ITS Executive Steering Committee (ITESC)

Agenda and Materials – June 20, 2018

Agenda

Disaster Recovery – Tier 1
- J. Sibenaller

Project Portfolio Prioritization
- S. Malisch, J. Sibenaller

Disaster Recovery – RPO/RTP

RPO – Recovery Point Objective

- How current our data will be (i.e. define acceptable data loss)
    - Critical/Core systems - Database recovery architecture provides only "seconds" of data loss
    - Non-critical systems - Databases recovered from backup (yesterday's data)

RTO – Recovery Time Objective

- How quickly we recover our technology solutions
- Established 3 Tiers
    - Tier 1 – recovery in 1-5 Days
    - Tier 2 – recovery in 6-10 Days
    - Tier 3 – recover when possible (> 10 days/no recovery time specified)

Disaster Recovery - RTO Tier 1

Technology and Enterprise Business Systems	Rank	Recovery
Network Services (Core, DNS, AD, VPN)	M	Mandatory
Storage Services (SAN)	M	Mandatory
Enterprise Database Services (Oracle, SQL, LuWARE, WebFocus)	M	Mandatory
LUC.edu Website	1	Tier 1 (1-5 days)
eMail (Exchange)	2	Tier 1 (1-5 days)
Student System (PS Campus Solutions), including Portal	3	Tier 1 (1-5 days)
Learning Mgmt (Sakai LMS)	4	Tier 1 (1-5 days)
Adobe Connect	5	Tier 1 (1-5 days)
HR, Finance, Payroll (Infor/Lawson)	6	Tier 1 (1-5 days)
Timekeeping, Payroll Feed (Kronos)	7	Tier 1 (1-5 days)
Phone and Voice Mail Systems (Avaya)	8	Tier 1 (1-5 days)
eCommerce System (CBORD, Micros)	9	Tier 1 (1-5 days)
Building Access (Maxxess, Easy Lobby)	10	Tier 1 (1-5 days)
Enterprise Data Warehouse (EDW/ETL)	11	Tier 1 (1-5 days)
Payment Gateway (TouchNet Paypath/TPG)	12	Tier 1 (1-5 days)
Student Recruiting (SLATE)	13	Tier 1 (1-5 days)
Web Site Maintenance (T4)	14	Tier 1 (1-5 days)

Legend:
Mandatory: Infrastructure that must be recovered first
Denotes a Hosted System

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Disaster Recovery - RTO Tier 1 Expanded

Technology and Enterprise Business Systems	Rank	Plan Status	Last Plan Date	Comments
Network Services (DNS)	M	Current	05/2017	Update
Network Services (VPN)	M	Pending Upgrade	06/2015	Update
Network Services (AD)	M	Pending	---	Need DR Plan
Network Services (Core)	M	On Hold	---	Need DR Plan
Storage Services (SAN)	M	Pending	---	Redundant by Design
Enterprise Database Services (Oracle)	M	Current	10/2017	Update
Enterprise Database Services (SQL)	M	Current	10/2017	Update
Enterprise Database Services (LuWARE)	M	Pending	---	No Plan Needed, Part of Oracle
Enterprise Database Services (WebFocus)	M	Current	06/2017	Update
LUC.edu Website	1	Current	10/2017	Update
eMail (Exchange)	2	Current	10/2017	Update, Includes Voice Mail
Student System (PS Campus Solutions), including Portal	3	Pending Upgrade	11/2014	Update
Learning Mgmt (Sakai LMS)	4	Current	Cloud	Need Engagement Plan
Adobe Connect	5	Current	06/2017	Update With Zoom
HR, Finance, Payroll (Infor/Lawson)	6	Current	10/2017	Update
Timekeeping, Payroll Feed (Kronos)	7	Current	10/2017	Update
Phone and Voice Mail Systems (Avaya)	8	Pending	---	LSC/WTC Redundant, Need for Remote Campuses?
eCommerce System (CBORD)	9a	Pending	---	Need DR Plan?
eCommerce System (Micros)	9b	Pending	---	Can't Recover Cost Effectively (High Security Environment)
Building Access (Maxxess)	10a	Pending	---	Can't Integrate to Card Swipes, Leverage Security Officers?
Building Access (Easy Lobby)	10b	Pending	---	Need DR Plan / New Technology?
Enterprise Data Warehouse (EDW/ETL)	11	Current	08/2017	Update
Payment Gateway (TouchNet Paypath/TPG)	12	Current	Cloud	Need Engagement Plan
Student Recruiting (SLATE)	13	Current	Cloud	Need Engagement Plan
Web Site Maintenance (T4)	14	Current	06/2017	Update or Remove?

