

The Canadian Data Centre Excellence Awards: 2020

CDCXA20

*Celebrating excellence in the Canadian data centre/
IT service delivery community*

The Organizing Committee for GDCS20 is proud to
present a CDCXA20 award in the category of

COVID-19 Crisis Response

To

The British Columbia Institute of Technology

Canadian Data Centre Excellence Award: 2020
Presented on behalf of the GDCS20 organizing committee

COVID-19 Crisis Response

*Recognizing excellence
in supporting
operational responses
to the 2020 pandemic*

**British Columbia Institute
of Technology (BCIT)**

September Readiness Initiative

The September Readiness Initiative

The September Readiness Initiative addressed BCIT's need to ensure that learning and teaching could continue beyond the end of summer 2020. For IT Services, the mandate was to enable all students and faculty to access the software they need to be successful without having access to physical labs on campus. The solution was to transition to a brand-new-to-BCIT platform to stream published academic apps that would run on client devices.

Response to the COVID-19 crisis required IT to completely change the way BCIT provisioned academic software to its students. Key steps in the process included:

- Developing a complete inventory of academic applications
- Enabling the transition from lab-dependent courses to lab independence
- Obtaining "ASAP!" remotely-delivered training for IT staff
- Eliminating IT department silos
- Tight focus on seamless user experience
- Extensive collaboration, within IT and with all stakeholders, involving upper management (VPs, Deans), middle management (including operations managers and program heads) and end-users (faculty and students)

