BCNET

ANNUAL REVIEW
2022/2023

About BCNET

BCNET serves as a not-for-profit, collaborative, shared services organization dedicated to the needs of its members: B.C.'s higher education and research institutions. We offer an array of shared solutions in networking, information and educational technology, cybersecurity, and procurements to help members reduce costs, maximize efficiencies, enhance service quality, empower digital transformation and support their missions.

What We Offer

Efficiencies
Our collaborative approach to sourcing technology services and contracts helps to reduce costs, minimize duplication and streamline efficiencies.

Service Excellence
We are committed to delivering service excellence that is responsive, reliable, and available to our members.

A Catalogue of Services
We offer an extensive catalogue of over 130 cost-effective technology products and services, and general/IT contracts.

Commitment to Equity, Diversity and Inclusion
BCNET fosters a culture of inclusion, where everyone is welcomed and valued. We embrace equity, diversity, and inclusion as a source of our strength, allowing everyone to contribute and thrive.

Message from **The Chair**

It's an honour to serve as BCNET's new chair of the Board of Directors.

I would like to thank Gayle Gorrill, former vice-president of finance at the University of Victoria, for her outstanding leadership and commitment during her tenure as chair. We are grateful for her continued service as the Board's past chair.

In 2022–2023, BCNET remains focused on delivering its priorities in the 2022–2027 strategic plan that define our evolution for success. This plan positions BCNET well for the future, demonstrating our proven ability to drive efficiencies and service excellence across British Columbia's higher education sector.

BCNET remains true to its mission, vision and core values of collaboration, innovation and responsiveness and ensuring it serves the best interests of the membership. This year, the Board of Directors worked with the executive team to develop a framework to help BCNET grow and evolve while ensuring service excellence with that mission, vision and core values.

The principles of the framework underscore BCNET's steadfast commitment to delivering exceptional value for members that continuously reflect members' needs. It will also support BCNET's portfolio of services, assessing existing capabilities and capacities before venturing into new services.

In 2023, BCNET welcomed Native Education College (NEC) as its 44th member. NEC provides a culturally appropriate and supportive learning environment for Indigenous learners, within available resources. We embrace NEC as a new participant in the higher education community as everyone benefits when they can access such a powerful community of institutions, big and small, and learn from each other.

I would like to thank the Board for its leadership and oversight of BCNET. I would also like to acknowledge the BCNET Team for their dedication and great progress on delivering our priorities over the past year.

Today, we are stronger, and better prepared for the future. I look forward to another year of shared success.

JMBurns

Jennifer Burns | Chair

Message from **The President & CEO**

I am pleased to share our annual report highlighting BCNET's performance and achievements for the fiscal year. This was another stellar year, focused on BCNET's mission of delivering exceptional value by building on the collaborative spirit of the community.

We are thrilled to mark another year of extraordinary growth in the adoption of BCNET services. The increasing use of services is indicative of our members' support for our comprehensive catalogue of technology services and procurement agreements.

In alignment with our five-year strategic priorities, we continue to enhance stakeholder relations to better understand members'

needs, increase awareness of our service offerings, extend support and deliver outstanding value. This year, 275 members actively engaged in service committees and working groups to inspire and influence our service direction.

In 2022, BCNET successfully planned and delivered key network projects to enhance the network's reliability, security, resilience and capacity. Network traffic volumes reached a staggering 247 petabytes for 177 higher education and research sites. Members depend on this world-class infrastructure to prepare the leaders of tomorrow and undertake ground-breaking research to innovate and solve some of the pressing problems confronting us.

Cybersecurity remains a top strategic priority. This year, we were effective in engaging with members to support the use of security services and tools. The outreach initiative achieved outstanding results in the adoption of CANARIE's Cybersecurity Initiatives Program and BCNET services. Access to these cybersecurity resources will strengthen the sector with advanced technologies, improved processes, and broadened expertise.

Procurement services tracked outstanding growth this year with a 33 per cent increase in sectoral spend to a record $124 million. Today, members have access to 97 procurement agreements, creating better efficiencies and savings for the sector.

In closing, I would like to thank our members, stakeholders, staff and the Board. We are incredibly grateful for your support and the confidence you place in BCNET. Our success as an organization is a result of your continued trust and support.

Thank you to the Board of Directors for your commitment, guidance, vision and belief in the collaborative approach to delivering shared services. Thank you to our staff for your continued dedication and remarkable and meaningful contributions.

We have a lot to be grateful for at BCNET. Looking ahead, we will continue to strive to do more for the sector and deliver exceptional value for all. I look forward to another year of collective success and continued growth.

Bala Kathiresan
President & CEO

Our dedicated, dynamic, and diverse team is at the heart of BCNET's success. Our talented staff understand the value and purpose of our mission and strive to deliver on our strategic promises through teamwork, collaboration, and innovation.

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Delivering On Our Promise
Strategic Priorities 2022–2027

In a continuously changing landscape, the BCNET strategic roadmap purposefully charts our direction—setting our course for the future. The roadmap serves to shape our evolution and growth, and renew our priorities, while aligning with our existing vision, mission, core values and areas of strategic focus.

The five-year priorities reflect BCNET's commitment as a member-driven services organization focused on delivering value for public, post-secondary and research institutions. As we look to the future, BCNET's growth will be purposeful and aligned with our mission and we will be responsible for the quality and integrity of our services.

MEMBER SERVICES

Network Services
Enhance the reliability, security, resilience, and capacity of the network to ensure our members can depend on this infrastructure and take advantage of evolving technologies.

Cybersecurity
Assist our members in achieving and sustaining an appropriate cybersecurity posture.

Shared Solutions
Advance the provision of, and value from, shared services and procurement.

STAKEHOLDER RELATIONS

Resource Sharing and Collaboration
Enhance opportunities for collaboration, including facilitated sharing of resources.

Business Relationship Management
Evolve the account management function to expand how BCNET supports members' needs and expectations.

BCNET ORGANIZATION

Purposeful Growth
Put in place a framework for growth and expansion of services.

Talent Acquisition and Development
Recruit, develop and retain specialists in support of the member services and stakeholder relations priorities, notably those with expertise in cybersecurity and the network.

Results Oriented
Continue to track and report our performance with the view to demonstrating achievements in relation to the strategic priorities and value to the members.

The Year in Review
2022–2023

The Year in Review
By the Numbers

Our membership of 25 public, post-secondary institutions continued to participate this year in our extensive portfolio of cybersecurity, procurement, education, information technology, network, and professional development services.