Disaster Recovery - RTO Tiers 2-3

Technology and Enterprise Business Systems	Rank	Recovery
Room & Event Scheduling (R25 Suite, Kinetics, Outlook)	15	Tier 2 (6-10 days)
Student Loan Mgmt. (ECSI)	16	Tier 2 (6-10 days)
Parking (Maxxess, Opus)	17	Tier 2 (6-10 days)
Admitted Student Portal (Custom)	18	Tier 2 (6-10 days)
Classroom Control System (Crestron)	19	Tier 2 (6-10 days)
Surveillance Systems (Milestone)	20	Tier 2 (6-10 days)
Mobile Applications (HighPoint, Custom)	21	Tier 2 (6-10 days)
Housing (RMS)	22	Tier 2 (6-10 days)
Wellness Center (Point and Click)	23	Tier 2 (6-10 days)
Enterprise Content Mgmt (DocFinity)	24	Tier 2 (6-10 days)
LUC Libraries (Alma-Primo)	25	Tier 2 (6-10 days)
Predictive Dialing (SmartCall)	26	Tier 3 (> 10 days)
Student ePortfolio (Taskstream LAT)	27	Tier 3 (> 10 days)
Course/Faculty Evaluations (Snap, Opinio)	28	Tier 3 (> 10 days)
Alumni/Donor Relations (Advance)	29	Tier 3 (> 10 days)
Faculty Salary Planning (Custom)	30	Tier 3 (> 10 days)
Staff Salary Planning (Custom)	31	Tier 3 (> 10 days)

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Plan of Record Tracking

POR Activity	Total Count	T-Shirt Sizing Breakdown				
		X-Large	Large	Medium	Small	X-Small
Original FY18 Q3-Q4 POR	175	15	36	92	31	1
Revised FY18 Q3-Q4 POR	175	15	36	92	31	1
New Projects Started	68	5	10	23	28	2
Final FY18 Q3-Q4 POR	243	20	46	115	59	3
Completed Projects	(47)	8	12	9	16	2
Forecasted Completed Projects	(12)	1	1	6	4	0
Duplicate / Canceled	(14)	0	4	9	1	0
Rollover Projects	170	11	29	91	38	1
New Projects not Started	7	0	2	3	2	0
FY19 Q1-Q2 POR (Draft)	177	11	31	94	40	1
Net Change	2	(4)	(5)	2	9	0

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Project Sizing Trend

Portfolio Counts											
		FY14	**FY14**	**FY15**	**FY15**	**FY16**	**FY16**	**FY17**	**FY17**	**FY18**	**FY18**	**FY19**
T-Shirt Sizing	**Work Effort**	**Q1-Q2**	**Q3-Q4**	**Q1-Q2**	**Q3-Q4**	**Q1-Q2**	**Q3-Q4**	**Q1-Q2**	**Q3-Q4**	**Q1-Q2**	**Q3-Q4**	**Q1-Q2**
TBD	TBD	0	0	0	0	0	0	0	0	0	0	0
X-Small	< 5 Days	12	10	11	7	8	6	4	4	2	1	1
Small	5-30 Days	56	55	52	56	55	45	49	48	36	31	40
Medium	31-60 Days	72	74	80	84	85	80	94	98	96	92	94
Large	61-120 Days	49	34	39	36	41	37	36	37	34	36	31
X-Large	>120 Days	15	13	17	18	20	15	17	20	15	15	11
	Portofolio	204	186	199	201	209	183	200	207	183	175	177

