

IT Services 2010-11 Diversity Action Plan

Goal 1: To create a welcoming, supportive, respectful and inclusive campus climate

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1: Assist with technical development of digital signage functionality and expansion for Marketing & Communications	<p>Development time to work on version 2 of digital signage content delivery system</p> <p>Also cost of additional displays and computers to install additional digital signage systems on campus</p>	<p>1. Approve digital signage development project for version 2 of content delivery system through ICTG Steering Committee</p> <p>2. Work collaboratively with Marketing & Communications on requirements for additional media and content types on digital signage</p> <p>3. Submit F&E request for 2011 fiscal year for expanded installation of digital signage</p>	Academic Computing, Director IT, Marketing & Communications	<p>Enhanced functionality for content delivery through digital signage</p> <p>Second installation of digital signage unit at an additional location on campus (current location – main lobby 100 McCaul)</p>	<p>Scheduled completion for both projects:</p> <p>Summer 2011</p>	Approval of funds for additional digital signage. Recommendation of ICTG Steering Committee to work on content delivery system
2: Improve frontline support so that it is more efficient	Coordination and planning among IT Managers and frontline staff to establish policies, processes and tools to better deliver frontline support to end users	<p>1. re-alignment within the IT Services department to consolidate frontline support so that all support requests are processed and escalated through the Help Desk</p> <p>2. Review processes associated with the IT Services ticketing system so that more efficient processing and assigning of trouble tickets results in more efficient end user support</p> <p>3. Investigation of help desk tools and processes (including creation of an ITS Services Catalogue) to better define and deliver end user support</p>	Manager, Help Desk & AV Support and other IT Services managers. Front line IT support staff	<p>Monitoring ticket resolution process and benchmarking time to resolution.</p> <p>Identification of areas requiring improvement and implementation of solutions or tools that create efficiencies</p>	2010/2011 academic year and ongoing	<p>Depending on identification of help desk tools that would create efficiencies.</p> <p>TBD</p>

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Goal 2: To increase access/opportunity and retention for underrepresented students

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1:Development of Student Advising system in collaboration with Faculty Offices	Students receive inconsistent information through current student advising practices. Current student advising practices severely limit effective one on one student advising for all students but results in students with unique requirements being underserved due to resource constraints	<p>1. Phase 1: Provides a venue to record details of student meetings with Academic Advisors</p> <p>2. Phase 2: Assists students in mapping out programs to plan their degree requirements and to select programs and electives.</p> <p>3. Phase 3: Allow prospective students to review OCADU's programs and degree requirement to plan their academic path at OCADU.</p>	Academic Computing and Faculty Offices	Completion of phase 1 will establish timelines and deliverables for phase 2 and 3	Phase 1 completed 2010/11	Developer time for completion of the project. Resource addressed through ITS compensation budgets
2:Working with Financial Aid to implement OSAP disbursement, Student Access Guarantee, Tuition Deferment, Awards Management and Bursary for Students with Disabilities (BSWD)	Financial Aid has created a number of IT project proposals to address the overwhelming volume of student OSAP, BSWD and awards they process. Financial Aid is incredibly challenged with a large number of manual processes that could be automated	<p>1. Seek approval of Fin Aid IT project proposals through ICTG Steering Committee</p> <p>2. Allocate a developer resource to these projects</p> <p>3. Prioritize deliverables with Fin Aid and begin project</p>	<p>IT Services Information Systems staff and managers</p> <p>Financial Aid</p>	Move efficient delivery of student financial aid through automated processes allowing Financial Aid staff to dedicate more time to personally advising and assisting students requiring financial support to attend OCADU or to access relevant bursaries.	Prioritized development projects to be completed by May, 2011	Financial Aid has received funds from the Province to address Student Access Guarantee. The intention is to use these funds to cover developer costs for these projects

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Goal 3: To increase diversity in employee recruitment and retention

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs& Implications
Continue to consider diversity through hiring departmental staff. IT professionals often tend to be male though OCADU IT Services has a history of effective addressing gender balance within the department	Sometimes talent pool limits opportunity to address gender equity	<ol style="list-style-type: none"> 1. Proactively shortlist and interview qualified female applicants 2. When finalizing decisions on hiring consider gender equity 3. Investigate recruitment options that may provide a broader and more diverse applicant pool 	IT Services managers with assistance from HR	As stated OCADU IT Services has historically been successful in ensuring gender equity in the composition of the department. The intention is to maintain or exceed current gender equity and consider other diversity considerations when recruiting	Ongoing	None
Continue to provide support for video conferencing and skype for interview process and outreach to diverse communities	OCADU community use of video conferencing could be improved so that there is great application of this technology for outreach and recruitment	Work with other senior management, faculty and staff to promote and expand use of video conferencing on campus. Work with IDI to assist with adoption of more inclusive video conferencing technologies on campus.	Director, IT and Manager, Academic Computing and Manager Network and Data Center Operations and relevant IT technical support staff working with IDI and cross section of OCADU community	Current video conferencing facilities are in place and available but are underutilized. Promote use and adoption of technology to address diversity and equity and outreach to communities and assess adoption	Ongoing	Possible costs for additional technology if video conferencing capabilities are expanded.