In 2022/23, we engaged with stakeholders to grow our portfolio of services and advance service adoption, **achieving $134 million in total spend—up 30% from a year earlier.**

TOTAL SPEND FOR BCNET SERVICES
The increased spend for services is indicative of our members' adoption and support for our comprehensive portfolio of 130+ technology services and procurement agreements.

$134 MILLION

100%
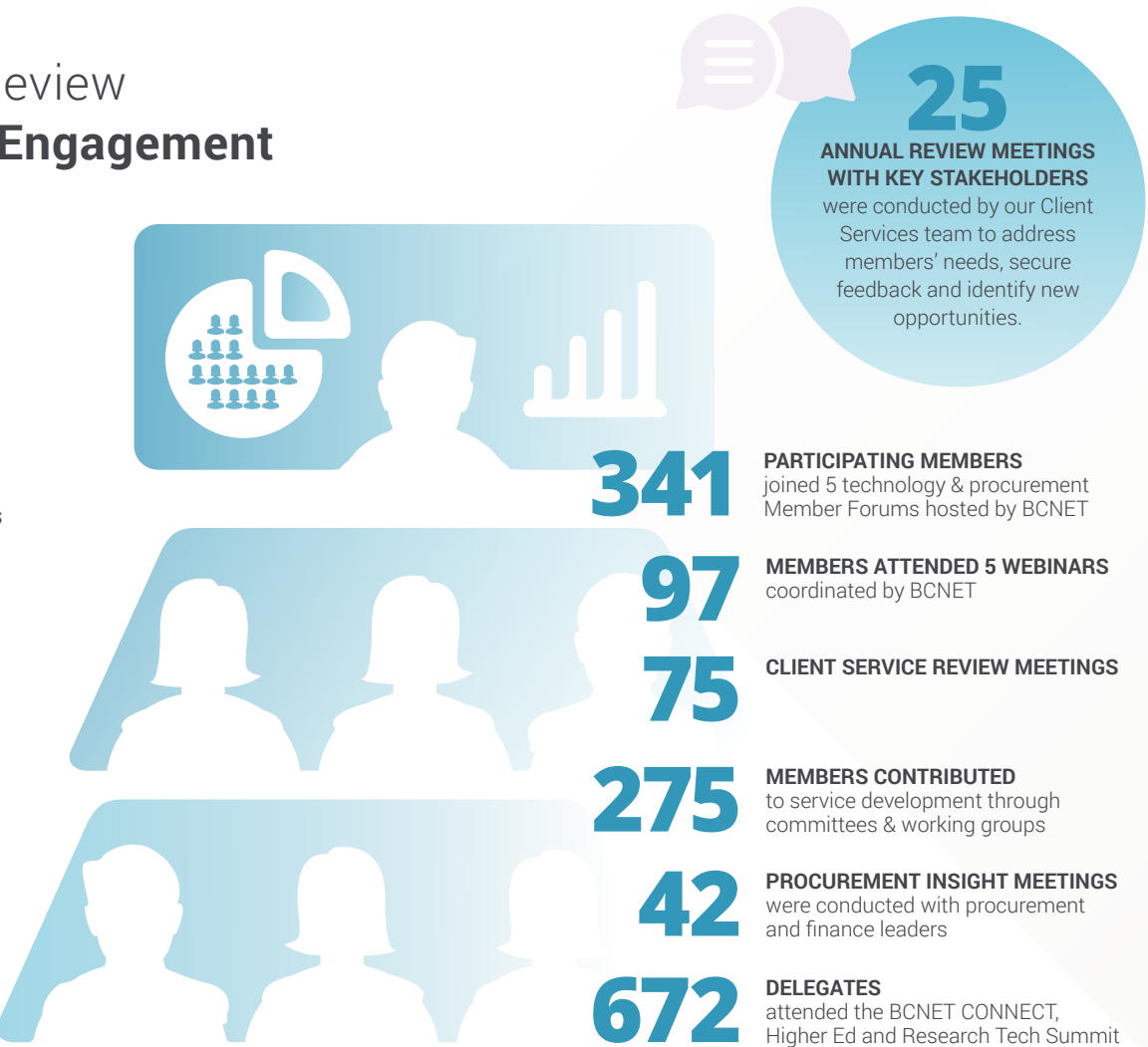OF PSI MEMBERS PARTICIPATE IN BCNET SERVICES

25
PUBLIC, POST-SECONDARY INSTITUTIONS
participate in our extensive portfolio of cybersecurity, procurement, education, information technology, network, and professional development services.

Year	Change	Spend
2019/20	↑9%	$88M
2020/21	↓-8%	$81M
2021/22	↑27%	$103M
2022/23	↑30%	$134M

The Year in Review
Stakeholder Engagement

We remain dedicated to our priority of stakeholder engagement and member relationship management outlined in the five-year strategic plan.

We cultivated high levels of member engagement through outreach, client meetings, committees and working groups.

25
ANNUAL REVIEW MEETINGS WITH KEY STAKEHOLDERS were conducted by our Client Services team to address members' needs, secure feedback and identify new opportunities.

341
PARTICIPATING MEMBERS
joined 5 technology & procurement Member Forums hosted by BCNET

97
MEMBERS ATTENDED 5 WEBINARS
coordinated by BCNET

75
CLIENT SERVICE REVIEW MEETINGS

275
MEMBERS CONTRIBUTED
to service development through committees & working groups

42
PROCUREMENT INSIGHT MEETINGS
were conducted with procurement and finance leaders

672
DELEGATES
attended the BCNET CONNECT, Higher Ed and Research Tech Summit

The Year in Review
Network Services

Enhancing Network Performance and Security
In alignment with BCNET's strategic plan, we remain committed to strengthening and expanding the Advanced Network infrastructure. This Network provides purpose-built, secure, and ultra-high-speed information networks and services dedicated to the unique needs of universities, colleges, and research institutes.

Cost-Effective Firewall as a Service
Planning is underway for a sector-wide, firewall solution. This service will offer a centrally managed option to simply, securely and cost-effectively manage firewalls.

The Firewall as a Service simplifies the hardware administration, reduces hardware expenses and maintenance, improving efficiencies and saving institutional time and resources in managing their on-premise equipment.

The Year in Review
Network Services

Throughout 2022–2023, we continued to enhance the reliability, security, resilience, and capacity of the network. Members depend on this high-performance infrastructure to deliver critical online services and new technologies for students, researchers, faculty, and staff.

Key Metrics

247,434,980
GIGABYTES OF NETWORK TRAFFIC TRAVELED TO THE ADVANCED NETWORK IN 2022/23

10
NETWORK CIRCUITS RENEWED FOR 5 MEMBER INSTITUTIONS, HELPING TO REDUCE THEIR COSTS BY 38% AND INCREASE BANDWIDTH BY 36%

100%
OF B.C.'S PUBLIC, POST-SECONDARY INSTITUTIONS CONNECT TO THE BCNET ADVANCED NETWORK

7 TRANSIT EXCHANGE POINTS IN BC were upgraded, allowing internet providers and higher ed and research members to interconnect for faster, cheaper, and more robust network services.

