

Run ... ongoing operations

Sample Service Volumes

Daily

- ▶ 600,000 E-Mails Received
- ▶ 5,080 logins to LMS
- ▶ 1520 mobile devices sync to e-mail
- ▶ 475 media equipment checkouts (+58%)

Monthly

- ▶ 32,000 computer lab logins
- ▶ 2,000 online group study room reservations
- ▶ 730 software downloads from TechConnect (+71%)

Weekly

- ▶ 775 support calls generated (+07%)
- ▶ 2,045 checkouts of a laptop from the Information Commons (+57%)
- ▶ 70 classroom support calls
- ▶ 26,300 visits to Loyola's home page from iPhones and iPads

Annually

- ▶ 1.8 million logins to LMS
- ▶ 39,540 support calls processed (+16%)
- ▶ 1,275 events supported
- ▶ 43 courses used the iClicker

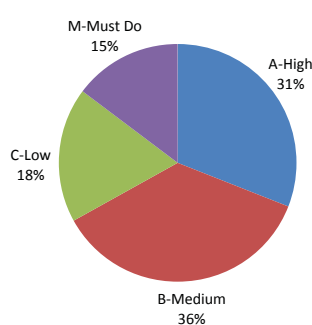
Infrastructure Highlights

- ▶ 6,095 workstations with approximately 30% available for student use
- ▶ 300 technology-equipped classrooms and 50 conference spaces
- ▶ Nearly 3,500 machines were migrated to Windows 7
- ▶ Over 700 digital surveillance cameras deployed campus-wide

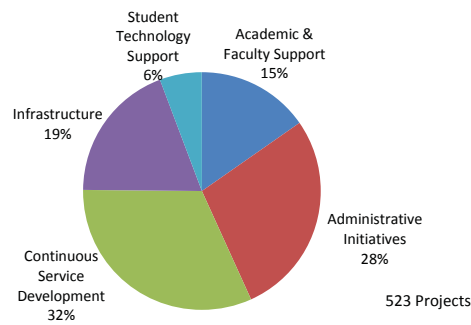
Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 510 projects annually for the past four years. The ITS project portfolio size (effort of projects) has grown 18% thru/during FY12.

FY13 Projects by Priority



FY13 Projects by Strategic Alignment



Strategic Category	FY13 Q1-Q2	FY13 Q3-Q4	FY13	FY13
	Completed Projects	Completed Projects	Total Projects	Percent of Total
Academic & Faculty Support	13	7	20	13%
Administrative Initiatives	27	17	44	29%
Continuous Service Development	22	23	45	30%
Infrastructure	14	14	28	19%
Student Technology Support	10	3	13	9%
	86	64	150	100%

Grow ... information systems and services to optimize performance

E-Mail Migration

- The University moved from Novell GroupWise to Microsoft Exchange email platform.
- ▶ 49,000 student mailboxes were moved to Office365
 - ▶ 4,800 Faculty/Staff mailboxes were moved to Outlook 2013
 - ▶ Students were given access to Microsoft Office365 which is a suite of programs that includes email and calendaring, messaging, select Office software, SharePoint collaboration tools, SkyDrive cloud storage, and voice, video, and web conferencing
 - ▶ Alumni from class of 2011 to recent graduates are offered email for life
 - ▶ Unified Messaging to replace the existing Audix voicemail solution will occur in FY14

Enterprise Content Management (ECM)

This multi-year program is an effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms.

Program results are sustained and include:

- ▶ Process improvements and efficiencies
- ▶ Increased records security
- ▶ Improved collaboration and information access
- ▶ Overall operations savings
- ▶ The version 10 conversion efforts were completed late in FY13 with over 2.5 million documents migrated
- ▶ In FY14, new roll-outs are planned for the Human Resources, Finance, Accounts Payable, Purchasing, General Counsel, Treasury, Faculty Admin, and Bursar departments. A project to incorporate the University's document retention policies is also planned

ECM Stats

- ▶ 34 departments live
- ▶ 1,000+ active users
- ▶ 3.4 million documents stored
- ▶ 1,250 document types
- ▶ 74% process improvement resulting in over \$300,000 of effort saved annually (3.7 FTE)
- ▶ \$47,000 of maintenance saved annually

Other Highlights

- ▶ Recommended solutions for proctoring online exams and online class/faculty evaluation system
- ▶ Conducted faculty iPad and lecture capture pilots
- ▶ Created a new online process was created to improve the collection of address and emergency contact information for students living off-campus
- ▶ Opened a new data center was opened in the Corboy Law Center building at the Water Tower Campus
- ▶ Increased participation in the national U.select on-line tool that serves as a gateway to participating institutions automated degree audit and transfer articulation systems, allowing students to articulate their courses taken to Loyola University Chicago
- ▶ Completed initial projects were completed to streamline technology and support services for the Health Sciences Division
- ▶ Migrated system to recruit and process prospective student applications (enrollment funnel) from College Board's Recruitment Plus to new vendor, Technolutions Slate
- ▶ Completed migration to a new web content management system Terminal Four (T4), converting nearly 300 sites and approximately 28,000 web pages

