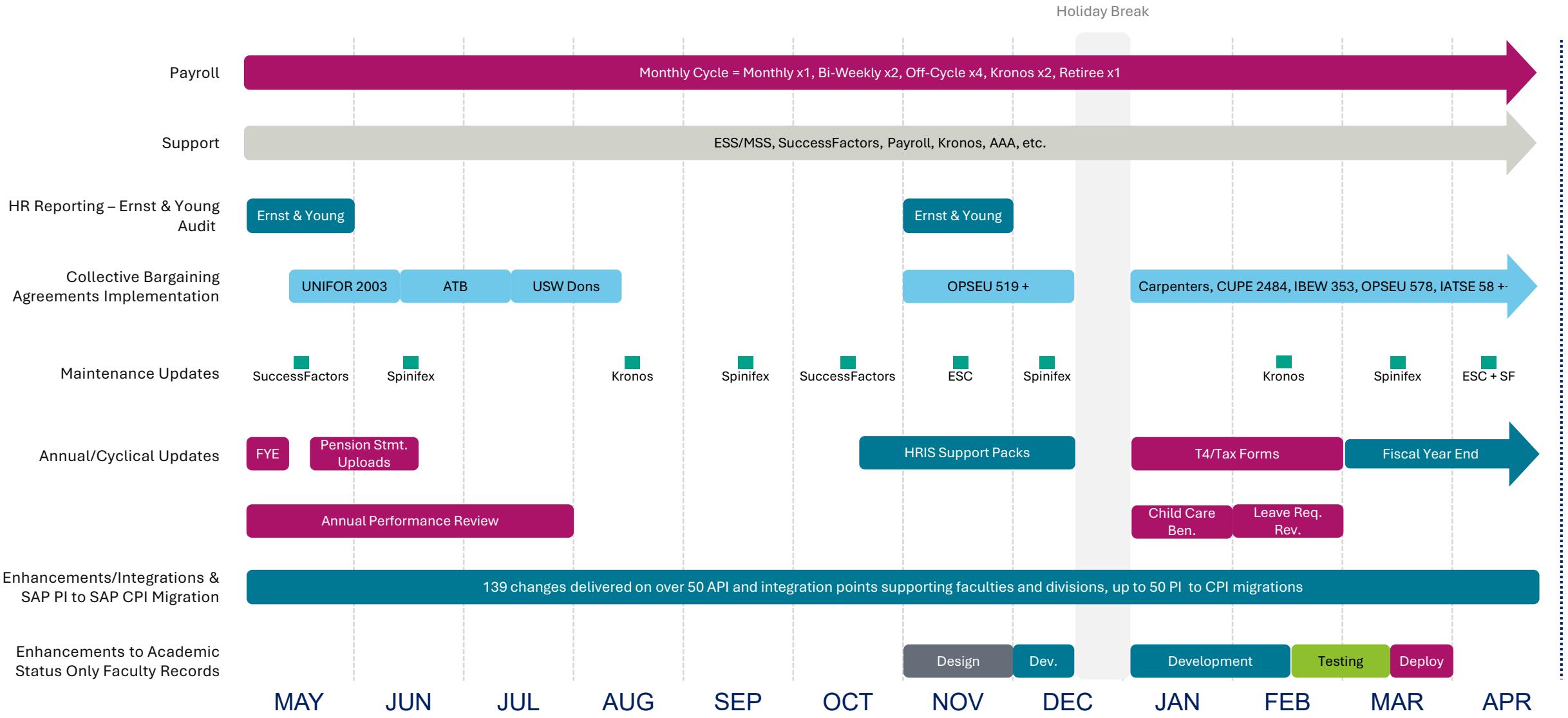
Completed Projects

Priority (Projects)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Work Study Top-up Enhancement **EASI team members who contributed to this accomplishment:** Brenda Bannis, Kelly Gao, Yimei Zhao	●	●				Implemented a streamlined process for Work Study top-ups. The total hourly rate for Work Study can now be entered directly when processing pay in HRIS, eliminating the need to manually calculate amounts.
CUPE 1230 Quotas **EASI team members who contributed to this accomplishment:** Marc Jobin, Yimei Zhao			●	●		Designed and implemented quotas to support CUPE 1230 requirements for personal day and health-care appointment tracking to automate existing manual tracking processes.
TA Administrative Management System **EASI team members who contributed to this accomplishment:** Rahul Gupta, Gary Raposo, Burak Sormagec, Chantal Tam	●	●	●	●	●	Performed an analysis, based on tri-campus consultations, leading to recommendations and a business case for a pan-university TA Administrative solution. Deploying an end-to-end integrated solution to U of T Mississauga and eight faculties based on recommendations.
Librarian Vacation Quotas **EASI team members who contributed to this accomplishment:** Marc Jobin, Ryan Yi, Yimei Zhao				●	●	Creating an automated tracking and accrual workflow in HRIS to replace manual tracking and accruals. This enhancement will drive productivity and will improve data accuracy for librarians across all three campuses.

HRIS Priorities Roadmap (Operations)

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk
Feature Launch Target | Maintenance Upgrades

2024-25



HRIS Priorities 2024-25 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Payroll **EASI team members who contributed to this accomplishment:** Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Yasir Hakeem, Marc Jobin, Paul Littlefield, Alex Tchakhmakhtchian, Stephanie Yang, Yimei Zhao	●	●	●	●	●	Managing over 120 payroll cycles annually (monthly, bi-weekly, off-cycle hourly, retirees) while identifying and implementing changes to improve compliance, operational efficiency and employee retention and engagement.
Support Employee Self-Service/Manager Self-Service, SuccessFactors, Payroll, Kronos, Academic Administrative Appointments, etc. **EASI team members who contributed to this accomplishment:** Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Laura Gray, Yasir Hakeem, Marc Jobin, Addison Luo, Yusan Xu, Stephanie Yang, Ryan Yi, Yimei Zhao	●	●	●	●	●	Providing day-to-day Tier 1 and/or Tier 2 support for all HRIS applications, including 16,000 Kronos change requests, 17,000 Kronos support tickets, and 2,100 HRIS (non-Kronos) change requests in the past year.
HR Reporting – Ernst & Young Audit **EASI team members who contributed to this accomplishment:** Barb Der, Yimei Zhao	●	●	●	●	●	Working directly with U of T auditors (Ernst & Young), the HRIS team has developed and streamlined the programs and processes, allowing U of T to provide timely personnel information for internal audits requirements.
Collective Bargaining Agreements Implementation **EASI team members who contributed to this accomplishment:** Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Yimei Zhao	●	●	●	●	●	Implementing changes and enhancements across affected HR information systems required to support negotiated changes to collective bargaining agreements.
Maintenance Updates SuccessFactors, Spinifex, Kronos, Enterprise Service Centre **EASI team members who contributed to this accomplishment:** Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Laura Gray, Yasir Hakeem, Stephanie Yang, Yimei Zhao	●	●	●	●	●	Reviewing, implementing and testing regular maintenance updates to ensure the secure and efficient operation of HR information systems. Evaluating new system features and services and implementing as appropriate to enhance system functionality.

HRIS Priorities 2024-25 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Enhancements to Academic Status Only Faculty Records in HRIS **EASI team members who contributed to this accomplishment:** Kelly Gao, Yushan Xu			●	●		Improved the ability to track and report on Status Only Faculty by adding identifiers for affiliate scientist and enhancing university appointments records.
Annual/Cyclical Updates **EASI team members who contributed to this accomplishment:** Brenda Bannis, Barb Der, Kelly Gao, Laura Gray, Yasir Hakeem, Yushan Xu, Yimei Zhao	●	●	●	●	●	Performing regular, cyclical administrative activities required to support ongoing and day-to-day business processes, including Fiscal Year End, pension statement uploads, annual performance review, HRIS support packs, T4/Tax Forms, Child Care Benefit and Leave Request Reviews.
Enhancements/Integrations **EASI team members who contributed to this accomplishment:** Kelly Gao, Yasir Hakeem	●	●	●	●	●	Completed various integrations supporting Divisional/Faculty systems, including the Faculty of Engineering, the Ontario Institute for Studies in Education, U of T Scarborough, the University Registrar's Office, the Faculty of Arts & Science, Governing Council, and others. Ongoing development work supporting the Faculty of Arts & Science IIT, the University Registrar's Office and the Teams phone migration project.
SAP PI to SAP CPI Migration **Consolidate, migrate, and optimize HRIS integrations** **EASI team members who contributed to this accomplishment:** Kelly Gao, Yasir Hakeem		●	●	●	●	Sunsetting of the legacy SAP Process Integration (PI) service has resulted in an opportunity to revisit and optimize existing integrations as part of the project to migrate each to the new SAP Cloud Platform Integration (CPI) service. In total, up to 50 integrations will be migrated.

Financial Information System

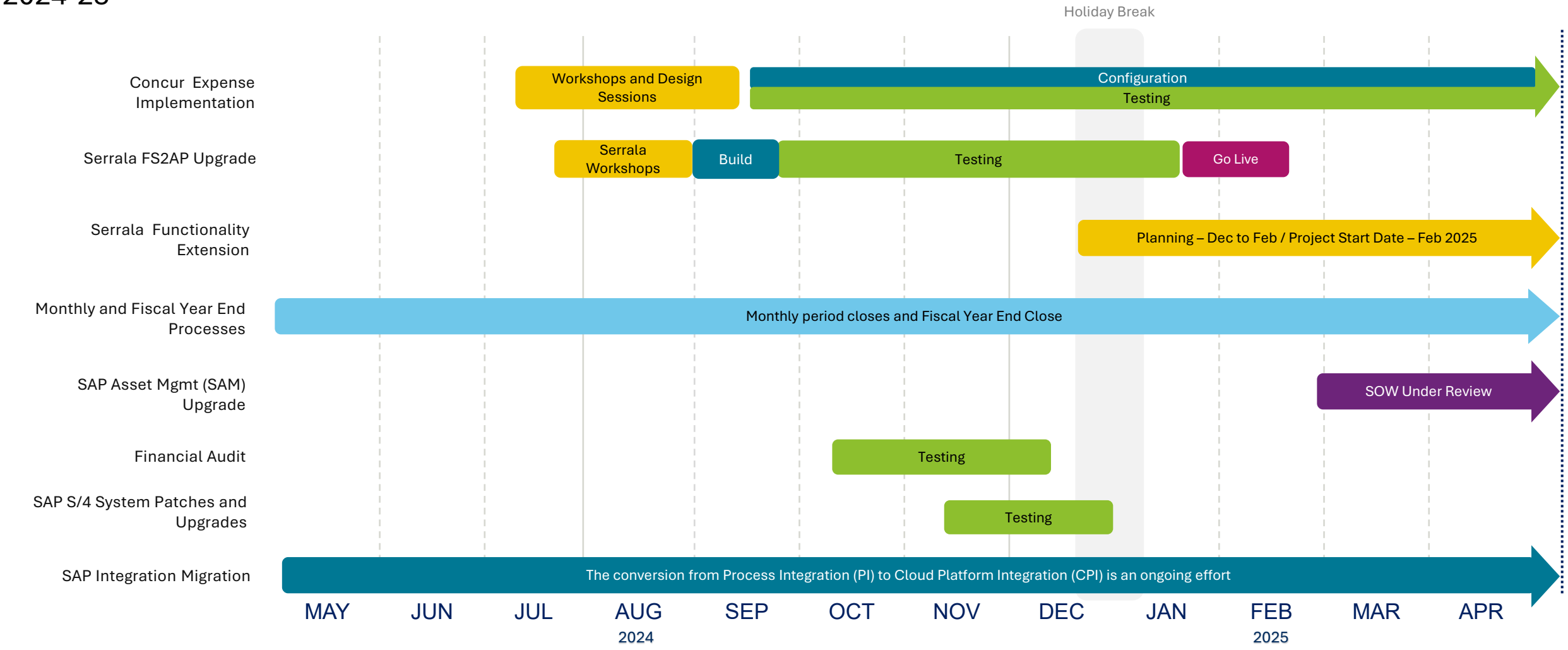
The AMS/SAP Financial Information System (FIS) currently serves the needs of over 2,700 users across U of T. This financial system of record is used for financial planning and operations, including accounts receivable, accounts payable, reporting and taxation. As of 2024, it was responsible for the processing of over $4.3 billion of U of T's budget. Information from FIS is also critical to the operations of the Chief Financial Officer in both federal and provincial tax reporting and monthly and fiscal year end closing.