THE KAMLOOPS TRANSIT EXCHANGE was moved to the Equinix Kamloops International Business Exchange® (IBX®) data centre, provisioning access to robust ecosystems in Western Canada.
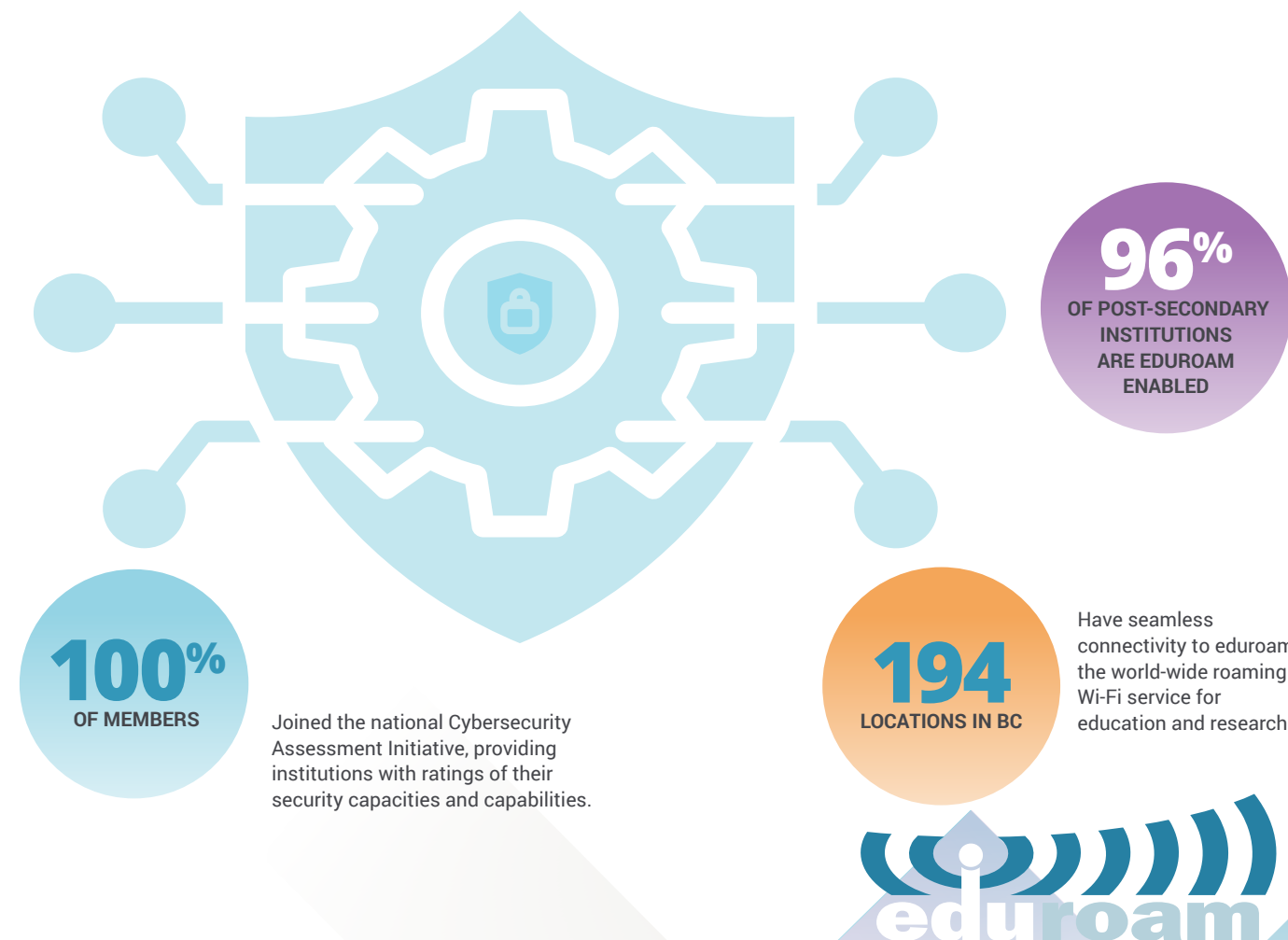
BUILDING THE 7TH TRANSIT EXCHANGE IN NANAIMO on Vancouver Island will increase the reliability and resiliency of the core network infrastructure and improve connectivity to institutions on Vancouver Island.

2.43%
INCREASE IN ADVANCED NETWORK TRAFFIC IN 2022/23 OVER THE PREVIOUS YEAR

5
ADDITIONAL MEMBER SITES WERE CONNECTED IN 2022/23

Prince George

Edmonton

Kamloops

Kelowna

Calgary

Vancouver

Surrey

Nanaimo

Victoria

Seattle
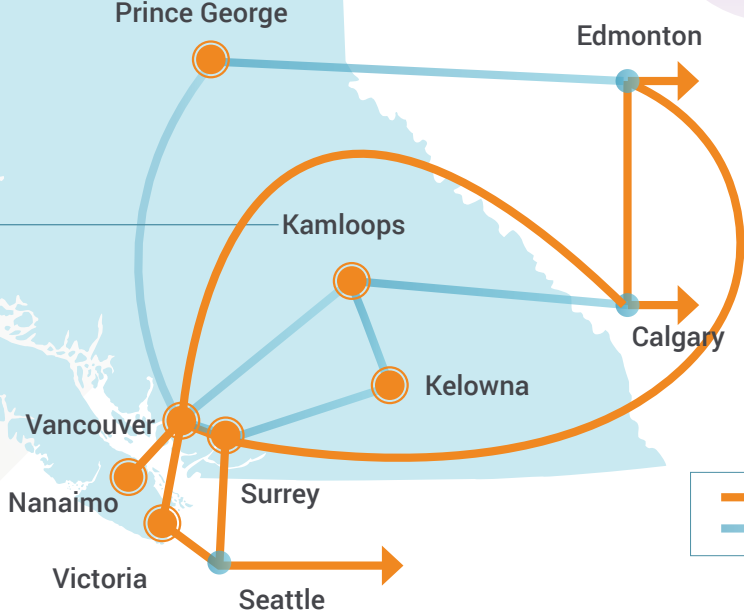
NREN
BCNET

The Year in Review
Cybersecurity Services

In the Canadian landscape, BCNET has played an important role in collaborating with provincial and territorial partners of Canada's National Research and Education Network (NREN) to improve the security posture of the higher education and research sector. Through extensive engagement, we were effective in strengthening the entire sector with advanced technologies, improved processes, and broadened expertise.