ITS Project Portfolio

Legend: Total Projects, Log. (Total Projects)
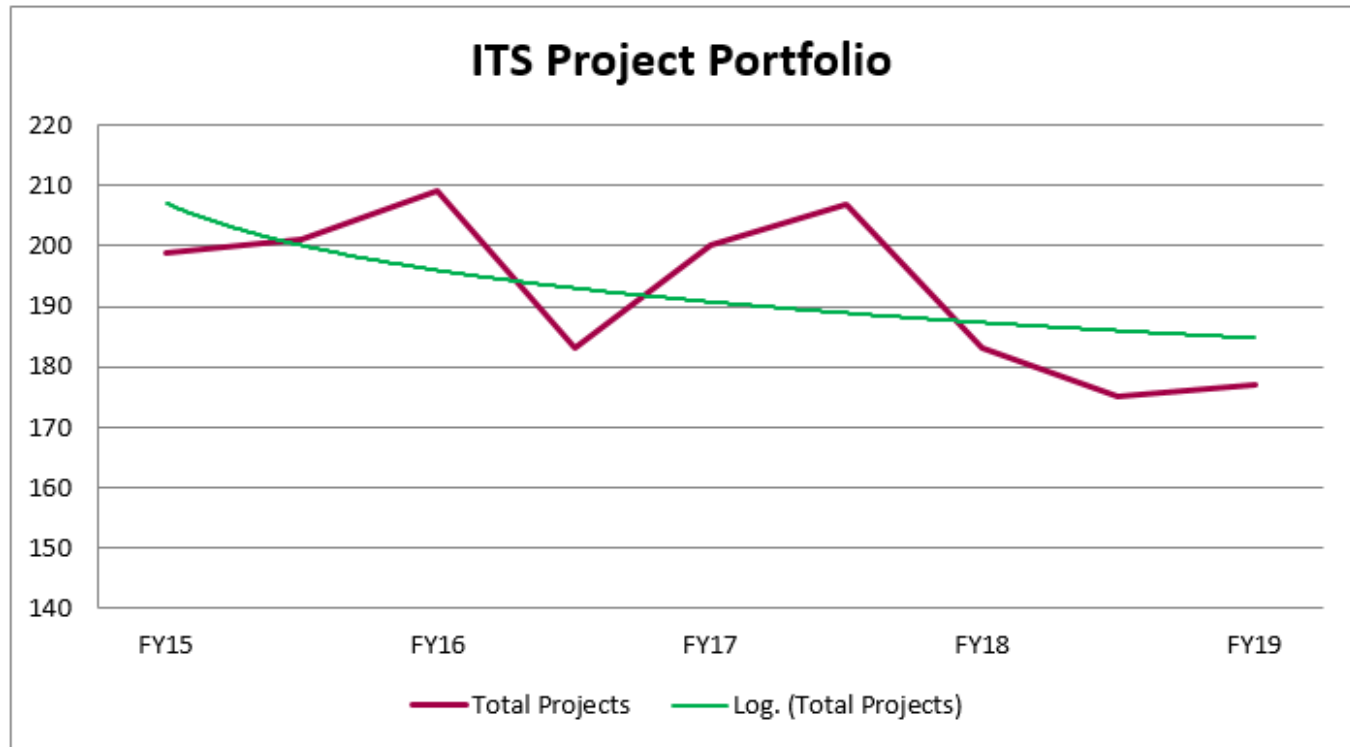
	Avg.	Min	Max	This Period
Portfolio	192	175	209	177

Completed Project Forecast

Portfolio Completion Pct
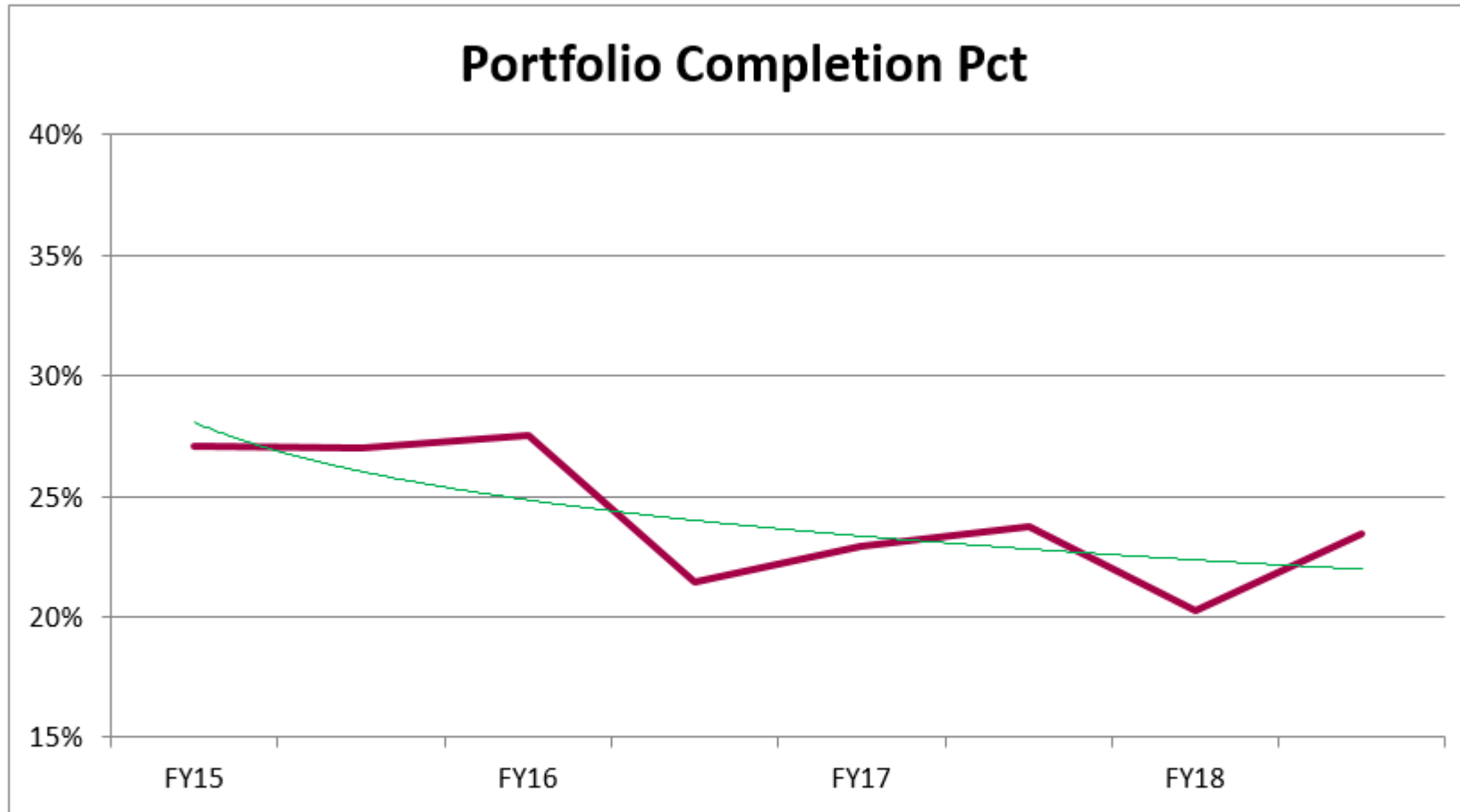
59 projects forecast completed this period

