2025 VPOREP Awards - Team Winners

Project/Team Name: **Building a Student Equity Census Data Mart**

Project/Team Lead: Alexandra Agostino

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Nominator Name: *Handa, Kiren*

Nominator Role: *Exec.Dr. Institutional Rsrch & Data Gov.*

Nominator Department: *Inst Research and Data Governance*

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Reason for Nomination:

I am pleased to nominate members of the Institutional Research and Data Governance (IRDG) team—Asmaa, Alex, Mila, and Louise—for the Team Award in recognition of their outstanding work on the development and implementation of the Student Equity Census Data Mart at the University of Toronto.The Student Equity Census is a landmark institutional initiative that collects self-reported demographic data from all registered students, including gender identity, sexual identity, disability, Indigenous identity, race, religion, etc. This comprehensive data collection effort is pivotal in fostering equity, diversity, and inclusion (EDI) within the university community. By understanding the diverse backgrounds and experiences of our students, the university can identify and address systemic barriers, ensuring that all students have equitable opportunities to succeed.While the survey itself was a significant step in promoting EDI, the transformative work undertaken by the IRDG team ensured that this sensitive and critical data could be securely stored, accessed, and analyzed in a sustainable, scalable, and impactful way. Working in close collaboration with partners in OVPS and IT Services, the IRDG team designed and built a secure, automated Data Mart within the university's data warehouse environment. This involved developing a foundation that supports future updates to the survey instrument, minimizes manual maintenance, and ensures sustainable operations. Their foresight and meticulous planning meant that the data pipeline is resilient to change and enables standardized, institution-wide reporting.A major outcome of this work is the ability to transparently share Student Equity Census data with the broader university community and the public through the Student Equity Census Dashboard. By supporting this dashboard, the Data Mart has made it possible to visualize trends, highlight patterns of representation and participation, and demonstrate accountability in a clear and accessible way. This public reporting capability not only fosters trust but also reinforces the university's commitment to data-informed

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decision-making in support of equity and inclusion.The impact of this project is profound. By centralizing EDI data alongside other student outcomes data such as retention and graduation, the team has enabled cross-functional insights that were previously difficult to achieve. Analysts across the university will be able to leverage this rich dataset to conduct multi-layered analyses, informing strategic decisions and fostering a deeper understanding of equity-related issues in student experiences.As emphasized by our colleagues at OVPS, this project has automated complex workflows that previously would have required weeks of manual effort each year. It has dramatically improved data security by eliminating reliance on spreadsheet extracts and unprotected storage. Most importantly, the centralized Data Mart has empowered divisions across U of T with access to consistent, accurate, and securely maintained EDI information, reinforcing the university's commitment to evidence-informed decision-making and inclusive excellence.The IRDG team's work exemplifies collaboration, innovation, and service excellence. Their contributions have laid the groundwork for meaningful, data-driven action to advance equity and student success at U of T. For these reasons, I strongly recommend Asmaa, Alex, Mila, and Louise for the OREP Team Award.

Team members:

Asmaa Maloul
Alexandra Agostino
Liudmila Motrich
Louise Tardif

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Project/Team Name: **CIP 2021 Enrolment Planning & Reporting Project**

Project/Team Lead: Ken Debaeremaeker

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Nominator Name: *Mike Snowdon*

Nominator Role: *Manager, Academic Planning & Analysis*

Nominator Department: *Planning & Budget Office*

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Reason for Nomination:

I would like to nominate Ken Debaeremaeker, Corinne Pask-Aube, Kelly Raposo, Andy Chien and Katia Albito Tapia for an OREP team impact award for their excellent work on the CIP 2021 Enrolment Planning and Reporting Project. Through their expertise and collaboration, the team was able to do a detailed review, analysis, update, and implementation of new Statistics Canada Classification of Instructional Program (CIP) codes for over 900 programs and more than 100,000 student enrolments in a matter of months. Their efforts have enhanced the accuracy of the University's enrolment reporting, created more detailed analytical opportunities for institutional analysts, and directly improved government reporting and funding.The University's programs had previously been coded with much older versions of the CIP classifications in a largely ad hoc and decentralize manner; so the team had to do a complete review of all undergraduate and graduate degree and subject Programs of Study against the index of over 2,000 CIP codes. Not only did the team create more consistency and accuracy in the way the University categorizes programs, but it was able to update classifications to capture newer academic fields in areas like health sciences and computer sciences. The team also developed a new methodology for capturing the program disciplines of first year tri-campus Arts & Science students that more accurately reflects their intended major. Finally, the group had to collaborate on integrating these changes into the Ministry Count File extract program and the University's Master Enrolment Planning files, which took quite a lot of iteration and review for 100% validation. The impact of their work has been immediate and significant. These modifications were crucial for engaging with the provincial government on several key policy files, including potential funded expansion for Science, Technology, Engineering and Match (STEM) programs; Strategic Mandate Agreement 4 (SMA4) performance metrics and enrolment corridor discussions; and funding and accountability requirements for the new SAMIH government-funded expansion. The timely and accurate completion of this

