



BCNET[→]2019

Harnessing the Collaborative Power of Public, Post-Secondary Institutions:

The Future of BCNET Shared Services

 #BCNET2019

Our Service Portfolios

Network

Cybersecurity

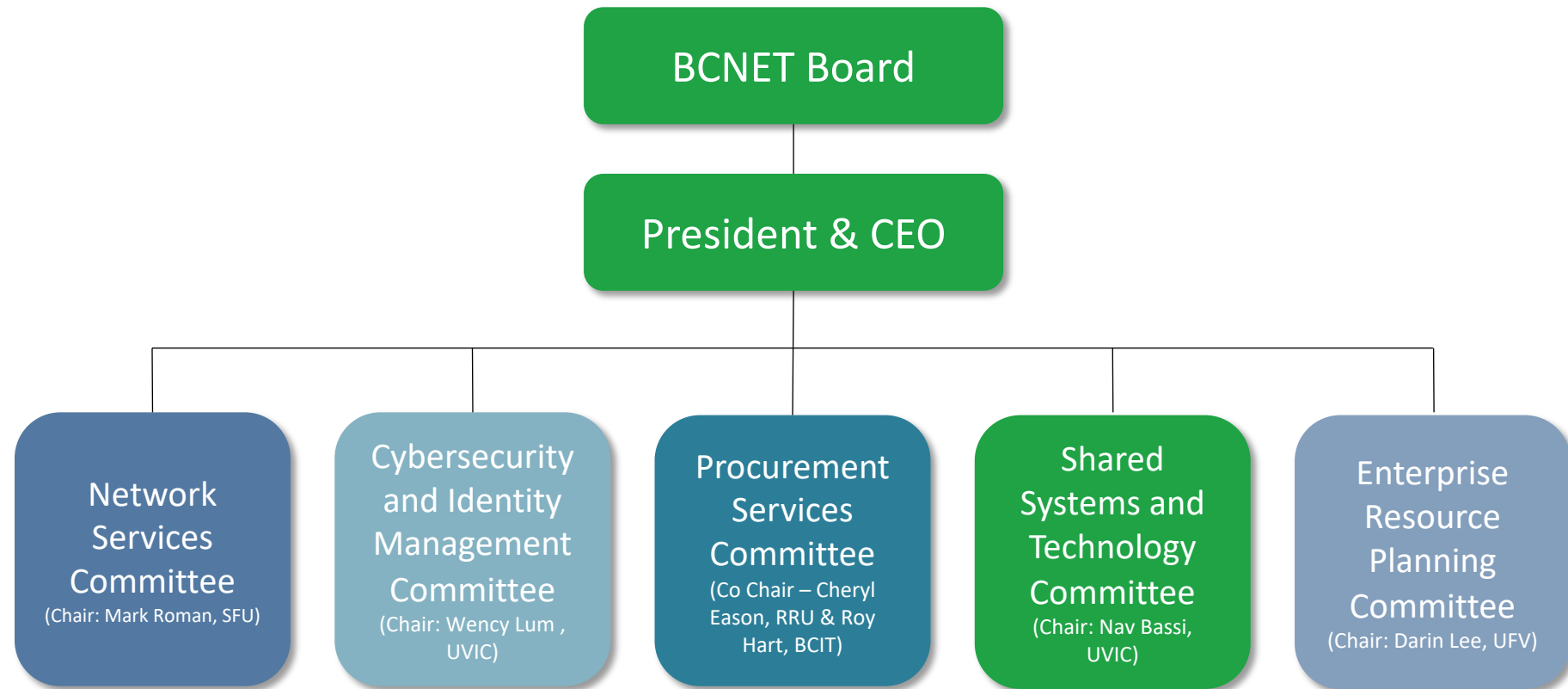
**Shared Systems
and Technology**

Procurements

**Enterprise
Resource
Planning**

**Professional
Development
& Training**

Our Multi-Institutional Service Committees



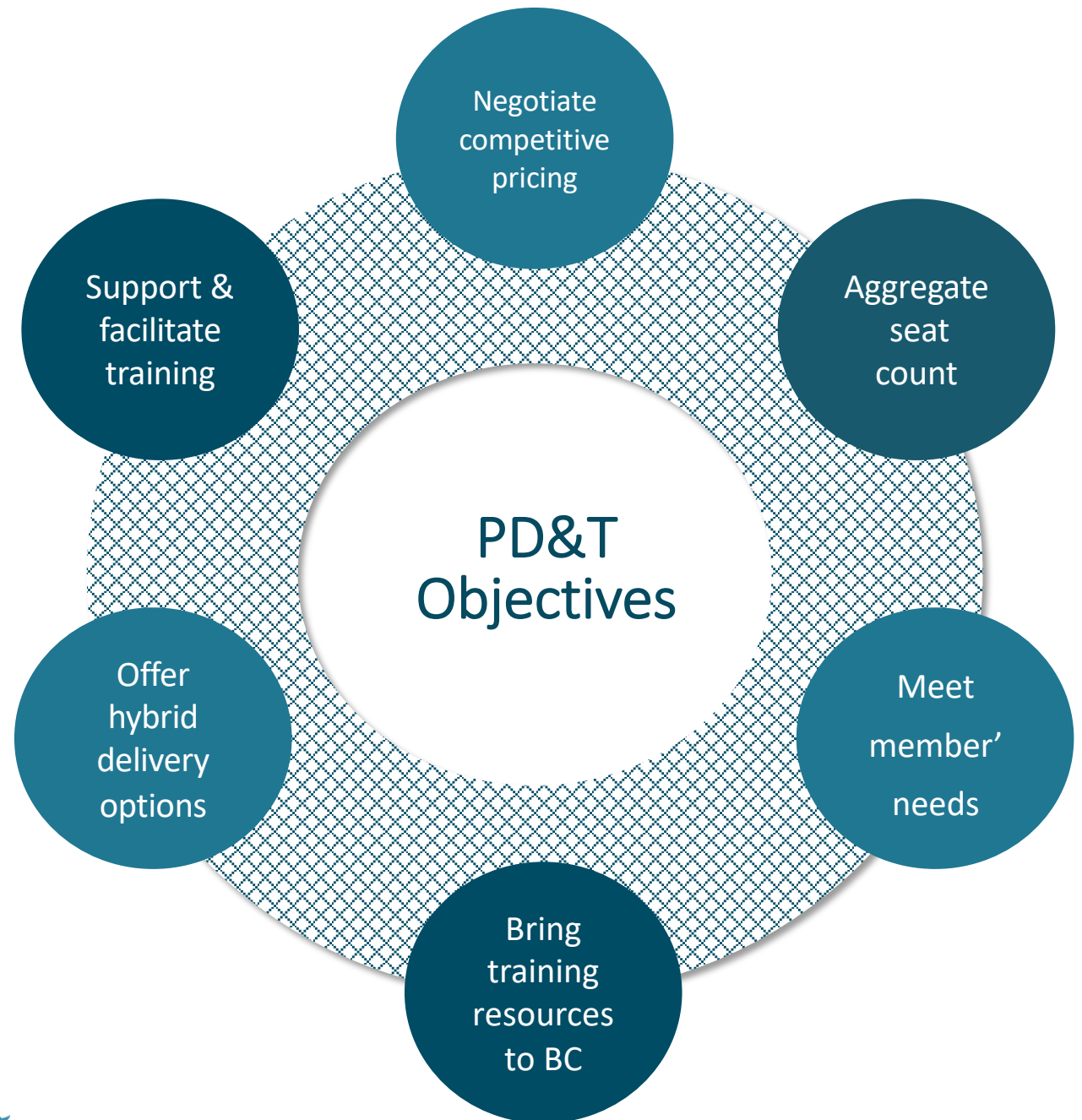