	Avg.	Min	Max	This Period
Completed Pct.	28%	20%	31%	20% (forecasted)

Capacity Estimates

T-Shirt Sizing	Work Effort	Initial Project Count*	Project Effort** (FTE)
TBD	TBD	0	0.0
X-Small	< 5 Days	1	0.0
Small	5-30 Days	40	3.6
Medium	31-60 Days	94	18.1
Large	61-120 Days	31	11.9
X-Large	>120 Days	11	12.2
	Total	177	45.8

* snapshot as of 6/18/18

** most likely scenario

ITS Capacity/Resource Calculations (FTE)	
Full Time	101.0
Part Time	1.3
Annual Total	102.3

	Est. Effort Allocation	Est. Time Allocation	Most Likely Estimate Gap
Admin.	26.3	26%	32%
Support	45.0	44%	
Project	31.0	30%	
Total	102.3	100%	

FY19 Q1-Q2 Estimated Resource Gap

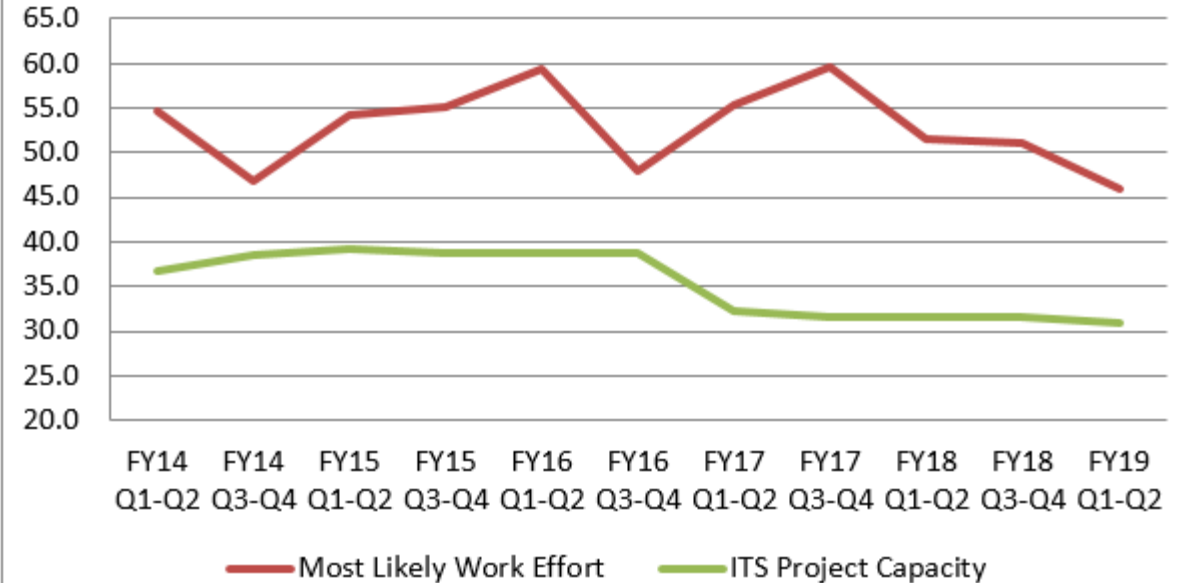|	Max Estimate	Most Likely Estimate	Median Estimate	Min Estimate
Capacity	31.0	31.0	31.0	31.0
Needs	62.1	45.8	44.4	26.8