This year, BCNET worked with members to support the adoption of the National Cybersecurity Assessment initiative, a CANARIE-funded service that provides an annual, comprehensive assessment of members' cybersecurity capabilities and capacities against the NIST Cybersecurity Framework. The service identifies cybersecurity gaps at the regional and national levels, guides future cybersecurity investments by the NREN and helps to inform members' cybersecurity plans and investment strategies.

100%
OF POST-SECONDARY INSTITUTIONS USE THE CANADIAN ACCESS FEDERATION'S IDENTITY AND ACCESS MANAGEMENT SERVICES

The Canadian Access Federation (CAF) is the trust framework for managing digital identities in higher ed & research.

For higher ed and research institutions that participate in CAF, their login credentials are trusted by nearly 3,000 services and by more than 10,000 eduroam Wi-Fi hotspots around the world.

96%
OF POST-SECONDARY INSTITUTIONS ARE EDUROAM ENABLED

100%
OF MEMBERS

Joined the national Cybersecurity Assessment Initiative, providing institutions with ratings of their security capacities and capabilities.

194
LOCATIONS IN BC

Have seamless connectivity to eduroam, the world-wide roaming Wi-Fi service for education and research.

eduroam

BCNET Receives MISA Associate Partner of the Year Award

In 2022, we received the Municipal Information Systems Association (MISA) Award. The award acknowledges our leadership, innovation, and achievements in municipal information technology in B.C., as well as our collaborative role in forming alliances and affiliations with various levels of government and IT vendors to build municipal fibre networks.

Alliances to Better Serve Citizens in B.C.
For over 20 years, we have facilitated cooperative relationships with B.C.'s municipalities, higher education institutions and IT vendors to deliver technology services for the province's universities, colleges, institutes, hospitals, and research organizations. These partnerships have provided BCNET and B.C. municipalities with opportunities to utilize high-speed network infrastructure for our collective stakeholders.

Better Access for 266,670 Students in 7 Municipalities
Working with the cities of Kamloops, Kelowna, Vancouver, Coquitlam, New Westminster, Surrey, and Prince George, BCNET utilized municipal fibre optic infrastructure to bring high-speed connectivity to 266,670 students at 16 higher education and research member institutions. Our network infrastructure is the gateway to Canada's National Research and Education Network, unlocking opportunities for online

"Our partnership with BCNET has opened new opportunities for Surrey to build and expand fibre optic network infrastructure. We leveraged their expertise with telecom companies, utility organizations, outside plant construction and national network providers to rapidly advance broadband for community initiatives such as health technology innovation, university district growth and digital inclusion. The BCNET partnership advances the City's Broadband Strategy in building a world-class connected city."

GEOFF SAMSON, Manager, Strategic Projects, City of Surrey

education, enabling researchers to solve some of society's greatest challenges, and helping to bridge the digital divide.

High-Speed Access for Business, Innovation and Research in Local Municipalities
High-speed networks are attracting leading health, research, and technology firms and supporting many civic initiatives, such as smart cities, broadband advancements, improved internet/networks for businesses and
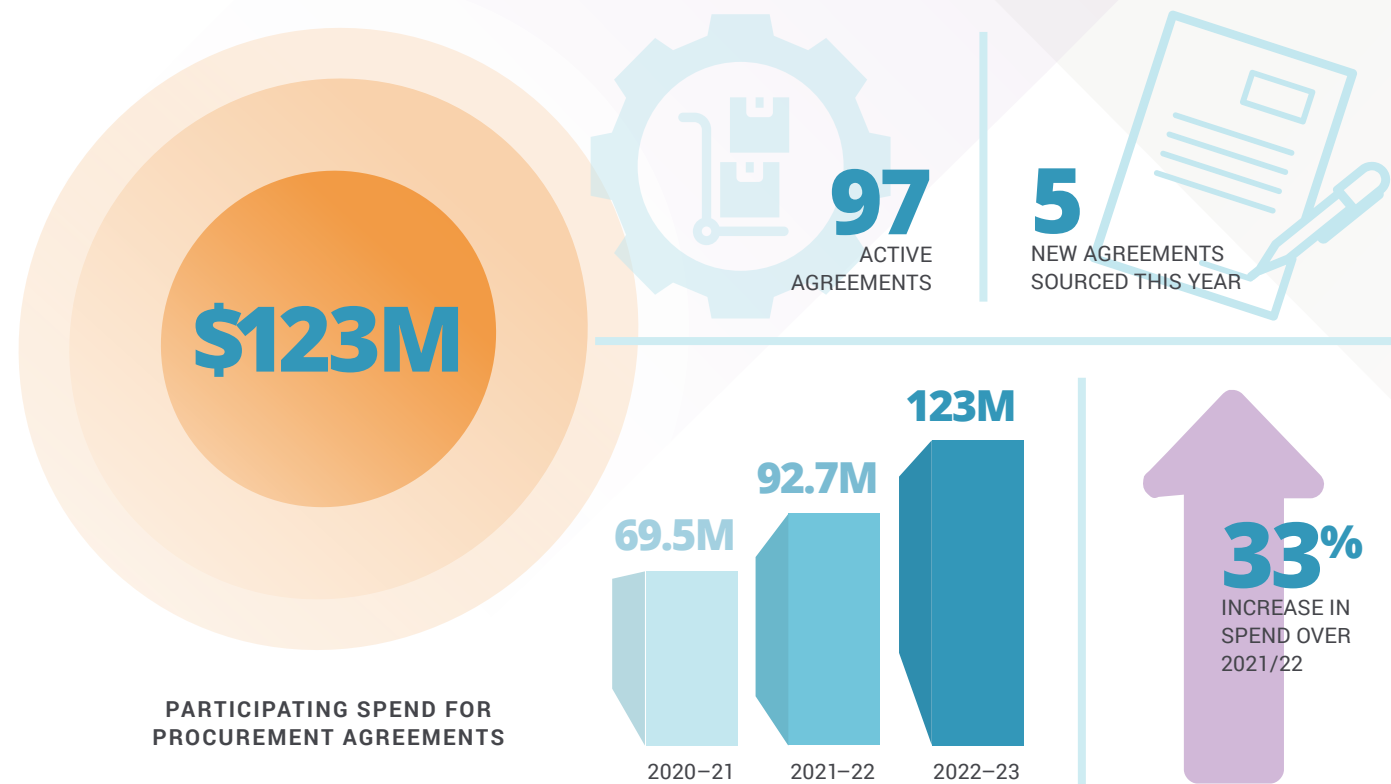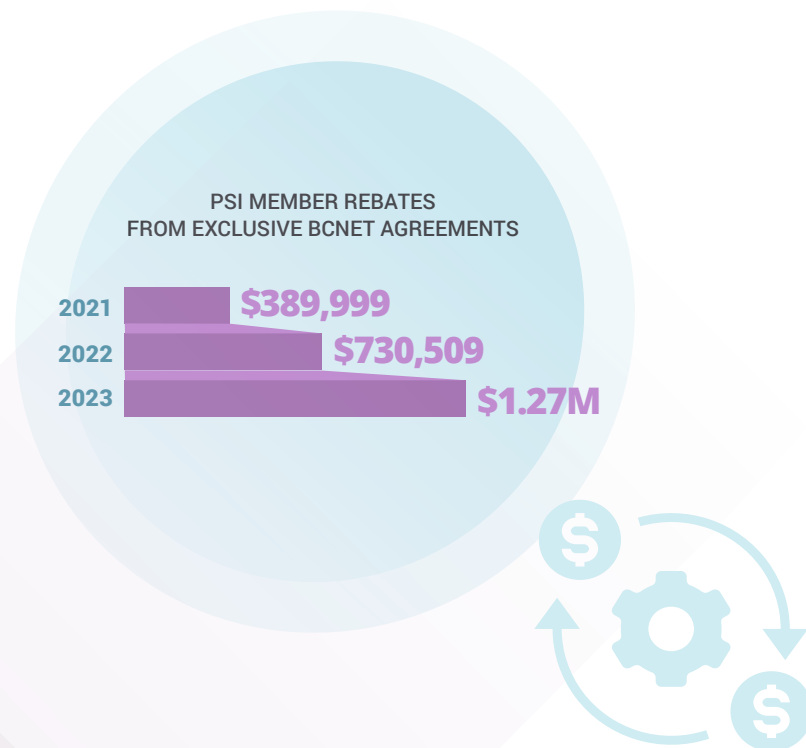
institutions, and the development of health, innovation, and technology hubs. By building relationships with all levels of government, higher education, telecommunications companies, and public sector organizations, both BCNET and B.C. municipalities have discovered projects and opportunities to advance network infrastructure to support local innovation.