SAP / FIS also processes over 60,000 service orders per year for our Facilities & Services clients. This ensures all work is recorded, accounted for and invoiced on a timely and efficient basis.

FIS Priorities Roadmap

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk
Feature Launch Target | Maintenance Upgrades

2024-25



In addition, the team also contributed to AMS/SAP Disaster Recovery Solution, AMS/SAP Document Management, AMS(S/4HANA)Upgrade from 2021 to 2023, SAP GUI Upgrade, EHS Sprout (Safety Stratus) and Project Management Solution.

FIS Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Monthly and Fiscal Year End Processes **EASI team members who contributed to this accomplishment:** Katie Babcock, Kim Chan, Paul Littlefield, Svetlana Opachevsky, Andrey Pletnev, Alex Tchakhmakhtchian	●	●	●	●	●	Optimization efforts to the SAP programs for fiscal year end (FYE) has reduced processing times by up to 70 per cent and reduced SAP system downtime for users (reduced to two days), reducing user disruption. FYE was completed on May 1, 2025, with all processing / program run times substantially faster than in previous years.
Concur Expense Implementation **EASI team members who contributed to this accomplishment:** Kim Chan, Jay Gandhi, Fabio Gorgatti, Verono Kwok, Paul Littlefield, Praveen Narayanaswamy, Svetlana Opachevsky, Andrey Pletnev, Robin Sharma, Yimei Zhao	●	●	●	●	●	Currently, U of T processes over 68,000 expense reimbursement claims per year. The implementation of Concur represents a full transformation of this process by streamlining processing (workflows), modernizing entry and approvals (access by mobile devices) and expediting of the entire expense process for U of T employees. Phase 1 of Concur went live in Q1 2025 with Phase 2 and 3 scheduled to go live on Q2 and Q3 of 2025.
Serrala FS2AP Upgrade **EASI team members who contributed to this accomplishment:** Fabio Gorgatti, Verono Kwok, Paul Littlefield, Andrey Pletnev, Dana Pogaceanu		●	●	●	●	Upgraded old version of Serrala software to the latest version supported by the vendor. Go live of updated version occurred Q1, 2025. The new version enabled streamlining "invoice to pay" workflow solution, and automatic creation of invoices in SAP, review and approval of the final payment of over 30,000 invoices per year for Facilities & Services. It also provides greater control and reporting of the accounts payable function for Facilities & Services.
Serrala Functionality Extension **EASI team members who contributed to this accomplishment:** Verono Kwok, Paul Littlefield, Andrey Pletnev, Dana Pogaceanu, Robin Sharma			●	●	●	Functionality extension to operations within the Vice-President Operations and Real Estate Partnerships portfolio to enable accounts payable efficiencies and automation currently benefiting the Facilities & Services team. Project completion and go live is estimated to be Q3 2025.

FIS Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
SAP Asset Management (SAM) Upgrade **EASI team members who contributed to this accomplishment:** Fabio Gorgatti, Verono Kwok, Paul Littlefield, Andrey Pletnev, Robin Sharma				●	●	Upgrade SAP Asset Management to the more current software version offering the latest in functionality and capabilities to Facilities & Services field technicians, allowing for real-time updates and processing efficiencies. Technicians respond to more than 60,000 service orders yearly. Upgrade work has been started with projected completion and go live of Q2 2025.
Financial Audit – Recurring annual function **EASI team members who contributed to this accomplishment:** Svetlana Opachevsky	●	●	●	●	●	Working with U of T auditors (Ernst & Young), the EASI-FIS team has developed and streamlined the programs and processes allowing U of T to provide timely financial information for internal audits requirements. Required reporting to Auditors was completed and provided in Q2 2025.
SAP Integration Migration **EASI team members who contributed to this accomplishment:** Kim Chan, Andrey Pletnev	●	●	●	●	●	Transitioning from pre-existing SAP Platform Integration (PI) to the updated SAP Cloud Platform Integration (CPI). This will enable processing files and messages to occur in real-time providing for greater data quality and efficiency. This work will be undertaken throughout the entire year of 2025 as time permits.
SAP S/4 System Patches and Annual Upgrades **EASI team members who contributed to this accomplishment:** Kim Chan, Verono Kwok, Svetlana Opachevsky, Andrey Pletnev, Robin Sharma				●	●	Updating the U of T SAP S/4HANA system via support patches and updates, ensuring financial system users continue to enjoy a stable and reliable platform supported by SAP for their financial needs.This process is a yearly undertaking and will continue for as long as U of T is using SAP systems.

Research Information System

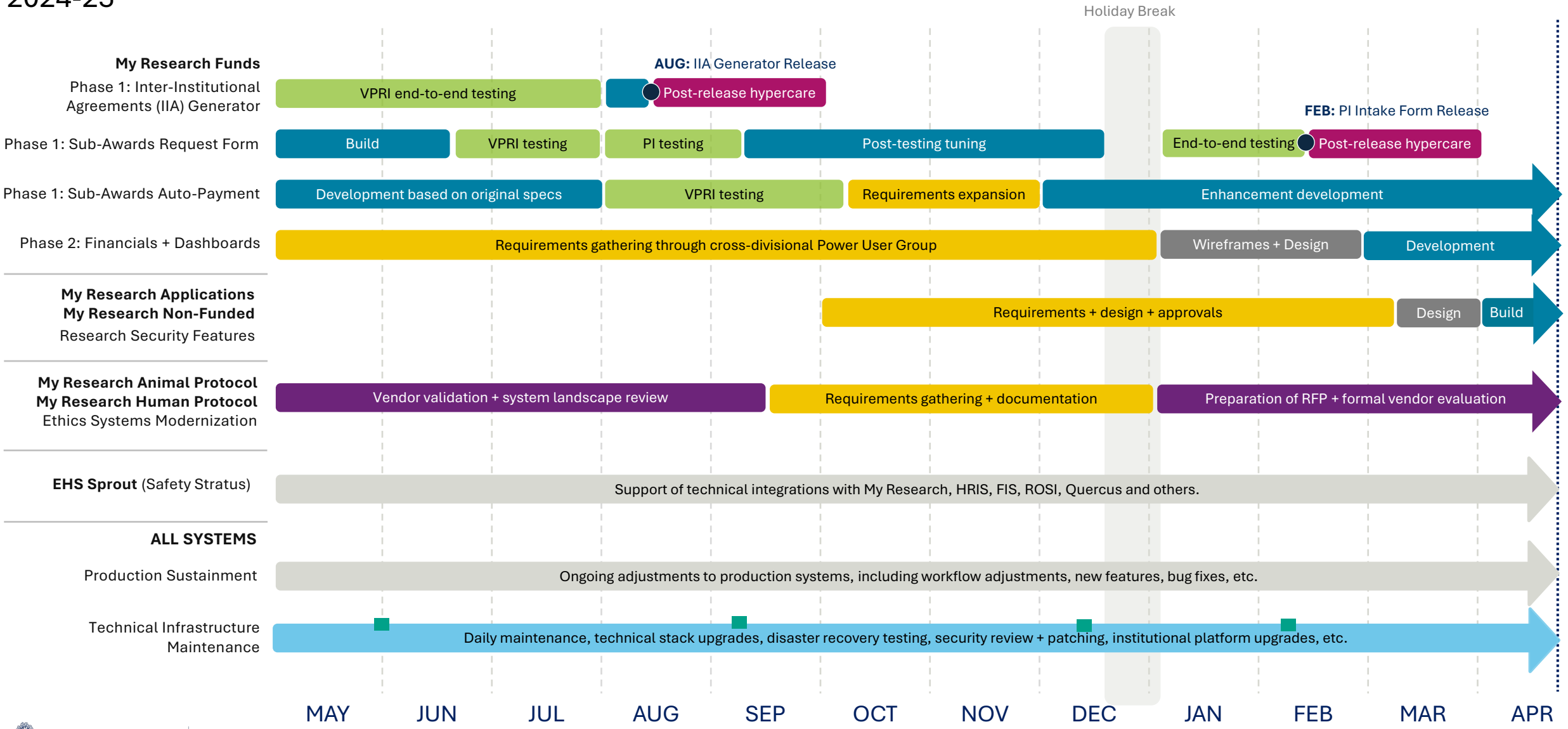
The university's Research Information System (RIS) – also known as the My Research (MR) System – is a suite of tools that are critical to the research enterprise, ensuring departmental and divisional oversight and transparency while helping researchers obtain timely review and approvals of their research applications and agreements, and secure required regulatory and ethics approvals. Approximately 10,000 active funds, 7,000 human protocol documents and 1,000 animal protocol documents are actively managed by MR each year, with a monthly average of 5,000 users. These institutional systems require a continuous cycle of maintenance, updates and modernization to ensure we carefully manage the evolving financial, legal, regulatory and reputational risk associated with a massive research enterprise.