BCNET[→]2019

Professional Development & Training

What we provide?



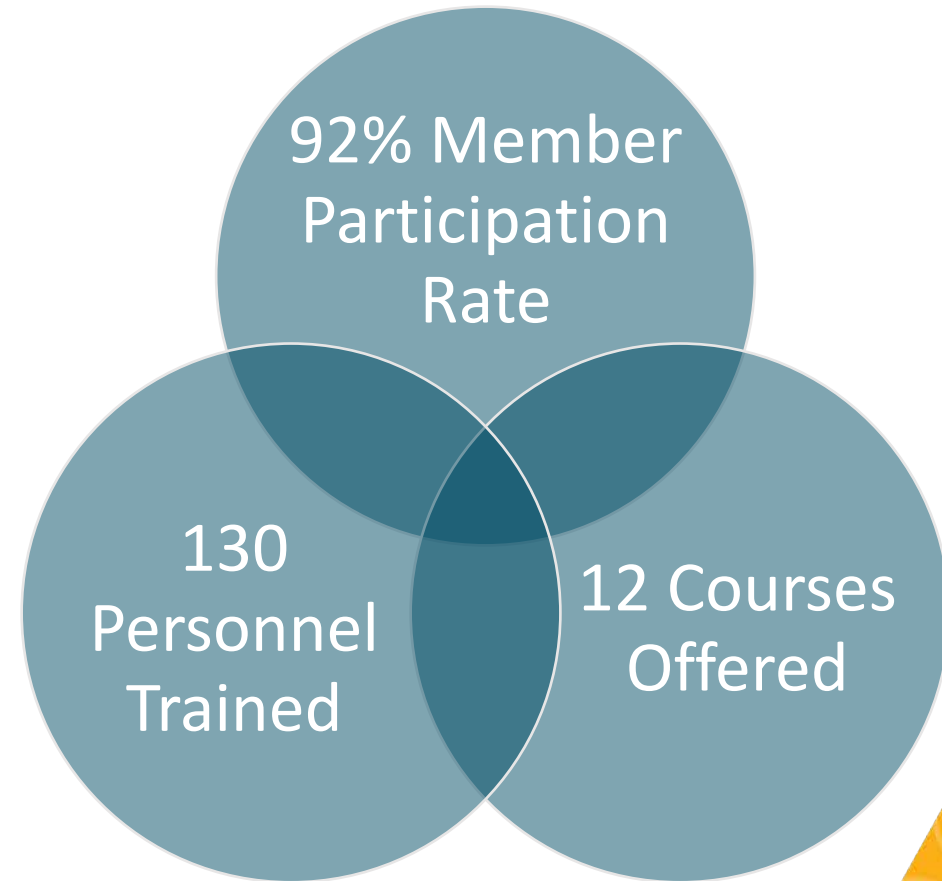
Plan, Organize, and Deliver



2018 Year in Review

Providing Greater Access to Skills Training

- ITIL Foundations
- COBIT 5 Foundations
- Scrum Masters
- Project Management Foundations
- Cybersecurity Foundations
- Banner 9 Admin Apps
- Juniper Junos OS
- LEAN IT
- Microsoft Advanced PowerShell
- Microsoft O365