MISA BC
MUNICIPAL INFORMATION SYSTEMS ASSOCIATION

The Year in Review
Procurement Services

BCNET's Procurement Services had another outstanding year, achieving an exceptional spend growth of 33 per cent. Through engagement with stakeholders and suppliers, Procurement Services continually collaborates and innovates to provide solutions and choice in response to members' varied needs. Today, members have access to 97 active agreements that help to minimize supply disruptions, advance environmentally sustainable products and lower direct and indirect costs.

**PSI MEMBER REBATES
FROM EXCLUSIVE BCNET AGREEMENTS**

2021 $389,999
2022 $730,509
2023 $1.27M

$123M

97 ACTIVE AGREEMENTS

5 NEW AGREEMENTS SOURCED THIS YEAR

PARTICIPATING SPEND FOR PROCUREMENT AGREEMENTS

69.5M — 2020–21
92.7M — 2021–22
123M — 2022–23

33% INCREASE IN SPEND OVER 2021/22

BCNET & Feed BC Boost Local Snack Options in Campus Vending

BCNET is working with Feed BC, a provincial government initiative led by the Ministry of Agriculture and Food, to increase the availability of B.C. foods in the province's post-secondary institutions.

We worked with Ryan Company to help formalize the company's commitment to expand choices and feature more local food products in Ryan Vending machines at B.C.'s post-secondary campuses.

BCNET brings value and opportunity by consolidating demand and purchasing power for the benefit of our member post-secondary institutions (PSIs).

Working closely with the sector, Feed BC, and Ryan Company, we are helping the company respond to a growing interest for local, innovative snack products in campus vending machines.

Ryan Vending is actively working to identify and test potential new B.C. products in selected campus vending machines. The Ministry's Value Chain Innovation Service has provided support to help identify B.C. snacks and drinks suitable for the unique size, packaging, and perishability of vending machines and foster new connections with B.C. suppliers.

Ryan Vending currently carries several B.C. products, including Spinnaker's sodas, Underground kombucha, and Dan-D Pak snack packs. Since it began working with Feed BC, Ryan Vending has introduced new foods such as Wild BC Pacific Salmon Jerky from Victoria-based B.C. Better Seafood Supply Inc., Hornby Organic Bars produced in Comox, and Surrey-based Hardbite Chips. Ryan Vending looks forward to expanding new B.C. food and beverage vending offerings throughout 2023.

Feed BC

Feed BC is a provincial government initiative led by the Ministry of Agriculture and Food, working with partners to increase B.C. foods in public institutions.

In collaboration with the Ministry of Post-Secondary Education and Future Skills and 20 PSIs across the province, Feed BC and its PSI partners promote actions that increase local foods on campus and beyond.

As Feed BC partners work to bring more local foods to campuses across the province, PSIs are demonstrating their commitment to sustainability goals and student interests in local food. They also measurably contribute to the economic development and vibrancy of their local B.C. communities and regions.

"We are pleased to support the Provincial Government's local food initiative by bringing more B.C.-produced snack products into facilities and services at our member institutions. Our members are committed to offering more local food products on campus to support their community, respond to food security concerns, and align with their sustainability objectives."

DENNIS SILVA, Chief Procurement Officer, BCNET

The Year in Review
Shared Systems and Technology Services

BCNET offers a broad portfolio of Shared Systems and Technology services consisting of 21 solutions that include information technology, enterprise resource planning and teaching and learning. This year, we focused on member engagement to enhance growth in participation across new and existing services.

Successes

This year, BCNET created a Colleague Enterprise Resource Planning Roadmap in cooperation with participating members. The members agreed to hire a senior business analyst to work with Ellucian to complete a software usage audit and develop a multi-year strategy.