RIS Priorities Roadmap

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch Target | Maintenance Upgrades

2024-25



RIS Technical Platform Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
My Research Funds						
My Research Funds (MRF) is a new, modern research funding administration interface for researchers and research support staff. The first phase of MRF – the University of Toronto Research Account (UTRAC) – went live in December 2023. Once implemented, MRF will enhance the user experience, improve access to key information about research awards, and facilitate more effective monitoring of research-related expenditures.						
Phase 1: Inter-Institutional Agreements (IIA) Generator **EASI team members who contributed to this accomplishment:** Maya Collum, Anju Meena Das, Svetlana Opachevsky, Jeeno Thomas, Jithin Thomas	●	●				Launched a new feature that allows the Office of the Vice-President, Research & Innovation (VPRI) research officers to generate a fully editable draft inter-institutional agreement (IIA) for sub-award transfers using auto-filled data from the grant record, saving staff time and effort on data entry, and ensuring consistency of legal terms on these important institutional agreements.
Phase 1: Sub-Awards Requests Form **EASI team members who contributed to this accomplishment:** Maya Collum, Anju Meena Das, Svetlana Opachevsky, Jeeno Thomas, Jithin Thomas	●	●	●			Implementing a standardized, electronic request form for transferring research funding to other institutions, making it easier and faster for researchers and VPRI staff to manage funding for hundreds of collaborative research projects.
Phase 1: Sub-Awards Auto-Payment **EASI team members who contributed to this accomplishment:** Maya Collum, Anju Meena Das, Svetlana Opachevsky, Jeeno Thomas, Jithin Thomas	●	●	●	●	●	Introducing payment automation for outgoing payments related to research sub-awards. This powerful integration between UTRAC, RIS and FIS will significantly improve the timeliness and efficiency of centrally processed payments and create a robust audit trail.
Phase 2: Financials + Dashboards **EASI team members who contributed to this accomplishment:** Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas			●	●	●	Rebuilding the financial account and funding history reports comprising My Research On Line (MROL) with a modern user interface and seamless integration with UTRAC, enabling researchers to easily monitor their research award expenses.

RIS Technical Platform Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
My Research Applications / My Research Non-Funded						
Research Security Features **EASI team members who contributed to this accomplishment:** Maya Collum, Praseena Nair, Harsharandeep Singh				●	●	Implementing features to identify and minimize possible risks to scholarly research practices through unwanted access, interference or theft, helping to protect research and ensure compliance with new federal regulations.
My Research Animal Protocol / My Research Human Protocol						
Ethics Systems Modernization **EASI team members who contributed to this accomplishment:** Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	●	●	●	●	●	Critical consultations, vendor analysis and technical review, and moving through the Request for Procurement (RFP) process to replace end-of-life ethics applications, ensuring the systems provide the functionality users require amid a shifting regulatory environment.
EHS Sprout (Safety Stratus)						
EASI team members who contributed to this accomplishment: Maya Collum, John Ogg, David Wang	●	●	●	●	●	Supporting the VPRI in the implementation of Sprout – a centralized third-party software system for monitoring equipment/assets, training, biosafety, radiation and medical clearance.
All Systems						
Production Sustainment **EASI team members who contributed to this accomplishment:** Kim Chan, Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	●	●	●	●	●	Continuing support of all production applications to ensure ongoing user satisfaction, compliance with changing regulatory requirements and alignment with modern development/user experience practices. We are also focusing on improved levels, speed and consistency of service delivery and client experience.
Technical Infrastructure Maintenance **EASI team members who contributed to this accomplishment:** Kim Chan, Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	●	●	●	●	●	Continuing management of the technical infrastructure of all production applications to sustain their technical health and reduce information security risks.

Enterprise Shared Services

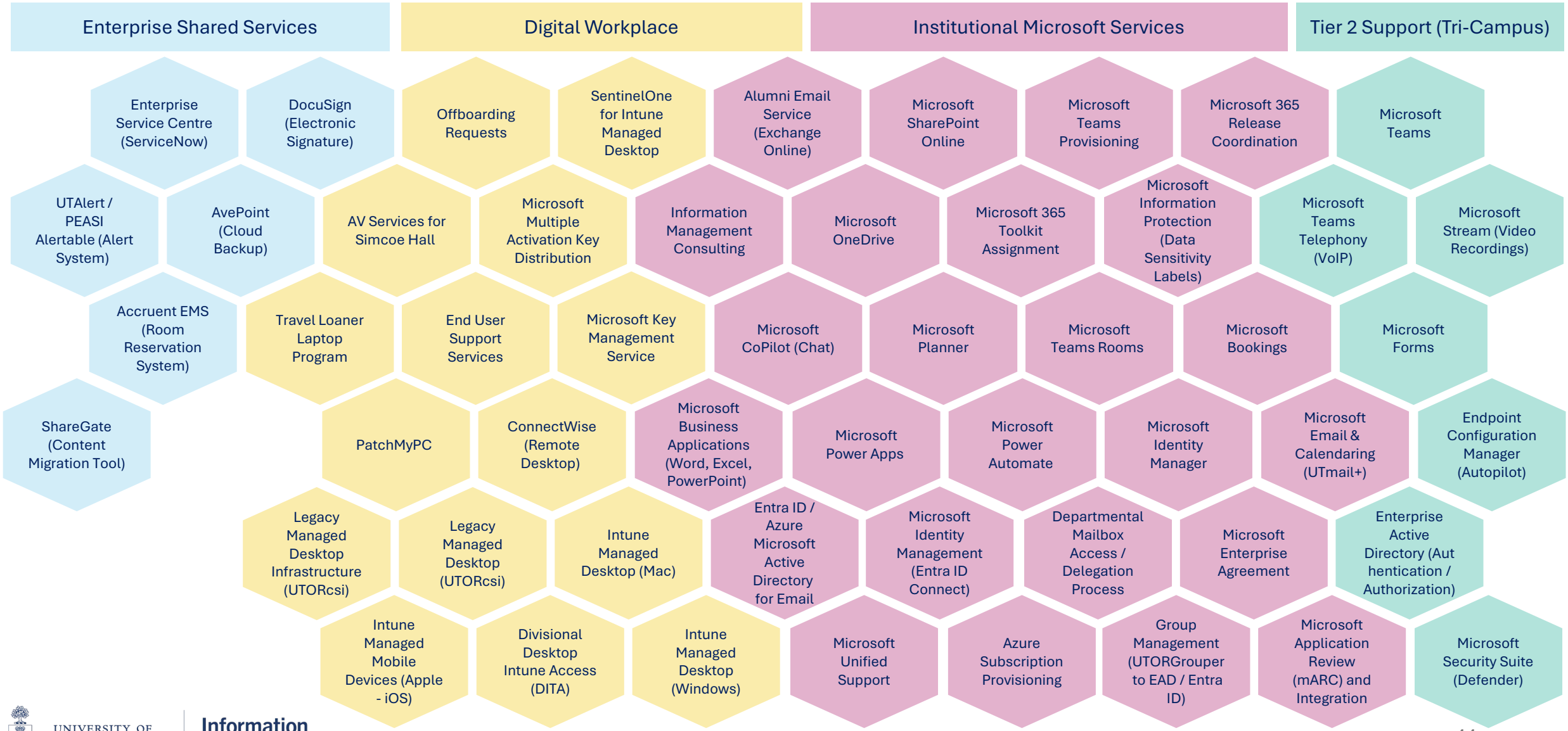
The Enterprise Shared Services team is responsible for the operation and support of centrally managed IT services, including the IT and HR service centres in Enterprise Service Centre (ESC)/ServiceNow, information management based on the SharePoint platform, DocuSign Electronic Signature, and the UTAlert and LISTSERV communications platforms.

Enterprise Shared Services also operates and supports core institutional Microsoft 365 (M365) applications, such as UTmail+, for over 300,000 students, faculty, staff and alumni. We also facilitate divisional access to M365 services such as Intune, supporting over 3,800 managed devices, and Teams Phone, supporting over 9,500 VoIP lines.

The Enterprise Shared Services' Digital Workplace team provides remote and onsite support services to over 3,000 staff in 66 departments for their standard workstation and mobile technology requirements, including system installation, configuration, disposal, data storage, business continuity, software licensing and updates, virus and ransomware prevention and cleanup, and business solutions implementation.

