The MAD team works hard all year to ensure that our students, staff and faculty receive the best user experience. Here is an overview of our activities:

**Personnel changes:**

After working for over 38 years in this faculty, Marko Dumancic will retire on July 1. For a two-year period – effective June 1, Don Duff-McCracken will serve as Director while Mary Burden will take on the portfolio of Technical Services Manager (as well as Client Services Manager).

**Infrastructure Upgrades, Lab and Workshop changes:**

- Just prior to the start of spring term, MAD upgraded/refreshed 20% of the Windows and Macs in the teaching labs.
- IST has replaced some of the HP network switches with new Cisco gear. The HP switches were installed in 2007. All ENV switches will be replaced by 1H 2019.
- Two new Hyper-V hosts (Dell Servers) were added to the compliment of administrative Hyper-V hosts in ENV.
- WESEF provided support for many new Workshop items such as two 3D printers (which will eventually be placed in the General Use Computer Lab), one 3D scanner, five Arduino Kits and many of the items required for ENVigorate 2019.
- MAD is working on updating all Environment “university owned” Windows computers from Windows7 to Windows10.
- The multimedia spaces (sound room, photo studio, dark room) have seen a massive increase in usage over the last year.

**Course Support:**

- The Geospatial team provided course support for the *award winning* Geog 181 (online), 187, 310, 271, 371, 471, Plan 105, Geog/Plan 281, 381, 387, 481, 487 and Avia 474.
- The Workshop provided course support for Plan 313, Integ 320/321 and Integ 375.

**Projects:**

- After the August 2017 dry run, MAD was involved in the organization and moving of staff and faculty in EV1 during the EV1 power upgrade.
- Course enrollment data: Working on Phase 2 of the Enrollment/Quest data duties.
- Office 365 email
  - Last year, all staff, faculty and graduates received access to 5TB of cloud storage and to an online Office suite with the ability to install Office on five personal devices. A new project is underway to look at moving these groups to the email portion of the O365 suite.
We are now using Microsoft System Centre Configuration manager (SCCM) to manage and deploy lab Macintosh computers.

MAD is exploring Virtual Reality (VR) and Augmented Reality (AR). To this end MAD staff have attended VR/AR workshops, discussed collaborations with others interested in using the technology on campus, and begun building an AR sandbox.

The spring of 2018 saw several personnel changes within CCIN. During the last year, MAD has been heavily involved (125+ hours) to deal with hardware, infrastructure, web development and procurement as the transition to new hires took place.

James McCarthy, the guy behind the Goose Watch app, worked with the Student Success Office to launch the app using a series of humorous videos. The media coverage ranged from Dave FM to Kitchener Today to CBC KW.

**Development/Training and Outreach:**

- Mary & Don are participating in OHD’s Leadership Foundations program.
- James McCarthy attended the Open Source Summit conference held in Vancouver.
- Dan Beaver attended the Woodstock Woodworking Show.
- MAD participated in the ENVigorate Festival by hosting a workshop making laser engraved coasters, mountain shelves, string art as well as a Photogram Workshop in the Darkroom.
- Co-hosted the annual GIS Day event with the Library Geospatial Centre.

**Committees:**

MAD staff continues their efforts to collaborate with IT and non-IT groups campus-wide. To that end, MAD has maintained its participation/involvement in campus committees and projects that include among others: Faccus (Faculty Computing User Support Group); WNAG (Windows Network Advisory Group); CTSC (Computing Technology & Services Committee); UCIST (University Committee on Information Systems & Technology); Macintosh Users Group; Google Analytics Working Group; IA Working Group; Campus Map and Open Data Working Group; WAC (Web Advisory Committee), Faculty Health & Safety, Faculty Council.

MAD
April 25, 2019