~32%

■ Capacity ■ Needs
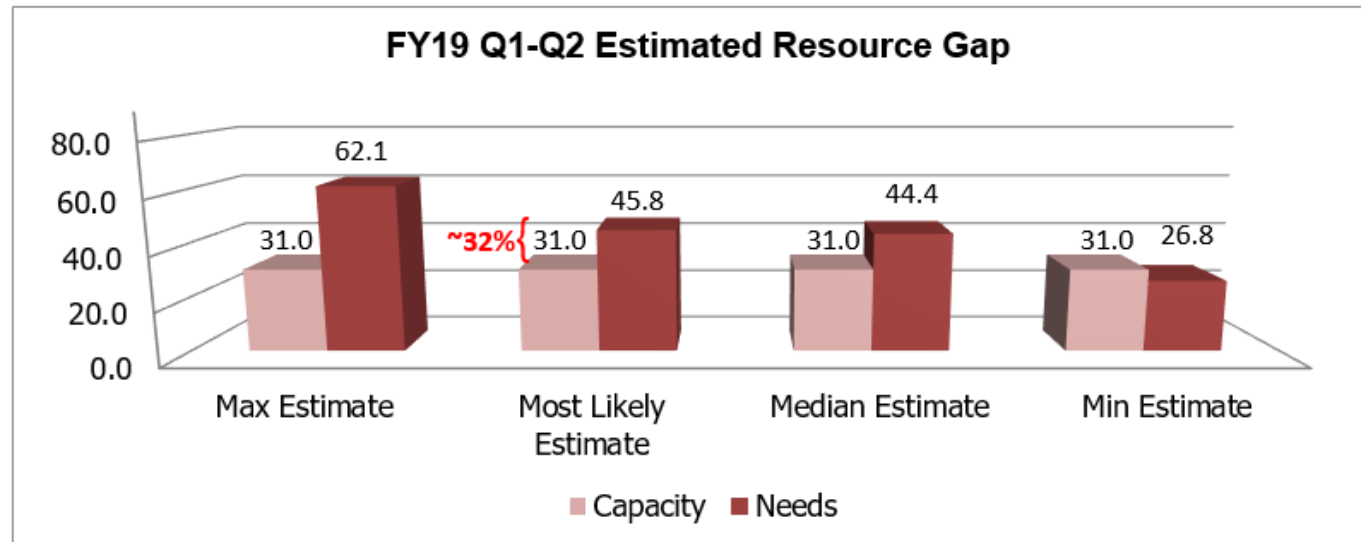
Portfolio Growth Details

	FY14 Q1-Q2	FY14 Q3-Q4	FY15 Q1-Q2	FY15 Q3-Q4	FY16 Q1-Q2	FY16 Q3-Q4	FY17 Q1-Q2	FY17 Q3-Q4	FY18 Q1-Q2	FY18 Q3-Q4	FY19 Q1-Q2	5 Year Avg
Portfolio Count	204	186	199	201	209	183	200	207	183	175	177	192
Portfolio Growth	5%	-9%	7%	1%	4%	-12%	9%	4%	-12%	-4%	1%	
Most Likely Work Effort	54.6	46.9	54.2	55.2	59.4	47.9	55.3	59.7	51.5	51.0	45.8	52.9
Most Likely Work Effort Growth	7%	-16%	13%	2%	7%	-24%	13%	7%	-16%	-17%	-12%	
ITS Project Capacity	36.8	38.6	39.2	38.7	38.7	38.7	32.2	31.5	31.5	31.5	31.0	35.3
ITS Project Capacity Growth	4%	5%	2%	-1%	0%	0%	-20%	-2%	0%	0%	-2%	
Estimated Resource Gap	33%	18%	28%	30%	35%	19%	42%	47%	39%	38%	32%	33%

ITS Project Portfolio Resource Gap
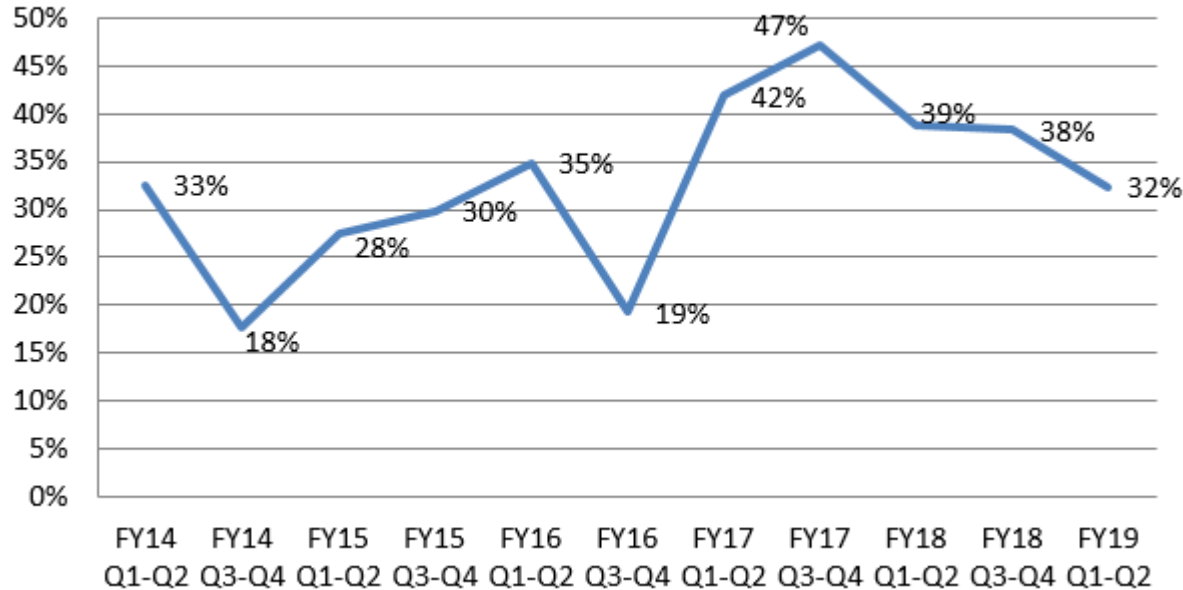
ITS Project Portfolio Resource Gap

