

Information Technology Services Update

The development of the Digital Campus Plan is a key action in the Humber strategic plan that describes our aspirations to be a 21st century institution. The Digital Campus will prepare our students for changing work environments often from the introduction of new digital technology.

One of the principles in the Digital Campus Plan, is that Digital is for everyone in the Humber community. The digital “tent” is expansive and leadership for digital initiatives will be shared. It is also important that Information Technology Services be ready to support the community on this journey. For this reason, I am announcing two changes to the ITS organization which are outlined below.

1. A new portfolio **Digital Solutions** has replaced Technology Services and includes the Infrastructure and Integrated Client Technology teams. This portfolio will include the leadership for delivering services to the Barrett Centre for Technology Innovation (BCTI) and several Digital Campus initiatives including academic software virtualization, next generation “Onecard”, new Learning Management System and virtual personal assistants. **This new portfolio will be led by Ryan Burton as Director, Digital Solutions.**

2. The **Client Services** portfolio provides services to students, faculty and staff by providing first level support 24 hours a day, seven days a week through the Support Centres and on-site support in classrooms, labs and administrative spaces. The services in this portfolio also includes technology procurement & deployment, digital signage, telecommunications, and audio/visual support for major events at Humber.

It is with great pleasure that I would like to announce the appointment of Tanya Goncalves as Director, IT Client Services.

Tanya was previously Manager, Technology Support in ITS for the last seven years. In this role, Tanya led a team of staff and students to provide technical support to all academic and administrative spaces across all Humber campuses. The work of this team is critical to ensuring successful semester startups as well as the conclusion of construction & renovations projects as clients move into new spaces. Under Tanya's leadership, the team has successfully developed and provided technical services for the Skills Ontario competition for the last 3 years.

Tanya is a Humber graduate and originally joined Humber in 2000. For her first nine years at Humber, Tanya worked in two academic schools – the School of Information Technology & Accounting and the School of Applied Technology. Tanya volunteers as a Skills Work! Mentor and works with young women in high school that are exploring future employment in the areas of skilled trades & technology.

Please join me in congratulating Tanya and Ryan on their new roles!

Scott R. Briggs
Chief Information Officer