Enterprise Applications & Solutions Integration

Enterprise Shared Services & Digital Workplace



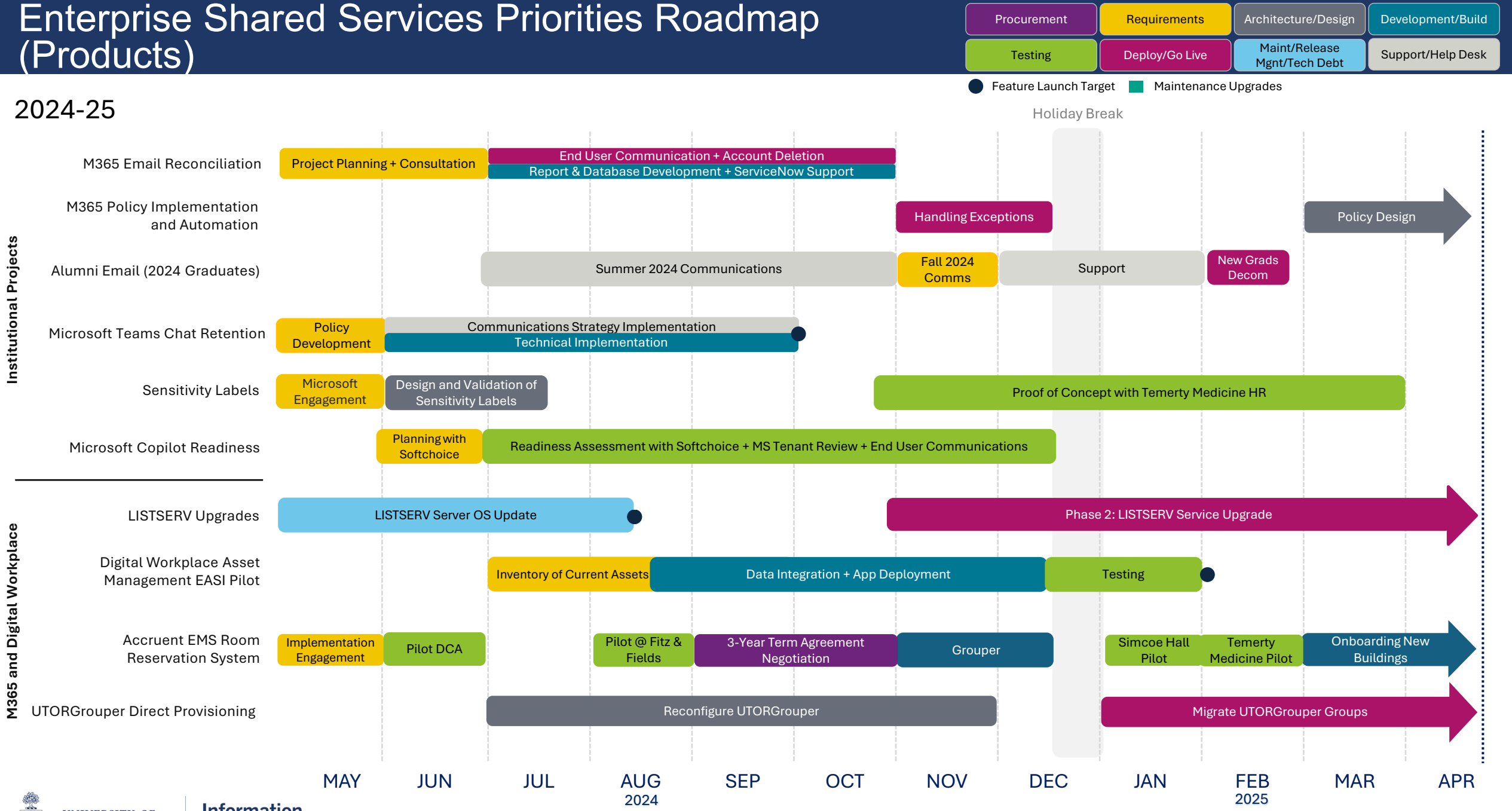
Enterprise Shared Services

Key Priorities and Accomplishments 2024-25

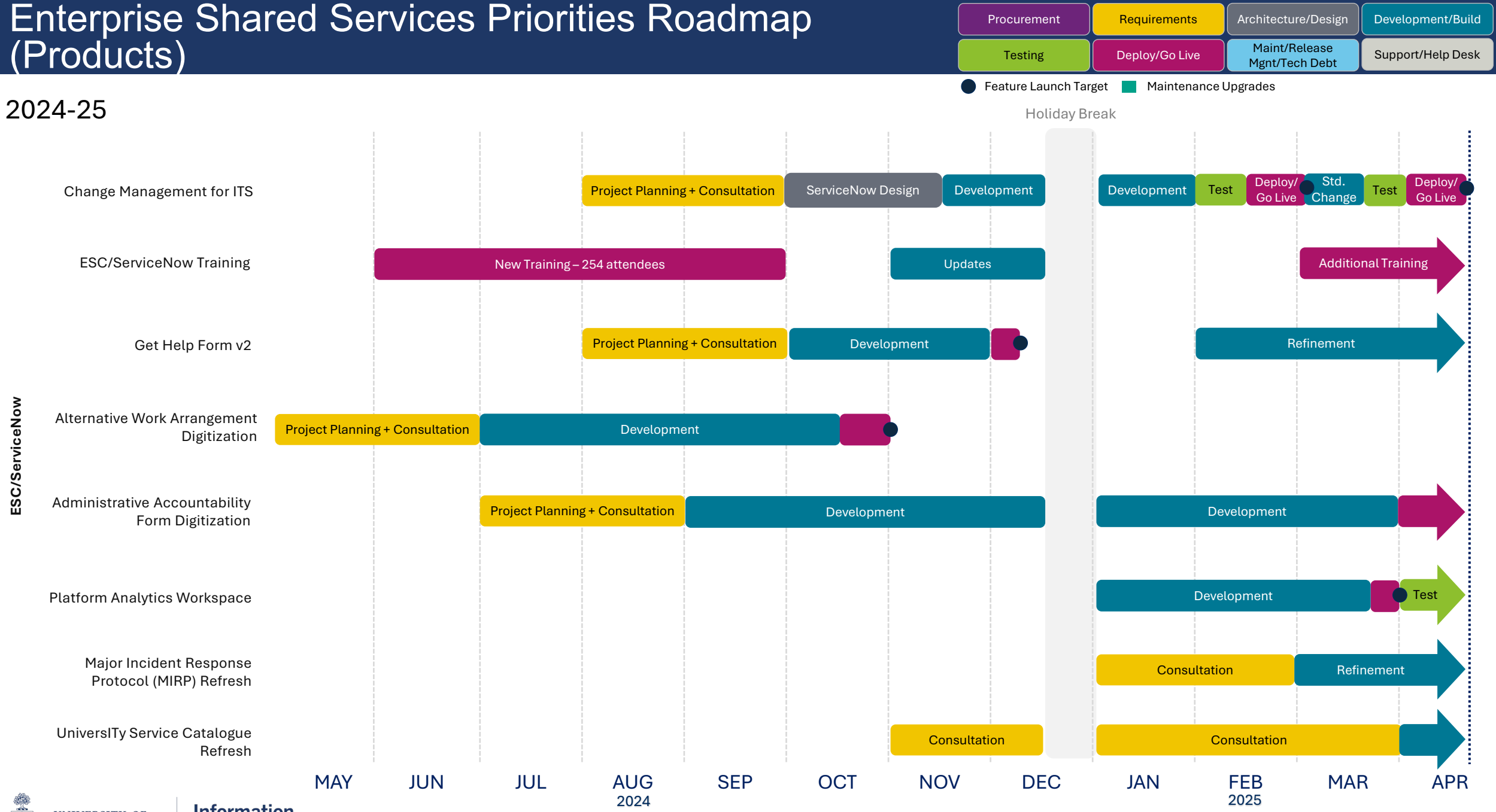
UNIVERSITY OF TORONTO | Information Technology Services

DEFY GRAVITY

Enterprise Shared Services Priorities Roadmap (Products)



Enterprise Shared Services Priorities Roadmap (Products)



Enterprise Shared Services Priorities 2024-25 Accomplishments Update (Products)

Completed Projects

Priority (Products)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Institutional Projects						
M365 Email Reconciliation **EASI team members who contributed to this accomplishment:** Cyrus Frances-Findlay, Andrew Ignatiou, Derek Liu, Gary Raposo, Terry Spratt, Andrea Silva-Serrano, Ian Thomas, Eden Tran, Vicki Vokas, Lobsang Wangmo, Natalie Yeung, Hong Zhu	●	●				Decommissioned 381,619 UTmail+ email accounts and transitioned 35,000 alumni accounts to a separate, secure email service resulting in a savings of over 300 TB of storage and leading to significant improvements in security, efficiency and cost savings.
Microsoft Teams Chat Retention **EASI team members who contributed to this accomplishment:** Imthiyaz Hameed, Vicki Vokas, Lobsang Wangmo	●	●				Implemented a 30-day retention period for all individual Teams chats. This retention protocol was implemented to enhance records management and ensure data security.
Alumni Email (2024 Graduates) **EASI team members who contributed to this accomplishment:** Derek Liu, Eden Tran, Vicki Vokas, Lobsang Wangmo, Natalie Yeung, Hong Zhu	●	●	●			Introduced offboarding for graduating students for summer and fall 2024 Convocation. Decommissioning of approximately 15,000 accounts on February 1. Includes one-time option to create an alumni email account.
M365 Policy Implementation and Automation **EASI team members who contributed to this accomplishment:** Cyrus Frances-Findlay, Derek Liu, Ian Thomas, Eden Tran, Vicki Vokas, Lobsang Wangmo, Natalie Yeung, Hong Zhu				●	●	Establishing guidelines and approval processes for the assignment and withdrawal of M365 services, including offboarding former students, new alumni, adjunct faculty and retired faculty. Automation of M365 licences assignments will be automated in accordance with guidelines, including the management of exceptions. New processes will include automated and tracked end-user notifications and account migrations where necessary.

Enterprise Shared Services Priorities 2024-25 Accomplishments Update (Products)

Completed Projects

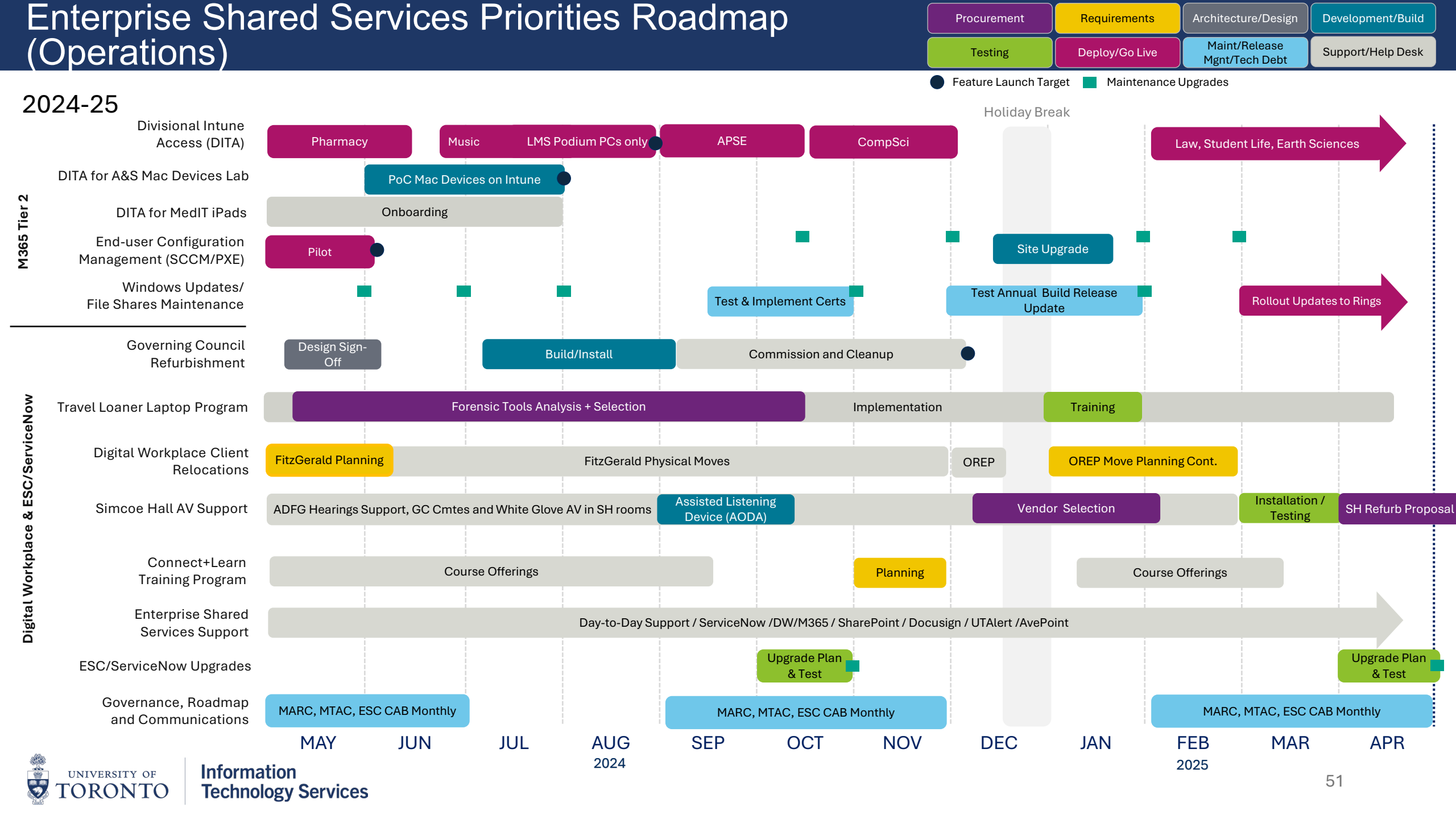
Priority (Products)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Microsoft Copilot Readiness **EASI team members who contributed to this accomplishment:** Ahmad Sameem, Swetlana Signarowski, Ian Thomas, Vicki Vokas	●					Engaged with vendors to assess the current capabilities of M365 Copilot and where U of T can utilize core capabilities efficiently within the environment.
Sensitivity Labels **EASI team members who contributed to this accomplishment:** Lisa Chen, Imthiyaz Hameed, Ahmad Sameem, Vicki Vokas		●	●	●	●	Researched the capabilities of Sensitivity Labels and launched a pilot with MedIT. Sensitivity Labels allow users to classify and protect data in Microsoft Office apps, Teams and SharePoint by encrypting it and preventing unauthorized access.
M365 and Digital Workplace						
UTORGrouper Direct Provisioning **EASI team members who contributed to this accomplishment:** Ian Thomas	●	●	●	●		Replaced legacy Grouper to M365 group provisioning process with a direct-provisioning solution that improves ease of use and reduces provisioning wait times.
Digital Workplace Asset Management EASI Pilot **EASI team members who contributed to this accomplishment:** Pascal Loucadellis, Gary Raposo, Terry Spratt, Eden Tran			●	●		Completed asset management pilot within EASI. Added all EASI workstations in Enterprise Service Centre(ESC)/ServiceNow and established an evergreening program.
LISTSERV Upgrades **EASI team members who contributed to this accomplishment:** Vaseem Arif, Gary Raposo, Ian Thomas	●	●	●	●	●	Upgraded key internal communications channel used across all three campuses to support business operations, allowing areas to send timely updates to faculty, staff and students.
Accruent EMS Room Reservation System **EASI team members who contributed to this accomplishment:** Justin Charlick, Kelly Gao, Gary Raposo, Ahmad Sameem, Peter Sverko, Vicki Vokas, Hong Zhu	●	●	●	●	●	Implemented Accruent EMS in select buildings on the St. George campus. The EMS platform enhances efficiency, optimizes space utilization and streamlines the process of scheduling and managing spaces, especially in a hybrid work environment. After a successful pilot program, licensing has been extended and this solution will be expanded to all U of T users.