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high-impact project is emblematic of the collaborative and service-oriented principals of OREP. The members of the team are spread across three different units within Planning & Budget, and they took on the assignment in addition to their routine operational duties during one of the highest workload periods of the year. The outcomes of their work have placed the University in an excellent position to respond efficiently and productively to key government policy questions and well represent what the OREP Impact award was designed to recognize.

Team Members:

Kenneth Debaeremaeker

Corinna A Pask-Aube

Kelly Raposo

Andy Chien

Katia Albito Tapia

Project/Team Name: **Cybersecurity as a Service**

Project/Team Lead: Kanupriya Kejriwal

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Nominator Name: *Khati, Kalyani*

Nominator Role: *Assoc Dir,Info Security Strat Initiative*

Nominator Department: *Information Security*

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Reason for Nomination:

Safeguarding the University is a collective effort that no single unit can achieve alone. Our collective strength relies on the preparedness of every unit. This sentiment inspired the Cyber Security-as-a-Service program, which supports single-department faculties by embedding dedicated security resources directly within them.Currently, eight single-department faculties—Law, Music, Social Work, Public Health, Nursing, Dentistry, Architecture, and Information—participate in this program. The team behind this initiative has built strong relationships with these faculties, working closely with them to provide much-needed support. Thanks to the team's efforts, these faculties have made rapid improvements in their cyber security posture. The team has successfully demonstrated how to align with standard best practices while understanding and supporting local needs.One year into the program, the results have been highly promising, and due to its success, the program has been extended for another year

➢ Reduced cyber security risk: Participating faculties have adopted stronger vulnerability management practices, evident in the faster rate of closure of open vulnerabilities. The team has led vulnerability scans for websites across all participating faculties. Approximately 80% of identified vulnerabilities have been remediated, with continuous scanning processes now in place for ongoing protection. Additionally, faculties have improved their incident preparedness, with all participating faculties having drafted their incident response plans and completed a total of 13 tabletop exercises.

➢ Greater and faster adoption of security solutions: This team has also been instrumental in increasing engagement with various groups within the facilities and driving rapid adoption of institutional security solutions, including next-generation anti-virus, password managers, and security awareness training. So far, the team

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has helped deploy next-generation endpoint protection to 1,155 endpoints and enrolled over 700 staff and faculty members in security awareness training

➢ Enhanced service delivery: The team has worked closely with the faculties to understand their needs better and provide tailored services. This includes support for completing the Data Asset Inventory and Information Risk Self-Assessment (DAI-IRSA) and building risk management practices (e.g., risk registers and risk acceptance processes).

Team members:

Kanupriya Kejriwal

Victor Chijioke

Vinay Addagarla

Project/Team Name: **F&S Communications x Sustainability - Communicating about operational sustainability achievements**

Project/Team Lead: Amy Noise

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Nominator Name: Saporta, Ron

Nominator Role: Chief Operat Offic,Prop Services&Sustain

Nominator Department: VP-Operations & Real Estate Partnerships

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Reason for Nomination:

In the world of sustainability, communications is not just a support function—it's a catalyst for action. The success of any environmental or sustainability initiative depends not only on operational execution, but on how well it is understood, embraced and amplified by the community it serves. From demystifying complex technical systems to inspiring behaviour change and mobilizing collective impact, strategic communication ensures that sustainability efforts are not only seen, but motivate even more action. At a time when universities are being called to lead on climate and other sustainability concerns, the ability to translate this work into meaningful, accessible stories is essential to achieving and amplifying lasting change. That's exactly what the Sustainability Office (SO) and Facilities & Services (F&S) Communications team have done. We proudly nominate this team for their outstanding collaboration on a suite of high-impact sustainability initiatives including driving geoexchange education, co-developing high profile sustainability displays, launching the Free Store and engaging the community through extensive social and traditional media coverage. Together, these initiatives have enhanced service delivery, increased campus engagement and significantly advanced the university's climate and sustainability goals. Transforming our campus and bringing the U of T community along with us The work of the SO and Communications team has played a major role in U of T being ranked as the world's most sustainable university two years in a row. In 2024, U of T completed Canada's largest urban geoexchange system, a giant thermal battery under King's College Circle that is transforming how we heat and cool our campus. To accompany the geoexchange, the team spearheaded the design and installation of an educational display in a high-traffic entrance to the Landmark parking garage, showcasing the inner workings of the geoexchange system and two large windows allowing people to see into the mechanical room and learn more about its function. Since opening, over 300 students, staff and faculty have taken part in guided tours and over 58,000 have watched a 'mini tour'

on Instagram, helping spread the word about the geoexchange and U of T's broader sustainability efforts. The teams also co-developed a set of large-scale sustainability displays (also known as hoardings) that will surround the Medical Sciences Building (MSB) during construction work to connect MSB to the geoexchange system during summer 2025. These hoardings—situated in a high profile, high traffic area of Front Campus—will highlight both U of T's sustainability leadership and the role of Project Leap in decarbonizing the St. George campus. The teams also collaborated closely on the branding, launch and promotion of the Free Store in October 2024. The Free Store provides students, staff and faculty with a space to shop for and donate gently used clothing, housewares, office supplies and furniture. It promotes circularity and responsible consumption while reducing greenhouse gas emissions through reuse. Open three days a week, the Free Store has attracted a steady stream of visitors, diverting over 2500 kg of materials from landfill in its first six months of operation. It has also garnered significant media attention, including over 300,000 views on a single Instagram post which in turn prompted features on CBC Radio and Toronto Today. This awareness in turn drives visitors and increases our ability to divert a greater volume of materials from landfill. Additional efforts including Waste Reduction Week and community clean ups extended this impact even further. These projects aren't just service upgrades—they show a shift toward making sustainability action visible, hands-on and part of everyday campus life. Using social media to engage the university community on sustainability issues At a university as large and diverse as U of T, engagement is essential to the success of any sustainability initiative. It's not enough to build infrastructure or launch programs—people need to understand what's happening, why it matters and how they can be part of it. That's why communications and outreach are central to the work of both the Sustainability Office and the Communications Team. One of the primary ways the SO connects with students is through social media, and as such the SO Instagram account (@sustainableUofT) has become a key platform for engagement. This account is managed collaboratively by the Communications Team and the SO, with support from talented work-study students who help generate ideas and create content to share operational updates, sustainability tips, ways to get involved and institutional progress. Over the past year, the team's Instagram content reached over 293,400 people, an increase of more than 950% on the previous year, and generated over 18,800 interactions (likes, shares and comments). The Free Store launch post alone reached 221,600 people, was liked 5,900 times, and shared 8,300 times, helping to drive both foot traffic and broader interest in the university's reuse efforts. Thanks to the quality and creativity of the team's Instagram content, other U of T platforms (@uoft and @lifeatuoft) regularly repurpose or amplify SO posts and stories. Collaboration in action By meeting the community where they are and communicating with creativity and clarity, the Sustainability Office and Communications Team are ensuring that U of T's sustainability action work isn't

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just happening on campus—it's happening with the campus and beyond. This collaborative storytelling approach is also supporting the university's advancement efforts, with F&S collateral showcasing the impact of sustainability on campus operations used to help secure donor support for the new Lawson Climate Institute. This collaboration is a model for how strategic partnerships between operations and communications can enhance service delivery, support institutional goals, and build a stronger, more engaged university community.

Team members:

Kaitlyn Myles
Chelsea Dalton
Natalie Vasilivetsky
Kevin Leong
Elliott Stambler
Scott Hendershot
Zoe Kelsey
Jessica Tucker
Amy Noise

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Project/Team Name: **Landmark and Ziibiing Projects Team**

Project/Team Lead: Scott Ling

Nominator Name: *Lehto, David*

Nominator Role: *Chief of Uni Plan, Design & Construc*

Nominator Department: *Univ Planning Design & Construction*

Reason for Nomination:

It is with great pleasure that I am nominating the UPDC team behind the Landmark and Ziibiing projects for a Team Impact Award. These projects, more than any other on the St. George Campus, have impactfully enhanced the university environment by transforming a car-centric area into an iconic pedestrian-only heartbeat for our historic campus. Through many years of planning, design, and construction adjacent dozens of campus buildings, the UPDC team went above and beyond to collaborate with stakeholders and minimize impacts to the University, including:

- Leading extensive consultations with Indigenous communities crucial to enriching Ziibiing's expression of Indigenous values and perspectives.   Coordinating construction activities to ensure a uninterrupted Convocation experience, minimizing the disruption of 28 buildings during an emergency steam shutdown, and mitigating effects on researcher experiments along Anatomy Lane.
- Balancing the City of Toronto's needs with the project's goals for accessibility and pedestrian safety.   Collaborating with Advancement to seamlessly integrate into the landscape named donor recognition elements - 3,478 pavers, 111 benches, 56 trees, 45 gardens, 7 spaces, and 1 time capsule.

Team members:
Scott H Ling
Johnny Terzis
Jacquanline Tsz Kan Liu
Noel Troxell
Kent Au
Paul Gargaro
Maureen Beckett
Michal Kuzniar
Stan Szwagiel

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Project/Team Name: **Planning Associates Team, University Planning**

Project/Team Lead: Michal Kuzniar

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Nominator Name: Burke, Christine

Nominator Role: Assistant Vice-President, UP

Nominator Department: University Planning

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Reason for Nomination:

Over the past ten years capital projects and their planning and delivery have become increasingly complex and sophisticated. As a service provider the University Planning team assists the University Community with developing capital project work as well as space reviews, campus master planning, and more recently Faculty / Divisional level master plans which take a detailed look at space and facilities and provide a framework for informed space decision making. To help meet these demands UP relies heavily on our group of dedicated Planning Associates – an invaluable group of staff that are essential to analysing information and developing the effective communication of the ideas which ultimately shape our world-class experiences at the tri-campuses.   Currently five Planning Associates provide this support and have been at the University between three to ten years. This group (Michal Kuzniar, Tong Zhao, Linda Liu, Seon Hyeong Choi, and Ulysses Valiente) have become tight-knit and extremely effective at leveraging current technologies to help meet the needs and demands of these sophisticated and highly collaborative processes. Over this period of time, we have seen our once text heavy reports turn into enhanced visual tools and guides. This in-turn has broadened and enhanced our service delivery especially with the rise in need for Faculties and Divisions to take a careful look at the bigger picture and to ensure that their decision making is effective and impactful, particularly during these times of heightened fiscal responsibility. These master planning documents, which can be hundreds of pages in length, have been developed for the Faculty of Kinesiology & Physical Education (2022), Facilities & Services (2023), the Faculty of Applied Science & Engineering (2025), and most recently the Temerty Faculty of Medicine (current) and the update to the St. George Campus Master Plan (current). In addition to enhanced graphical representation, our Planning Associates also take a deep

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dive into the spatial information we receive and its analysis to help fine-tune the recommendations that are the primary output of these reports and exercises. The Planning Associates have also initiated and employed new technologies in the form of collaborative platforms and other media-based solutions ensuring that large stakeholder group's input is easily registered and incorporated into the planning documents. With the essential support of our Planning Associates, and their mentorship by David Sasaki, University Planning has been able to enhance and sustain their service delivery to meet the evolving needs and challenges of the Faculties and Divisions (the clients that we serve). Now more than ever, in our post-pandemic world, having a detailed understanding of space, its utilization, and strategies to achieve efficiencies form key inputs and questions before engaging in capital project improvements.

Team members:

Michal Kuzniar
Siyuan Linda Liu
Tong Zhao
Seon Hyeong Choi
Ulysses Valiente

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Project/Team Name: **Student Advising Service - Student Portal Project Team**

Project/Team Lead: Student Advising Service - Student Portal Project Team

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Nominator Name: *Court Van Beek*

Nominator Role: *Manager, Salesforce Services*

Nominator Department: *Enterprise Apps & Solutions Integration*

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Reason for Nomination:

I am thrilled to nominate Meagan Lau and Janelle Seto of the Salesforce Services Team, Student Information Systems (SIS), for the OREP Impact Award (Team). Their exceptional dedication, innovative mindset, and collaborative spirit in leading the Student Advising Service (SAS) – Student Portal project exemplify sustained excellence and have resulted in significant contributions that will positively impact the University community for years to come. This project stands as a testament to their commitment to enhancing the student and staff experience. As Project Sponsor Clare Gilderdale, Director, Innovations in Undergraduate Education, states, she has "experienced first-hand the dedication and commitment Meagan and Janelle bring to this project."The Student Advising Service (SAS) – Student Portal project, led by Meagan and Janelle, represents a critical advancement in truly transforming our institution's approach to academic advising. As Project Sponsor Clare Gilderdale articulates, the broader SAS project "seeks to support academic advising across the first-entry undergraduate divisions and beyond… by centring the student experience and ensuring that our academic advising staff have the information they need to holistically and effectively support students." The SAS Student Portal is a key component of this vital institutional goal. This central hub provides students from participating divisions with seamless access to essential advising resources, including request forms, tasks, success plans, and referrals. Crucially, the portal incorporates a comprehensive knowledge base and divisional information categorized for intuitive access, empowering students to find quick answers and significantly supporting self-service. By streamlining communication and resource management, the SAS Student Portal will not only enhance the support available to students but also empower advisors, fostering a more connected, efficient, and supportive academic environment across the University. This directly

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addresses the award's criteria by demonstrably enhancing service delivery, creating efficiencies, enhancing productivity, and enhancing the university environment and experience. Clare Gilderdale further notes that "Meagan and Janelle have done an incredible job of advancing this major undertaking strategically and collaboratively."Meagan and Janelle's performance on this project was far beyond their regular roles and responsibilities, showcasing them as the true "A Team." Their initiative, innovation, collaborative approach, and unwavering work ethic were pivotal to the project's success.Demonstrating Initiative and Innovation:Meagan and Janelle consistently demonstrated remarkable initiative. They proactively identified the need for and subsequently mapped out comprehensive criteria and a meticulous plan to measure the success of the Student Portal, ensuring its ongoing effectiveness. Their innovative approach was evident in the design of the portal itself, which improves work processes for both students and advisors. A prime example of their foresight was their extensive interface testing, where they meticulously mapped out numerous user scenarios and stories to ensure every conceivable use case was considered and rigorously tested, leading to a robust and user-friendly platform.Exceptional Service Orientation and Student-Centered Approach:The cornerstone of Meagan and Janelle's approach was their profound commitment to a student-centered design. Clare Gilderdale affirms this, stating, "What truly sets Meagan and Janelle apart is not just their technical acumen in managing the project, but their deep commitment to placing the student experience at the heart of the portal's design." They actively sought to understand and integrate the student perspective at every stage. This was powerfully demonstrated through their work with and mentorship of three students through the work-study program, providing these students with invaluable experience while gaining direct user feedback. Furthermore, their participation in the Student Experience Mentorship program (formerly the Reverse Mentorship program), where they were mentees to student mentors, underscores their dedication. They leveraged this unique opportunity to deeply understand student challenges and preferences, ensuring the portal was truly designed for its end-users. Their extensive collaboration with the EASI User Experience Team, involving multiple rounds of user testing and deep dives into specific design elements, further highlights this commitment. Critically, Meagan and Janelle championed accessibility, undertaking extensive work to ensure the Student Portal is inclusive and supports all students. The impact of this focus is clear, as Clare Gilderdale notes, "Their initiative in establishing success metrics, their tireless efforts in user testing, and their genuine engagement with students, including their mentorship roles, have ensured that the SAS Portal is not merely a system, but a truly transformative tool that will significantly enhance how we support our students."Collaborative Excellence and Strong Work Ethic:The scale of collaboration Meagan and Janelle managed is a testament to their exceptional skills and work ethic. Over