Transform ... new technologies and processes that fundamentally promote change

Open Learning Management System (Sakai)

Loyola moved from its learning management system from Blackboard to Sakai. As an open-source platform, Sakai is developed and supported by a community of educational institutions where collaboration, interaction, and shared tools come together to enhance and further the learning environment. Over 350 institutions use Sakai. Over 3,000 course shells are created in Sakai each term and there are over 25,000 logins to Sakai each week. In moving to Sakai ITS has:

- ▶ Worked with the Faculty Center for Ignatian Pedagogy to provide training for faculty. Over 350 faculty took advantage of online and on ground training sessions during the fiscal year
- ▶ Assisted in the migration of over 15,000 courses
- ▶ Integrated new tools such as Adobe Connect for synchronous classrooms, Voice Thread for audio discussions, and iClicker
- ▶ Created an open community environment using Sakai where in addition to courses, over 150 projects have been created to support collaboration between Loyola faculty, students, staff, and colleagues at other institutions

Anytime Anywhere Access

The university is adopting a strategic direction with technology that promotes "anytime anywhere access".

Characteristics of technology solutions that advance this goal are:

- ▶ Easy to use
- ▶ Internet accessible
- ▶ Appropriately secured
- ▶ Allow students, faculty, staff, and friends to fulfill their relationship with Loyola from wherever they are



This is a multi-year, multi-layer strategy so as the institution makes new technology investments and decisions, we will work to reduce or eliminate constraints that hinder anytime anywhere access. The strategy will have implications for network, application, authentication and security architecture, and will consider opportunities related to portal platforms, virtualization and application streaming, desktop management, and cloud vs. hosted solutions. The following new services that are part of this strategy: Box, Outlook, Loyola Mobile, Taskstream (ePortfolio), Panopto (lecture capture), WebCheckout.

Residence Life Improvements

This year several major improvements have been brought to the housing processes. Online room condition reports allow students to inspect their residence hall room upon check-in and report any abnormal conditions using a tablet.

This is also used at check-out. Students who are required to live in university residence halls can now petition for an exemption or a release of a contract completely online. This application identifies all students that fall under the residency requirement and reports their status as compliant or non-compliant allowing efficient follow-up by Reslife staff. This was integrated into an Executive Housing Dashboard which reports on the student status and shows occupancy numbers for all the available beds.

Room Reservation System

FY13 FACTS

Data Centers & Networks

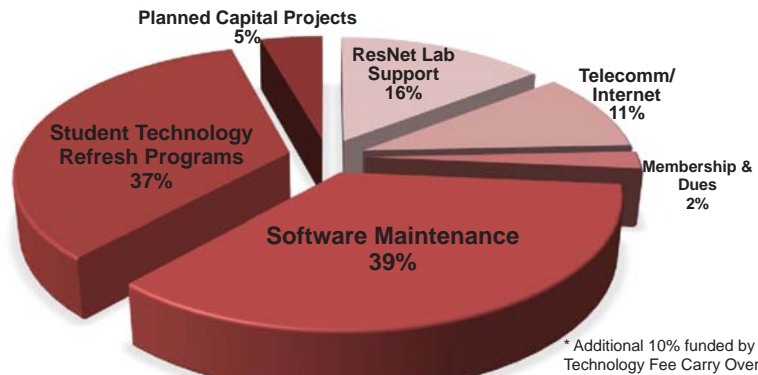
Loyola's two data centers house nearly 600 devices including servers, appliances, and equipment:

- ▶ Over 475 Terabytes of online storage (10% increase over FY12)
- ▶ Nearly 120 physical enterprise class servers and over 300 virtual servers
- ▶ Over 1,825 wireless access points covering 95% of Loyola's buildings
- ▶ 16,980 devices registered on the wireless network
- ▶ 1.1 Gig connection for internet bandwidth

Other Facts

- ▶ 38 presentations were delivered by ITS staff members at leading technology and higher education venues
- ▶ Article Published in Camus Tech Magazine; *Digital Loaners: A No Charge Technology Equipment Loan Program at Loyola has expanded digital awareness on campus*
- ▶ 2013 Models of Efficiency Award from University Business Magazine for Accounts Payable usage of ECM
- ▶ Recipient of Loyola's 2013 McLean Award recognizing contributions that improve the life of the student body
- ▶ ITS actively participated in LUC & Me Mentors and the AJCU Mentor Program