Enterprise Shared Services Priorities 2024-25 Accomplishments Update (Products)

Completed Projects

Priority (Products)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
ESC/ServiceNow						
ESC/ServiceNow Training **EASI team members who contributed to this accomplishment:** Gary Raposo, Eden Tran	•	•				Developed and deployed refreshed ESC/ServiceNow training covering fundamental usage for fulfillers as well as advanced topics for long-time users.
Get Help Form v2 **EASI team members who contributed to this accomplishment:** Amy Luu, Nicole Williams		•	•			Designed and deployed an enhanced version of the ESC IT Support Centre Get Help Form providing an improved user experience and improved routing of tickets to support organizations.
Change Management for ITS **EASI team members who contributed to this accomplishment:** Frank Boshoff, Gary Raposo, Saloni Talati, Brian Whelan		•	•	•		Developed and launched an IT Change Management process to be used across ITS. This process will be implemented in ESC/ServiceNow and will enhance the quality of ITS changes and provide greater transparency to the IT@UofT community.
Alternative Work Arrangement Digitization **EASI team members who contributed to this accomplishment:** Amy Luu, Nicole Williams	•	•	•			Digitizing of PDF/paper-based Alternative Work Arrangements process into ESC/ServiceNow native workflow. Successfully piloted with eight departments and processed over 540 submissions.
Administrative Accountability Form Digitization **EASI team members who contributed to this accomplishment:** Amy Luu, Gary Raposo, Nicole Williams	•	•	•	•		Digitizing of PDF/paper-based Administrative Accountability Form process into ESC/ServiceNow native workflow, including the completion and submission of the form as well as all approvals.
Platform Analytics Workspace **EASI team members who contributed to this accomplishment:** Amy Luu, Brian Whelan			•	•		Platform Analytics Workspace is the next generation of ServiceNow's reporting platform, consolidating dashboards, visualizations and analytics insights into a single location. Existing reports and dashboards will be ported to the new platform and tested. All fulfillers in ESC will have access to the new functionality once the transition is complete.
Major Incident Response Protocol (MIRP) Refresh **EASI team members who contributed to this accomplishment:** Gary Raposo, Brian Whelan			•	•	•	The ITS Major Incident Response Protocol (MIRP) defines the processes and resources required to identify and respond to a major incident. Last updated in 2019, this refresh will ensure that the ITS MIRP is current and relevant. This initiative will include ITS-wide training and a roundtable exercise.
UniversITy Service Catalogue Refresh **EASI team members who contributed to this accomplishment:** Brian Whelan			•	•	•	This initiative will result in a complete refresh of all content in the UniversITy Service Catalogue (USC). ITS Service Owners will be consulted and will contribute updated content. The site itself will be updated to include new fields and a supporting process will be deployed to ensure that content is maintained going forward. The USC is open to all students, faculty and staff across the tri-campus.

Enterprise Shared Services Priorities Roadmap (Operations)



Enterprise Shared Services Priorities 2024-25 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
M365 Tier 2						
End-user Configuration Management (SCCM/PXE) **EASI team members who contributed to this accomplishment:** Jimmy Au, Derek Liu, Percy Lo, Ian Thomas, Vince To, Vicki Vokas	●					Worked with MedIT and Information Security to manage devices using Microsoft System Centre Configuration Manager (SCCM) and Enterprise Active Directory (EAD) in cases where Intune cannot be utilized. Proof of concept completed, ongoing improvements and SCCM updates.
Divisional Intune Access (DITA) for MedIT iPads **EASI team members who contributed to this accomplishment:** Jimmy Au, Vince To	●					Supported Temerty Faculty of Medicine's MedIT in deploying over 100 iOS devices to users using Intune.
Divisional Intune Access (DITA) for A&S Mac Devices Lab **EASI team members who contributed to this accomplishment:** Jimmy Au, Vince To	●	●				Piloted Intune for Mac devices at the Faculty of Arts & Science Student Lab.
Divisional Intune Access (DITA) **EASI team members who contributed to this accomplishment:** Jimmy Au, Derek Liu, Gary Raposo, Ian Thomas, Vince To	●	●	●	●	●	Provided Divisional Intune Access (DITA) and extended core Intune services to divisional administrators, allowing local IT teams to independently configure devices securely and wirelessly.
Windows Updates/File Shares Maintenance **EASI team members who contributed to this accomplishment:** Jimmy Au, Derek Liu, Percy Lo	●	●	●	●	●	Annual windows operating system updates and monthly security and feature patches. Monthly file share maintenance to ensure devices are protected and current.
Digital Workplace & ESC/ServiceNow						
Governing Council Refurbishment and Simcoe Hall Proposal **EASI team members who contributed to this accomplishment:** Ben Bourgon, Justin Charlick, Dave Clarke, Peter Sverko, Vicki Vokas	●	●	●	●	●	Completed AV equipment refurbishment, implemented a full camera auto tracking solution, and deployed a new audio transmission solution using infrared technology for the highest level of security. Added Simcoe Hall meeting rooms refurbishment proposal.
Travel Loaner Laptop Program **EASI team members who contributed to this accomplishment:** Pascal Loucadellis, Brett Nelson, Gary Raposo, Vicki Vokas	●			●		Provided the university's senior executives with secure loaner laptops and mobile phones while traveling to areas of high digital risk. Next stage will introduce forensic analysis tools.

Enterprise Shared Services Priorities 2024-25 Accomplishments Update (Operations)

Completed Projects

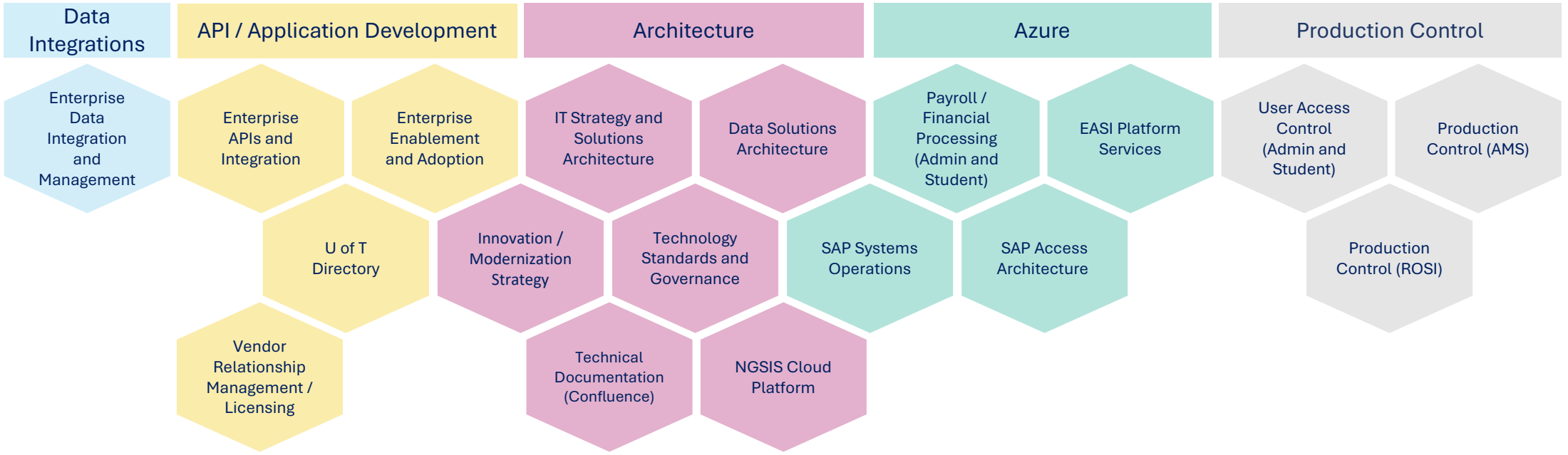
Priority (Operations)	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Simcoe Hall AV Support **EASI team members who contributed to this accomplishment:** Ben Bourgon, Justin Charlick, Dave Clarke, Peter Sverko			●	●		Engaged in refurbishment requirements to update ten-year-old AV equipment. Moved all meeting rooms to Teams Rooms.
ESC/ServiceNow Upgrades **EASI team members who contributed to this accomplishment:** Amy Luu, Saloni Talati, Eden Tran, Nicole Williams		●		●	●	Reviewing, implementing and testing regular maintenance updates to ensure the secure and efficient operation of ESC/ServiceNow. Evaluating new system features and services and implementing as appropriate to enhance system functionality.
Digital Workplace Client Relocations **EASI team members who contributed to this accomplishment:** Andrew Ignatiou, Pascal Loucadellis, Dana Pogaceanu, Ivan Solomon, Peter Sverko	●	●	●	●	●	Planning and support for move of Digital Workplace clients to the FitzGerald Building, including shared spaces and AV support.
Connect+Learn Training Program **EASI team members who contributed to this accomplishment:** Lisa Chen, Dima Chernyshov, MJ Edun, Imthiyaz Hameed, Lobsang Wangmo	●	●	●	●	●	Providing end-user training for common technologies and applications such as Teams, OneDrive, SharePoint and VPNs. Each session features a brief presentation followed by an interactive discussion. Monthly course offerings to over 600 users to date.
Enterprise Shared Services Support **EASI team members who contributed to this accomplishment:** **Tier 1 & AV** – J. Antonjeyanthiran, B. Bourgon, D. Clarke, C. Frances-Findlay, A. Halani, A. Ignatiou, A. Kennedy, P. Lo, P. Loucadellis, R. Robinson, A. Silva-Serrano, I. Solomon, T. Spratt, P. Sverko **Tier 2 and M365** - J. Au, D. Chernyshov, D. Liu, P. Lo, G. Raposo, A. Sameem, I. Thomas, V. To, V. Vokas, N. Yeung, H. Zhu **ESC/ServiceNow** – A. Luu, G. Raposo, S. Talati, E. Tran, N. Williams	●	●	●	●	●	Responded to over 21,000 tickets in the past year, providing day-to-day Tier 1 and/or Tier 2 support for all Enterprise Shared Services applications, including digital workplace support services, institutional M365 support, audio-visual systems support, as well as support for enterprise solutions including SharePoint, ESC/ServiceNow, DocuSign and others.
Governance, Roadmap and Communications **EASI team members who contributed to this accomplishment:** L. Chen, D. Chernyshov, I. Hameed, A. Luu, G. Raposo, A. Sameem, I. Thomas, V. Vokas, L. Wangmo	●	●	●	●	●	Facilitated regular meetings with representatives from across the IT@UofT community, including the Microsoft Tactical Resources Committee (MTAC) to prioritize institutional M365 initiatives, the Microsoft Application Review Committee (MARC) to review M365 application requests, and the Enterprise Service Centre Change Board (ESC CAB) to identify, prioritize, and approve ESC/ServiceNow changes.