2018 PD&T Satisfaction Ratings

Overall Course Satisfaction

4/5: Very Satisfied with course offerings

Overall Value of Education for the Money

4/5: Very Satisfied with the value received

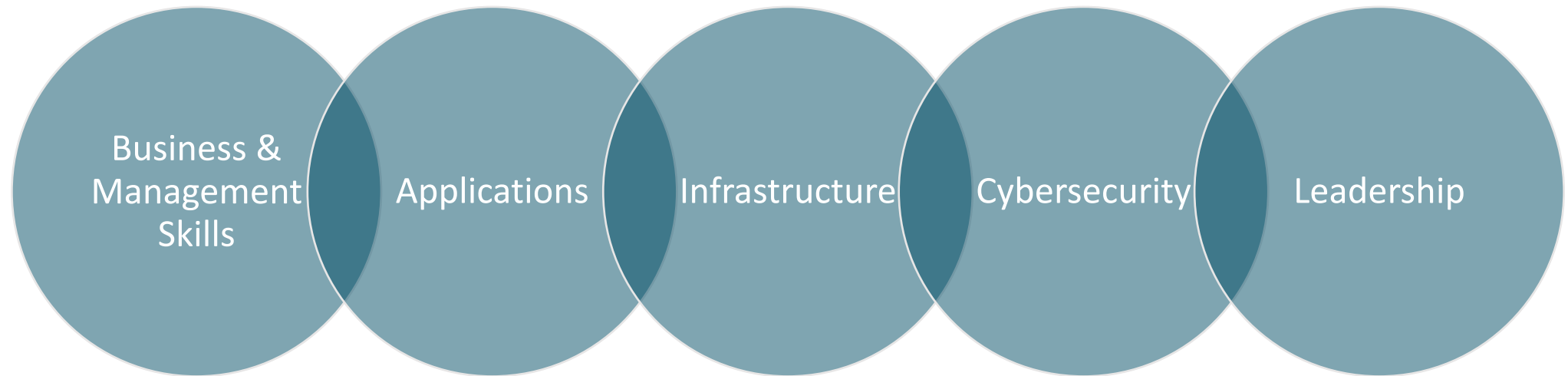
Overall Instructor Satisfaction

4/5: Very Satisfied with the quality of instruction

Note: Results based on 51% of participants.



Portfolio Categories



Upcoming Courses

- COBIT 5 Foundations (May 22-24)
- Microsoft 365 Identity and Services (May 27-31)
- Active Leadership for IT Professionals (June 5-7)
- Automating Administration with Windows Powershell (June 10-14)
- Cybersecurity Foundations (June 24-28)
- Azure Administrator (August 19-22)

Contact: Justin.Elliott@bc.net for PD&T Inquires



BCNET Mentorship Program

We are investing in the success of higher education IT leaders of tomorrow

- Currently in 12 Month Pilot
- 6 Pairings
- Support & Feedback
- Pilot Evaluation
- Future State of Program



BCNET[→]2019

Enterprise Resource Planning

ERP Systems are Critical to PSIs



- Manage essential PSI operations
- Enable effective planning and decision-making
- Considerable investment in IT & human resources
- Safeguard important and sensitive information
- Significant risk potential

Prerequisites to PSI Success



Governance and
Management
Structures



Functional
Subject Matter
Expertise



Contract and
Vendor
Management



Technical
Expertise

Common Challenges for PSIs

Swamped just
keeping the
lights on

- Mandated Functional Compliance
- Security Compliance
- Technical Currency
- Recruitment & Retention

No time to think
strategically

- Business Process Transformation
- Cloud Strategy & Architecture
- Privacy Implications
- Procurement & Vendor Strategy