Ellucian offers higher education institutions a suite of software tools with modules for enterprise resource planning, student information systems, constituent relationship management, and analytics.
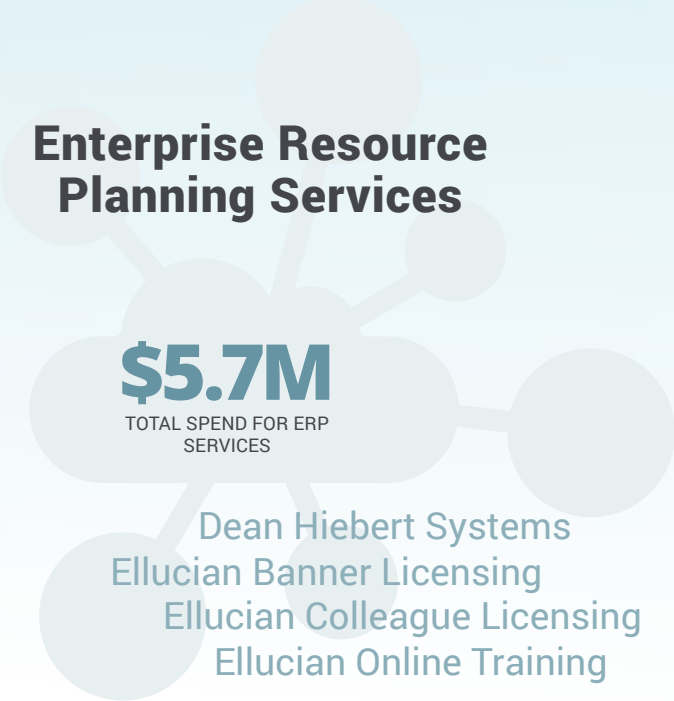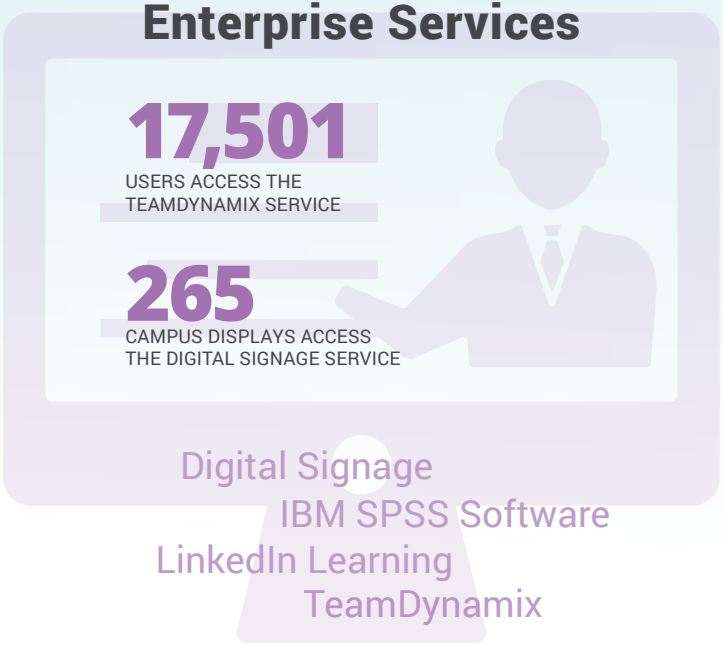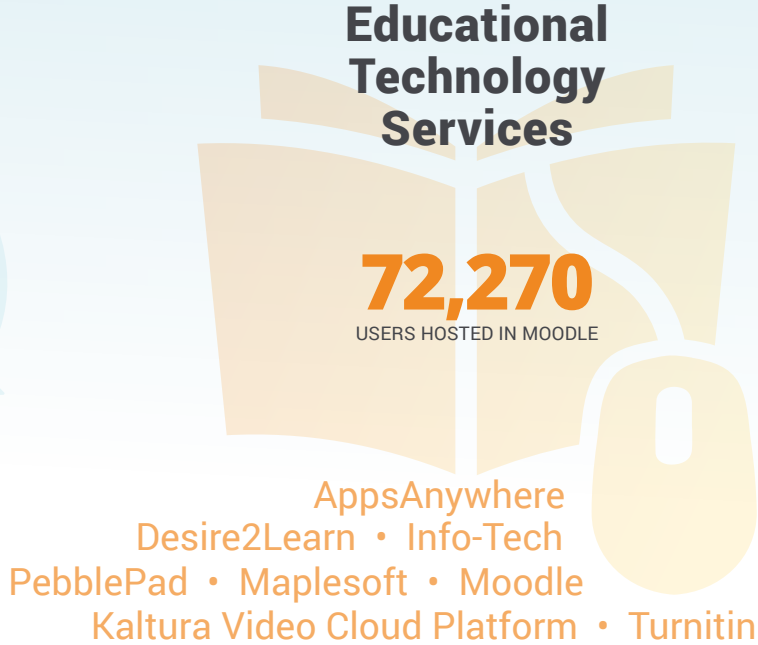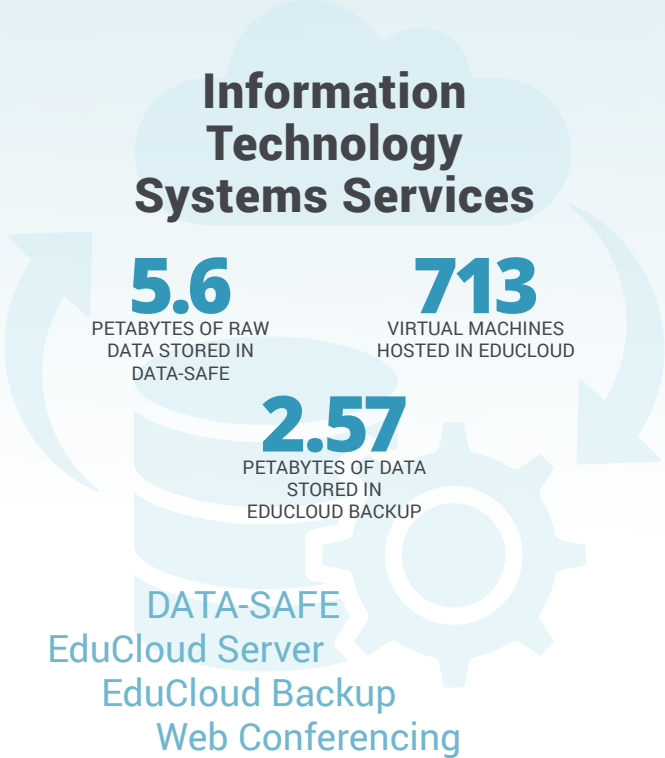
We contracted with Info-Tech Research Group to conduct an EduCloud Benchmarking and Service Analysis report to assess member institutions and better understand their experiences with reliability, performance, support, capacity, and limitations. The assessment helped BCNET optimize investments in EduCloud and align with members' IT objectives. It also identified areas where EduCloud could outperform public cloud providers, offering potential benefits to the members.
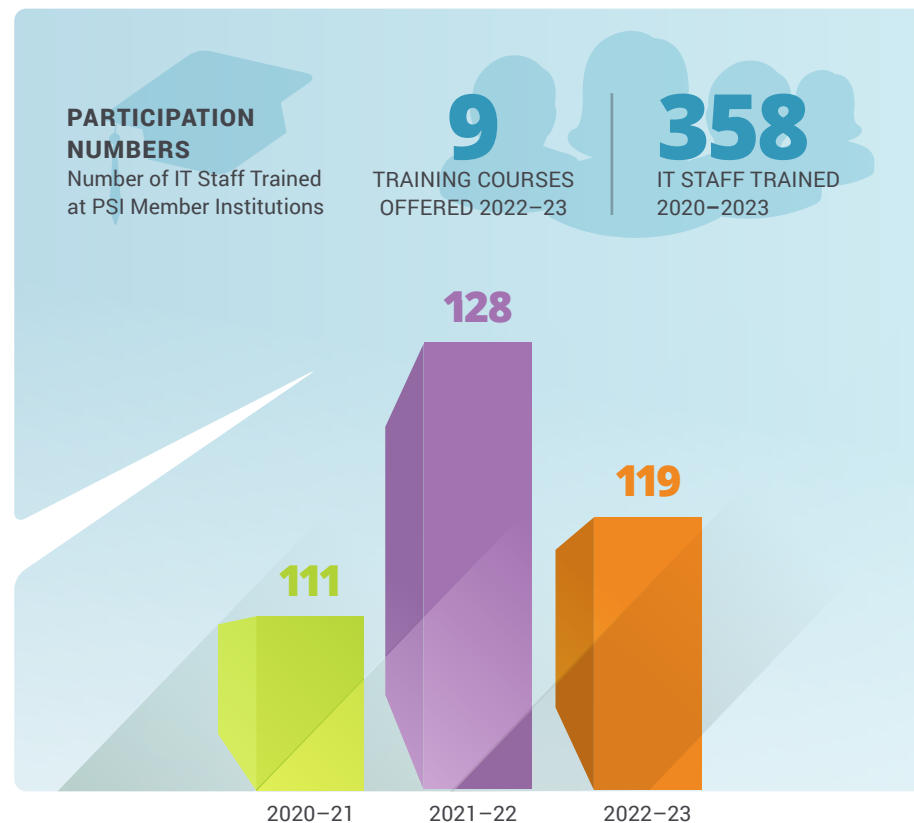
The Year in Review
Shared Systems And Technology Services