FY13 Technology Fee Allocations



TECHNOLOGY SCORECARDS

An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index							FY12-13 Change	Total Change
	FY07	FY08	FY09	FY10	FY11	FY12	FY13		
Academic & Faculty Support Scorecard	3.0	3.3	3.5	3.8	3.9	3.9	3.8	-1%	22%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	4.1	4.1	3.9	-4%	11%
Student Technology Scorecard	3.8	3.5	4.0	4.4	4.4	4.3	4.4	2%	14%
Infrastructure Scorecard	3.0	3.1	3.3	3.6	3.5	3.6	3.6	0%	17%
Continuous Service Improvement Scorecard	2.3	2.8	3.4	3.7	3.8	3.9	3.9	0%	41%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	3.9	4.0	3.9	-4%	31%
Average Annual Score	3.0	3.2	3.5	3.9	4.0	4.0	3.9	-1%	22%
Year to Year Improvement	--	6%	9%	8%	2%	0%	-1%		

FY14 & BEYOND

MAJOR INITIATIVES - FY14 Q1-Q2

- Academic and Faculty Support**
 - Locus Enhancements (5)
 - R+ System Replacement (2)
 - Electronic Outbound Transcript Feasibility
 - School of Nursing - SIM
 - Sakai Implementation
- Administrative Initiatives**
 - Advance Web Implementation
 - Convio Replacement
 - Database for Key and Lock Info
 - Quick Updates to LUC Emergency Web Pages
 - LOCUS Security Center Rollout
 - SSP changes for FY14
 - BAS changes for FY14
- Student Technology Support**
 - Email Replacement/Migration
 - Parking Enforcement /Permit Mgmt.
 - Illinois Articulation Initiative
 - Lecture Capture

Infrastructure

- Novell to Microsoft Migration
- Security Camera Infrastructure (2)
- Information Security Program (8)
- Campus Construction Initiatives (12)
- LUHS/LUC/HSD Technology Program (5)
- Computer Aided Dispatch for Campus Safety Upgrade (ARMS)
- IT Disaster Recovery

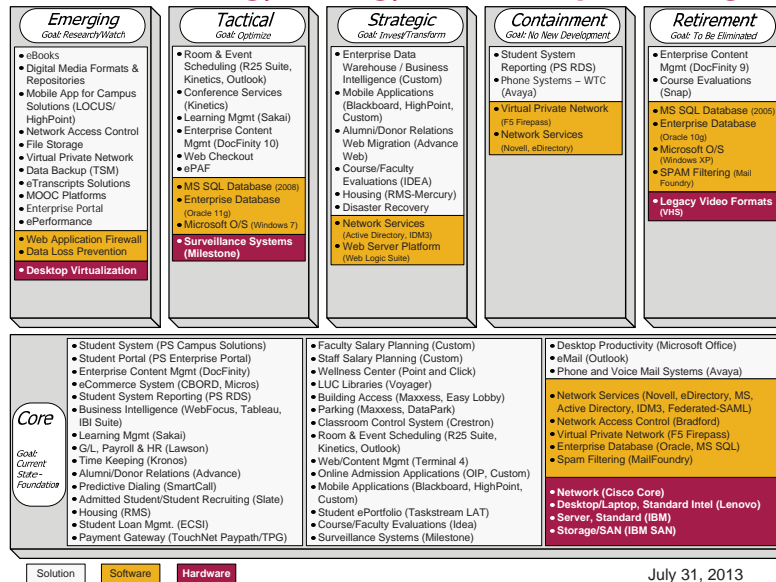
Continuous Service Development

- Emergency Response Website
- Enterprise Content Management (9)
- Complete T4 Content Mgmt. System Migration
- Enhancements to Immunization Data Mgmt.
- Business Intelligence/Data Warehouse (4)

Initiatives under development include:

- ▶ Update/improve Disaster Recovery plans and documentation for critical university systems; complete basic plan testing
- ▶ Expand support for online course/degree offerings and explore MOOC-like lecture offerings, including lecture capture and video repository solutions
- ▶ Data Warehouse/Business Intelligence (DWBI) – Complete development of database and move business intelligence reporting from static reporting to more dynamic dashboards; retire the legacy Reporting Database Structure
- ▶ Build and move hosted LUC Lawson/Kronos systems from LUMC to LUC
- ▶ Expand Anytime Anywhere Access capabilities
- ▶ Update Advancement system to offer easier, secured web access to information

LUC Technology Strategy - A Roadmap for Change



July 31, 2013

For more information visit: luc.edu/its/gov_home.shtml

Information Technology Services



FY13 Summary

LOYOLA UNIVERSITY CHICAGO

July 2013