

# EASI Operational Plan 2025-26

May 1, 2025 – April 30, 2026  
Status Update: May 2026

Presented by:

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Information Technology Services



UNIVERSITY OF  
TORONTO

Information  
Technology Services

DEFY  
GRAVITY

# 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 sustainability. 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 secure, accessible, sustainable and efficient.



EASI runs mission-critical systems such as the central administrative platform (AMS/SAP) supporting staff across the university, enabling financial, research administration, human resources, and facilities and services operations. We also deliver Enterprise Shared Services, Technology Services and Architecture, Analytics and Reporting Technology, and User Experience and Process Design.



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

[View EASI at a Glance](#) ↗

# EASI Leadership Team 2025-2026



Swetlana Signarowski  
Executive Director



Katie Babcock  
Senior Comms & Change Management Officer



Mariana Vardaei  
Executive Assistant & Office Administrator



Gary Raposo  
Associate Director AMS/SAP



Amanda Werkaizer  
Manager User Experience & Process Design



Vicki Vokas  
Associate Director Enterprise Shared Services & Digital Workplace



Brenda Boshoff  
Manager Reporting & Analytics Technology



Frank Boshoff  
Assistant Director Technical Solutions & Architecture



Kim Wells  
Senior Communications Officer



Jess Goldson  
Education & Awareness Officer



Maya Collum  
Manager Research Application Development & Maintenance



Manager Financial Information System



Kelly Gao  
Manager Development Human Resources Information System



Yimei Zhao  
Manager Functional Human Resources Information System



Peter Sverko  
Manager Client Support Services, Digital Workplace



Pascal Loucadellis  
Manager Client Support Services, Digital Workplace



Ian Thomas  
Manager Microsoft Cloud Architecture



Manager Security Admin & Architecture



Praveen Narayanaswamy  
Manager SAP Technical Admin & Innovation



Andre Kalamandeen  
Manager Data, Architecture & Integration

# EASI's Strategic Objectives 2025-26

A framework for solution and service delivery excellence in alignment with and supporting delivery of the IT@UofT Strategic Plan



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# Administrative Management Systems (AMS/SAP)

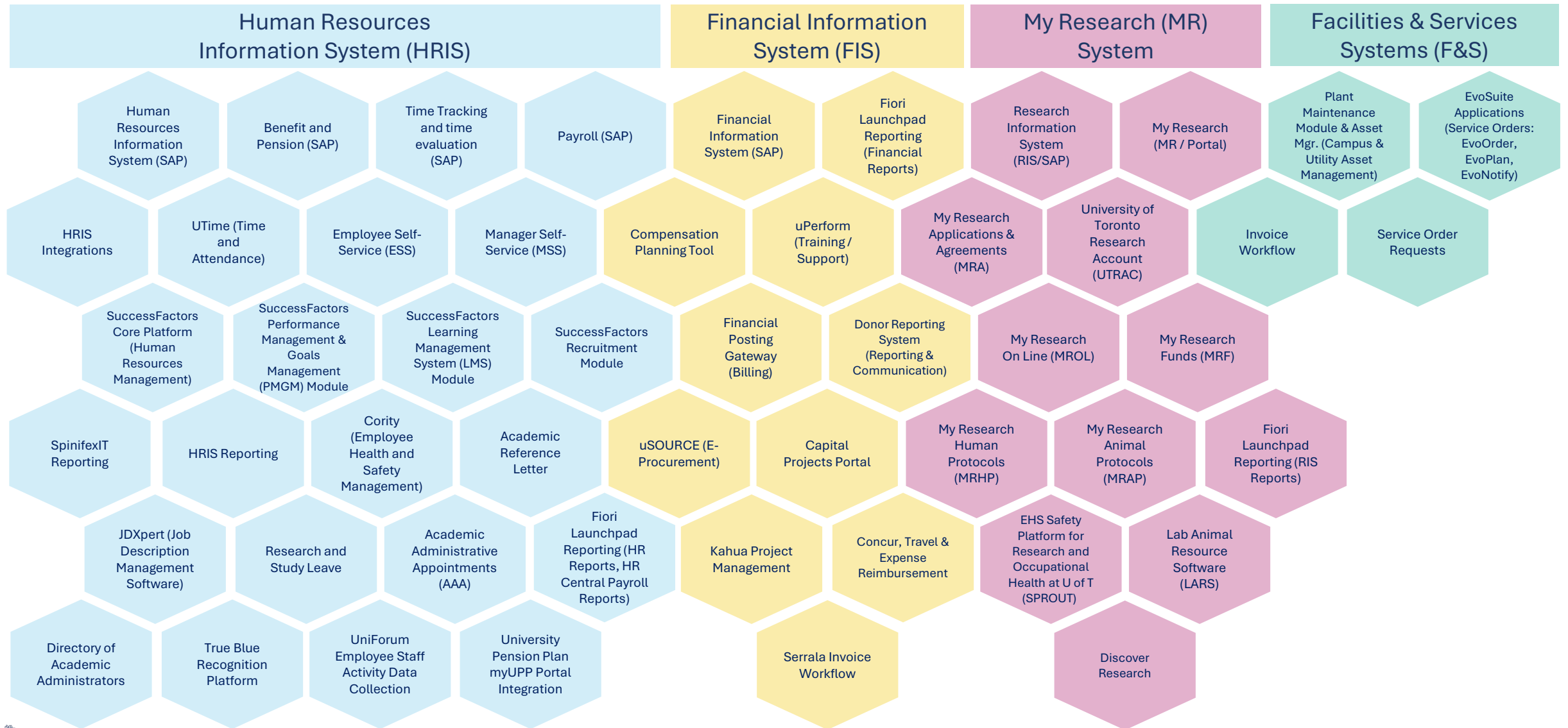
The Administrative Management Systems (AMS/SAP) are central to U of T's operational efficiency, supporting over 35,000 appointed and non-appointed staff and faculty members across the university.

This integrated SAP Enterprise Resource Planning ecosystem serves as the university's system of record for core HR, Finance, Research Administration, and Facilities and Services operations, and is managed by specialized SAP IT teams within EASI.

EASI is continually transforming and modernizing the university's mission-critical AMS/SAP platform, which runs on the private Azure Cloud. This work spans various domains, including Finance (with Concur for expense reimbursement), HR (through a digital transformation leveraging Employee Central for hire-to-retire processes, ensuring data accuracy and enhanced self-services), Research (new Ethics Systems), 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 ERP Platform)



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# Administrative Management Systems (AMS/SAP)

Key Priorities and  
Accomplishments 2025-26

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# AMS/SAP Technical Platform

The SAP Technical, Architecture and Security Administration teams provide foundational support essential to the SAP platform and its users. This fiscal year, our key contributions include implementing the SAP upgrade (S/4HANA) as well as transforming the Document Management Platform in SAP. Other priorities include improving privileged user ID management based on Internal Audit recommendations and continuing foundational work for all SAP projects.

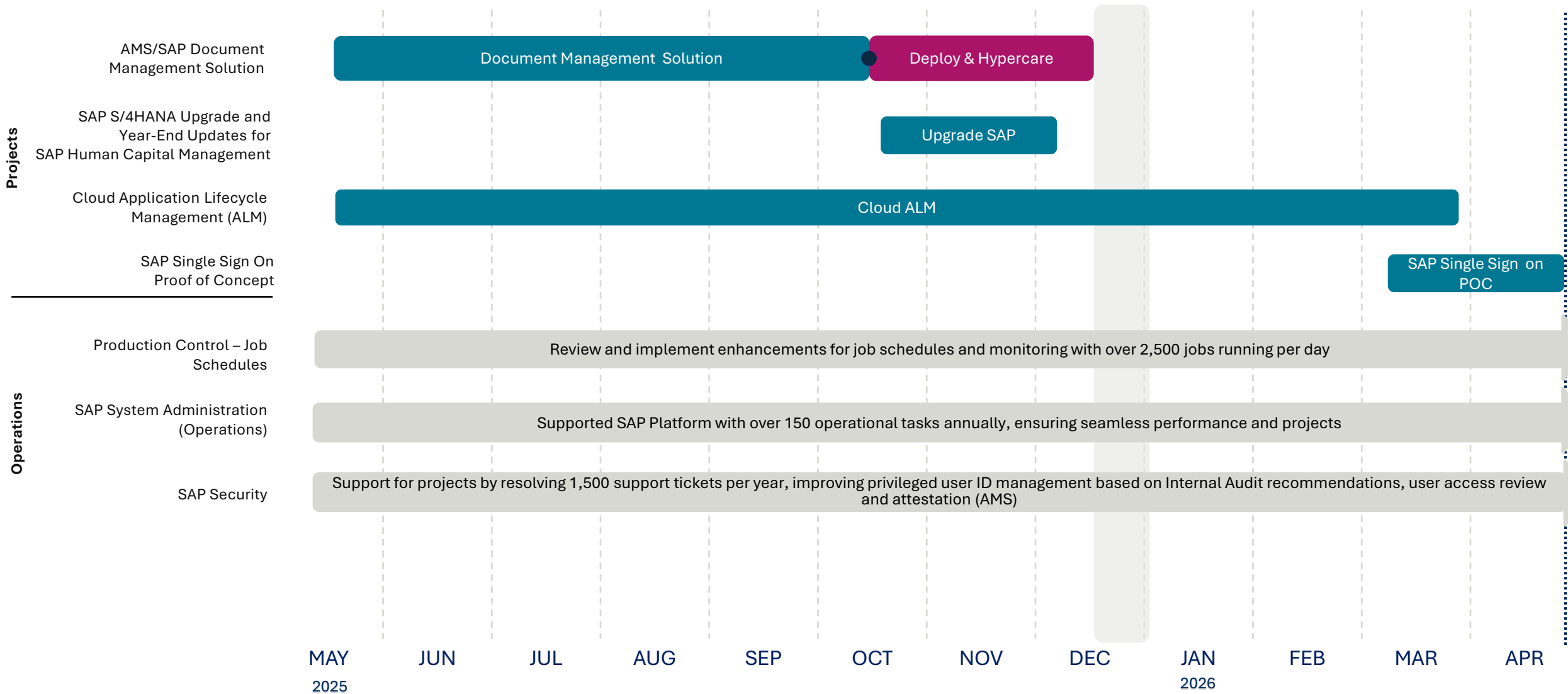
Operational support ensures that the AMS/SAP Technical Platform runs smoothly and efficiently. This team manages over 2,500 jobs daily, supports over 150 operational tasks and resolves 1,500 support tickets annually.

# AMS/SAP Technical Platform Priorities Roadmap

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

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# AMS/SAP Technical Platform Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>AMS/SAP Document Management Solution</b> <b>EASI team members who contributed to this accomplishment:</b> Katie Babcock, Kun Chai, Kim Chan, Maya Collum, Kelly Gao, Fabio Gorgatti, Yasir Hakeem, Bruce Hoppe, Verono Kwok, Paul Littlefield, Anju Meena Das, Praseena Nair, Praveen Narayanaswamy, Svetlana Opachevsky, Andrey Pletnev, Jamal Qureshi	Administrative systems transformation	●	●	●			Implemented the new Document Management Solution successfully on October 18, upgrading the platform that stores document attachments in SAP and related applications. This implementation will support future improved performance while continuing to securely store critical documents.
<b>SAP S/4HANA Upgrade</b> <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Kun Chai, Kim Chan, Maya Collum, Jay Gandhi, Kelly Gao, Fabio Gorgatti, Bruce Hoppe, Verono Kwok, Paul Littlefield, Sridhar Makineni, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Jamal Qureshi, Pamuditha Tissakuttiarachchi, Yimei Zhao	Administrative systems transformation			●			Upgraded AMS (S/4HANA) as part of the system maintenance cycle from 2023 FSPS01 to 2023 FPS03. This SAP Feature Pack Stack (FPS) includes new non-disruptive features and enhancements, and incremental improvements to functionality, performance and usability.
<b>Year-End Updates for SAP Human Capital Management</b> <b>EASI team members who contributed to this accomplishment:</b> Kun Chai, Kim Chan, Barb Der, Jay Gandhi, Kelly Gao, Fabio Gorgatti, Bruce Hoppe, Verono Kwok, Paul Littlefield, Sridhar Makineni, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Jamal Qureshi, Pamuditha Tissakuttiarachchi, Yimei Zhao	Administrative systems transformation			●			Implemented year-end updates for SAP Human Capital Management (HCM), which are required to ensure that HCM functions include any new legal requirements, tax regulations and payroll updates – all needed for the university’s HR and payroll processing to continue to run smoothly in the new calendar year.
<b>Cloud Application Lifecycle Management (ALM)</b> <b>EASI team members who contributed to this accomplishment:</b> Kun Chai, Kim Chan, Bruce Hoppe, Paul Littlefield, Sridhar Makineni, Praveen Narayanaswamy, Jamal Qureshi	Administrative systems transformation	●	●	●	●	●	Implementing SAP Application Lifecycle Management (ALM), which allows U of T to leverage SAP’s suite of tools and methodologies designed to manage the entire lifecycle of SAP applications – from planning and implementation to operations and continuous improvement. ALM enables faster deployment, improved operational efficiency via real-time monitoring, and automated corrective actions – all resulting in better and more secure services provided to AMS/SAP users.

# AMS/SAP Technical Platform Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>SAP Single Sign On Proof of Concept</b> <b>EASI team members who contributed to this accomplishment:</b> Kun Chai, Kim Chan, Bruce Hoppe, Paul Littlefield, Sridhar Makineni, Praveen Narayanaswamy, Jamal Qureshi	<b>Administrative systems transformation</b>				●		Determined whether SAP systems could adopt U of T's UTORid web login as a single, MFA-secured sign-on – simplifying access for users while improving availability and meeting internal audit requirements.
<b>Operations</b>							
<b>Production Control – Job Schedules</b> <b>EASI team members who contributed to this accomplishment:</b> Chris Amirault, Stephen Baldwin, Fabio Gorgatti, Paul Littlefield, Rey Ortencio, Alex Tchakhmakhtchian	<b>Administrative systems transformation</b>	●	●	●	●	●	Reviewed and implemented enhancements for job schedules and monitoring. Under Production Control, there are over 2,500 jobs running per day, streamlining operations to ensure service delivery and business continuity.
<b>SAP System Administration (Operations)</b> <b>EASI team members who contributed to this accomplishment:</b> Kun Chai, Bruce Hoppe, Sridhar Makineni	<b>Service management</b>	●	●	●	●	●	Provided exceptional SAP platform support by addressing over 150 annual operational tasks with a dedicated team, ensuring seamless performance and minimal disruptions. Supported day-to-day activities and critical project initiatives for AMS/SAP.