Information Technology Systems Services

5.6
PETABYTES OF RAW DATA STORED IN DATA-SAFE

713
VIRTUAL MACHINES HOSTED IN EDUCLOUD

2.57
PETABYTES OF DATA STORED IN EDUCLOUD BACKUP

DATA-SAFE
EduCloud Server
EduCloud Backup
Web Conferencing

Educational Technology Services

72,270
USERS HOSTED IN MOODLE

AppsAnywhere
Desire2Learn · Info-Tech
PebblePad · Maplesoft · Moodle
Kaltura Video Cloud Platform · Turnitin

Enterprise Services

17,501
USERS ACCESS THE TEAMDYNAMIX SERVICE

265
CAMPUS DISPLAYS ACCESS THE DIGITAL SIGNAGE SERVICE

Digital Signage
IBM SPSS Software
LinkedIn Learning
TeamDynamix

Enterprise Resource Planning Services

$5.7M
TOTAL SPEND FOR ERP SERVICES

Dean Hiebert Systems
Ellucian Banner Licensing
Ellucian Colleague Licensing
Ellucian Online Training
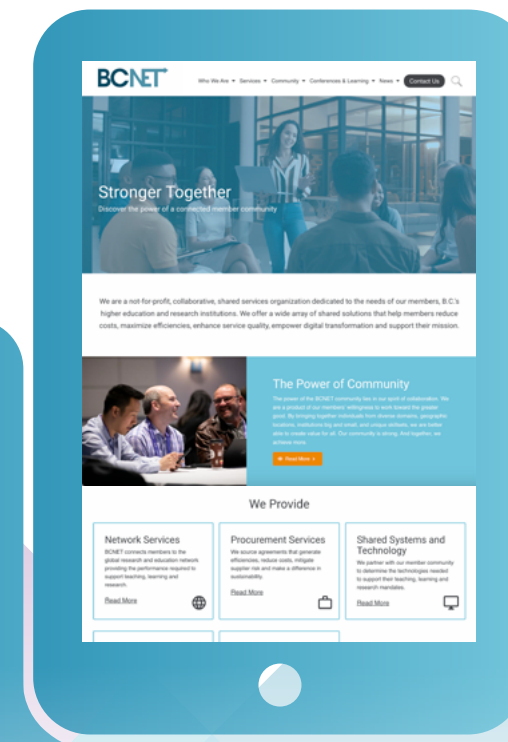
The Year in Review
Professional Development And Training Services

We help bring better access to IT professional development and skills training by coordinating third-party training for the entire membership. This year, we offered nine training courses in the areas of applications, business and management, cybersecurity, and infrastructure.