ITS Project Portfolio Impact

Portfolio Strategic Breakdown - History

	Run	Grow	Transform
FY13 Q1-Q4	71%	18%	11%
FY14 Q1-Q4	70%	19%	11%
FY15 Q1-Q4	70%	19%	11%
FY16 Q1-Q4	72%	18%	10%
FY17 Q1-Q2	76%	15%	9%
FY17 Q3-Q4	76%	16%	8%
FY18 Q1-Q2	75%	17%	8%
FY18 Q3-Q4	74%	18%	8%
FY19 Q1-Q2	76%	17%	7%
Best Practice 2017 - HE	75%	17%	8%
Best Practice 2016 - HE	73%	16%	11%
Best Practice 2015 - HE	77%	13%	10%
Best Practice 2014 - HE	76%	14%	10%
Best Practice 2013 - HE	75%	14%	11%
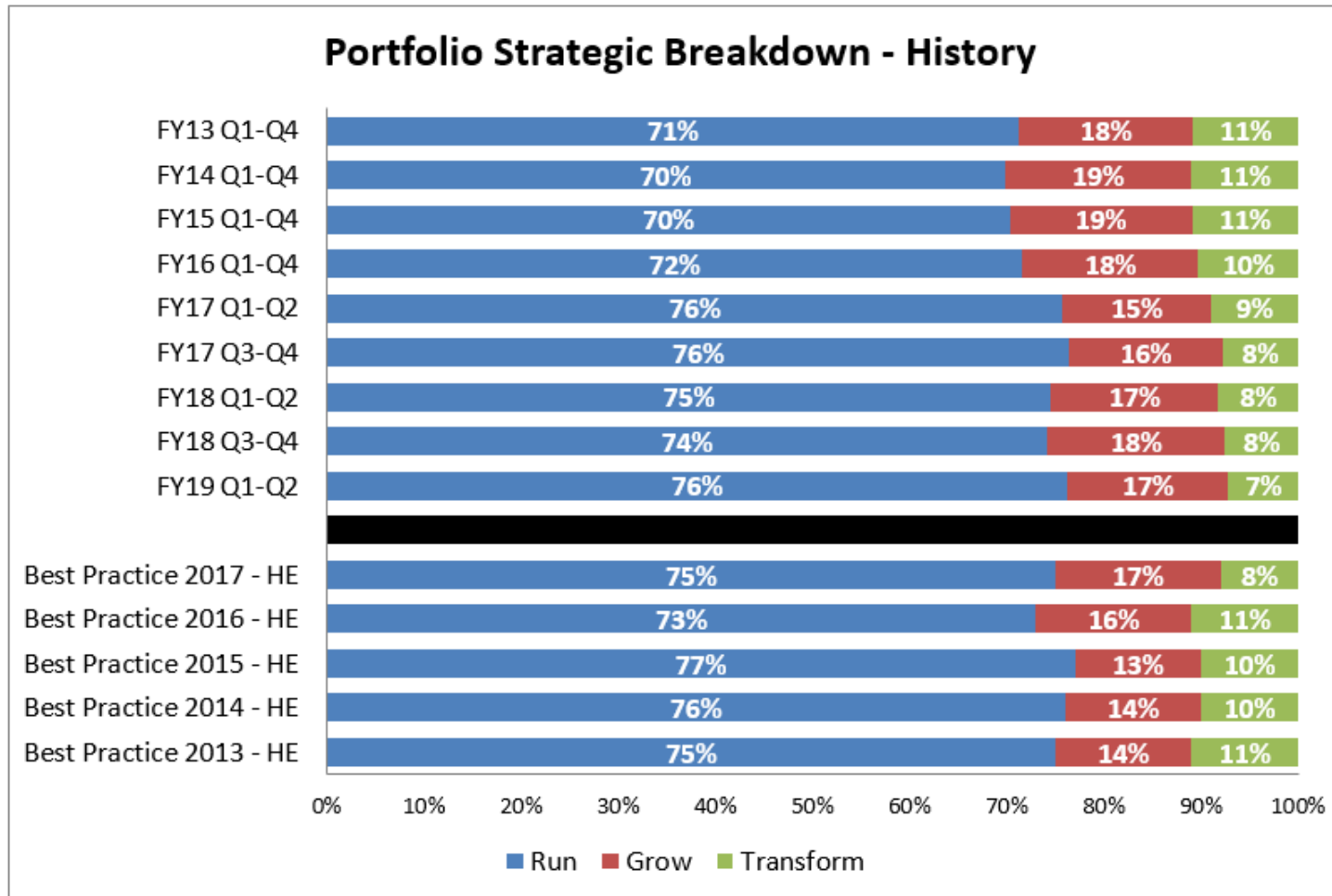
Run – Ongoing operations