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Goal 4: To infuse accessibility and diversity into curriculum and research

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1: Image Library search updates will provide more refined search criteria for the OCADU image library allowing for topics such as "subject" and "location" thereby allowing for a wider and more diverse breadth of search capabilities	Upgrade software and provide sufficient back up and storage capacity for the expanding image library	<ol style="list-style-type: none"> 1. Supported project by ICTG Steering Committee 2. Confirmation of resource requirements and allocation of technical implementation resources 3. Implementation and testing. Ongoing back up and storage 	Visual Resources and Academic Computing	Successful installation of upgrade and integration with OCADU relevant systems. Ongoing monitoring of sufficient storage and back up capacity	Fall, 2010	<ul style="list-style-type: none"> - 1 Developer - 0.25 Technician for iTunesU integration, 0.25 Technician for other scripting - 1 Manager / UI support <p>Possibly some hardware costs</p>
2: Campus wide wireless network upgrade providing significantly greater wireless connectivity for mobile computing on campus ensuring better	The technology has been purchased and is awaiting deployment	<ol style="list-style-type: none"> 1. deployment of 802.11n wireless technology will increase shared connectivity from 54 Mbit/s to 600 Mbit/s per access point 2. Arrange contractor to replace existing access points with new ones 3. Testing 	Manager, Network & Data Center Operations and Manager, Academic Computing and relevant IT support staff	Successful and finished upgrade of all wireless access points on campus to the new 802.11n standard	Fall, 2010	Funds already allocated and technology already purchased

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access to network enabled or web enabled resources						
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Goal 5: To develop and strengthen partnerships with diverse communities in Toronto and globally

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1: Federated Identity Management allowing individuals from participating institutions or organizations to log on to OCADU services using their credentials (username and password) from their home organization. OCADU community members would have reciprocal arrangements to access resources at partner institutions	Implement the Canadian Access Federation federated identity management system at OCADU	<p>1. Receive endorsement from ICTG Steering Committee</p> <p>2. Assess implementation. CANARIE is funding the Canadian Access Federation initiative and will provide some assistance as will CUCCIO member institutions (OCADU is a member of CUCCIO)</p> <p>3. Finalize project plan and allocate system administrators to configure OCADU authentication systems to be compatible with federated ID management</p>	<p>Manager, Enterprise Architecture & Development and delegated sys admin staff</p> <p>Manager, Network & Datacentre operations</p>	<p>Successful activation of federated identity for specific services at OCADU and partner institutions (example library access)</p> <p>Requires consultation with departmental senior management to determine what services should allow federated access</p>	Sometime in 2011	There may be some hardware costs. Person hours to research and implement.
2: Eduroam: over 25 Canadian universities are already participating in Eduroam which allows individuals from partner institutions to have	Implement eduroam system administrators are required to implement	<p>1. Receive endorsement from ICTG Steering Committee</p> <p>2. Allocate technical resources to assess and implement eduroam</p>	Manager, Enterprise Architecture & Development and delegated sys admin staff	Successful activation of federated wireless access for OCADU and partner institutions	IT would like to see this completed for May 2011	Person hours. May be some moderate hardware costs.

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access to wireless services while on campus at those 25 institutions. OCADU should enable Eduroam to become part of this inclusive community	this (and some development of a troubleshooting tree to hand off to helpdesk)	3.	Manager, Network & Datacentre operations			
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Goal 6: To enhance accessibility for people with disabilities

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1: Working with the CSD and other academic resource support areas ensure that assistive technologies and software are readily available and operational through campus student computing	Ensuring software licenses are current and software versions are consistent so that networked deployment can be uniform and software access can be as widely distributed as possible.	<ol style="list-style-type: none"> 1. Review licensing with CSD 2. Try to ensure all licenses are the same version 3. deploy licenses in student computing software image 	Academic Computing working with CSD	Finalize license count and build on number of seats incrementally.	Fall, 2010	Possible cost for any assistive software licenses that need to be upgraded
2: Continue to support and expand use of podcasting, Adobe Connect for note taking and lobby for campus wide access to Lynda.com software tutorials	<p>Faculty adoption for podcasting and increased use by academic support areas</p> <p>Cost sharing for Lynda.com subscription to allow broader use by non-laptop program students</p>	<ol style="list-style-type: none"> 1. Promote use of and support for podcasting to faculty and academic resource areas 2. Lobby for funding to cost share Lynda.com licensing costs so that it is not exclusively funded through the Laptop Program 	Academic Computing, Director, IT Services, Manager Academic Computing	<p>Monitoring and tracking number of podcasts posted by faculty.</p> <p>Monitoring usage of Adobe Connect for note taking</p> <p>Increase access to Lynda.com until all students are able to use it</p>	Ongoing	OCADU needs to make a financial commitment to the Lynda.com licensing. This has been proposed but has yet to be funded.

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Goal 7: To enhance accountability & commitment to diversity & equity

Objective	Barrier/Challenge	Action Strategy	Responsibility	Benchmarks/Performance Indicator	Timeline	Fiscal needs & Implications
1: Assist Diversity & Equity and HR with the development of a system to track AODA training	Allocation of developer time	<ol style="list-style-type: none"> 1. Receive support from ICTG Steering Committee for project 2. Allocate development resources 3. Finalize requirements with Equity & Diversity and HR 	<p>IT Information System staff and managers,</p> <p>Diversity & Equity, HR</p>	Successful implementation of a tracking system for employee AODA training	Begin in fall, 2010. Completion early 2011	IT Services developer time
2: Through participation in the Accessibility Planning Committee, AODA implementation and Sustainability Task Force demonstrate a commitment to inclusivity and promotion of values stated in the OCADU strategic plan	Time commitment	<ol style="list-style-type: none"> 1. actively participate and lead working groups and task forces addressing OCADU's commitment to diversity, accessibility and sustainability 2. 3. 	Director, IT Services	Continued engagement, active participation and actionable outcomes addressing diversity, accessibility and sustainability.	Ongoing	None