

ITS Executive Steering Committee (ITESC)

Agenda and Materials – August 12, 2021



Agenda

Planning for Future Investments – S. Malisch

Enterprise Research Administration – M. Singh

SSOM Admissions – D. Nabers

HSC Telephony Replacement – J. Apa

ITS Project Capacity – S. Malisch

Planning for Future Investments

| Planned Major Initiatives August 2021 | FY22 (Placeholder) | FY23 (Placeholder) | FY24 (Placeholder) | FY25 (Placeholder) |
|---|---------------------|---------------------|---------------------|---------------------|
| Conference Services RFP | NA | NA | NA | NA |
| School/Unit CRM Platform | NA | TBD | TBD | TBD |
| Community Engagement Platform | NA | NA | TBD | TBD |
| Electronic Research Administration System | | \$ 1,500,000 | \$ 1,500,000 | |
| Student Experience Technology Strategy | | \$ 500,000 | \$ 500,000 | |
| SSOM Admissions Replacement | | \$ 500,000 | \$ 500,000 | |
| Advancement RFP/Implementation | \$ 1,500,000 | \$ 3,000,000 | \$ 500,000 | |
| Finance/HR ERP Replacement | | | \$ 2,000,000 | \$ 2,000,000 |
| Student System Move to Cloud | | | \$ 1,000,000 | \$ 1,000,000 |
| ADDED 8/12/21: HSC Telephony Replacement | | | \$437,000 | |
| TOTAL | \$ 1,500,000 | \$ 5,500,000 | \$ 6,000,000 | \$ 3,000,000 |

Revised from original placeholder estimates from "Looking Ahead" section in 2021-03-18 SFPT ITS FY22 Summary Final.doc

NOTE: Cloud solutions will have lower initial capital investment and transition to operating as a higher annual subscription model

Additional planning placeholders are TBD related to Loyola Digital Experience and University Strategic Plan priorities with potential budget impact for:

- Portal Concept
- Identity and Access Management

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See separate pdf document, “The case for an eRA system”

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See separate pdf document, “Overview of SSOM admissions system needs 2021”

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HSC Telephone and Voicemail System

Introduction

- Health Sciences Campus
- Current State
- Future State

Impacts

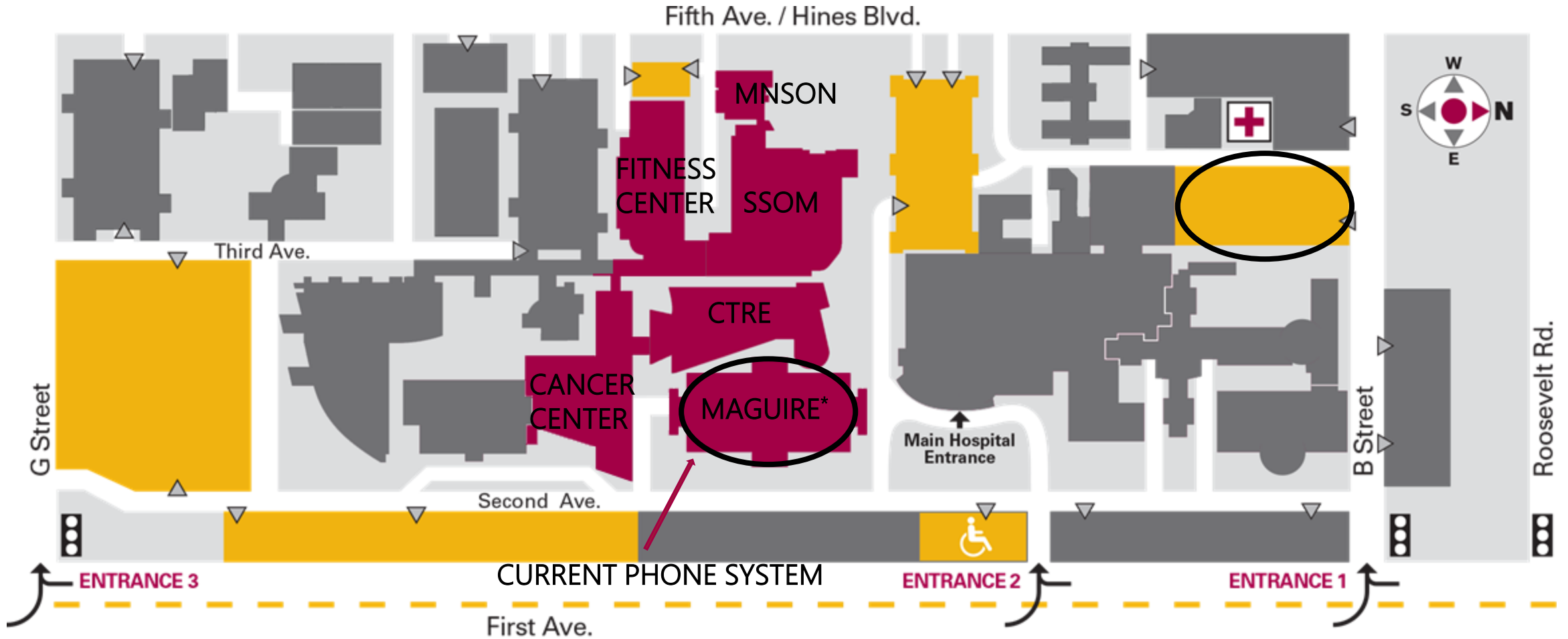
- Phone Services
- Voicemail Services
- Additional Impacts