the past year, they organized and expertly ran 26 intensive workshops, engaging 45 stakeholders across 5 diverse faculties. This monumental effort resulted in the creation of 56 detailed Miro feedback boards, which in turn yielded over 375 meticulously documented requirements. These requirements were then diligently compiled into 35 comprehensive business requirement documents, circulated and validated with 16 different units, encompassing Faculties, Colleges, and Departments. Their ability to navigate such complexity is praised by their Project Sponsor: "Creating technical solutions that will work for multiple divisions and units that all approach academic advising differently can be complicated. Meagan and Janelle took the time needed to understand and learn from all of the project's interest holders, ensuring that individuals felt heard and were appropriately engaged throughout the project." Internally, they fostered a cohesive team environment by organizing over 25 internal team sessions dedicated to reviewing and thoroughly discussing these complex requirements. This level of coordination and commitment, managing diverse perspectives and ensuring alignment across numerous stakeholders, showcases their dependability and unwavering commitment to the project's success. The positive regard they have earned is widespread; Clare Gilderdale shares that "Multiple individuals from across the divisions have shared with me their deep appreciation for Meagan and Janelle, naming their strengths and using words like, 'collaborative', 'engaged', 'open to feedback', 'enthusiastic and thoughtful', 'supportive', and 'I always look forward to my meetings with Meagan and Janelle'."Meagan Lau and Janelle Seto are, without a doubt, the "A Team" for the Student Advising Service – Student Portal project. Their sustained excellence, innovative problem-solving, deep commitment to service, and exceptional collaborative leadership have resulted in a transformative initiative. As Clare Gilderdale concludes, "Meagan and Janelle's collaborative spirit and unwavering work ethic were the driving force behind the successful design of the portal, and their contribution has been invaluable to both the project team and the wider University community." They went significantly above and beyond their standard duties, dedicating themselves to the long-haul success of this project. The University community will benefit immensely from their hard work and vision. I wholeheartedly recommend them for the OREP Impact Award.

Team members:

Meagan Wyn-Yun Lau

Janelle Seto

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Project/Team Name: **UTORrecover Self-serve Data Protection**

Project/Team Lead: Jose Manuel Lopez Lujan

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Nominator Name: *Tom Molnar*

Nominator Role: *Manager, Hardware Infrastructure*

Nominator Department: *Enterprise Infrastructure Solutions*

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Reason for Nomination:

In the Fall of 2024, an unexpected early retirement of the UTORrecover institutional backup service sole subject matter expert (Backup Specialist) became a sudden and urgent problem for EIS. It was clear that to ensure robust support for such a critical service, the role of the single Backup Specialist had to be integrated into a larger team. The EIS Hardware Infrastructure Group (HIG) initiated a crucial digital transformation by rebuilding the service and integrating it with broader services of the ITS Private Cloud. This initiative was called the "UTORrecover Self-serve Data Protection" project. The circumstances around the retirement of the SME left only 19 business days for knowledge transfer before his departure. No other EIS staff had the same level of NetWorker expertise or the capacity to take over day-to-day operations. In response, the team, led by the Manager, Data Centres, rapidly assumed all UTORrecover responsibilities, learning operations on the job while continuing to carry out their existing duties. Collaboration and innovation were at the forefront of the team's approach. José Manuel Lopez Lujan developed the UTORrecover Portal, enabling a customer-facing, self-serve model. This innovation automated and eliminated the most time-consuming manual tasks, allowing the team to maintain service levels despite reduced staffing. José and John worked closely, often after hours, to identify and automate key workflows, dramatically reducing administrative overhead and time-consuming work. The team also focused on infrastructure modernization. Orlando Ramirez Martinez led the critical upgrade of UTORrecover's infrastructure from CentOS 7 to Red Hat 8, including a deep-dive into SELinux, ensuring the platform's security and long-term sustainability. The SME performed the essential NetWorker upgrade, providing the technical foundation for the self-serve enhancements. Despite the challenging timeline and a steep learning curve, the team ensured seamless backup operations for the University community. The team's rapid development and deployment of a self-serve portal transformed UTORrecover from a manually intensive service into a modern, user-driven platform. This novel approach resolved a critical staffing gap and improved efficiency.

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Throughout the transition, the team prioritized uninterrupted service for the University, minimizing impact on clients during a period of significant internal change. Success was achieved through daily, close collaboration between team members across roles and expertise, exemplifying cross-functional teamwork. Team members frequently worked beyond standard hours, demonstrating dependability and a strong commitment to both the project and the University. The outgoing subject matter expert provided essential knowledge transfer under challenging circumstances, supported and guided by John. The project's success depended on the sustained, above-and-beyond efforts of José, Manager, Servers, Storage and Virtualization; Orlando, Enterprise Virtualization Specialist; and John, Manager, Data Centres. Their leadership, adaptability, and initiative ensured the University's data protection needs continued to be met without disruption. The Hardware Infrastructure Group's work on "UTORrecover Self-serve Data Protection" exemplifies the qualities celebrated by the OREP Impact Awards. Their innovative, collaborative, and service-oriented approach not only safeguarded a critical University service during a period of upheaval but also delivered lasting improvements in efficiency and user experience. This was truly the "A Team" whose efforts were indispensable to the project's success.

Team members:

Jose Manuel Lopez Lujan
John Calvin
Javier Ramirez Martinez