Grow – Information systems and services to optimize performance

Transform – New technologies and processes that fundamentally
promote change

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FY19 Q1-Q2 ITS Pre-Approved/Established Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
	1-6	**LOCUS Enhancements (6)**	**Large**	**Active**	**TBD**	**Enterprise/Multiple**
A	1	Tuition Benefits - allow J-Term processing	Small	Active	Q1 FY19	Financial Assistance
A	2	Rollout of WHAT-IF Report for Students, Faculty, and Advisors	Medium	Active	Q1 FY19	Academic Advising and Services
A	3	Financial Aid Award Letter Processes - Aid Year 2019	Medium	Active	Q1 FY19	Financial Assistance
A	4	Student Engagement and Persistence Pilot - Data Collection	Small	Pending	TBD	Academic Advising and Services
A	5	Rollout of Advising Notes Feature in LOCUS	Medium	Pending	TBD	Academic Advising and Services
A	6	Open My Planner Functionality to Advisors	Medium	Pending	TBD	Academic Advising and Services
	7-9	**Enterprise Content Management (3)**	**Large**	**Active**	**TBD**	**Enterprise/Multiple**
A	7	Student Immunization Records	Medium	Active	Q1 FY19	Wellness Center
A	8	ECM - Electronic Document Retention	Large	Hold	TBD	Enterprise/Multiple
A	9	HSD Research Integrity	Medium	Pending	TBD	Faculty Administration
	10-16	**Business Intelligence/Data Warehouse Program (7)**	**XLarge**	**Active**	**Q1 FY19**	**Enterprise/Multiple**
A	10	Academic Departments - Revenue to Expense ratio	XLarge	Active	Q1 FY19	Finance-Office of VP-CFO
A	11	Student Profile - Power BI	Large	Active	Q1 FY19	Student Development - Office of VP
A	12	Financial Dashboards using Power BI and EDW	Large	Active	Q1 FY19	Financial Systems
A	13	Year over Year undergrad enrollment by Business day	Medium	Active	Q1 FY19	Institutional Research
A	14	Enrolled - Not Enrolled - Spring into Fall and Fall to Spring	Medium	Active	Q1 FY19	Assoc. VP - Enrollment Management
A	15	Loyola New Student Orientation dashboard	Medium	Active	Q1 FY19	Office of The Bursar
A	16	Advancement Report Conversion	Large	Active	Q1 FY19	Advancement
	17-18	**LUHS/LUC/HSD Technology Program (2)**	**XLarge**	**Active**	**TBD**	**Information Technology Services**
A	17	HSD Identity Management Strategy & Current State Documentation	Medium	Active	Q2 FY19	Information Services
A	18	Migration of HSD/SSOM Desktops	Medium	Active	Q2 FY19	Information Services
	19-24	**Information Security Program (6)**	**XLarge**	**Active**	**TBD**	**Information Technology Services**
A	19	2015 Security Assessment	Medium	Active	Q2 FY19	Information Technology Services
A	20	2016 Security Assessment	Medium	Active	Q2 FY19	Information Technology Services
A	21	2017 Security Assessment	Medium	Active	Q2 FY19	Information Technology Services
A	22	2018 Security Assessment	Medium	Active	Q2 FY19	Information Technology Services
A	23	High Security Lab Environment/Security Operations Center	Medium	Pending	TBD	Information Technology Services
A	24	Broaden Use of SIEM Technologies	Large	Pending	Q4 FY19	Information Technology Services