Budget Placeholder and Timing

- \$437,000 Capital for System Replacement
- Cloud subscription model options
- Timing driven by building removal and availability of phone extensions for LUMC



Health Sciences Campus



- Buildings where phone equipment resides
- Phone equipment is owned by LUMC
- * Maguire is leased back to LUMC

HSC Telephone and Voicemail System

Current State

- Managed by Trinity Health / LUMC
 - Phone System
 - Voicemail
- 1,061 Phone Numbers in use at HSC
- LUMC Phone System and LUC – Direct Dialing
- No capability for “softphones”

Future State

- Loyola University Managed System
- Fully Integrated with LUC; LUC Voicemail
- New phone numbers
- LUC-only direct dialing (breaks LUMC)
- Softphone Capabilities



HSC Telephone System - Impact

Change in Phone Services

- New Phone Numbers
- Current block of numbers not able to transfer ownership
- Trinity offered call-forwarding for Six Months
- New Handsets required for SSOM and MNSON (newer handsets in CTRE are compatible)

Change in Voicemail Services

- Legacy Voicemail Greeting can be in place for Six Months
- New Access Methods
- New Voicemail Greeting
- Email Integration

Additional Impacts (Incremental Cost to System Replacement)

- Stationary
- Business Cards
- Websites
- Digital Signage
- Email Signatures

2021 ITESC Schedule

February 25, 2021 - Thursday, 10:00 AM-12:00 PM

- Institutional and Technology Change Management
- Student Experience & External Partner Technology Planning
- Data Integrity

April 22, 2021 - Thursday, 10:00 AM-12:00 PM

- Enterprise Texting
- Major Initiative Next Steps
 - PeopleGrove Mentoring
 - CRM Platform
 - Data Integrity/Cleanup
 - Information Security
- ITESC Governance Review
- Planning for Future Investments

June 17, 2021 - Thursday, 10:00 AM-12:00 PM

- Enterprise Initiative Updates
 - Faculty Admin Re-architecture Strategy (FARS)
 - PeopleGrove Student Mentoring CRM
 - Platform for Schools Advancement CRM
 - Enterprise Texting
- Data Governance & Integrity
- Project Portfolio Prioritization

August 12, 2021 - Thursday, 10:00 AM-12:00 PM

- Planning for Future Investments
- Enterprise Research Administration
- SSOM Admissions
- HSC Telephony Replacement
- ITS Project Capacity

October 21, 2021 - Thursday, 10:00 AM-12:00 PM

- TBD

December 14, 2021 - Tuesday, 10:00 AM-12:00 PM

- Project Portfolio Prioritization