ERP Office Key Services



Expert Services

ERP Strategy & Consulting
Banner& Colleague Support
Knowledge Base



Collaborative Initiatives

Banner Financial Aid
Colleague Ops & Projects
Integration Strategies



Vendor & Contract Management

Ellucian
OA Solutions
Oracle

BCNET[→]2019

Cybersecurity

Cybersecurity Services

Nessus Vulnerability Scanning Tool - 12 institutions



CIRA D-Zone Anycast DNS - 10 institutions

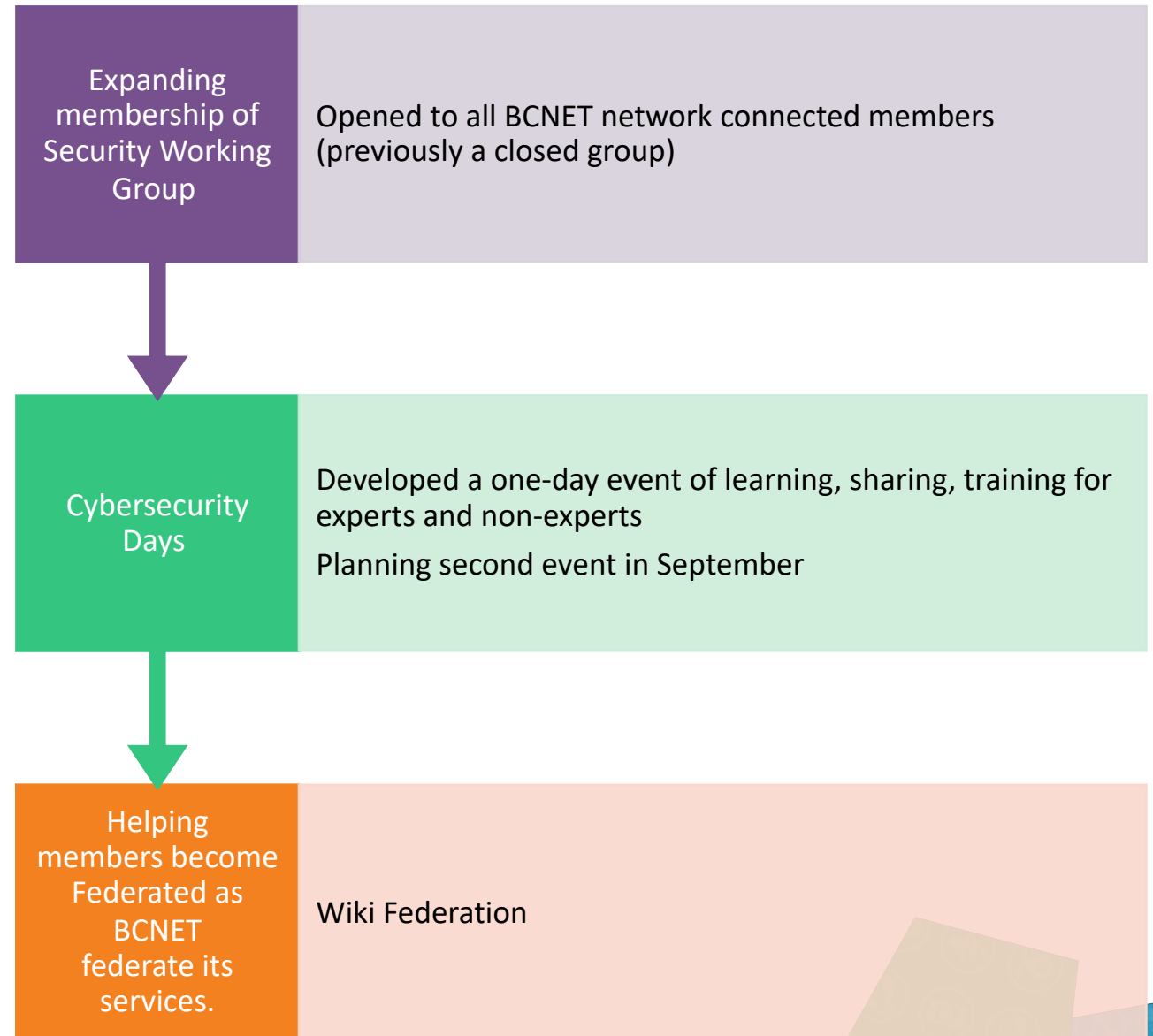


Sophos Next-Generation Endpoint Protection



BC Edutrust Federated Services - 6 institutions

Cybersecurity Services in Development



Committee's 3-Year Plan Development Process

Using industry standard frameworks such as NIST, COBIT 5 and CIS Controls we created categories or tracks to organize our goals

- Strategy /Governance
- Access/Control
- Identity Management
- Awareness & Training
- Vulnerability/Visibility
- Incident Response