Technical Services & Architecture

The Technical Services & Architecture team plays a key role in U of T's digital transformation, focusing on the architecture and governance of SAP in the Cloud and cloud-based solutions for student-related business capabilities. We are responsible for ensuring that data architecture and integration are seamlessly integrated across systems, enabling data-driven decision-making at all levels. In addition to designing and implementing scalable data models and APIs, we support other divisions in adopting cloud services, providing architecture models and ensuring that processes are efficient and secure. By driving innovation, supporting cross-team collaboration and mitigating risks, we help to position U of T for future innovation.

Enterprise Applications & Solutions Integration

Technical Services & Architecture



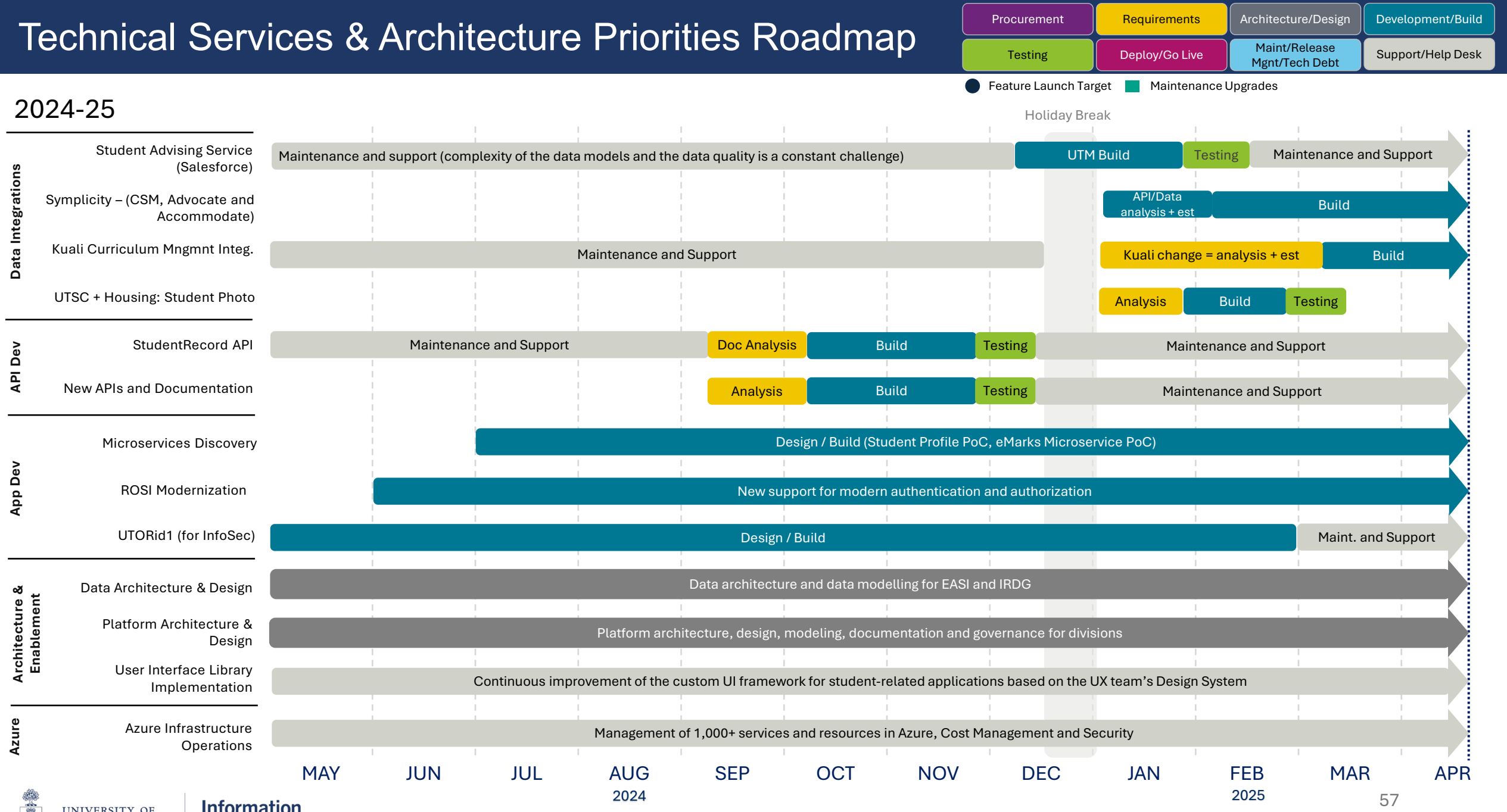
Technical Services & Architecture

Key Priorities and Accomplishments 2024-25

UNIVERSITY OF TORONTO | Information Technology Services

DEFY GRAVITY

Technical Services & Architecture Priorities Roadmap



Technical Services & Architecture Priorities
2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Data Integrations						
Student Advising Service (Salesforce) **EASI team members who contributed to this accomplishment:** Haroon Rafique, Venkat Venkataramanan, David Wang, Zoe Wong	●	●	●	●	●	Continued support and the expansion of available student data in the Student Advising Service (Salesforce). The latest expansion is the addition of student data for three divisions to improve the efficiency of student advising for over 30,000 students.
Kuali Curriculum Management Integration **EASI team members who contributed to this accomplishment:** James Lahey, David Wang				●	●	Streamlined curriculum updates by connecting curriculum management system (Kuali) in Amazon Web Services to Microsoft Azure. This near real-time data feed ensures that any changes to the curriculum are automatically reflected. Committees can now easily identify and review updates, improving efficiency and decision-making.
UTSC + Housing: Student Photo **EASI team members who contributed to this accomplishment:** Kaelyn Lindquist, David Wang, Laurel Williams, Bruce Zhu				●	●	Implementing a project that will allow U of T Scarborough to extract photos of students daily and make them available at point-of-sale terminals in stores, helping to reduce the risk of fraud.
Symplicity – (CSM, Advocate and Accommodate) **EASI team members who contributed to this accomplishment:** James Lahey, David Wang					●	Implementing APIs to create a common data feed for the exchange of student data to Symplicity. Currently, there are over 16 instances of the application used across the university and student data is being sent to each of them. A common data feed will reduce the number of data feeds that need to be supported and maintained and improve data consistency.
API Development						
StudentRecord API **EASI team members who contributed to this accomplishment:** James Lahey, Jessica Lee, David Wang, Zoe Wong	●	●	●	●	●	Enhanced the StudentRecord API to meet new Microservice standards and added Role-Based Access Control to restrict data access and improve security. This API provides divisional applications near real-time access to current student data, creating efficiencies for administrative staff. This API is used by the Faculty of Arts & Science, the Department of Electrical & Computer Engineering and the Faculty of Applied Science & Engineering.

Technical Services & Architecture Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
API Development (cont'd)						
New APIs and Documentation **EASI team members who contributed to this accomplishment:** James Lahey, Jessica Li, Co-Op Students, David Wang				●	●	Implemented composite back-end APIs and created a reusable API template for all Azure-hosted APIs, ensuring up-to-date data is readily available for applications, reports and presentations. This enhances the flow of accurate information to students and administrators, improving decision-making and operational efficiency.
Application Development						
Microservices Discovery **EASI team members who contributed to this accomplishment:** Andre Kalamandeen, James Lahey, Jessica Li, Haroon Rafique, David Wang			●	●		Engaged a Microservices architect to design and develop a code template to form the basis for all future implementations. These independent services each model a business function, improving consistency and developer productivity as well as enabling consistent security.
UTORid1 (for InfoSec) **EASI team members who contributed to this accomplishment:** James Lahey, Jessica Li, David Wang			●	●	●	Providing developer resources to replace an aging UTORid activation system. This will streamline access for students, faculty and staff to key campus-wide services and resources, including Weblogin, UTmail+, ACORN, Library Services, Quercus, Employee and Manager Self-Service, My Research On Line and the wireless network.
ROSI Modernization **EASI team members who contributed to this accomplishment:** Rodney Branch, Matthew Hendrickson, Haroon Rafique, Ian Thomas, David Wang, Laurel Williams				●	●	Engaged a vendor to assist with modifying ROSI to support authentication using Microsoft Entra ID, which enables single sign-on and integration with Microsoft 365. This supports modern authentication methods and improves security, providing a seamless user experience, and time savings, for staff when using ROSI and new SIS applications.