FY19 Q1-Q2 ITS Pre-Approved/Established Projects

Priority	Row Nbr	Program Group	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
	25-33	BCDR/Failover (9)	Large	Active	TBD	Enterprise/Multiple
A	25	Disaster Recovery Planning	Large	Active	Q1 FY20	Enterprise/Multiple
A	26	Network Disaster Recovery / Redundancy - LSC - Phase 1	Medium	On Hold	TBD	Information Technology Services
A	27	Disaster Recovery - CBORD	Medium	On Hold	TBD	Information Technology Services
A	28	Disaster Recovery - AD	Medium	Pending	TBD	Information Technology Services
A	29	Disaster Recovery - Phone Systems (Remote Campuses)	Small	Pending	TBD	Information Technology Services
A	30	Disaster Recovery - Sakai	Small	Pending	TBD	Information Technology Services
A	31	Disaster Recovery - Slate	Medium	Pending	TBD	Information Technology Services
A	32	Disaster Recovery - TouchNet Paypath/TPG	Small	Pending	TBD	Information Technology Services
A	33	Business Continuity for Departmental Staff	Large	Pending	TBD	Enterprise/Multiple
	34-44	Lawson/Kronos Enhancements (11)	XLarge	Active	TBD	Enterprise/Multiple
A	34	Implement HSA, FSA and Dependent Care maintenance in Lawson	Medium	Active	Q3 FY19	Human Resources
A	35	Modifications to existing BCBS eligibility file program in Lawson for HDP	Small	Active	Q3 FY19	Human Resources
A	36	Create election and modify/create remittance Lawson files for HSA, FSA & DC	Medium	Active	Q3 FY19	Human Resources
A	37	403(b) Defined Contribution Census File Program changes in Lawson	Small	Active	Q1 FY19	Human Resources
A	38	HR Benefits - Advisor Program	Medium	Pending	TBD	Human Resources
A	39	HR Benefits - Pharmacy Network	Large	Pending	TBD	Human Resources
A	40	Lawson Self Service Outside the Firewall	Medium	Pending	TBD	Office of The President
A	41	ESS Direct Deposit	Small	Pending	TBD	Human Resources
A	42	ESS Life Events - Benefits	Small	Pending	TBD	Human Resources
A	43	ESS Manager Drill down	Small	Pending	TBD	Enterprise/Multiple
A	44	ESS Federal Tax Change	Small	Pending	TBD	Enterprise/Multiple

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FY19 Q1-Q2 ITS Project Prioritization Worksheet

Pri	Row Nbr	Program Group	Recommended Ranking	Prior ITESC Ranking	PRB Ranking	T-Shirt Sizing	Status	Est. Compl. (QTR)	Primary Customer
		Advancement (2)				**Xlarge**	**Active**	**TBD**	**Development & Donor Services**
A	45	Advancement Data Loader Development	**1**	2	2	Large	Active	Q1 FY19	Development & Donor Services
A	46	Alumni/Giving Call Campaign Software Replacement				Medium	Active	TBD	Development & Donor Services
A	47	iPlan - Major Re-write - (Parent Project)	**2**	9	4	Large	Active	Q1 FY19	Office of The Bursar
A	48	Create a Hybrid On-line ABSN Degree Program with Orbis Education	**3**	5	5	Small	Active	Q1 FY19	Niehoff School of Nursing
A	49	Secure submission of documents by students for the Financial Aid Office	**4**	--	7 (tie)	Small	Active	Q1 FY19	Financial Assistance
A	50	Examity Integration with Sakai	**5**	--	11	Small	Active	Q1 FY19	Provost's Office
A	51	Upgrade Campus Card System to CS Gold 7	**6**	--	9	Medium	Pending	Q1 FY19	Office of The Bursar
A	52	Transition from DBCS to SAAS for 25Live	**7**	--	7 (tie)	Large	Active	Q2 FY19	Campus Reservations
A	53	Space and Asset Management - System Search and Implementation	**8**	11	6	Large	Active	Q4 FY19	Facilities-Office of VP
A	54	Evaluate SONIA Field Management software for University usage	**9**	13	12	Medium	Active	TBD	School of Social Work
A	55	Quinlan CRM	**10**	14	13	Medium	Active	Q1 FY19	Business School
A	56	Online Performance Management System - Phase 2	**11**	4	10	Medium	Hold	TBD	Human Resources
A	57	PROLAW Scholars Network application and database	**12**	7	14	Medium	Hold	TBD	School of Law
A	58	LOCUS Fluid Page Rollouts	**13**	1	1	XLarge	Active	TBD	Enterprise/TBD
M	156	12C Database Upgrade	**--**	3	3	XLarge	Active	Q1 FY19	Information Technology Services

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2018 ITESC Schedule

February 6, 2018 - Tuesday, 1:00-3:00 PM
- BCDR – Program Restart
- General Data Protection Regulation
- Workday
- BI
- Student System Upgrade
- Technology Changes for Spring 2018

May 1, 2018 - Tuesday, 1:00-3:00 PM
- GDPR Project Update
- Information Security Program Overview
- ITS Dashboard Pilot

June 20, 2018 - Wednesday, 1:30-3:30 PM
- Disaster Recovery – Tier 1
- Project Portfolio Prioritization

August 23, 2018 - Tuesday, 1:00-3:00 PM
-

September 18, 2018 - Tuesday, 1:00-3:00 PM
-

October 25, 2018 - Tuesday, 1:00-3:00 PM
-

December11, 2018 - Tuesday, 1:00-3:00 PM
- Project Portfolio Prioritization