

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 University of British Columbia

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*

**University of
British Columbia**



**THE UNIVERSITY
OF BRITISH COLUMBIA**

COVID-19 Crisis Response

As was the case in many institutions, ensuring continuity of instruction and business operations was the primary focus of UBC's initial response to the need to curtail the majority of on-campus activity.

To support of the transition to the new work/study from home model, UBC IT:

- Deployed 350 new fully configured and secured computers to faculty and staff working from home.
- Acquired and deployed new equipment to increase infrastructure capacity to accommodate 8500 concurrent users of the virtual private network (VPN) typically used by staff for secure access to 145 critical UBC applications.
- Boosted data download capacity for students housed in residence to accommodate their anticipated learning and social needs during the pandemic.
- Fully virtualized the IT Service Centre while handling a 33% increase in the number of support tickets, maintaining a 95% customer satisfaction rating.
- Enhanced connectivity for overseas students
- Developed and published materials to support faculty and staff transitioning to working from home.

These activities were in motion simultaneously with nearly all UBC IT staff, about 550 employees, moving to work from home.



GDCS20:
Better than Live!