# AMS/SAP Technical Platform Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Operations – SAP Security</b>							
<b>Support for Projects</b> <b>EASI team members who contributed to this accomplishment:</b> Chris Amirault, Tony Di Felice, Fabio Gorgatti, Niguel Pivott-Dyer	<b>Service management</b>	●	●	●	●	●	Resolved end-user and development team tickets – on average, the team handled 1,500 tickets per year. Provided support to end-user communities by answering inquiries, requests for changes and approvals. In addition, supported development work for EASI module teams.
<b>Internal Audit Review of Privileged User ID Management</b> <b>EASI team members who contributed to this accomplishment:</b> Fabio Gorgatti, Paul Littlefield	<b>Information security</b>			●	●	●	Reviewing the recommendations from Internal Audit's review and implementing the relevant U of T controls for privileged user access management.
<b>User Access Review and Attestation (AMS)</b> <b>EASI team members who contributed to this accomplishment:</b> Tony Di Felice, Fabio Gorgatti, Paul Littlefield, Niguel Pivott-Dyer	<b>Information security</b>			●	●	●	Administering yearly AMS/SAP access review with the organizational unit representatives to evaluate user access and obtain a sign-off, ensuring appropriate authorization and enhanced security.

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# 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 university. They manage and maintain HR platforms such as SuccessFactors, UTime and Employee Self-Service (ESS)/Manager Self-Service (MSS), ensuring these systems are accessible and functional for all employees.

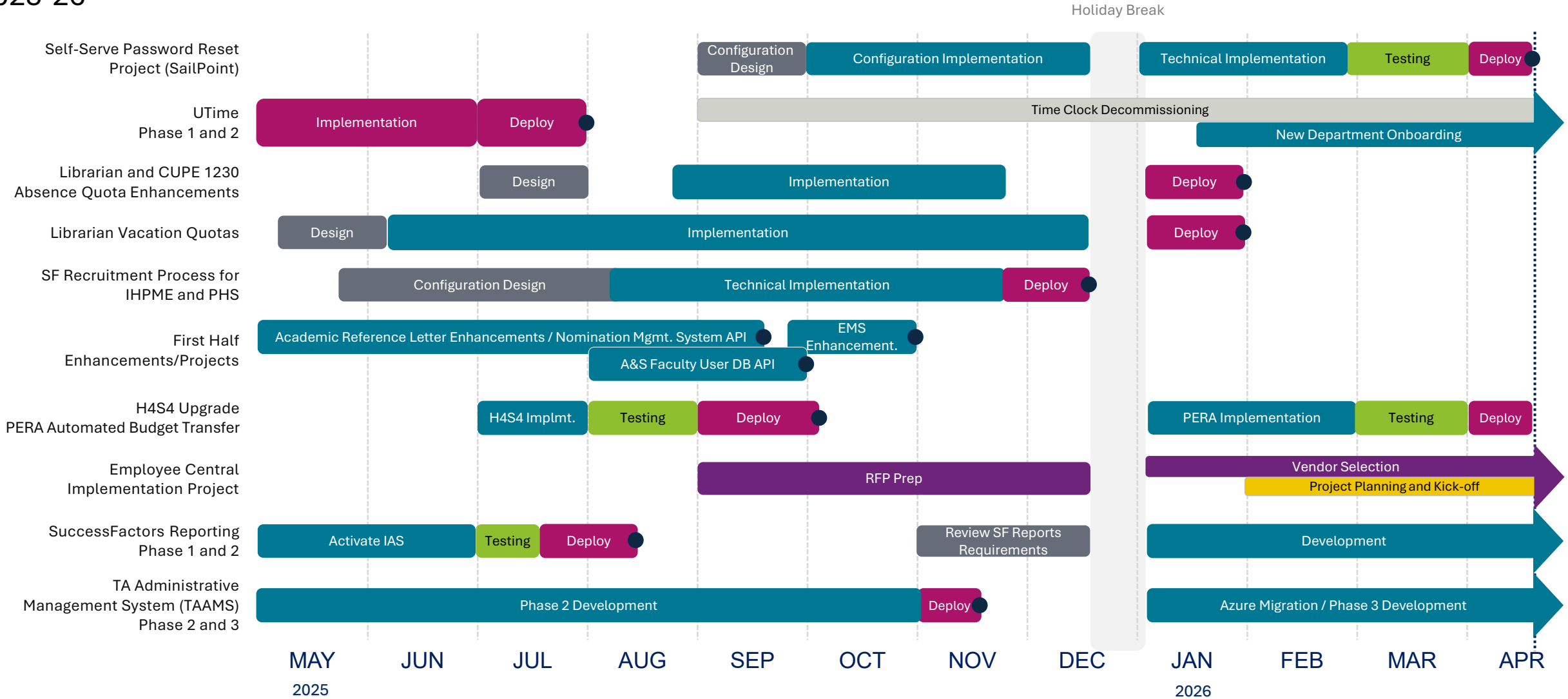
The team provides operational support for payroll, benefits, pensions, time management and professional development processes, and is focused on streamlining HR processes and enhancing the overall employee experience at the university.

# HRIS Priorities Roadmap (Projects)

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

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# HRIS Priorities 2025-26 Accomplishments Update (Projects)

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026 -27	Highlights and Accomplishments
<b>Projects</b>							
<b>Self-Serve Password Reset Project (SailPoint)</b> <b>EASI team members who contributed to this accomplishment:</b> Barbara Der, Jay Gandhi, Kelly Gao, Laura Gray, Yasir Hakeem, Pamuditha Tissakuttiarachchi, Yimei Zhao	Administrative systems transformation		●	●	●		Replaced existing UTORid generation of the onboarding process with SailPoint self-serve password reset in SAP HRIS to enhance the data integrity and user experience.
<b>UTime Phase 1</b> <b>EASI team members who contributed to this accomplishment:</b> Farah Ally, Katie Babcock, Brenda Bannis, Kelly Gao, Laura Gray, Yushan Xu, Stephanie Yang	Administrative systems transformation	●	●				Transformed and digitized timekeeping services, including implementing new Advanced Scheduling functionality, enhancing reporting and improving the user experience for over 5,000 users in over 28 units across the university.
<b>Librarian and CUPE 1230 Absence Quota Enhancements and Librarian Vacation Quotas</b> <b>EASI team members who contributed to this accomplishment:</b> Barb Der, Kelly Gao, Marc Jobin, Ryan Yi, Yimei Zhao	Service management		●	●			Designed and implemented various quota enhancements to automate existing manual tracking processes. Enhancements include enabling vacation quotas for Librarians, updating vacation quota calculations for CUPE 1230, enabling Health Care quotas for CUPE 1230, and making quotas available in Employee Self-Service for these two groups.
<b>SF Recruitment Process for IHPME and PHS</b> <b>EASI team members who contributed to this accomplishment:</b> Jen Cooper, Laura Gray	Service management			●			Enhanced the existing SuccessFactors recruitment process related to contract renewals for Adjunct appointments in the Institute of Health Policy, Management and Evaluation (IHPME) and created an Adjunct appointments contract process for Public Health Sciences (PHS).
<b>A&amp;S IIT Faculty User database API</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem	Service management		●				Developed and implemented an API to enable seamless integration between Academic HR hiring system to allow assigning search committee members and decanal representatives for an academic hiring as well as upcoming research system to determine eligible faculty members who can apply for a specific research grant/funding.
<b>Academic Reference Letter Enhancement Project</b> <b>EASI team members who contributed to this accomplishment:</b> Jen Cooper, Peiyuan Guo, Ryan Yi, Yimei Zhao	Service management		●	●			Enhanced the Academic Reference Letter (ARL) collection process to reduce manual effort and errors as well as to introduce the ability to archive older submissions. ARL allows submissions sent via email to be processed via an Azure LogicApp. This is a critical function that supports the automated nature of the ARL collection process.

# HRIS Priorities 2025-26 Accomplishments Update (Projects)

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>Nomination Management System (NMS) API</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Pamuditha Tissakuttiarachchi	Service management	●	●				Created API to provide employee data for Nomination Management System to allow users to nominate themselves for one of the available seats on a governing body, gather supporting nominations and allow returning officers to evaluate the nominations.
<b>EMS Meeting Booking System Enhancement</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem, Pamuditha Tissakuttiarachchi	Administrative systems transformation		●				Enabled the ability for meeting hosts to assign a meeting room template to a room booking. This change leverages UTOrgrouper, an institutional service used to manage groups, by adjusting the SAP HRIS employee data feed to merge the UTOrgrouper data.
<b>H4S4 Upgrade</b> <b>EASI team members who contributed to this accomplishment:</b> Jay Gandhi, Kelly Gao, Yasir Hakeem, Praveen Narayanaswamy, Prashanth Premkumar, Jamal Qureshi, Yushan Xu, Yimei Zhao	Administrative systems transformation	●	●				Upgraded core SAP functionality to S/4HANA. As a final step of this upgrade, we were required to implement H4S4 to ensure that core HR and payroll functionality continues to operate in 2026 and beyond. This upgrade is separate and distinct from our annual year-end maintenance cycle.
<b>PERA Automated Budget Transfer</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem	Administrative systems transformation			●	●		Enhanced the Professional Expense Reimbursement Allowance Process (PERA) to drive efficiency, streamline operations and empower divisions with greater control over their expense management by implementing automation and process flow enhancements for CFC creation.

# HRIS Priorities 2025-26 Accomplishments Update (Projects)

Completed Projects

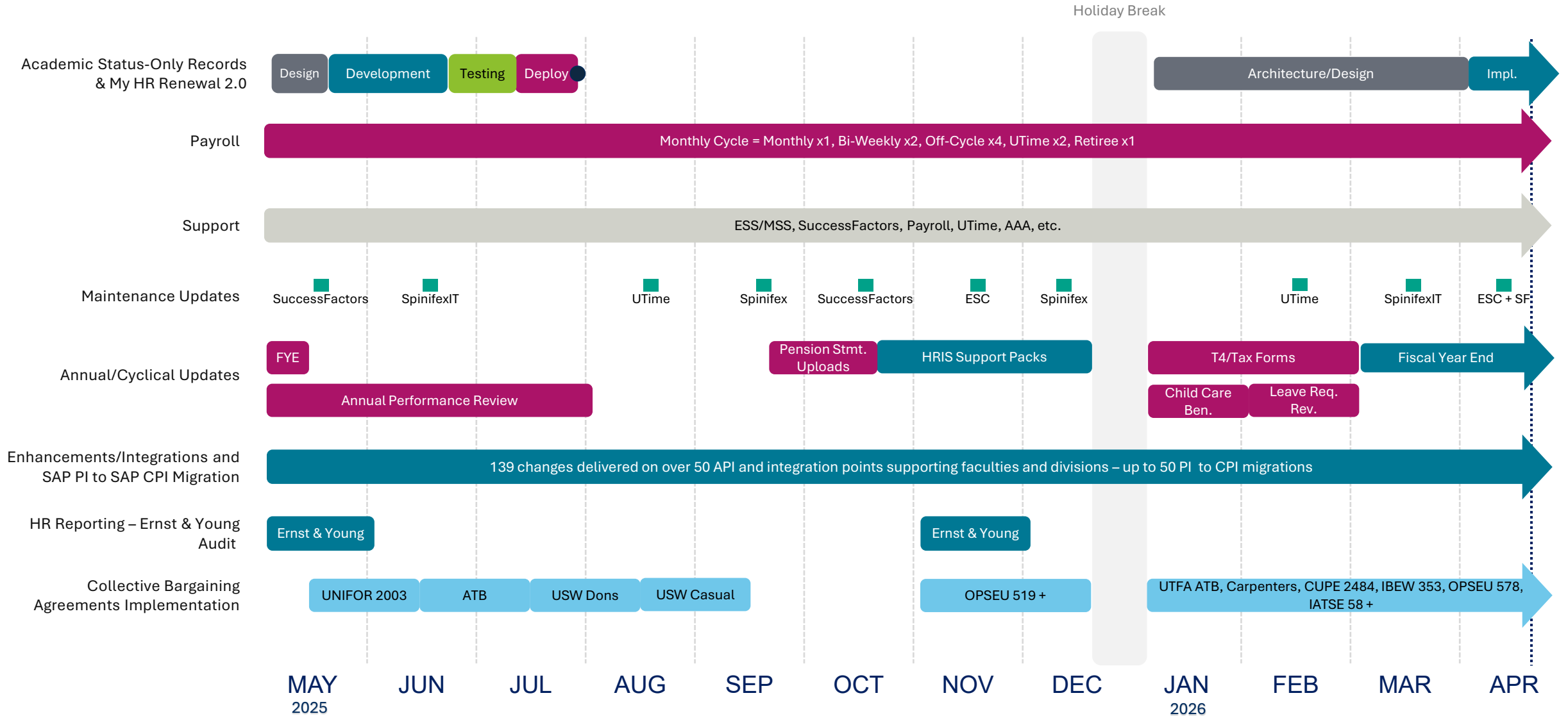
Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>UTime – Phase 2</b> <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Emre Eryilmaz, Kelly Gao, Yasir Hakeem, Stephanie Yang	Service management			●	●	●	Working with the university’s HR community to onboard interested departments to UTime. As part of ongoing support, working with departments currently using Smart Touch 9000 time clocks to replace these clocks before they reach their end-of-life at the end of 2026.
<b>Employee Central Implementation Project</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Rahul Gupta, Praveen Narayanaswamy, Gary Raposo, Yimei Zhao	Administrative systems transformation		●	●	●	●	Improving end-user experience and digitizing “hire-to-rotate” workflow processes by deploying SuccessFactors Employee Central and Onboarding to modernize core SAP workflows. This phase of the project includes project planning and kick-off, selection of a partner and start of Employee Central implementation.
<b>SuccessFactors Reporting – Phase 1 and 2</b> <b>EASI team members who contributed to this accomplishment:</b> Kun Chai, Jen Cooper, Mao Fan, Fabio Gorgatti, Laura Gray, Peiyuan Guo, Paul Littlefield, Praveen Narayanaswamy, Jamal Qureshi, Ryan Yi, Yimei Zhao	Administrative systems transformation	●	●	●	●	●	After implementing Phase 1 in August 2025, Phase 2 of the implementation of the modern SuccessFactors reporting service (as a result of the deprecation of legacy reporting) focuses on transferring legacy reports to the new Story platform. Reports will be rewritten, tested and deployed – allowing legacy reports to be retired/disabled.
<b>TA Administrative Management System (TAAMS) – Phase 2 and 3</b> <b>EASI team members who contributed to this accomplishment:</b> Gary Raposo, Burak Sormagec, Chantal Tam	Administrative systems transformation	●	●	●	●	●	Expanding the TAAMS project after a successful launch. Phase 2 and 3 will focus on expanding to additional groups of departments and faculties, as well as migrating to Azure-based cloud infrastructure. Ongoing support will address defects and implementing feature enhancements.