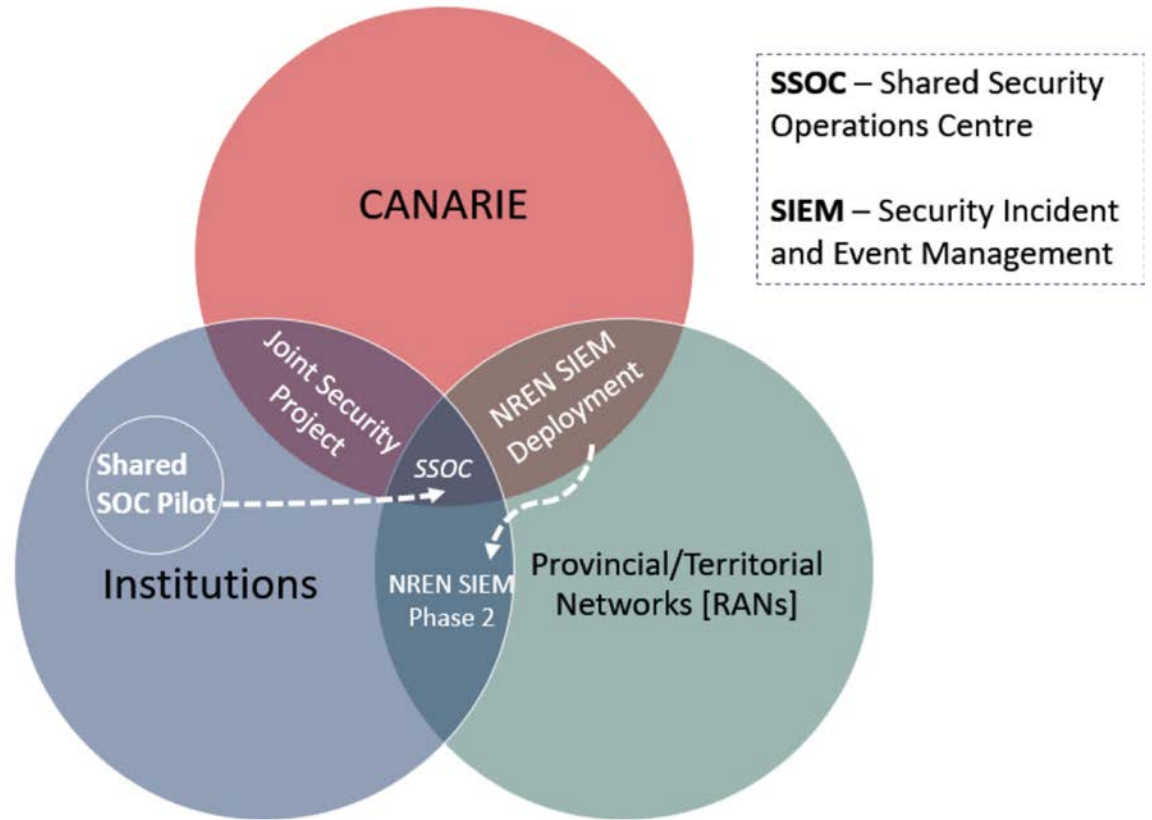


Projects for 2019/20

- Make the case for and standardize multifactor authentication
- Develop the case for cybersecurity awareness through phishing campaigns and standardize a tool
- Automate Nessus Vulnerability Scanning for members
- SIEM Community of Practice plans to build a roadmap on requirements for building / joining a SIEM environment
 - Best practices
 - Possible use cases
 - Required resources
 - Recommended policies of SIEM rollout

National Initiatives

- CANARIE's Participation in Ecosystem Security Projects



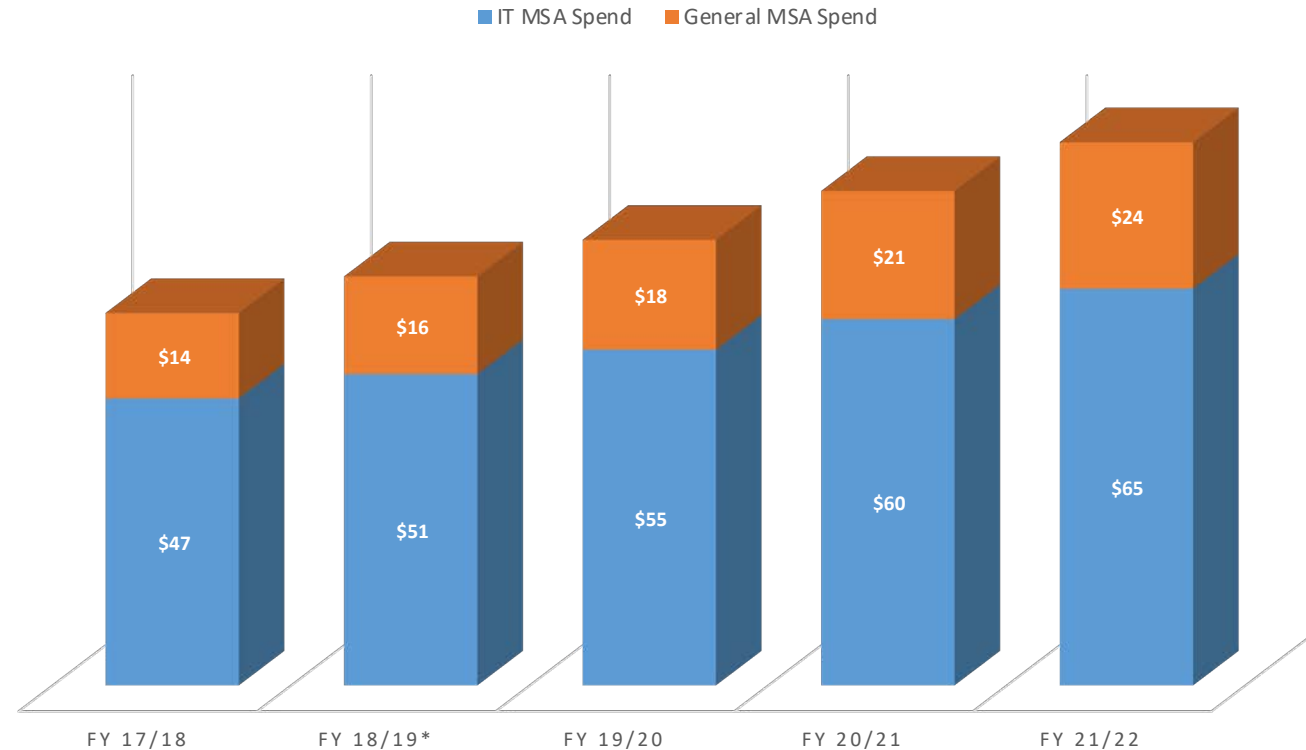
BCNET[→]2019

Procurement



- Category Committees & Working Groups
- Clear alignment to the vision
- Collaboration

Participating Spend Projection to 2022



IT MSA Contracts
General MSA Contracts
Participation Adoption Rate

FY 17/18	FY 18/19*	FY 19/20	FY 20/21	FY 21/22
23	36	42	48	50
11	17	25	31	35
44%	49%	56%	62%	62%

* Projected based on mid year

*based on Participating Spend

Member Success



Recently Announced



Completed Microsoft
Education Qualified User
Year 1 Licencing



Extended 2019 Adobe
Enterprise Licencing Term
Agreement



Executed the Global Electric
and Electronic Processing
(GEEP) Asset Disposal and
Remarking Services