PARTICIPATION NUMBERS
Number of IT Staff Trained at PSI Member Institutions

9
TRAINING COURSES OFFERED 2022−23

358
IT STAFF TRAINED 2020−2023

128

111

119

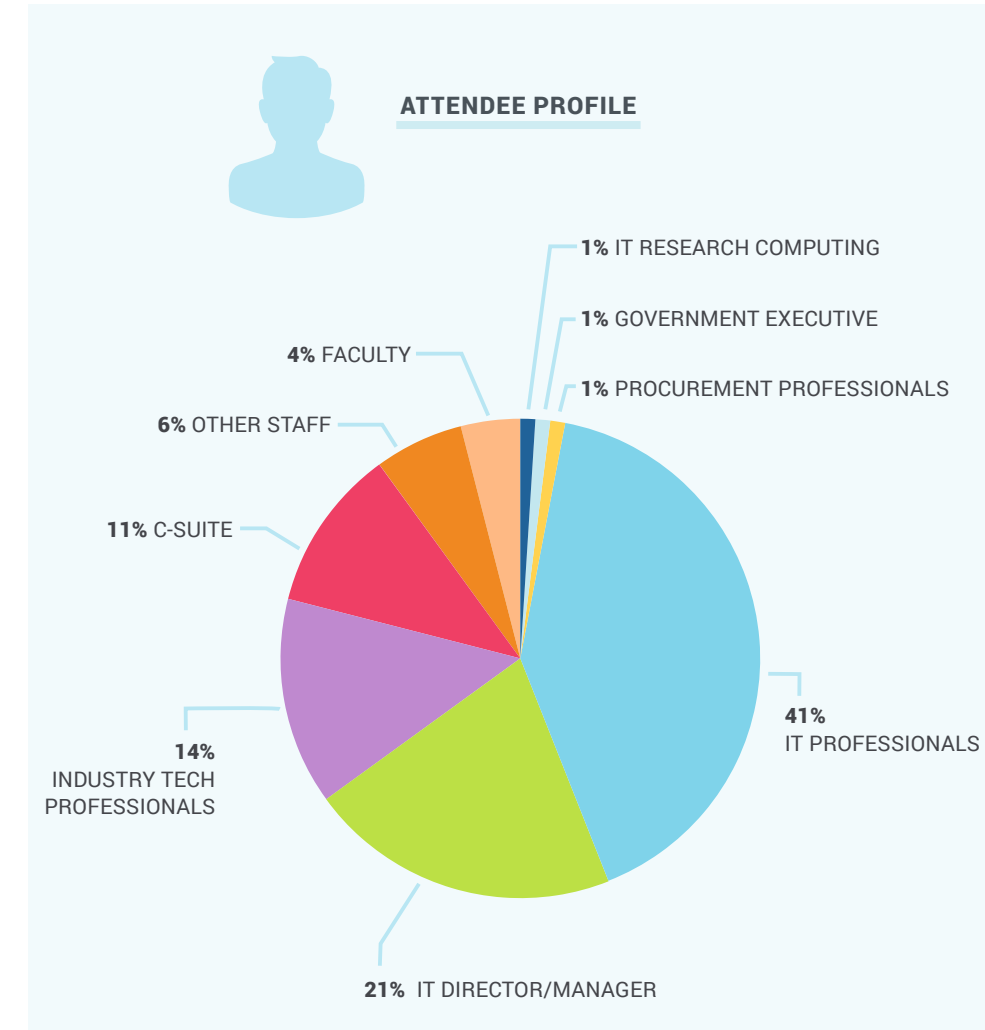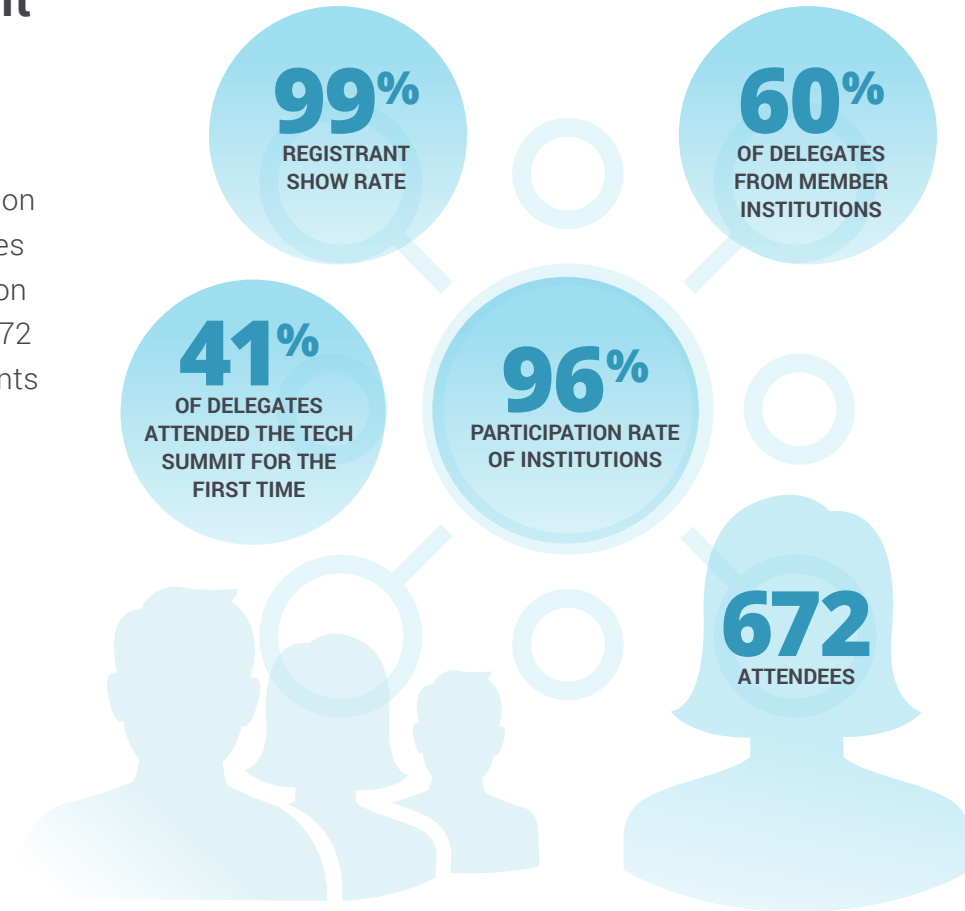2020−21 2021−22 2022−23

New Online Service Catalogue Launched

This year, the BCNET website was redesigned and rebuilt to provide a more modern, user-friendly design and meet the needs of our members. The website boasts a stronger and more distinctive brand, aligning with our reputation and brand value. It also offers a newly designed service catalogue, making it easier to navigate more than 130 contracts and technology services, and features our collaborative community and events.
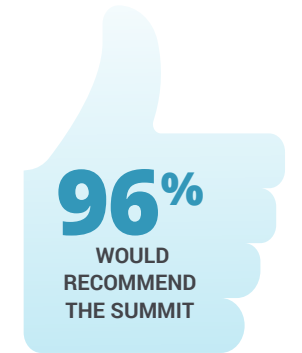
The Year in Review
2023 CONNECT Summit

APRIL 25-27, 2023
SHERATON VANCOUVER WALL CENTRE

The BCNET CONNECT, Higher Education and Research Tech Summit showcases innovative solutions in higher education IT. The 2023 event brought together 672 delegates to celebrate our achievements and to explore innovative ideas for solving higher education's technology challenges of today and tomorrow.

BCNET
CONNECT
HIGHER ED & RESEARCH TECH SUMMIT

99% REGISTRANT SHOW RATE

60% OF DELEGATES FROM MEMBER INSTITUTIONS

41% OF DELEGATES ATTENDED THE TECH SUMMIT FOR THE FIRST TIME

96% PARTICIPATION RATE OF INSTITUTIONS

672 ATTENDEES

ATTENDEE PROFILE

- **1%** IT RESEARCH COMPUTING
- **1%** GOVERNMENT EXECUTIVE
- **1%** PROCUREMENT PROFESSIONALS
- **4%** FACULTY
- **6%** OTHER STAFF
- **11%** C-SUITE
- **14%** INDUSTRY TECH PROFESSIONALS
- **41%** IT PROFESSIONALS
- **21%** IT DIRECTOR/MANAGER

ATTENDEE SATISFACTION RATING

96% WOULD RECOMMEND THE SUMMIT

95% OVERALL SATISFACTION RATING

BCNET