# HRIS Priorities Roadmap (Operations)

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

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# HRIS Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Operations</b>							
<b>Academic Status-Only Faculty Records</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Paul Riddle, Yushan Xu	<b>Administrative systems transformation</b>	●	●				Improved the ability to track and report on Status-only faculty by adding identifiers for affiliate scientist and enhancing university appointments records.
<b>Payroll</b> <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Yasir Hakeem, Marc Jobin, Paul Littlefield, Alex Tchakhmakhtchian, Stephanie Yang, Yimei Zhao	<b>Service management</b>	●	●	●	●	●	Managed over 120 payroll cycles annually (monthly, bi-weekly, off-cycle hourly and retirees), while identifying and implementing changes to improve compliance, operational efficiency and employee retention and engagement.
<b>Support</b> Employee Self-Service/Manager Self-Service, SuccessFactors, Payroll, UTime, Academic Administrative Appointments, etc. <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Barb Der, Emre Eryilmaz, Jay Gandhi, Kelly Gao, Laura Gray, Yasir Hakeem, Marc Jobin, Yushan Xu, Stephanie Yang, Ryan Yi, Yimei Zhao	<b>Service management</b>	●	●	●	●	●	Provided day-to-day Tier 1 and/or Tier 2 support for all HRIS applications, including 16,000 UTime change requests, 17,000 UTime support tickets and 2,100 HRIS (non-UTime) change requests in the past year.
<b>Maintenance Updates</b> SuccessFactors, SpinifexIT, UTime, Enterprise Service Centre <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Jen Cooper, Barb Der, Jay Gandhi, Kelly Gao, Laura Gray, Yasir Hakeem, Stephanie Yang, Yimei Zhao	<b>Service management</b>  <b>Information security</b>	●	●	●	●	●	Reviewed, implemented and tested regular maintenance updates to ensure the secure and efficient operation of HR information systems. Evaluated new system features and services and implemented as appropriate to enhance system functionality.
<b>Annual/Cyclical Updates</b> <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Barb Der, Kelly Gao, Laura Gray, Yasir Hakeem, Yushan Xu, Yimei Zhao	<b>Service management</b>  <b>Information security</b>	●	●	●	●	●	Performed 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.

# HRIS Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Operations</b>							
<b>Enhancements/Integrations</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem, Pamuditha Tissakuttiarachchi	<b>Administrative systems transformation</b>	●	●	●	●	●	Completed various integrations supporting divisional/faculty systems, including the Faculty of Applied Science and 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 supported the Faculty of Arts & Science IIT, the University Registrar's Office and the Teams phone migration project.
<b>HR Reporting – Ernst &amp; Young Audit</b> <b>EASI team members who contributed to this accomplishment:</b> Barb Der, Yimei Zhao	<b>Information security</b>		●		●	●	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.
<b>Collective Bargaining Agreements Implementation</b> <b>EASI team members who contributed to this accomplishment:</b> Brenda Bannis, Barb Der, Jay Gandhi, Kelly Gao, Yasir Hakeem, Pamuditha Tissakuttiarachchi, Yimei Zhao	<b>Service management</b>	●	●	●	●	●	Implementing changes and enhancements across affected HR information systems required to support negotiated changes to collective bargaining agreements.
<b>Enhancements/Integrations and SAP PI to SAP CPI Migration</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem, Pamuditha Tissakuttiarachchi	<b>Administrative systems transformation</b>		●	●	●	●	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.
<b>My HR Renewal 2.0</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Yasir Hakeem, Pamuditha Tissakuttiarachchi, Vishnu Veerepalli	<b>Administrative systems transformation</b>			●	●	●	Create proof of concept of Fiori app for ESS/MSS leave request and online benefit enrolment in My HR Renewal 2.0 to prepare for upcoming SAP enterprise portal decommission.

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# Financial Information System

The AMS/SAP Financial Information System (FIS) currently serves the needs of over 2,700 financial 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. In fiscal 2025, it was responsible for the processing of over \$4.9 billion of U of T's budget. Information from FIS is also critical for the operations of the Chief Financial Officer in both federal and provincial tax reporting and monthly and fiscal year-end closing.

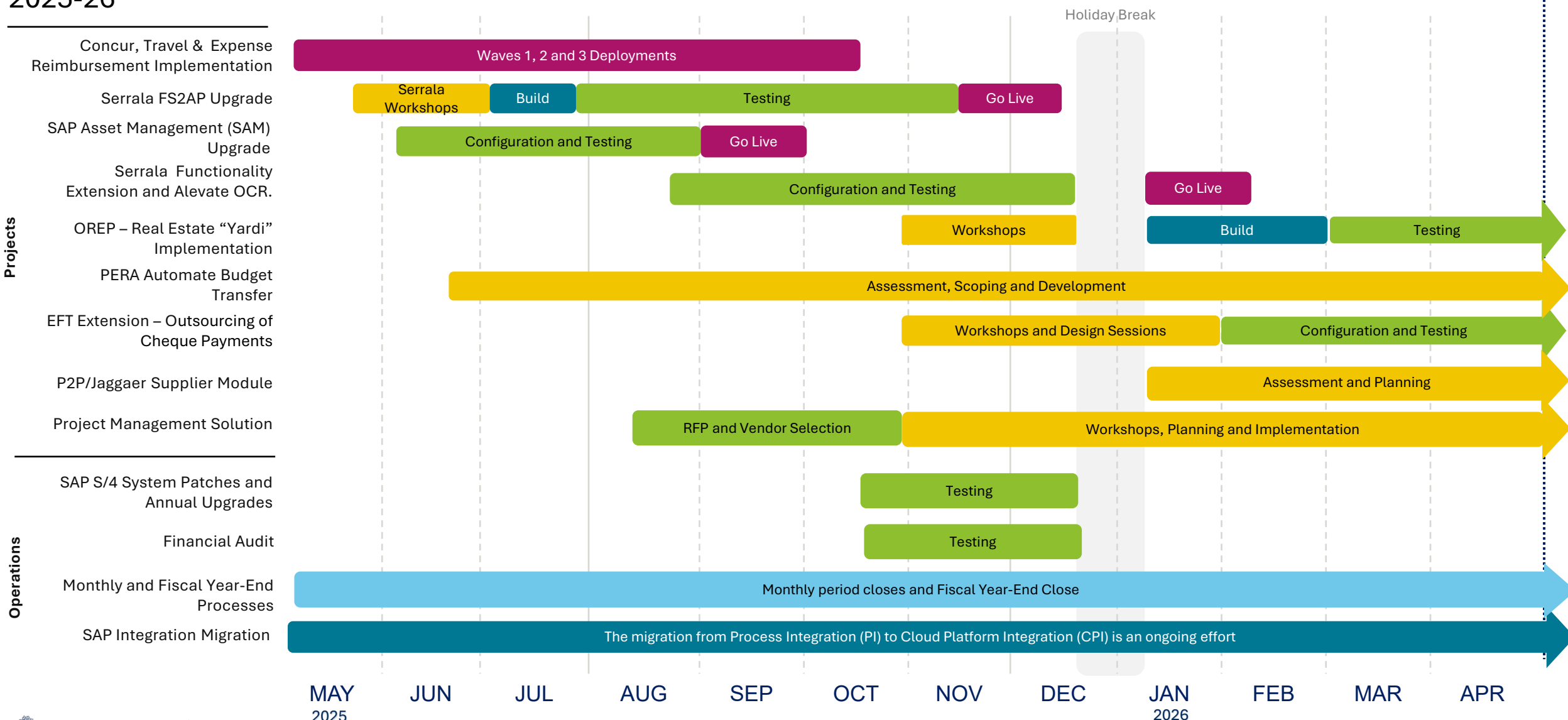
FIS also processes over 60,000 service orders per year for our Facilities & Services clients. This ensures all work is recorded, accounted for and invoiced on a timely and efficient basis.

# FIS Priorities Roadmap

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

2025-26

● Feature Launch Target    ■ Maintenance Upgrades



# FIS Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>Concur, Travel &amp; Expense Reimbursement Implementation</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Jay Gandhi, Fabio Gorgatti, Verono Kwok, Paul Littlefield, Praveen Narayanaswamy, Svetlana Opachevsky, Andrey Pletnev, Robin Sharma, Yimei Zhao	Administrative systems transformation	●	●				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, 2 and 3 of Concur went live in 2025 with Phase 3 deployed in Oct 2025.
<b>Serrala FS2AP Upgrade</b> <b>EASI team members who contributed to this accomplishment:</b> Fabio Gorgatti, Verono Kwok, Paul Littlefield, Andrey Pletnev, Dana Pogaceanu	Administrative systems transformation	●	●				Upgraded previous version of Serrala software to the latest version supported by the vendor. 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.
<b>SAP Asset Management (SAM) Upgrade</b> <b>EASI team members who contributed to this accomplishment:</b> Fabio Gorgatti, Verono Kwok, Paul Littlefield, Andrey Pletnev, Robin Sharma	Administrative systems transformation	●	●				Upgraded SAP Asset Management to the most 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 annually.
<b>Serrala Functionality Extension</b> <b>EASI team members who contributed to this accomplishment:</b> Verono Kwok, Paul Littlefield, Andrey Pletnev, Dana Pogaceanu, Robin Sharma	Administrative systems transformation	●	●	●	●		Implemented functionality extension to operations within the Vice-President Operations and Real Estate Partnerships portfolio (The Hub) to enable accounts payable efficiencies and automation currently benefiting the Facilities & Services team.

# FIS Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Projects</b>							
<b>OREP - Real Estate “Yardi” Implementation</b> <b>EASI team members who contributed to this accomplishment:</b> Verono Kwok, Andrey Pletnev, Robin Sharma	Administrative systems transformation		●	●	●		Implemented the Yardi Real Estate software on behalf of OREP (Real Estate). Functionality provides increased efficiency through automation of tasks, including rent collection and improved financial oversight with integrated accounting and reporting.
<b>PERA Automate Budget Transfer</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Barbara Der, Kelly Gao, Svetlana Opachevsky, Robin Sharma, Vishnu Veerepalli	Administrative systems transformation		●	●	●		The Professional Expense Reimbursement Allowance (PERA) development removed manual process currently performed by the Division of the Vice-President, Research & Innovation and the Division of People Strategy, Equity & Culture. Functionality results in an easier and more streamlined process for the creation of PI fund centres and PERA budgets, saving time and reducing errors.
<b>EFT Extension - Outsourcing of Cheque Payments</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Verono Kwok	Administrative systems transformation			●	●	●	Implementing the outsourcing of cheque printing, which will automate a current manual task for Financial Services. Outsourced cheque printing will also save time and resources and will be achieved using one of Canada's largest and most trusted financial institutions.
<b>P2P/Jaggaer Supplier Module</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Kelly Gao, Verono Kwok, Paul Littlefield, Svetlana Opachevsky, Andrey Pletnev, Jamal Qureshi, Robin Sharma	Administrative systems transformation				●	●	Performing an analysis of Jaggaer to investigate possible extensions of the current Jaggaer platform. Such areas of extension could include additional functionality such as P2P invoice workflow and supplier management. Implementation of such functionality will save time and provide efficiencies across the university.
<b>Project Management Solution</b> <b>EASI team members who contributed to this accomplishment:</b> Kelly Gao, Fabio Gorgatti, Verono Kwok, Paul Littlefield, Andrey Pletnev, Jamal Qureshi	Administrative systems transformation		●	●	●	●	Implementation of the Kahua Project Management software for Capital Projects Group. Benefits include improved cost control, enhanced collaboration, automated workflows and real-time reporting. Provides a single source of truth for project data, streamlines processes like bid management and procurement, and offers deep customization to align with U of T's specific needs. The software helps teams gain visibility into projects' financials and performance, manage complex funding sources and ensures regulatory compliance.

# FIS Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Operations</b>							
<b>SAP S/4 System Patches and Annual Upgrades</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Verono Kwok, Svetlana Opachevsky, Andrey Pletnev, Robin Sharma	<b>Service management</b>  <b>Information security</b>		●	●			Updated 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 occurs on a yearly basis and will continue for the duration of U of T's use of the SAP systems.
<b>Financial Audit – Recurring Annual Function</b> <b>EASI team members who contributed to this accomplishment:</b> Svetlana Opachevsky	<b>Administrative systems transformation</b>	●	●	●	●	●	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 audit requirements. Required reporting to Auditors is provided on a yearly basis in Q2 / Q3.
<b>Monthly and Fiscal Year-End Processes</b> <b>EASI team members who contributed to this accomplishment:</b> Katie Babcock, Kim Chan, Verono Kwok, Paul Littlefield, Svetlana Opachevsky, Andrey Pletnev, Alex Tchakhmakhtchian	<b>Service management</b>  <b>Information security</b>	●	●	●	●	●	Optimizing the SAP programs used in 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, 2026, with all processing / program run times substantially faster than in previous years. These improvements are a continuous effort.
<b>SAP Integration Migration</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Andrey Pletnev	<b>Administrative systems transformation</b>  <b>Information security</b>	●	●	●	●	●	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 done in preparation for the Platform Integration (PI) end-of-life in 2027.

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# My Research System

The university's 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.