Executed the TELUS Shared
Mobility Agreement

Underway



NEW END USER DEVICE
MASTER AGREEMENT



AUDIO VIDEO EQUIPMENT
AND SERVICES



MANAGED MOBILE DEVICE
SERVICES

In Planning



Hardware VAR
Agreement



Edge Switch
Agreements



Core Switch
Agreements



Firewall
Agreement



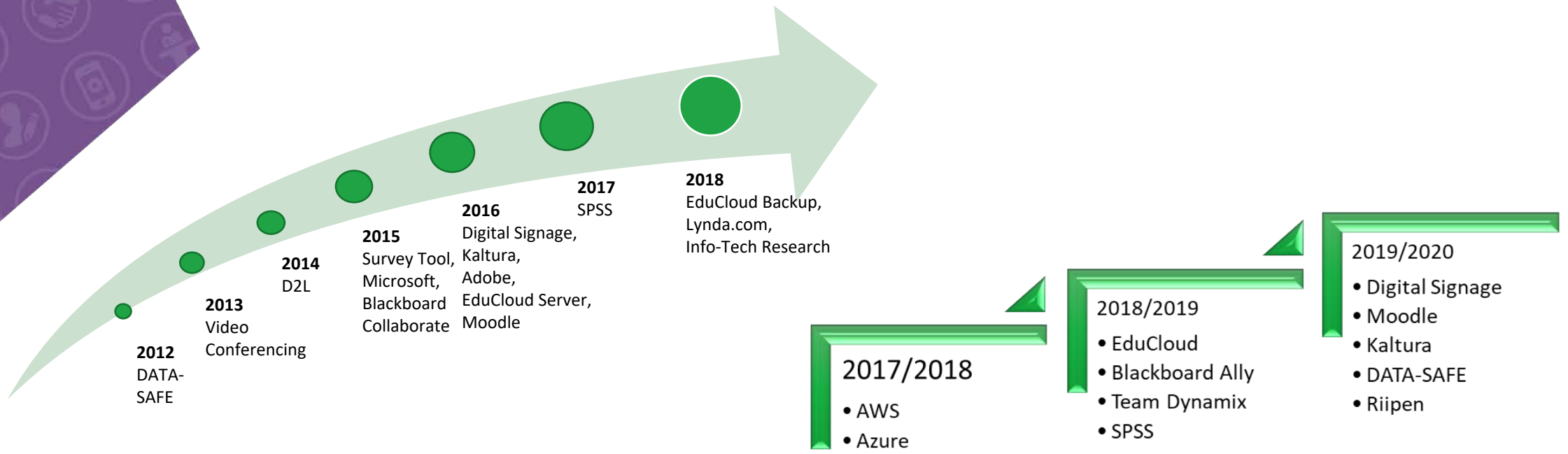
Online Survey
Tool



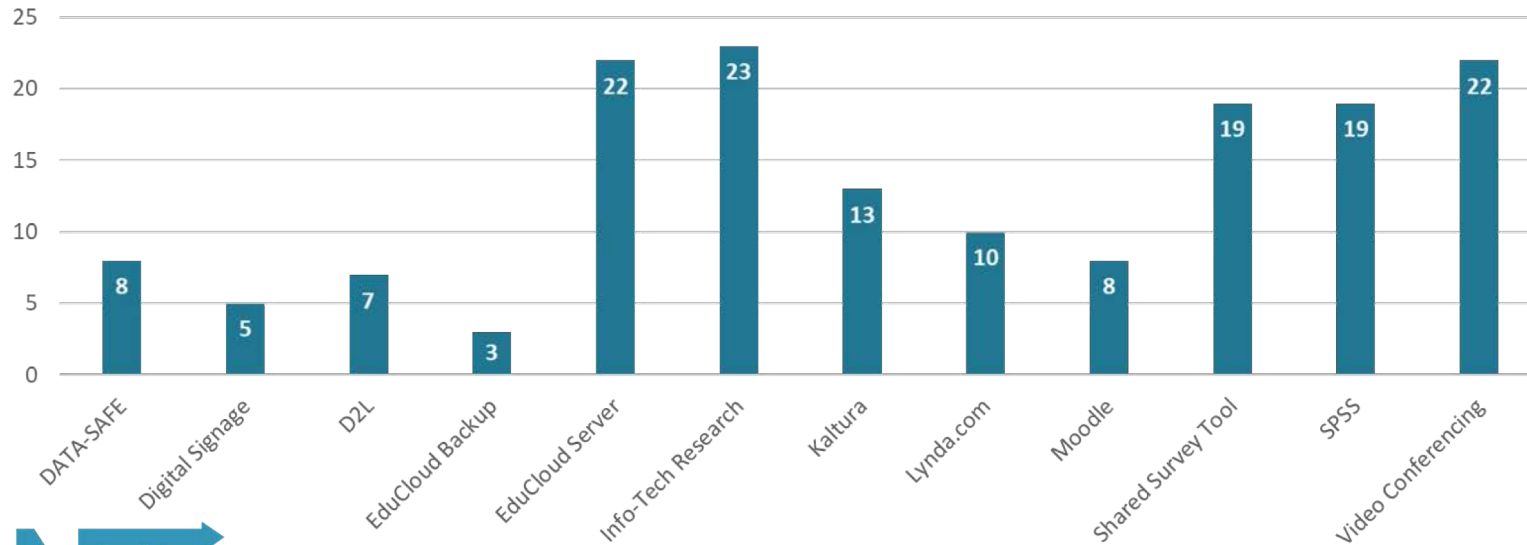
PSTN/SIP
Agreements

BCNET[→]2019

Shared Systems & Technology



Member Participation



Upcoming Services for FY19/20

EdTech

- BigBlueButton
- Blackboard Ally
- Riipen
- TurnItIn

IT Services

- EduCloud DR
- TeamDynamix

EdTech

BigBlueButton

- An open source web conferencing tool designed for classroom use
- Initial rollout will be to Post Secondary Institutions with Moodle as their LMS due to verified compatibility
- Anticipated Q2
- Hosted by BCNET, operated by current Moodle service operator
- BCNET service contact is Devon Keys, devon.keys@bc.net