Technical Services & Architecture Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Architecture & Enablement						
Data Architecture & Design **EASI team members who contributed to this accomplishment:** Amy Li, David Wang	●	●	●	●	●	Ongoing support for data architecture expertise required by the Institutional Research & Data Governance Office, the Ontario Institute for Studies in Education and EASI teams, enabling secure, standardized solutions that support and enhance business capabilities.
Platform Architecture & Design Areas that used services: Information Security, Enterprise Infrastructure Solutions, the Ontario Institute for Studies in Education, the School of Graduate Studies, the Faculty of Law, the Faculty of Applied Science & Engineering, the Department of Electrical & Computer Engineering, Environmental Health & Safety, Housing, Accessibility Services, the Office of the Vice-Provost, Innovations in Undergraduate Education, and UTSC **EASI team members who contributed to this accomplishment:** Frank Boshoff, Andre Kalamandeen, Haroon Rafique, David Wang	●	●	●	●	●	Providing platform architecture and design expertise on request to EASI teams, ITS departments and divisions. Supports RFP/RFQ procurement process. Deliverables include feasibility assessments, advice and guidance, standards and principles. Additional deliverables include a logical operational model, identifying necessary components, enabling secure, standardized solutions that support and enable business capabilities.
User Interface Library Implementation **EASI team members who contributed to this accomplishment:** Hossein Aliabadi, Andre Kalamandeen, Laura Klamot, James Lahey, Mikella Seth, Amanda Werkhaizer	●	●	●	●	●	Developed a User Interface Library, using consistent components, for student and administrative applications to adhere to AODA standards. This library creates a common user experience and streamlines design and development, enhancing developer productivity and AODA compliance. All EASI student-related applications will adopt these components to comply with AODA standards.
Azure						
Azure Infrastructure Operations **EASI team members who contributed to this accomplishment:** Sarosh Jamal, Haroon Rafique, David Wang, Laurel Williams	●	●	●	●	●	Implementing new or improved Azure Cloud services to meet business requirements and comply with security standards. This also enables faster delivery of solutions using fewer staff.

User Experience & Process Design (UXPD)

The UXPD team is built around two integrated disciplines: User Experience (UX) and Process Design (PD), both focused on crafting seamless experiences for students, faculty and staff. We play an important role in applying user-centric design across nine major enterprise Student Information Systems, projects within the SAP ecosystem, and broader initiatives within the ITS portfolio. We offer a comprehensive range of services, including user research, process design, prototyping, user interface design and accessibility audits. Our Student Advisory Team, with over 1,900 students engaged, plays a vital role in shaping student systems and ensuring our designs reflect students' voices. Innovation is at the core of our work, driving us to craft solutions that address users' needs while navigating technology and budget constraints, delivering exceptional value to the U of T community.

Enterprise Applications & Solutions Integration

User Experience, Reporting and Analytics

User Experience & Process Design (UXPD)

User Experience

- End-to-End UX Support for the SIS Systems
- UX Support for SAP - Fiori Launchpad
- UX Support for SAP – RIS Ethics Modules
- Exploring ESS and MSS User Experience
- UX Support for the Information Security Team
- Accessibility Scan of ROSI UI

Process Design

- Revamp of EASI Onboarding Process
- SIS Team Process Review

Operational Excellence

- Launch and Rollout of UXPD Service Model
- Establishment of design standards and artifacts for User Interface
- DesignOps Implementation

Reporting & Analytics Technology

Institutional Operational Reporting and Administration

- Institutional Reporting and Data Governance Data Platform
- Institutional Reporting Platform (Power BI)
- Data Engineering

Power BI Reporting and Technology Management

- Micro-credentials Reporting
- Micro-credentials Data
- Curriculum Management Reports
- Reporting Database Management
- Transfer Credit Reporting
- Institutional Reporting Enablement (Power BI Toolbox)
- Class List Reporting
- Absence Declaration Reporting
- Heatmap Reporting
- Course Information Reporting

User Experience, Reporting and Analytics

Key Priorities and Accomplishments 2024-25

UNIVERSITY OF TORONTO | Information Technology Services

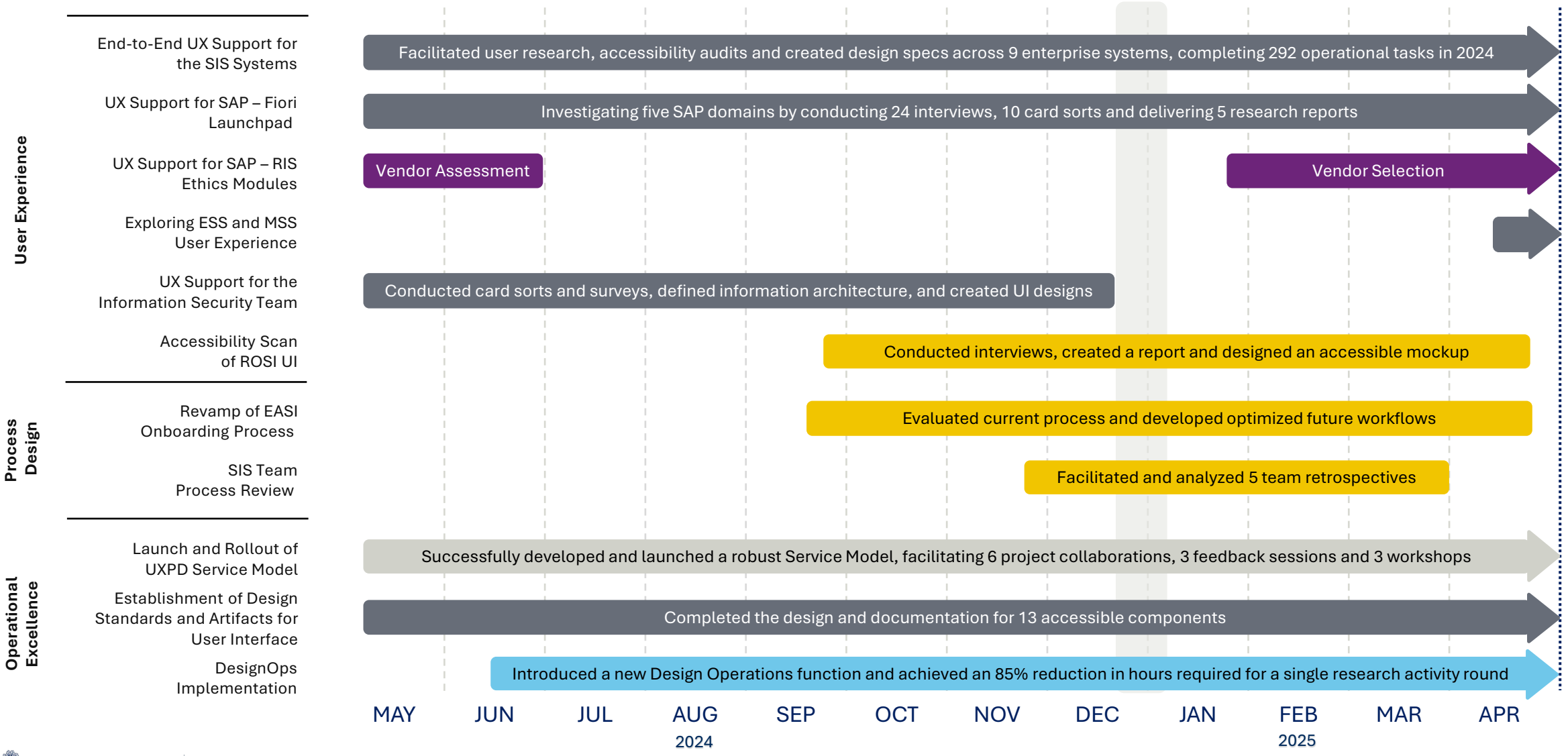
DEFY GRAVITY

UXPD Priorities Roadmap

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch Target | Maintenance Upgrades

2024-25



UXPD Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
User Experience						
End-to-End UX Support for the SIS Systems *Systems include: ACORN, Course Information System (CIS), Accommodated Testing Services (ATS), Salesforce Experience Builder (Student Advising Service), Timetable Builder, Transfer Credit Equivalency, OASIS, Degree Explorer, GPA Calculator* **EASI team members who contributed to this accomplishment:** Tiffany Au, Neda Demiri, Yuwei Jiang, Laura Klamot, Christina Lin, Andrew Magnaye, Mikella Seth	•	•	•	•	•	Delivering a comprehensive suite of UX services tailored specifically for SIS systems, we support nine enterprise systems with services, including user research, prototyping, user interface design and usability and accessibility audits. In 2024, we conducted eight rounds of user research with over 40 users and delivered 292 operational tasks, resulting in designs that enhanced user experience and optimized workflows for students, faculty and staff.
UX Support for SAP – Fiori Launchpad **EASI team members who contributed to this accomplishment:** Fabio Gorgatti, Yuwei Jiang, Laura Klamot, Amara Maharaj, Praveen Narayanaswamy, Amanda Werkhaizer	•	•	•	•	•	Conducting extensive research to enhance the navigation structure of the SAP Fiori Launchpad (FLP) and ensure a user-friendly, role-based experience. This includes investigating five major SAP domains through 24 interviews and ten card sorts, delivering five comprehensive research reports that capture users' needs and solution opportunities, and recommending an information architecture to guide the ideal navigation design.
UX Support for SAP – RIS Ethics Modules **EASI team members who contributed to this accomplishment:** Yuwei Jiang, Laura Klamot, Amanda Werkhaizer		•			•	Assessed four vendor products to potentially replace the MRAP and MRHP ethics protocol modules. Over a rapid ten-week timeline, attended six demos and delivered seven comprehensive UX analyses, including user persona mapping, user flow diagrams, UI evaluation, vendor comparison matrix, core user stories and risk registry. In 2025, we will assist with the vendor selection process as part of the procurement activities.

UXPD Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
UX Support for the Information Security Team **EASI team members who contributed to this accomplishment:** Christina Lin, Christina Piruchta, Mikella Seth, Amanda Werkhaizer	●	●	●	●		Redesigned the Information Security website by creating a user-friendly UI design based on insights gathered from a heuristic analysis, a survey of 45 students, staff and faculty, and card sorting with 14 information security team members. Additionally, we rebuilt the Office of the CISO SharePoint by conducting research to guide navigation, information architecture and usability improvements.
Accessibility Scan of ROSI UI **EASI team members who contributed to this accomplishment:** Rodney Branch, Laura Klamot				●	●	Conducted one-on-one interviews with ROSI users to gather insights on their experiences and preferences. Created a report with recommended enhancements and a mockup featuring an accessible colour scheme.
Exploring ESS and MSS User Experience **EASI team members who contributed to this accomplishment:** Fabio Gorgatti, Yuwei Jiang, Laura Klamot, Praveen Narayanaswamy, Amanda Werkhaizer					●	Beginning in July 2025, we will undertake an assessment of the user experience of Employee Self-Service (ESS) and Manager Self-Service (MSS). This will include research, analysis and UI design to guide future development.
Process Design						
Revamp of EASI Onboarding Process **EASI team members who contributed to this accomplishment:** Yuwei Jiang, Gary Raposo, Amanda Werkhaizer, Nicole Williams			●	●	●	Identified 85 onboarding tasks through interviews with six subject matter experts and delivered detailed process flow diagrams to support the development in ServiceNow. Validated task processes with 15 subject matter experts and conducted in-person testing with six managers and task owners to ensure accuracy and usability. Launched the new form on April 25, supported by a maintenance plan and recommendations for future improvements.
SIS Team Process Review **EASI team members who contributed to this accomplishment:** Andrew Magnaye, Julian Weinrib				●	●	Planned, facilitated and analyzed five team retrospectives to inform opportunities for alignment and enhancement within teams and across the SIS portfolio. Reported on common themes, unique challenges, and opportunities for the SIS portfolio to explore as part of their operational plan.