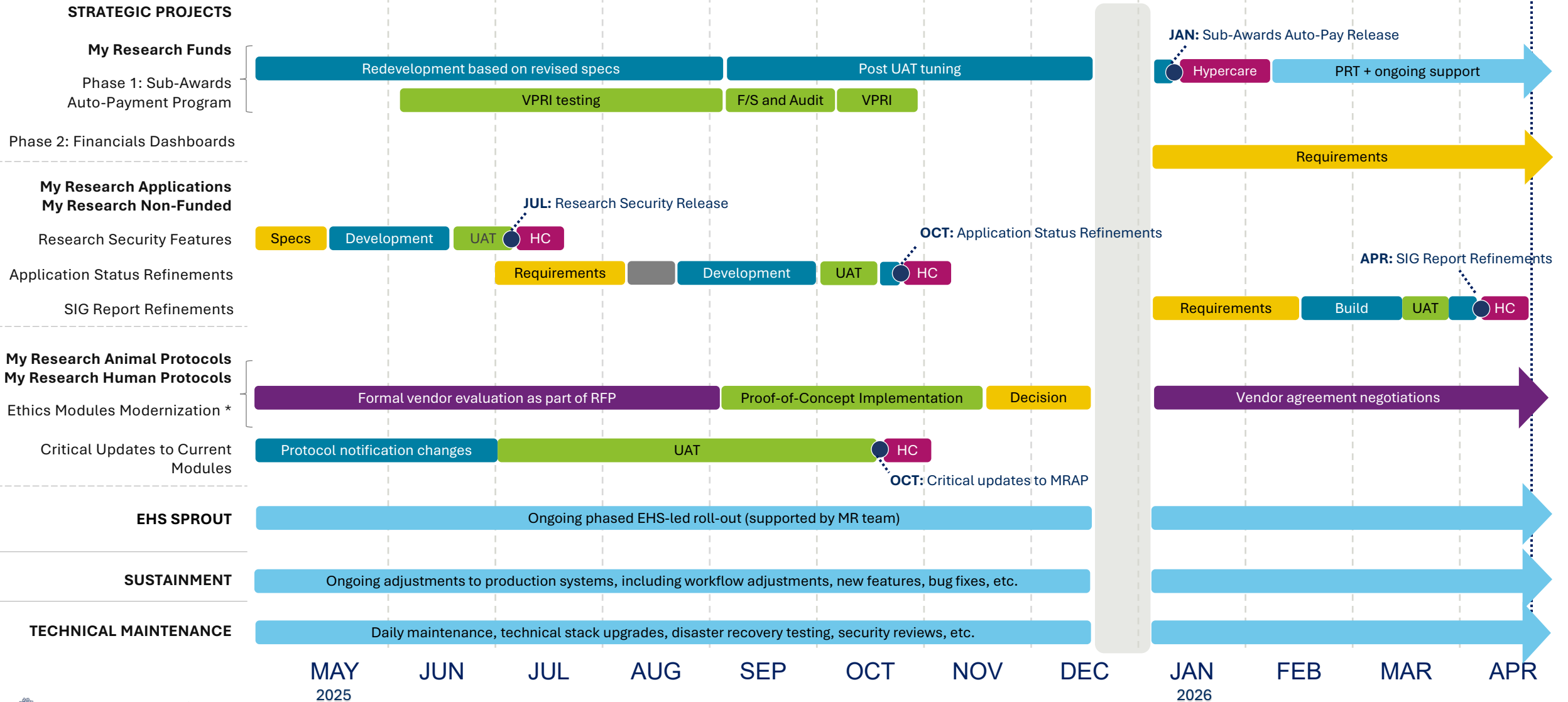
These institutional systems require a continuous cycle of maintenance, updates and modernization to ensure we carefully manage the evolving financial, legal, regulatory and reputational risk associated with a massive research enterprise.

# My Research Roadmap

Procurement	Requirements/ Business Process	Architecture/Design	Development/Build
Testing	Deploy/Go Live	Maint/Release Mgmt/Tech Debt	Support/Help Desk

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# My Research Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>My Research Funds</b>							
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) – is now live. MRF enhances the user experience, improves access to key information about research awards, and facilitates more effective monitoring of research-related expenditures.							
<b>Phase 1: Sub-Awards Auto-Payment Program</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Anju Meena Das, Svetlana Opachevsky, Andrey Pletnev, Jeeno Thomas, Jithin Thomas	<b>Administrative systems transformation</b>	●	●	●			Introduced payment automation for outgoing payments related to research sub-awards. This powerful integration will significantly improve the timeliness and efficiency of centrally processed payments and create a robust audit trail.
<b>Phase 2: Financials Dashboards</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	<b>Administrative systems transformation</b>			●	●	●	Rebuilding the financial account and funding history reports comprising My Research On Line (MROL) with a modern user interface and seamless integrations, enabling researchers to easily monitor their research award expenses.
<b>My Research Applications / My Research Non-Funded</b>							
<b>Research Security Features</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Praseena Nair, Harsharandeep Singh	<b>Administrative systems transformation</b>	●					Implemented features to help protect scholarly research and ensure compliance with new federal regulations.
<b>Application Status Refinements</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Praseena Nair, Harsharandeep Singh	<b>Administrative systems transformation</b>	●	●				Refined grant application statuses in MRA to improve accuracy of data being ingested into U of T's Research & Innovation Dashboards, which are used by academic leadership across U of T for decision making.
<b>SSHRC Institutional Grants (SIG) Report Refinements</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Praseena Nair, Harsharandeep Singh	<b>Administrative systems transformation</b>			●	●		Streamlined and improved the completion report researchers must submit at the end of their grants to ensure all mandatory information is captured as efficiently as possible.

# My Research Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>My Research Animal Protocols / My Research Human Protocols</b>							
<b>Critical Updates to Current Modules</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Harsharandeep Singh	<b>Administrative systems transformation</b>	●	●				Implemented critical updates to the language in and frequency of auto-generated email notifications to researchers related to animal use protocol expiry to align with current compliance processes and reduce confusion.
<b>Ethics Modules Modernization</b> <b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	<b>Administrative systems transformation</b>	●	●	●	●	●	Completing the Request for Procurement (RFP) process and beginning implementation to replace end-of-life ethics applications, ensuring the systems provide the functionality users require amid a shifting regulatory environment.
<b>EHS Safety Platform for Research and Occupational Health (SPROUT)</b>							
<b>EASI team members who contributed to this accomplishment:</b> Maya Collum, Anju Meena Das, Praseena Nair, John Ogg, Svetlana Opachevsky, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	<b>Administrative systems transformation</b>	●	●	●	●	●	Supporting the VPRI in the implementation of SPROUT – a centralized third-party software system for monitoring equipment/assets, training, biosafety, radiation and medical clearance.
<b>All Systems</b>							
<b>Production Sustainment + Technical Maintenance</b> <b>EASI team members who contributed to this accomplishment:</b> Kim Chan, Maya Collum, Anju Meena Das, Praseena Nair, Svetlana Opachevsky, Andrey Pletnev, Harsharandeep Singh, Jeeno Thomas, Jithin Thomas	<b>Administrative systems transformation</b>	●	●	●	●	●	Continuing support of all production applications to ensure ongoing user satisfaction, compliance with changing regulatory requirements, and to sustain their technical health and reduce information security risks.

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# Enterprise Shared Services

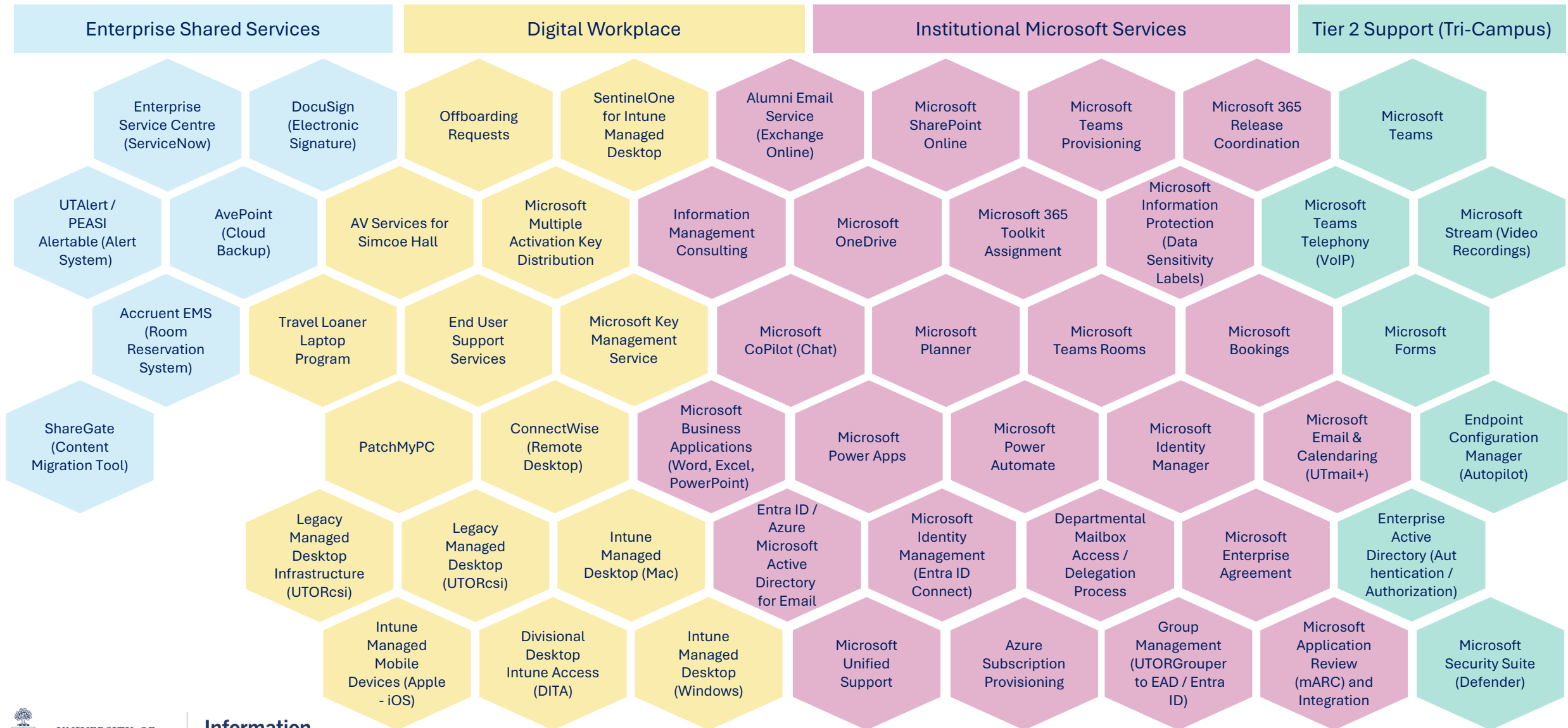
The Enterprise Shared Services team is responsible for the operation and support of centrally managed IT services, including the IT and HR service centres in Enterprise Service Centre (ESC)/ServiceNow, information management based on the SharePoint platform, DocuSign Electronic Signature, and the UTAAlert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



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# Enterprise Shared Services

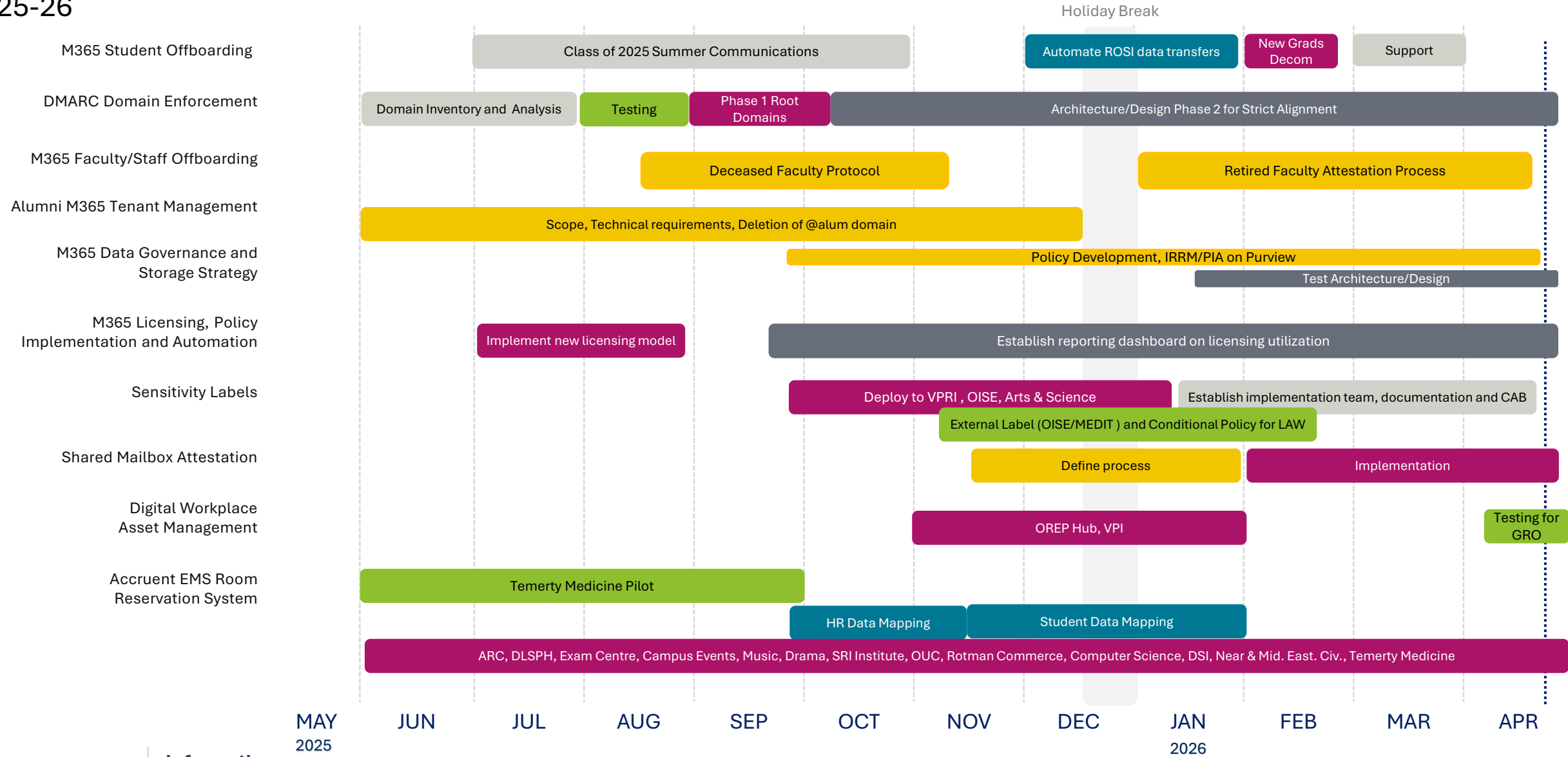
Key Priorities and  
Accomplishments 2025-26

# Enterprise Shared Services Priorities Roadmap (Products)

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

2025-26

M365 and Digital Workplace



# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Products)

Completed Projects

Priority (Products)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>M365 and Digital Workplace</b>							
<b>M365 Student Offboarding</b> <b>EASI team members who contributed to this accomplishment:</b> Cyrus Frances-Findlay, Derek Liu, Vicki Vokas, Natalie Yeung, Hong Zhu	Service management	●	●	●	●		Implemented a secure, standardized offboarding framework that transitions graduate and non-graduate students from active accounts to alumni or inactive former student status. This framework includes the withdrawal of M365 services to ensure data security and compliance, and provisions dedicated alumni accounts to maintain engagement while reducing the risk of unauthorized access. It also streamlines communication channels that deliver clear transition guidance – improving user experience and minimizing support requests.
<b>DMARC Domain Enforcement</b> <b>EASI team members who contributed to this accomplishment:</b> Derek Liu, Ahmad Sameem, Ian Thomas	Information security		●	●	●	●	DMARC (Domain-based Message Authentication, Reporting & Conformance) Phase 2 moving from a monitoring-only policy to an enforcement policy, ensuring that all legitimate email sources are properly authenticated and unauthorized ones are rejected or quarantined.
<b>M365 Faculty/Staff Offboarding</b> <b>EASI team members who contributed to this accomplishment:</b> Cyrus Frances-Findlay, Derek Liu, Vicki Vokas, Natalie Yeung, Hong Zhu	Service management		●	●	●	●	Working with the Office of the Vice-Provost, Faculty & Academic Life (VPFAL), establishing attestation process for retired faculty no longer engaged in university business. Ensure consistency, compliance and clarity in retirement and deceased-faculty workflows across divisions. Reduce administrative delays by aligning processes with VPFAL's academic HR guidance. Ensure communications and actions are sensitive, timely and privacy-respectful. Provide divisions with ready-to-use, accessible templates, checklists and workflows.
<b>Alumni M365 Tenant Management</b> <b>EASI team members who contributed to this accomplishment:</b> Cyrus Frances-Findlay, Derek Liu, Vicki Vokas, Natalie Yeung, Hong Zhu	Service management				●	●	Establishing protocols for Alumni account monitoring for: security compliance, acceptable use and lifecycle management (e.g., inactive accounts).

# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Products)

Completed Projects

Priority (Products)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>M365 and Digital Workplace</b>							
<b>M365 Data Governance and Storage Strategy</b> <b>EASI team members who contributed to this accomplishment:</b> Farah Ally, Lisa Chen, Ahmad Sameem, Vicki Vokas	Information security		●	●	●	●	Establishing a data lifecycle management strategy within Microsoft 365 to enable the university to effectively govern, retain, protect and securely dispose of data. It will establish a framework that includes defined policies, tools and processes required to ensure consistent classification, retention and protection of M365 data.
<b>M365 Licensing, Policy Implementation and Automation</b> <b>EASI team members who contributed to this accomplishment:</b> Cyrus Frances-Findlay, Derek Liu, Ian Thomas, Eden Tran, Vicki Vokas, Lobsang Wangmo, Natalie Yeung, Hong Zhu	Service management		●		●	●	Optimizing Microsoft 365 (M365) licensing management for the university tenant by aligning the updated licensing structure with institutional requirements, analyzing current licensing data sets to identify gaps and opportunities for improvement, automating license assignment to reduce manual effort, and leveraging exception management processes to handle special cases while maintaining flexibility and compliance.
<b>Sensitivity Labels</b> <b>EASI team members who contributed to this accomplishment:</b> Lisa Chen, Imthiyaz Hameed, Ahmad Sameem, Vicki Vokas	Information security		●	●	●	●	Establishing Sensitivity Labels Implementation team to support the rollout to divisions, including the Ontario Institute for Studies in Education, the Office of the Vice-President Research & Innovation and the Faculty of Arts & Science. Sensitivity Labels allow users to classify and protect data in Microsoft Office apps, Teams and SharePoint by encrypting it and preventing unauthorized access.
<b>Shared Mailbox Attestation</b> <b>EASI team members who contributed to this accomplishment:</b> Lisa Chen, Cyrus Frances-Findlay, Imthiyaz Hameed, Ahmad Sameem, Vicki Vokas	Information security				●	●	Establishing a formal, recurring attestation process to ensure that all university-managed shared mailboxes are properly owned, actively monitored, securely accessed and compliant with institutional IT policies. The attestation program reduces security risk, improves data hygiene and ensures alignment with governance, privacy and lifecycle requirements.

# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Products)

Completed Projects

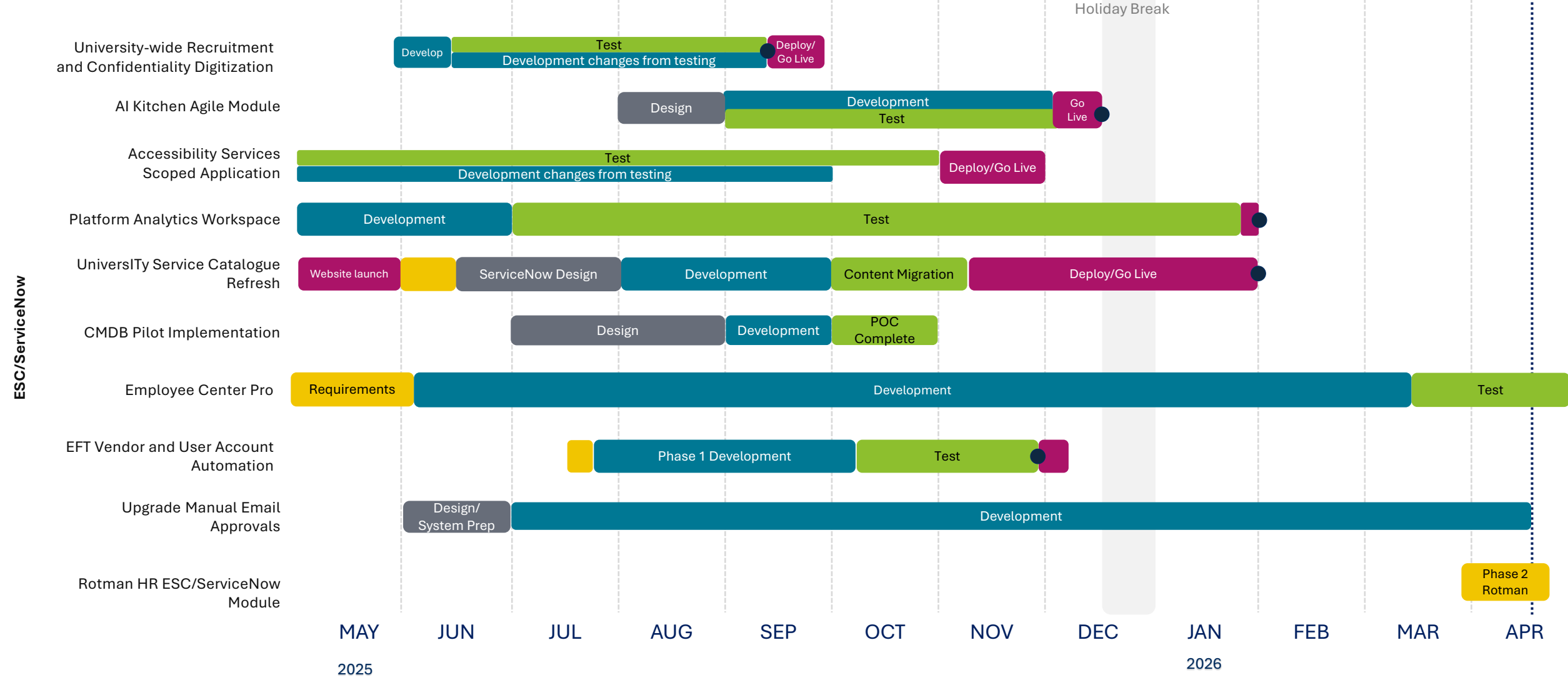
Priority (Products)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>M365 and Digital Workplace</b>							
<b>Digital Workplace Asset Management</b> <b>EASI team members who contributed to this accomplishment:</b> Pascal Loucadellis and Eden Tran	<b>Service management</b>			●	●	●	Deploying ESC/ServiceNow asset management to Digital Workplace client group to track, manage and optimize the lifecycle of IT assets – including hardware, software, consumables and cloud resources – from procurement through retirement ensuring accurate, centralized and continuously maintained asset data, which makes regulatory, financial and licensing audits far easier and more reliable.
<b>Accruent EMS Room Reservation System</b> <b>EASI team members who contributed to this accomplishment:</b> Justin Charlick, Kelly Gao, Yasir Hakeem, Ahmad Sameem, Peter Sverko, Vicki Vokas, Yushan Xu and Hong Zhu	<b>Service management</b>	●	●	●	●	●	Implementing 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. Licensing has been extended and the HRIS team worked with the EMS team to enable the meeting booking template at the UTOrgrouper level.

# Enterprise Shared Services Priorities Roadmap (Products)

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

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Products)

Completed Projects

Priority (Products)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026 -27	Highlights and Accomplishments
<b>ESC/ServiceNow</b>							
<b>University-wide Recruitment and Confidentiality Digitization</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Nicole Williams	Service management	●	●				Digitized paper-based recruiting and confidentiality agreement process into an ESC/ServiceNow workflow, reducing processing time by 40 per cent, improving submission traceability, and enabling real-time reporting for up to 10 recruitment team members.
<b>AI Kitchen Agile Module</b> <b>EASI team members who contributed to this accomplishment:</b> Saloni Talati, Eden Tran	Service management	●	●				Accelerated operational efficiency for the AI Kitchen task force by automating incident management workflows, streamlining service catalogue deployments, and leveraging ESC and ServiceNow to minimize manual intervention and optimize response times for ad hoc requests.
<b>Accessibility Services Scoped Application</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu	Service management	●	●				A self-contained ticketing application built natively on the ServiceNow platform, designed specifically to support Accessibility Services' needs. Includes a customized ticketing interface, tailored workflows, a dedicated service portal and specialized features to streamline operations to enhance productivity, improving operational efficiency and creating a user-friendly experience for the students they support.
<b>Platform Analytics Workspace</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Eden Tran	Service management	●	●	●			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/ServiceNow will have access to the new functionality once the transition is complete.
<b>University Service Catalogue Refresh</b> <b>EASI team members who contributed to this accomplishment:</b> Brian Whelan, Nicole Williams	Service management	●	●	●			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 university.

# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Products)

Completed Projects

Priority (Products)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026 -27	Highlights and Accomplishments
<b>ESC/ServiceNow</b>							
<b>CMDB Pilot Implementation</b> <b>EASI team members who contributed to this accomplishment:</b> Frank Boshoff, Gary Raposo, Eden Tran, Vicki Vokas, Brian Whelan	Service management	●	●	●			A proof-of-concept implementation leveraging ServiceNow's CMDB module to develop a digital portfolio of applications. This initiative aims to assess the current state of our systems, evaluate the suitability of CMDB for U of T, and explore its analytical capabilities to support informed business and technology decision-making.
<b>Employee Center Pro</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu	Service management	●	●	●	●	●	Implementing Employee Center Pro, an upgraded ServiceNow-based portal, consolidating services, information and tasks into a single hub. Delivered measurable improvements in efficiency, reduced administrative workload and enhanced employee experience across the university.
<b>EFT Vendor and User Account Automation</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Saloni Talati	Service management		●	●	●	●	Optimized the EFT process by enabling vendors to create accounts and submit credentials directly through ESC/ServiceNow, reducing account setup time and streamlining operations. Transitioned responsibilities from ESC/ServiceNow to Procurement, increasing team autonomy and efficiency, while improving service delivery for external stakeholders.
<b>Upgrade Manual Email Approvals</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Saloni Talati, Eden Tran, Nicole Williams	Service management	●	●	●	●	●	Replacing the legacy email-based approval process in ESC/ServiceNow workflows with system-generated approval records to enhance traceability, auditability, reporting capabilities and overall convenience for both approvers and fulfillers.
<b>Rotman HR ESC/ServiceNow Module</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Nicole Williams	Service management				●	●	This initiative seeks to integrate Rotman-specific HR processes into ServiceNow's native workflows, enabling the first successful onboarding of a non-central HR department. It establishes a scalable model for future integrations and lays the groundwork for a unified, efficient and collaborative HR environment across the university.

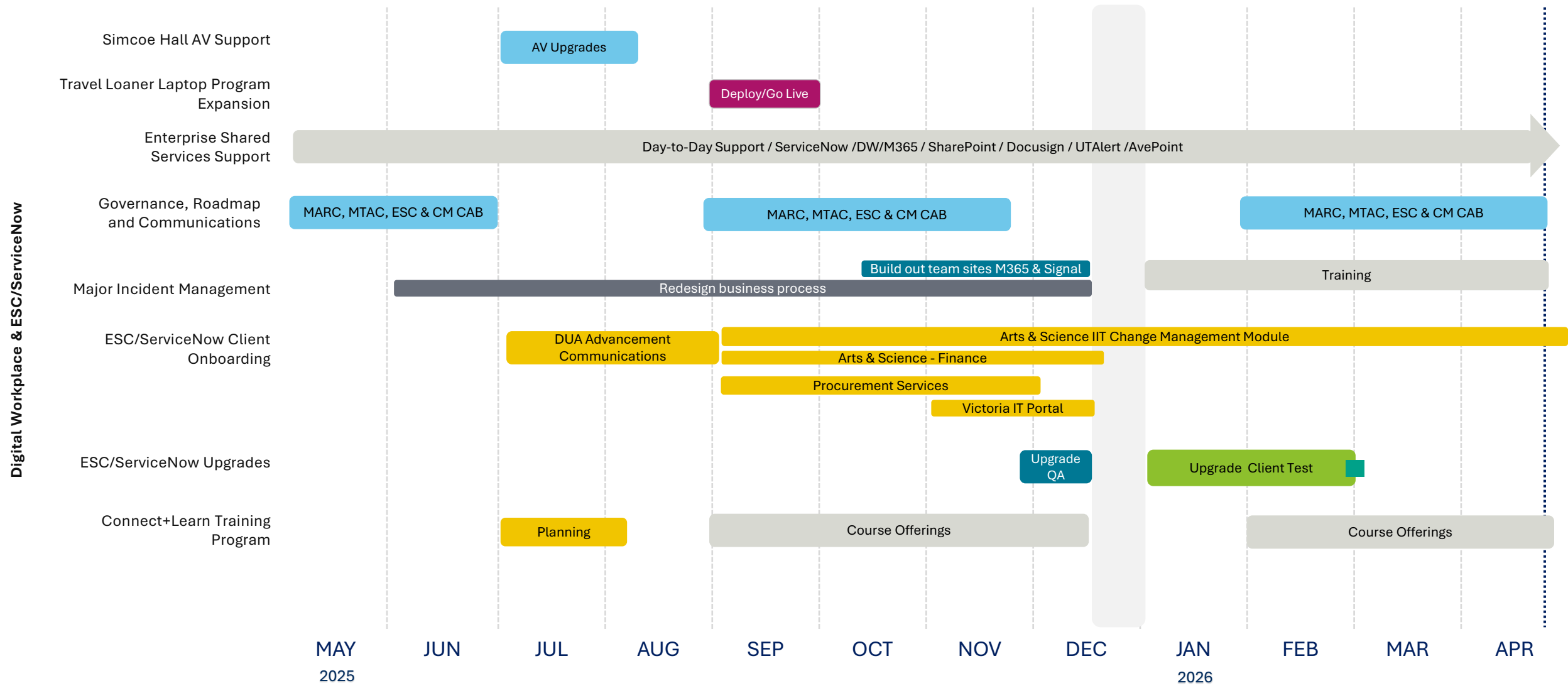
# Enterprise Shared Services Priorities Roadmap (Operations)

Procurement
Requirements
Architecture/Design
Development/Build

Testing
Deploy/Go Live
Maint/Release Mgmt/Tech Debt
Support/Help Desk

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Digital Workplace &amp; ESC/ServiceNow</b>							
<b>Simcoe Hall AV Support</b> <b>EASI team members who contributed to this accomplishment:</b> Ben Bourgon, Justin Charlick, Dave Clarke, Peter Sverko	Service management			●	●		Engaged in refurbishment requirements to update ten-year-old AV equipment in the President's Boardroom. Moved all small meeting rooms to Teams Rooms.
<b>Travel Loaner Laptop Program Expansion</b> <b>EASI team members who contributed to this accomplishment:</b> Pascal Loucadellis, Brett Nelson, Vicki Vokas	Information security	●			●		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.
<b>Enterprise Shared Services Support</b> <b>EASI team members who contributed to this accomplishment:</b> <b>Tier 1 &amp; AV</b> – J. Antonjeyanthiran, B. Bourgon, D. Clarke, C. Frances-Findlay, A. Halani, A. Ignatiou, A. Kennedy, P. Lo, P. Loucadellis, R. Robinson,, I. Solomon, T. Spratt, P. Sverko <b>Tier 2 and M365</b> - J. Au, D. Chernyshov, D. Liu, P. Lo, G. Raposo, A. Sameem, I. Thomas, V. To, V. Vokas, N. Yeung, H. Zhu <b>ESC/ServiceNow</b> – A. Luu, G. Raposo, S. Talati, E. Tran, N. Williams	Service management	●	●	●	●	●	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.
<b>Governance, Roadmap and Communications</b> <b>EASI team members who contributed to this accomplishment:</b> L. Chen, D. Chernyshov, I. Hameed, A. Luu, G. Raposo, A. Sameem, I. Thomas, V. Vokas, L. Wangmo	Service management	●	●	●	●	●	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 Advisory Board (ESC CAB) to identify, prioritize and approve ESC/ServiceNow changes.

# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

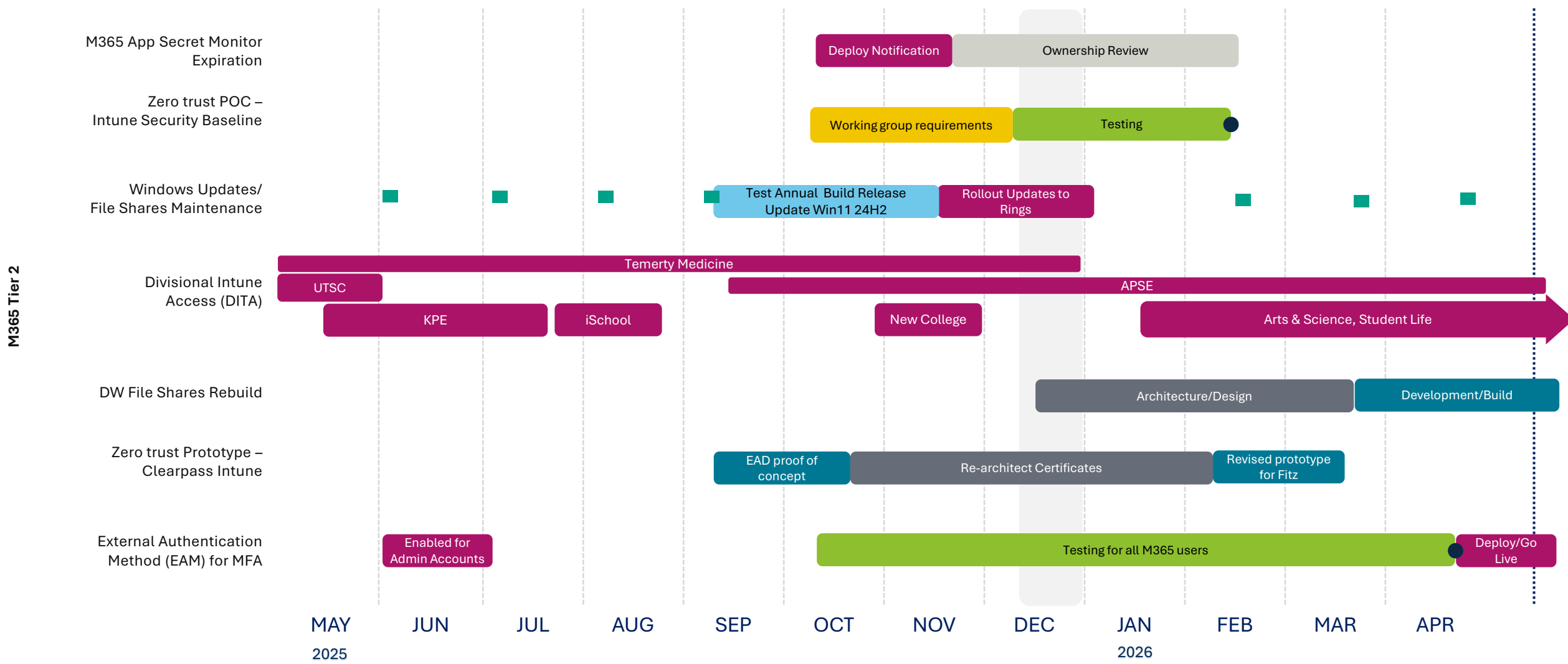
Priority (Operations)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Digital Workplace &amp; ESC/ServiceNow</b>							
<b>Major Incident Management</b> <b>EASI team members who contributed to this accomplishment:</b> Gary Raposo, Brian Whelan	Service management			●	●	●	The Major Incident Management (MIM) project aims to establish a standardized, efficient and proactive process for handling major incidents that significantly impact business operations or critical services. The project will define clear roles, responsibilities and escalation paths to ensure rapid resolution and minimal disruption.
<b>ESC/ServiceNow Client Onboarding</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Saloni Talati, Eden Tran, Vicki Vokas, Nicole Williams	Service management			●	●	●	The ESC/ServiceNow Client Onboarding project will streamline the integration of new clients into the ServiceNow ticketing system. The goal is to ensure a smooth transition by configuring client-specific requirements, setting up user access and enabling workflows that align with their business processes. This project will establish a standardized onboarding framework that reduces setup time, enhances user experience and ensures compliance with organizational and ITIL best practices.
<b>ESC/ServiceNow Upgrades</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Luu, Saloni Talati, Eden Tran, Nicole Williams	Service management		●		●	●	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.
<b>Connect+Learn Training Program</b> <b>EASI team members who contributed to this accomplishment:</b> Dima Chernyshov, Lisa Chen, Imthiyaz Hameed, Lobsang Wangmo	Service management	●	●	●	●	●	Delivering end-user training on common technologies and applications, including Outlook, Teams, SharePoint, Microsoft Forms, Microsoft Loop and general M365 ecosystem updates. Each session typically includes a presentation, a live demonstration and an open Q&A segment at the end. Course offerings reached over 750 users during the 2025–2026 period.

# Enterprise Shared Services Priorities Roadmap (Operations)

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

2025-26

● Feature Launch Target ■ Maintenance Upgrades



# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>M365 Tier 2</b>							
<b>M365 App Secret Monitor Expiration</b> <b>EASI team members who contributed to this accomplishment:</b> Derek Liu, Ahmad Sameem, Ian Thomas	Information security		●	●			Implemented an automated solution to track and alert on the expiration of application secrets and certificates used within Microsoft 365 (Azure AD applications). These secrets are critical for authentication and integration between services, and their expiration can lead to service disruptions, security risks and compliance issues.
<b>Zero trust POC – Intune Security Baseline</b> <b>EASI team members who contributed to this accomplishment:</b> Jimmy Au, Derek Liu, Ian Thomas, Vicki Vokas	Information security			●	●		Working group to provide guidance for selecting the appropriate Defense Information Systems Agency – Security Technical Implementation Guide (DISA STIG) profile based on Mission Assurance Category (MAC) and Exposure Level. It also maps these profiles to CIS Benchmark Levels and organizational Data Classification.
<b>Windows Updates/File Shares Maintenance</b> <b>EASI team members who contributed to this accomplishment:</b> Jimmy Au, Derek Liu, Percy Lo	Information security Service management	●	●	●	●	●	Annual Windows operating system updates and weekly/monthly security patches and features. Monthly on-premises file share maintenance to ensure devices are protected and current includes UTORCSI AD update.
<b>Divisional Intune Access (DITA)</b> <b>EASI team members who contributed to this accomplishment:</b> Jimmy Au, Derek Liu, Percy Lo, Pascal Loucadellis, Ian Thomas, Vince To, Vicki Vokas,	Information security Service management	●	●	●	●	●	Strengthening divisional autonomy and operational efficiency through secure, modern device management and support solutions. Providing divisional administrators with Intune training and access to Intune services, enabling local IT teams to configure and manage devices securely and wirelessly without reliance on central IT. Introducing PatchMyPC to streamline application deployment and updates across all managed devices, reducing manual effort and improving compliance. Implementing ConnectWise to enhance remote support capabilities for divisional IT teams, ensuring timely assistance and minimizing downtime.

# Enterprise Shared Services Priorities 2025-26 Accomplishments Update (Operations)

Completed Projects

Priority (Operations)	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>M365 Tier 2</b>							
<b>DW File Shares Rebuild</b> <b>EASI team members who contributed to this accomplishment:</b> Jimmy Au, Derek Liu	<b>Service management</b>				●	●	Modernizing and optimizing on-premise file share infrastructure for Digital Workplace clients to ensure secure, reliable and high-performance access to shared resources, while improving data integrity, scalability and compliance with organizational standards.
<b>Zero trust Prototype - Clearpass Intune</b> <b>EASI team members who contributed to this accomplishment:</b> Jimmy Au, Derek Liu, Ian Thomas, Vince To, Peter Sverko, Vicki Vokas	<b>Information security</b>	●	●	●	●	●	Integration of Aruba ClearPass Network Access Control (NAC) with Microsoft Intune to enforce Zero Trust access at the network edge. The solution ensures that wired, Wi-Fi, and VPN connections are permitted, quarantined or denied based on real-time Intune device compliance and platform health signals (e.g., Windows Device Health Attestation, macOS SIP/FileVault).
<b>External Authentication Method (EAM) for MFA</b> <b>EASI team members who contributed to this accomplishment:</b> Derek Liu, Ahmad Sameem, Ian Thomas	<b>Information security</b>	●		●	●		Enhancing enterprise security by enabling the integration of trusted third-party MFA providers (i.e., Duo, or RSA SecurID) directly into Microsoft Entra ID's conditional access framework. This initiative provides Microsoft's native MFA claim to satisfy MFA requirements for Microsoft Admin portals (i.e. Azure portal, M365 admin center, etc.) while maintaining compliance with organizational security policies.

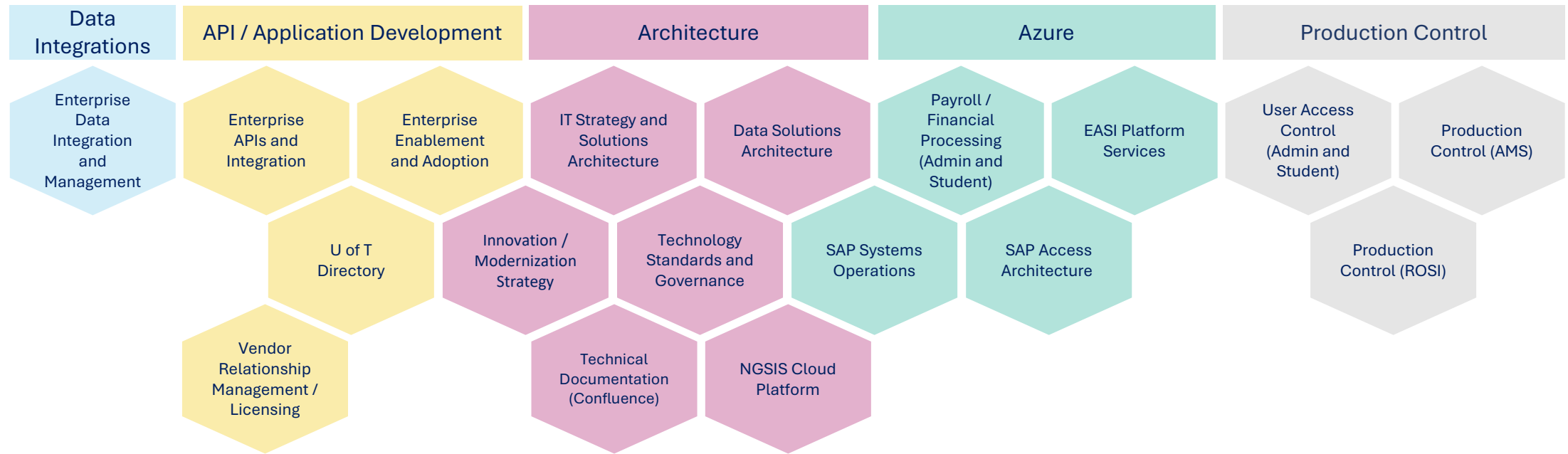
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# Technical Solutions & Architecture

The Technical Solutions & 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 Solutions & Architecture



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# Technical Solutions & Architecture

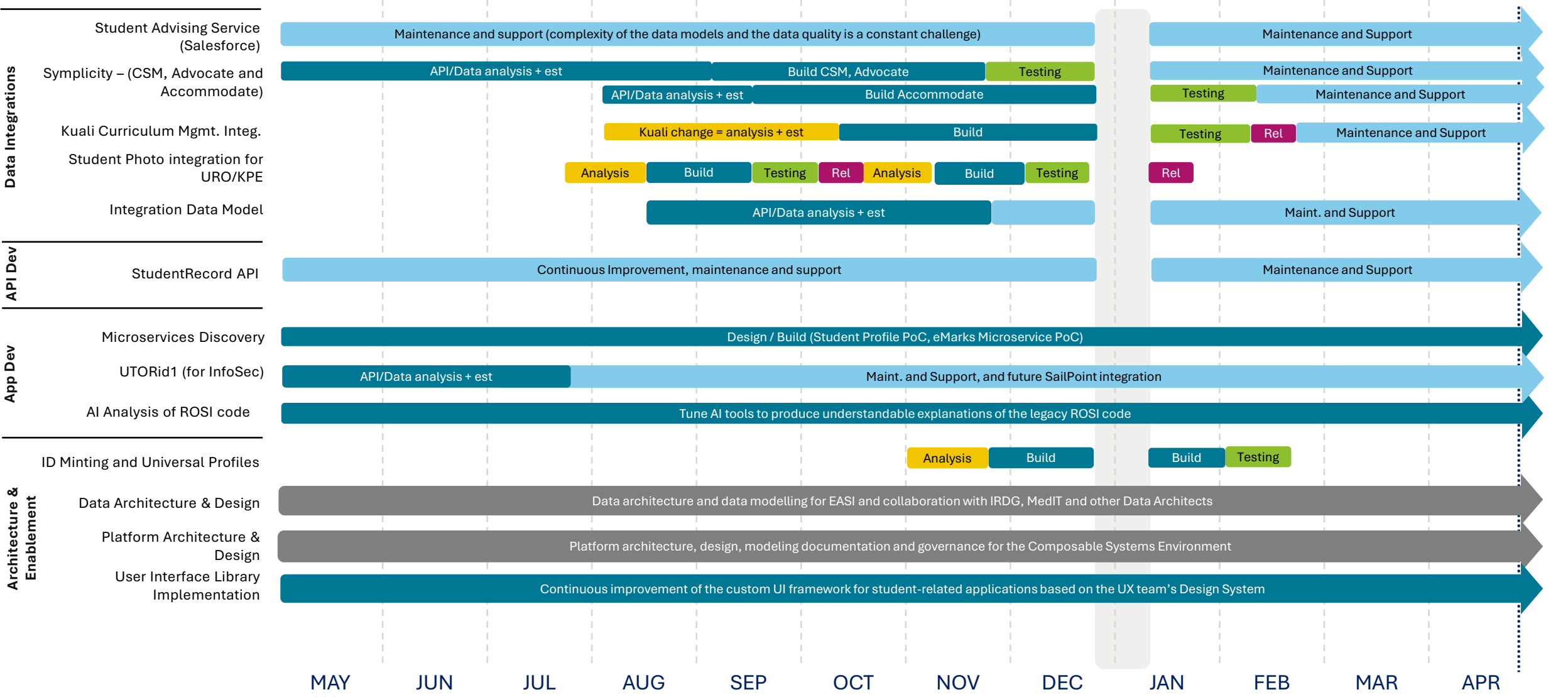
Key Priorities and  
Accomplishments 2025-26