Riipen

- An experiential learning platform that connects students with companies for work experience projects within the context of their studies
- For higher education members
- Anticipated Q3
- Supported by the vendor
- BCNET service contact is Devon Keys, devon.keys@bc.net

EdTech

TurnItIn

- Tools to engage students in the writing process, provide personalized feedback, detect plagiarism and assess student progress over time
- For higher education members
- Anticipated Q3
- Supported by the vendor
- BCNET service contact is Dean Crawford, dean.crawford@bc.net

Blackboard Ally

- An accessibility application that integrates with your LMS and aims at making digital course content accessible to all
- For higher education members (integrates with Canvas, D2L, Moodle, Blackboard Collaborate)
- Anticipated Q4
- Supported by the vendor
- BCNET service contact is Devon Keys, devon.keys@bc.net

IT Services

EduCloud DR

- A disaster recovery solution to allow VM and workloads to be replicated offsite in the Q9 Data Centre in Kamloops
- All BCNET members
- Anticipated Q2
- Hosted by BCNET, operated by a BCNET member
- BCNET service contact is Dean Crawford, dean.crawford@bc.net

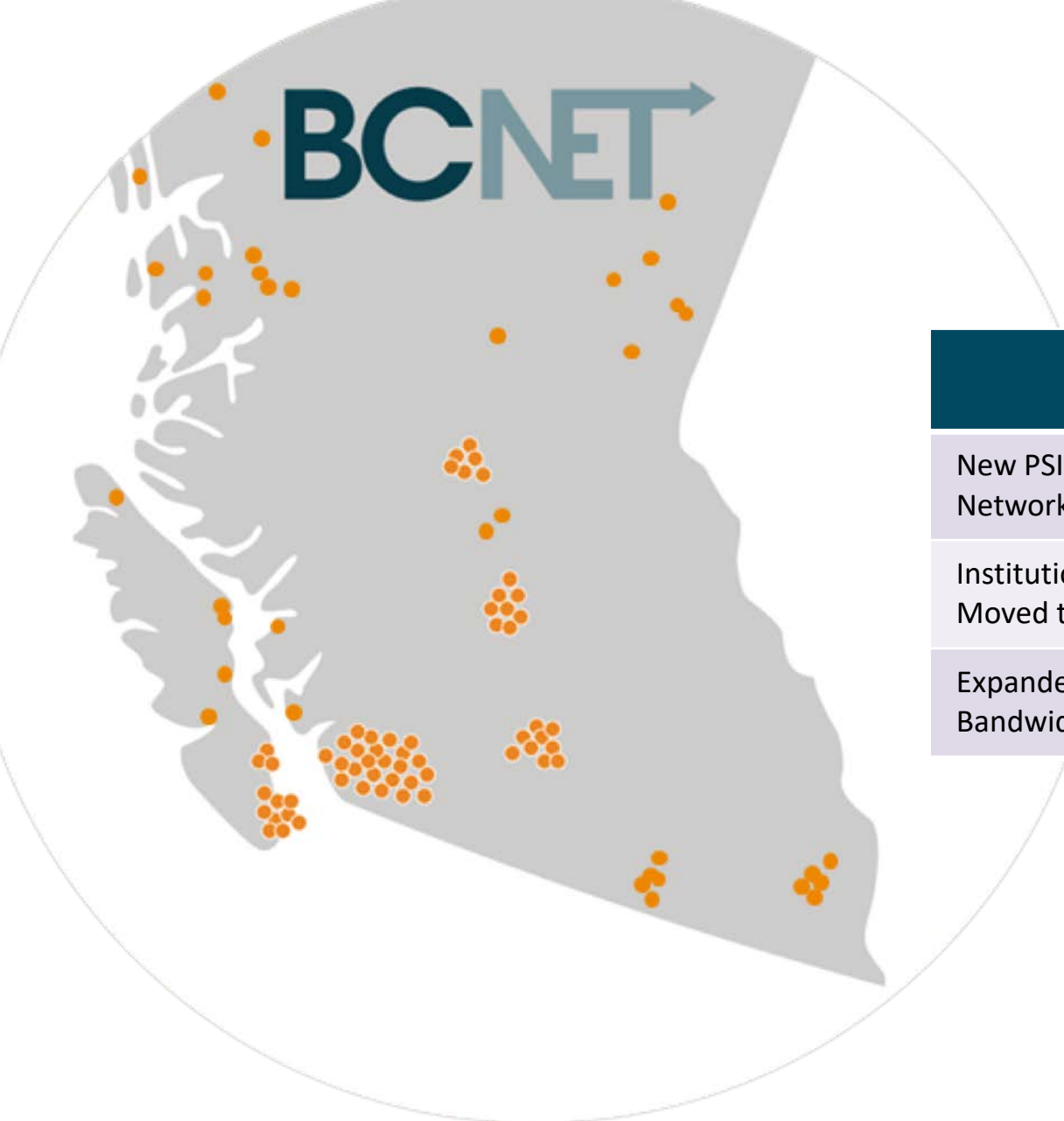
TeamDynamix

- A ticketing, project and portfolio management software solution specifically tailored to accommodate the needs of Higher Education
- All BCNET members
- Live offering as of Q1
- Supported by vendor, BCNET CoP to be implemented
- BCNET service contact is Devon Keys, devon.keys@bc.net