UXPD Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Operational Excellence						
Launch and Rollout of UXPD Service Model **EASI team members who contributed to this accomplishment:** Tiffany Au, Neda Demiri, Yuwei Jiang, Laura Klamot, Christina Lin, Andrew Magnaye, Amara Maharaj, Christina Piruchta, Mikella Seth, Amanda Werkhaizer	●	●	●	●	●	Launched a robust Service Model to increase awareness of UXPD's services and enhance collaboration and innovation across the university. Introduced three service tiers: Project Collaboration, Workshop and Quick Feedback. Successfully facilitated six project collaborations, three feedback sessions and three workshops. User satisfaction has been tracked via surveys, achieving a perfect five-star rating across all services.
Establishment of Design Standards and Artifacts for User Interface **EASI team members who contributed to this accomplishment:** Laura Klamot, James Lahey, Mikella Seth	●	●	●	●	●	Creating a unified set of design patterns, accessibility guidelines and reusable components for web applications. We have completed the design for 13 accessible components. Accommodated Testing Services has embraced these components, and ACORN is beginning to leverage the design principles. This is streamlining their design and development process - reducing time, elevating consistency, and delivering a more cohesive, intuitive user experience.
DesignOps Implementation **EASI team members who contributed to this accomplishment:** Andrew Magnaye	●	●	●	●	●	Providing continued support of the UXPD Team in standardizing, measuring and scaling UX processes and services across EASI. Piloting Microsoft Clarity to bolster the UXPD team's quantitative research metrics. Implemented nine Power Automate flows to support the team on their adoption of Azure DevOps and Microsoft Bookings across projects and products.

Reporting & Analytics Technology

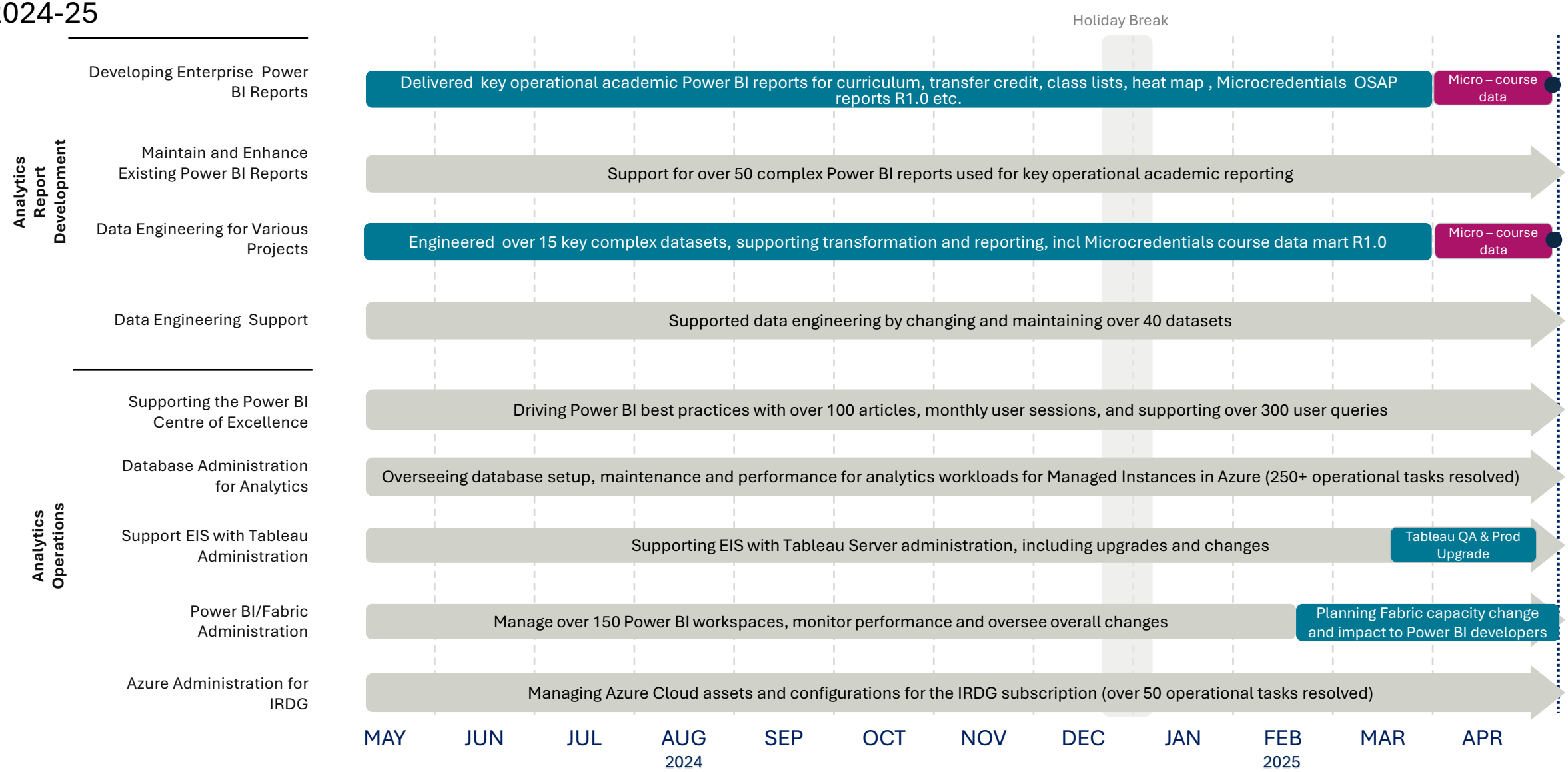
The Reporting & Analytics team develops Power BI reports and datasets, manages Power BI and Azure administration for the Institutional Research Data Governance Office (IRDG) and oversees database management for analytics. The team empowers analytics projects across the university, driving data-driven decision-making and enhancing reporting capabilities.

Reporting & Analytics Priorities Roadmap

Procurement | Requirements | Architecture/Design | Development/Build
Testing | Deploy/Go Live | Maint/Release Mgnt/Tech Debt | Support/Help Desk

Feature Launch Target Maintenance Upgrades

2024-25



Reporting & Analytics Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Analytics Report Development						
Developing Enterprise Power BI Reports **EASI team members who contributed to this accomplishment:** Akshi Kamboj, Amy Li, Moulika Ranikunta	●	●	●	●	●	Developed and delivered over 30 critical enterprise Power BI reports to support various projects, including curriculum reports, transfer credit analysis, class lists and heat map visualizations. The latest being the Microcredentials OSAP reports R1.0. These reports provide actionable insights, enhance decision-making and streamline academic and administrative processes within the university.
Data Engineering for Various Projects **EASI team members who contributed to this accomplishment:** Akshi Kamboj, Amy Li, Moulika Ranikunta, David Wang, Bruce Zhu	●	●	●	●	●	Engineered over 15 complex datasets for various operational academic projects, supporting data transformation, report development and self-service reporting. Designed and implemented a Microcredentials OSAP eligible course data mart to support Office of the Vice-President and Provost and the Ministry of Training, Colleges and Universities reporting needs.
Maintain and Enhance Existing Power BI Reports **EASI team members who contributed to this accomplishment:** Amy Li, Moulika Ranikunta	●	●	●	●	●	Supported over 50 complex Power BI reports by implementing changes, updates and bug fixes to ensure accuracy and reliability for key academic reporting. Addressed issues promptly to meet evolving business needs and enhance reporting consistency.
Data Engineering Support **EASI team members who contributed to this accomplishment:** Akshi Kamboj, Amy Li, Moulika Ranikunta, David Wang, Bruce Zhu	●	●	●	●	●	Supported over 40 existing data engineering datasets, making changes to complex datasets based on evolving requirements. Ensured seamless data transformation, report development and self-service reporting.
Analytics Operations						
Supporting the Power BI Centre of Excellence **EASI team members who contributed to this accomplishment:** Titus Hsu, Dmytro Larichiev, Amy Li, Simona Montolova, Moulika Ranikunta, Bruce Zhu	●	●	●	●	●	Driving Power BI best practices through over 100 articles in SharePoint documentation, monthly onboarding/training and proactive support, addressing over 300 user queries. Enhanced report accuracy and improved user adoption across the university.

Reporting & Analytics Priorities 2024-25 Accomplishments Update

Completed Projects

Priority	Q1	Q2	Q3	Q4	2025-26	Highlights and Accomplishments
Analytics Operations (cont'd)						
Support EIS with Tableau Administration **EASI team members who contributed to this accomplishment:** Titus Hsu, Dmytro Larichiev	●	●	●	●	●	Supporting the EIS team with Tableau Server administration, including upgrades and changes. Tableau is widely used across the university for analytics alongside Power BI.
Database Administration for Reporting and Analytics **EASI team members who contributed to this accomplishment:** Simona Montolova, Bruce Zhu	●	●	●	●	●	Overseeing database setup, maintenance and performance optimization for analytics workloads on Managed Instances in Azure, ensuring reliability, scalability and efficient resource utilization, while resolving over 250 operational tasks.
Power BI/Fabric Administration and Fabric change planning **EASI team members who contributed to this accomplishment:** Titus Hsu, Dmytro Larichiev, Simona Montolova	●	●	●	●	●	Onboarding 23 new Power BI workspaces and overseeing changes requested through tickets, ensuring optimal functionality and data accuracy. Migrating workspaces to Fabric capacities and researching cost and usage implications.
Azure Administration for IRDG **EASI team members who contributed to this accomplishment:** Titus Hsu, Dmytro Larichiev, Simona Montolova, Bruce Zhu	●	●	●	●	●	Managing Azure Cloud assets and configurations for IRDG subscription, ensuring optimal performance and security. Resolved over 50 operational tasks, addressing issues and enhancing system efficiency.
Training – Connect+Learn Sessions **EASI team members who contributed to this accomplishment:** Katie Babcock, Simona Montolova, Moulika Ranikunta					●	Delivered two Connect+Learn sessions covering the Microsoft shift from Azure Data Studio to Visual Studio Code.