# Technical Solutions & Architecture Priorities Roadmap

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

● Feature Launch Target    ■ Maintenance Upgrades

2025-26



# Technical Solutions & Architecture Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Data Integrations</b>							
<b>Student Advising Service (Salesforce)</b> <b>EASI team members who contributed to this accomplishment:</b> James Lahey, Haroon Rafique, Parthasarathy Venkataraman, David Wang, Zoe Wong	Administrative systems transformation	●	●	●	●	●	Continued support and the expansion of available student data in the Student Advising Service (Salesforce). UTM was onboarded in mid-2025 and UTSC is currently in progress. Expanding data access across campuses equips advisors with deeper, real-time insights into student progress, enabling more informed, consistent and proactive support.
<b>Symplicity – (CSM, Advocate and Accommodate)</b> <b>EASI team members who contributed to this accomplishment:</b> James Lahey, David Wang	Administrative systems transformation			●	●	●	Creating an optimal integration method that has low operational overhead for ITS staff. Enables real-time access to the latest student data for Symplicity services. This improves data consistency and responsiveness for 52 units across the university, ensuring timely student support.
<b>Kuali Curriculum Management Integration</b> <b>EASI team members who contributed to this accomplishment:</b> James Lahey, David Wang	Administrative systems transformation			●	●	●	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.
<b>Student Photo Integration for URO and KPE</b> <b>EASI team members who contributed to this accomplishment:</b> Kaelyn Lindquist, David Wang, Laurel Williams, Bruce Zhu	Information security			●	●	●	Updating, modifying and improving the Student Photo integration to support additional formats. The University Registrar's Office and the Faculty of Kinesiology & Physical Education will use the new API process. Photos are edited to centre the face automatically and improve student identity validation.
<b>Integration Data Model</b> <b>EASI team members who contributed to this accomplishment:</b> David Wang	Administrative systems transformation  Information security			●	●	●	Designing and establishing a normalized data model to enhance integration with external systems. This ensures curated student data is available to authorized applications and lowers the cost of point-to-point integrations.

# Technical Solutions & Architecture Priorities 2025-26 Accomplishments Update

Completed Projects

Priority		Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>API Development</b>							
<b>StudentRecord API</b>	<b>Administrative systems transformation</b>	●	●	●	●	●	Continually enhancing the StudentRecord API to meet new integration requirements with increasing user adoption.
<b>EASI team members who contributed to this accomplishment:</b> James Lahey, Jessica Li, David Wang, Zoe Wong							
<b>Application Development</b>							
<b>Microservices Discovery</b>	<b>Administrative systems transformation</b>		●	●			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.
<b>EASI team members who contributed to this accomplishment:</b> Andre Kalamandeen, James Lahey, Jessica Li, Haroon Rafique, David Wang							
<b>UTORid1 (for InfoSec)</b>	<b>Administrative systems transformation</b>			●			A new email domain management application provides a modern user interface to system administrators and removes a dependency on a very vulnerable and old software library.
<b>EASI team members who contributed to this accomplishment:</b> James Lahey, Jessica Li, David Wang							
<b>AI Analysis of ROSI code</b>	<b>Administrative systems transformation</b>				●	●	Worked with Microsoft to tune AI tools that analyze ROSI source code to produce understandable descriptions of purpose and logic. This work will help offset the loss of implicit knowledge when ROSI experts retire.
<b>EASI team members who contributed to this accomplishment:</b> Matthew Hendrickson, Jessica Li, Haroon Rafique, David Wang							

# Technical Solutions & Architecture Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Architecture &amp; Enablement</b>							
<b>ID Minting and Universal Profiles Prototype</b>  <b>EASI team members who contributed to this accomplishment:</b> Frank Boshoff, Andre Kalamandeen, Simona Montolova, David Wang, Matt Wilks (Information Security), Zoe Wong	<b>Administrative systems transformation</b>	●					As part of the Information Security Zero Trust initiative, and working closely with Matt Wilks in Information Security, this team selected modern software products to test the feasibility of creating a new ID Minting and Universal Profiles capability. A prototype taxonomy was also developed with some guidance from experts from University of Toronto Libraries. The insights gained from this process will directly strengthen the production environment when it is built in the future.
<b>Data Architecture &amp; Design</b>  <b>EASI team members who contributed to this accomplishment:</b> Amy Li, David Wang	<b>Administrative systems transformation</b>	●	●	●	●	●	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.
<b>Platform Architecture &amp; Design</b>  Areas that use these 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  <b>EASI team members who contributed to this accomplishment:</b> Frank Boshoff, Andre Kalamandeen, Haroon Rafique, David Wang	<b>Administrative systems transformation</b>	●	●	●	●	●	Provided platform architecture and design expertise on request to EASI teams, ITS departments and divisions. Supported 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.  Part of the service is regular security training for developers, delivered on a quarterly basis in conjunction with the Information Security team.
<b>User Interface Library Implementation</b>  <b>EASI team members who contributed to this accomplishment:</b> Hossein Aliabadi, Andre Kalamandeen, Laura Klamot, James Lahey, Mikella Seth, Amanda Werkhaizer	<b>Administrative systems transformation</b>	●	●	●	●	●	Continual improvement of a library of 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.

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# 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 our students, faculty and staff. We play a key role in applying user-centric design across 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. Innovation is at the core of our work, guiding us to deliver solutions that meet user needs, operate within technology and budget constraints and provide meaningful value to the U of T community.

# Enterprise Applications & Solutions Integration

## User Experience, Reporting and Analytics

### User Experience & Process Design (UXPD)

User Experience

Process Design

Operational Excellence

End-to-End UX Design for SIS platforms

UX Design for SAP Ecosystem

Revamp of EASI Onboarding Process

Revamp of EASI Offboarding Process

Rollout of UXPD Service Model

Global Design System

EAD Initiative / SIS Modernization

AI Concept Validation Initiatives

Cross-Team Collaboration on InfoSec Initiatives

UX Design for Indigenous Substantiation Portal

Digital Experience & Accessibility Audit

### Reporting & Analytics Technology

Institutional Operational Reporting and Administration

Institutional Reporting and Data Governance Data Platform

Institutional Reporting Platform (Power BI)

Fabric Platform Support and Administration

### Power BI Reporting and Technology Management

Micro-credentials Reporting

Micro-credentials Data

Curriculum Management Reports

Reporting and Analytics Data Store Management

Transfer Credit Reporting

Institutional Reporting Enablement (Power BI Toolbox)

Class List Reporting

Absence Declaration Reporting

Heatmap Reporting

Course Information Reporting

Data Engineering

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# User Experience & Process Design

Key Priorities and Accomplishments 2025-26

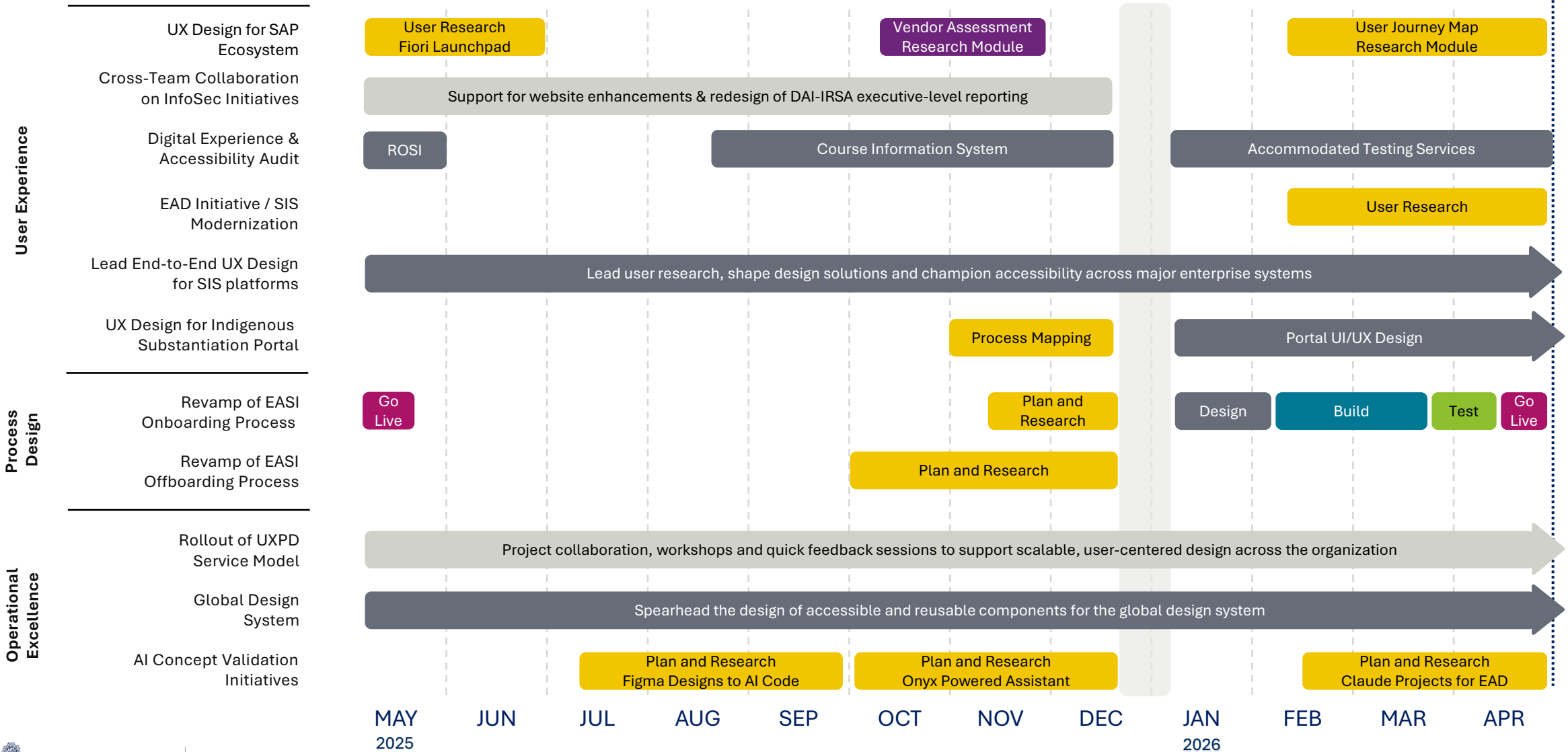
# UXPD Priorities Roadmap

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

2025-26

● Feature Launch Target ■ Maintenance Upgrades

Holiday Break



# UXPD Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>User Experience</b>							
<b>UX Design for SAP Ecosystem</b> <b>EASI team members who contributed to this accomplishment:</b> Yuwei Jiang, Laura Klamot, Amanda Werkhaizer	<b>Administrative systems transformation</b>	●	●	●	●	●	Delivered UX design and research initiatives across the SAP ecosystem, informing future-state experiences and supporting strategic decision-making across multiple streams. Conducted 24 user interviews and ten card sorts, producing five research reports and a recommended information architecture to guide a role-based navigation model for the SAP Fiori Launchpad. For the Research Ethics Modules, assessed four vendor solutions, delivering a comparison matrix, core user stories and a risk registry to support procurement decisions. As part of this work, conducted accessibility reviews of vendor platforms and delivered a consolidated findings report with actionable recommendations. Also developed current and future-state journey maps, highlighting workflows, pain points and opportunities to inform module design.
<b>Cross-Team Collaboration on InfoSec Initiatives</b> <b>EASI team members who contributed to this accomplishment:</b> Christina Lin, Amanda Werkhaizer	<b>Information security</b>	●	●	●			Provided UX support for website enhancements by improving accessibility, and the overall user experience. Additionally, contributed to improvements in the Data Asset Inventory and Information Risk Self-Assessment (DAI-IRSA) Executive-Level Reporting template.
<b>Digital Experience &amp; Accessibility Audit</b> <b>EASI team members who contributed to this accomplishment:</b> Tiffany Au, Neda Demiri, Yuwei Jiang, Laura Klamot, Christina Lin, Andrew Magnaye, Amanda Werkhaizer	<b>Focus on accessibility</b>		●	●	●	●	Completed an accessibility scan of the ROSI UI by conducting one-on-one user interviews to gather insights on user experience and preferences. Delivered a mockup incorporating an accessible colour scheme. The team has also completed a full audit of the Course Information System (CIS) and is currently finalizing the audit for Accommodated Testing Services (ATS).
<b>EAD Initiative / SIS Modernization</b> <b>EASI team members who contributed to this accomplishment:</b> Andrew Magnaye, Amanda Werkhaizer	<b>Administrative systems transformation</b>				●	●	Led qualitative research activities to inform the SIS modernization roadmap, including stakeholder interviews with over 80 staff and students, synthesis of insights into key organizational themes and development of Experience Catalogues. Conducted analysis of a large-scale institutional survey to surface the most critical pain points across the organization. In parallel, developed data-informed student personas grounded in multiple institutional sources, producing artifacts to support user-centered decision-making.