 #BCNET2019

BCNET[→]2019

Network



Network Expansion Project

We added **101 new PSI sites** with
138 Gbps new bandwidth

	2013	2014	2015	2016	2017	2018
New PSI Network Sites	1	5	20	36	62	101
Institutions Moved to BCNET	1	3	6	9	13	18
Expanded Bandwidth Gbps	0.3	1.9	27.0	31.8	114.8	137.8

17% more sites than budgeted
28% under the budgeted circuit costs



Member Connectivity

- 48 new member connections
- 3 upgrades
- Fibre in use by 15 members
10,017 FKm

100G Activities

- 3 Members @ 100G
- SC18 Collaboration Demo
- EduCloud Kamloops
- CANARIE Upgrades

Network Operations

Infrastructure

- WDM 100G Upgrade
- HW Decommissions
- HVAC Upgrade

Service Introductions

- Apple Caching: 11 participants
- Network Performance
<https://www.bc.net/advanced-network/network-performance>
perfSONAR and SpeedTest

Highlights of the Past Year



Upcoming – Member Support Improvements

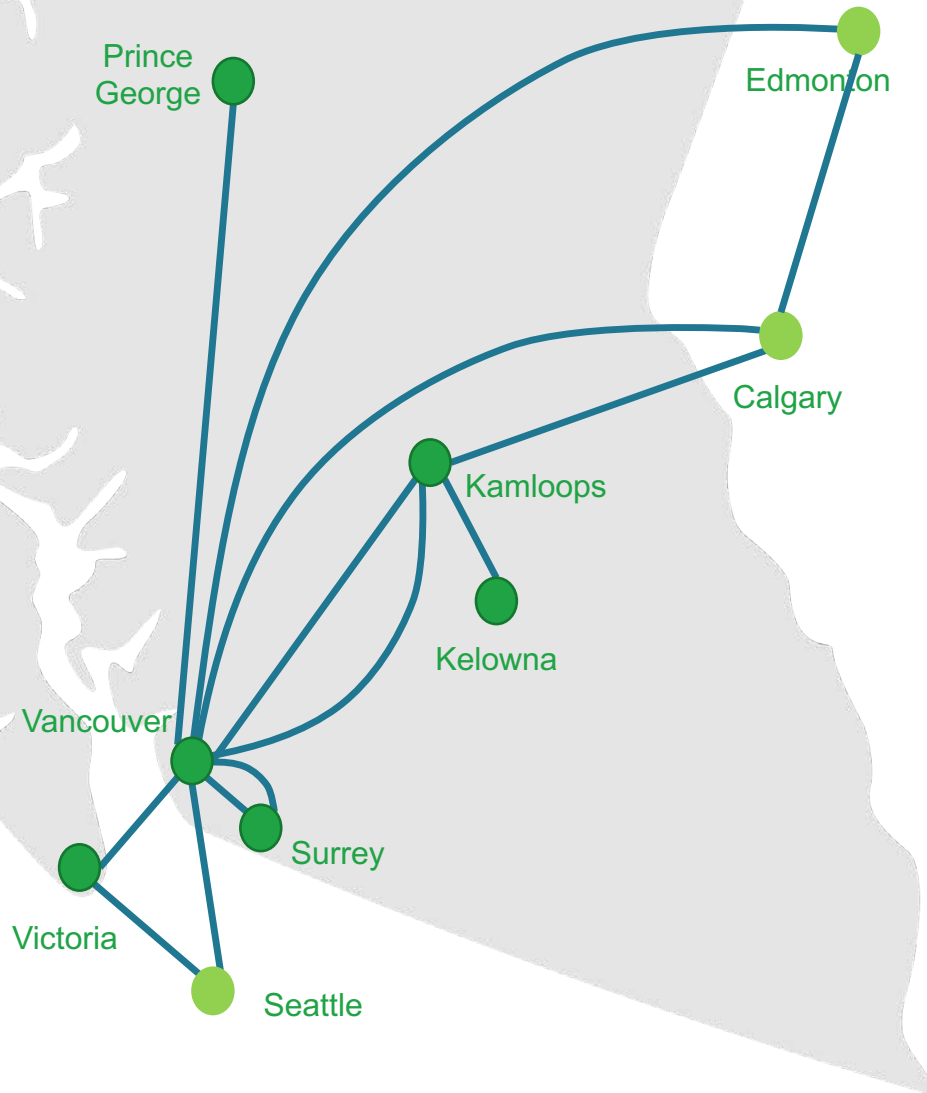
Connection Requests

- Request Form
- Streamline intake
 - new campus
 - upgrade
 - diverse

Circuit Monitoring

- Baseline all circuits
- L2 up / down
- Collaborate on
 - priority
 - escalation

Infrastructure for Members



- Inter-Exchange Connectivity
 - Increase resiliency
 - Focus: Prince George, Kelowna
- Capacity Review
 - Consultation
 - High volume members + peers
- Support BCNET Portfolios
 - Shared Services: EduCloud
 - Cybersecurity





BCNET[→]2019

Questions?



#BCNET2019





BCNET[→]2019

How can we help?

Contact us at: clientservices@bc.net

Thank you!

 #BCNET2019