# UXPD Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>User Experience</b>							
<p><b>Lead End-to-End UX Design for SIS platforms</b></p> <p><i>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</i></p> <p><b>EASI team members who contributed to this accomplishment:</b> Tiffany Au, Neda Demiri, Yuwei Jiang, Laura Klamot, Christina Lin, Andrew Magnaye</p>	<p><b>Administrative systems transformation</b></p>	●	●	●	●	●	<p>Delivering a comprehensive suite of UX services tailored specifically for SIS platforms, the UXPD team supports nine enterprise systems with services, including user research, prototyping, user interface design and accessibility audits. In 2025, the team completed seven rounds of user research with over 30 participants, distributed three student-facing surveys, and delivered 406 design tasks, resulting in improved user experiences and more efficient workflows for students, faculty and staff.</p>
<p><b>UX Design for Indigenous Substantiation Portal</b></p> <p><b>EASI team members who contributed to this accomplishment:</b> Frank Boshoff, Andre Kalamandeen, Laura Klamot, Swetlana Signarowski, Amanda Werkhaizer</p>	<p><b>Administrative systems transformation</b></p>				●	●	<p>Building a centralized, secure digital portal to streamline the submission and management of substantiation materials to reduce manual effort, improve data security and reduce fraud. Current processes have been documented, a future journey has been mapped and prototyped. We are now preparing to gather user feedback and working on the initial stages of implementation.</p>
<b>Process Design</b>							
<p><b>Revamp of EASI Onboarding Process</b></p> <p><b>EASI team members who contributed to this accomplishment:</b> Yuwei Jiang, Amanda Werkhaizer, Nicole Williams</p>	<p><b>Other (process optimization)</b></p>	●		●	●		<p>Following the April 2025 launch of the onboarding form, delivered enhancements across key areas including form logic, templates, software checklists and case updates to improve the manager experience. Also created a one-page instruction guide for form completion and a software catalogue documenting EASI access request processes to support consistency and ease of use.</p>

# UXPD Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Process Design</b>							
<b>Revamp of EASI Offboarding Process</b>  <b>EASI team members who contributed to this accomplishment:</b> Yuwei Jiang, Amanda Werkhaizer	Other (process optimization)			●	●		Initiated planning for offboarding process improvements by engaging subject matter experts and defining key tasks. Engaged HR to align on the process, work is currently paused while HR completes its form to ensure alignment and avoid duplication.
<b>Operational Excellence</b>							
<b>Rollout of UXPD Service Model</b>  <b>EASI team members who contributed to this accomplishment:</b> Tiffany Au, Neda Demiri, Yuwei Jiang, Laura Klamot, Christina Lin, Andrew Magnaye, Amanda Werkhaizer	Service management	●	●	●	●	●	Launched a robust Service Model to increase awareness of UXPD's services and enhanced collaboration and innovation across the university. Introduced three service tiers: Project Collaboration, Workshop and Quick Feedback. Successfully facilitated 22 project collaborations, 14 feedback sessions and four workshops. User satisfaction has been tracked via surveys, achieving a five-star rating across all services.
<b>Global Design System</b>  <b>EASI team members who contributed to this accomplishment:</b> Hossein Aliabadi, Yuwei Jiang, Andre Kalamandeen, Laura Klamot, James Lahey, Christina Lin, Andrew Magnaye, Amanda Werkhaizer	Focus on accessibility	●	●	●	●	●	Creating a unified set of design patterns, accessibility guidelines and reusable components for web applications. We have completed the design for 18 accessible components. Accommodated Testing Services and the Course Information Systems have 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.
<b>AI Concept Validation Initiatives</b>  <b>EASI team members who contributed to this accomplishment:</b> Andre Kalamandeen, James Lahey, Christina Lin, Andrew Magnaye, Amanda Werkhaizer	Other (AI Kitchen)		●	●	●	●	Exploring a few AI pilots to improve team workflows. <b>Pilot 1</b> Figma Designs to AI Code uses the Model Context Protocol server to enable AI tools to generate code directly from structured Figma design data. <b>Pilot 2</b> Talk to Our Docs leverages Onyx to create AI Assistants trained on the team's documentation, starting with a Confluence connector. <b>Pilot 3</b> using Claude Projects to accelerate UX research synthesis and translate complex datasets into structured outputs.

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# Reporting & Analytics Technology

The Reporting & Analytics Technology team manages and administers Microsoft Power BI and the Fabric platform, provides user support to promote effective adoption, and develops reports and engineered datasets. In addition, the team supports the EASI and Institutional Research Data Governance Office (IRDG) Azure cloud data platforms, ensuring secure, scalable and high-performing analytics environments. Through these efforts, the team enables analytics initiatives across the university, advancing data-driven decision-making and enhancing reporting capabilities.

# Reporting & Analytics Priorities Roadmap

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

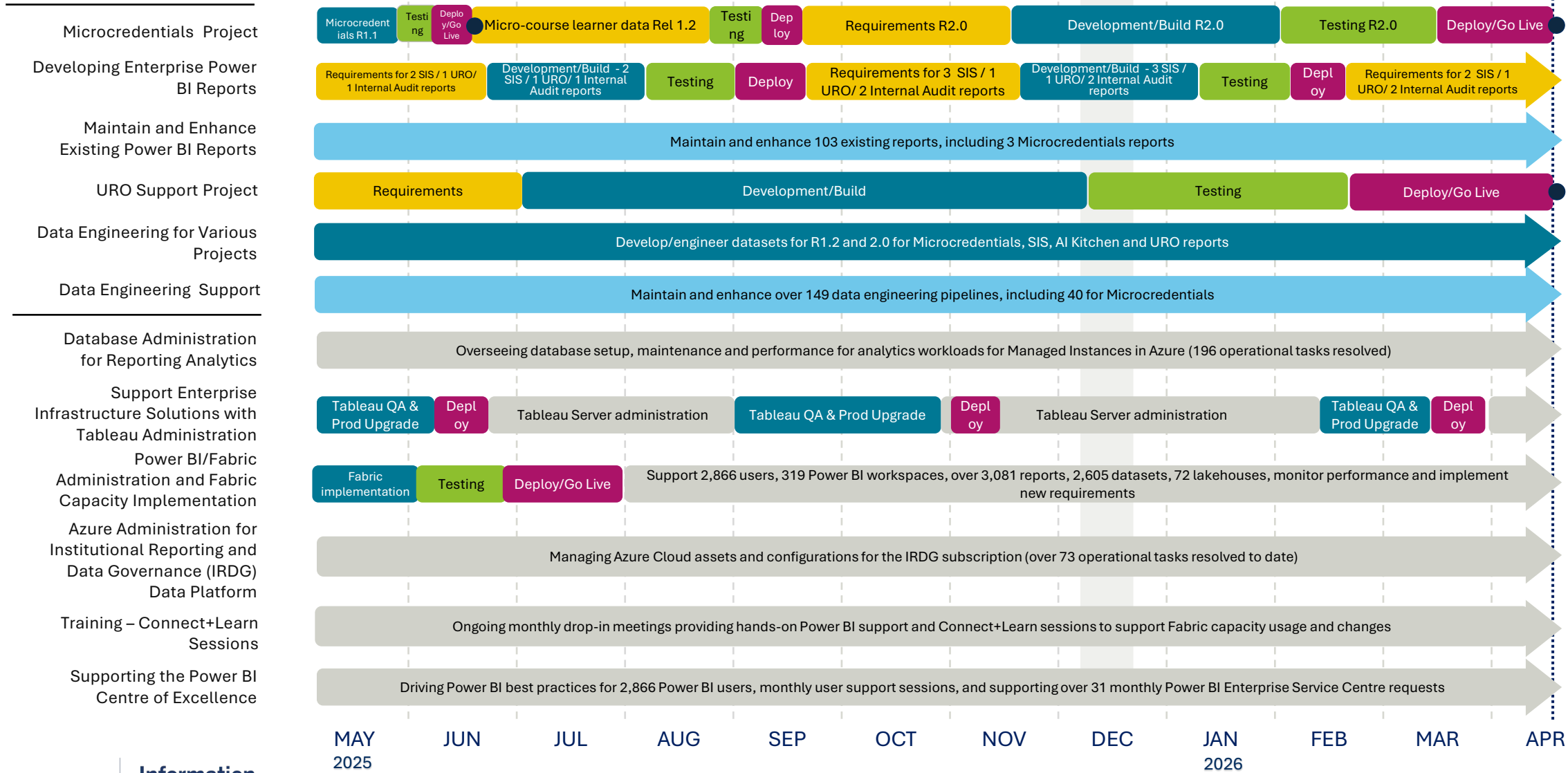
2025-26

● Feature Launch Target    ■ Maintenance Upgrades

Analytics Report Development

Analytics Operations

Holiday Break



# Reporting & Analytics Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Analytics Report Development</b>							
<b>Microcredentials Project</b> <b>EASI team members who contributed to this accomplishment:</b> Abdulrazak Bello, Titus Hsu, Akshi Kamboj, Dmytro Larichiev, Amy Li, Moulika Ranikunta, Bruce Zhu	<b>Administrative systems transformation</b>	●	●	●			Release 1.1 delivered at the end of June. This release delivered Change Capture and Inventory Reports to streamline the Office of the Vice-Provost, Academic Programs (VPAP) processes for OSAP eligibility submissions to the Ministry, Colleges, Universities, Research Excellence and Security (MCURES). Release 1.2 delivered and focused on automating processes and generating a historical report to enhance business workflows within VPAP. Release 2.0 expanded the data mart by integrating learner data, in alignment with the Vice-Provost, Strategic Enrolment Management (VPSEM) office requirements, to support better cross-department visibility and a more comprehensive view of learners. Includes using the Power BI write-back feature to support the Dean’s approval process, as well as the URO financial office learner review process for OSAP approvals.
<b>Developing Enterprise Power BI Reports</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Li, Moulika Ranikunta, Ravi Solanki, Bruce Zhu	<b>Administrative systems transformation</b>	●	●	●	●	●	Developed and delivered critical enterprise Power BI reports, connections and datasets to support various projects, including SIS, AI Kitchen and Internal Audit. The reports optimize academic and administrative processes.
<b>Maintain and Enhance Existing Power BI Reports</b> <b>EASI team members who contributed to this accomplishment:</b> Amy Li, Moulika Ranikunta, Ravi Solanki	<b>Focus on accessibility</b>  <b>Administrative systems transformation</b>	●	●	●	●	●	Supported over 103 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.
<b>URO Support Project</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Dmytro Larichiev, Amy Li, Simona Montolova	<b>Shared infrastructure</b>			●	●	●	Supporting the Vice Provost, Strategic Enrolment Management (VPSEM) data and analytics team to migrate their on-premises yield prediction machine learning and predictive analytic solution into Power BI and Fabric. This effort is providing faster, cheaper model training, improved access control and backup capabilities to the VPSEM office. Working to understand Fabric capacity costing methodology.

# Reporting & Analytics Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Analytics Report Development</b>							
<b>Data Engineering for Various Projects</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Amy Li, Simona Montolova, Moulika Ranikunta, Bruce Zhu	<b>Administrative systems transformation</b>	●	●	●	●	●	Engineered over 72 complex datasets for various operational academic projects. Continuing to design and implement a non-credit Microcredential course data mart to support Office of the Vice-Provost, Academic Programs and the Ministry of Colleges, Universities, Research Excellence and Security reporting needs.
<b>Data Engineering Support</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Dmytro Larichiev, Amy Li, Simona Montolova, Moulika Ranikunta, Ravi Solanki, Bruce Zhu	<b>Administrative systems transformation</b>	●	●	●	●	●	Supporting over 149 existing data engineering datasets, making changes to complex datasets based on evolving requirements. Ensuring seamless data transformation and self-service reporting.
<b>Analytics Operations</b>							
<b>Database Administration for Reporting Analytics</b> <b>EASI team members who contributed to this accomplishment:</b> Simona Montolova, Bruce Zhu	<b>Administrative systems transformation</b>  <b>Shared infrastructure</b>	●	●	●	●	●	Oversaw database setup, maintenance and performance optimization for analytics workloads on Managed Instances in Azure, and the data lake, ensuring reliability, scalability and efficient resource utilization. Assisted with ROSI data replication to ROSI-REPLICA database, which is a critical resource for data and analytics across the university. Resolved over 109 operational tasks since May 2025.
<b>Support Enterprise Infrastructure Solutions with Tableau Administration</b> <b>EASI team members who contributed to this accomplishment:</b> Dmytro Larichiev	<b>Shared infrastructure</b>	●	●	●	●	●	Supported the Enterprise Infrastructure Solutions and Institutional Research and Data Governance (IRDG) teams with Tableau Server administration, including upgrades and changes. Tableau is widely used across the university for analytics alongside Power BI. Addressed 13 support requests.

# Reporting & Analytics Priorities 2025-26 Accomplishments Update

Completed Projects

Priority	IT@UofT Objective(s)	Q1	Q2	Q3	Q4	2026-27	Highlights and Accomplishments
<b>Analytics Operations</b>							
<b>Power BI/Fabric Administration and Fabric Capacity Implementation</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Dmytro Larichiev, Amy Li, Simona Montolova, Moulika Ranikunta	<b>Administrative systems transformation</b> <b>Shared infrastructure</b>	●	●	●	●	●	Supported 319 Power BI workspaces and serviced over 134 support tickets, ensuring optimal functionality. Monitored and tuned to improve performance. Migrated workspaces to Fabric capacities and researched cost and usage implications.
<b>Azure Administration for Institutional Research and Data Governance (IRDG) Data Platform</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Dmytro Larichiev, Simona Montolova, Bruce Zhu	<b>Shared infrastructure</b>	●	●	●	●	●	Managed Azure Cloud assets and configurations for IRDG subscription, ensuring optimal performance and security. Resolved over 73 operational tasks, addressing issues and enhancing system efficiency.
<b>Training – Connect+Learn Sessions</b> <b>EASI team members who are contributing to this accomplishment:</b> Katie Babcock, Titus Hsu, Amy Li, Moulika Ranikunta	<b>Digital Learning</b>		●		●	●	Delivered 4 Connect+Learn sessions covering the Microsoft shift from Power BI Premium to Fabric capacities. Provided additional sessions for the transition from Azure Data Studio to Visual Studio Code. Ongoing monthly drop-in meetings providing hands-on Power BI support.
<b>Supporting the Power BI Centre of Excellence</b> <b>EASI team members who contributed to this accomplishment:</b> Titus Hsu, Dmytro Larichiev, Amy Li, Simona Montolova, Moulika Ranikunta, Bruce Zhu	<b>Administrative systems transformation</b>  <b>Shared infrastructure</b>	●	●	●	●	●	Supported 2,866 users, 319 Power BI workspaces, over 3,081 reports, 2,605 datasets, 72 lakehouses. Monitored performance and implemented new requirements. Updated the PowerBI Toolbox to reflect transition from Azure Data Studio to Visual Studio Code. Updated the documentation to reflect the Fabric capacity changes. In addition, the URO support project will inform Connect+Learn sessions, best practices and how-to guides for implementing analytics using the new Fabric capacity abilities. Over 134 Enterprise Service Centre queries handled since May 2025. Delivering Fabric capability overviews to divisional users as requested.