

ITS Executive Steering Committee (ITESC)

Agenda and Materials – February 6, 2018



Agenda

Disaster Recovery - Program Restart

- S. Malisch, J. Sibenaller

GDPR

- J. Sibenaller

LUHS Migration to Workday

- J. Sibenaller

Business Intelligence

- S. Malisch, K. Smith

Student System Upgrade

- K. Smith

Technology Changes for Spring 2018, Mobile Governance Handout

- S. Malisch

Business Continuity & Disaster Recovery Context

Context

- Business Continuity & Disaster Recovery (BCDR) planning is an integral part of a risk management plan for the University to identify threats or risks that could cause an interruption to normal operations.
- Combines the roles and functions of ITS and operational units in the event of a business/technical interruption to increase resiliency when these events occur.
- Need to assess and balance risk, likelihood, and cost.

Where Are We Now

- DR had taken a pause (FY16 budget hold).
- BC has now transitioned to ITS.
- Overall restart.

Disaster Recovery - Review

Premise - Focus disaster recovery (DR) on 2 main factors

- Teaching our students
- Paying our employees

DR Program

- Established program governance (2013)
- Scope primarily Lakeside Technology/Systems
 - Health Sciences had an existing DR plan
- Cost effective approach
- Utilize alternate data centers as primary recovery location (LSC/WTC)
- Close coordination with Business Continuity (BC) efforts
- Utilize common technology to capture/track plans (CPOTracker)

Disaster Recovery - Review

RPO – Recovery Point Objective

- How current our data will be (i.e. define acceptable data loss)
 - Originally established multi-level requirements (hours-days)
 - 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)
Lawson (people info, payroll, financials)	6	Tier 1 (1-5 days)
Kronos (timekeeping, payroll feed)	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)
Student System Reporting (PS RDS) Cognos?	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)

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



Disaster Recovery - RTO Tiers 2-3

Technology and Enterprise Business Systems	Rank	Recovery
Room & Event Scheduling (R25 Suite, Kinetics, Outlook)	14	Tier 2 (6-10 days)
Student Loan Mgmt. (ECSI)	15	Tier 2 (6-10 days)
Parking (Maxxess, Opus)	16	Tier 2 (6-10 days)
Admitted Student Portal (Custom)	17	Tier 2 (6-10 days)
Classroom Control System (Crestron)	18	Tier 2 (6-10 days)
Surveillance Systems (Milestone)	19	Tier 2 (6-10 days)
Mobile Applications (HighPoint, Custom)	20	Tier 2 (6-10 days)
Housing (RMS)	21	Tier 2 (6-10 days)
Wellness Center (Point and Click)	22	Tier 2 (6-10 days)
Enterprise Content Mgmt (DocFinity)	23	Tier 2 (6-10 days)
LUC Libraries (Alma-Primo)	24	Tier 2 (6-10 days)
Predictive Dialing (SmartCall)	25	Tier 3 (> 10 days)
Student ePortfolio (Taskstream LAT)	26	Tier 3 (> 10 days)
Course/Faculty Evaluations (Snap, Opinio)	27	Tier 3 (> 10 days)
Alumni/Donor Relations (Advance)	28	Tier 3 (> 10 days)
Faculty Salary Planning (Custom)	29	Tier 3 (> 10 days)
Staff Salary Planning (Custom)	30	Tier 3 (> 10 days)

DR Current State

Technology and Enterprise Business Systems	Rank	Plan Status	Last Plan Date
Network Services (Core)	M	On Hold	---
Network Services (DNS)	M	Current	05/2017
Network Services (AD)	M	Pending	---
Network Services (VPN)	M	Update Pending upgrade	06/2015
Storage Services (SAN)	M	Pending	---
Enterprise Database Services (Oracle)	M	Current	10/2017
Enterprise Database Services (SQL)	M	Current	10/2017
Enterprise Database Services (LuWARE)	M	Pending	---
Enterprise Database Services (WebFocus)	M	Current	06/2017
LUC.edu Website	1	Current	10/2017
eMail (Exchange)	2	Current	10/2017
Student System (PS Campus Solutions), including Portal	3	Update Pending upgrade	11/2014
Learning Mgmt (Sakai LMS)	4	Current	Cloud
Adobe Connect	5	Current	06/2017
HR, Finance, Payroll (Infor/Lawson)	6	Current	10/2017
Timekeeping, Payroll Feed (Kronos)	7	Current	10/2017
Phone and Voice Mail Systems (Avaya)	8	Pending	---
eCommerce System (CBORD)	9a	Pending	---
eCommerce System (Micros)	9b	Pending	---
Building Access (Maxxess)	10	Pending	---
Building Access (Easy Lobby)	10	Pending	---
Enterprise Data Warehouse (EDW/ETL)	11	Current	08/2017
Payment Gateway (TouchNet Paypath/TPG)	12	Current	Cloud
Student Recruiting (SLATE)	13	Current	Cloud
Web Site Maintenance (T4)	14	Current	06/2017

Legend:

Mandatory: Infrastructure that must be recovered first

Denotes a Hosted System

Changes in the DR World

Recovery plans are more “nimble”, less “traditional”

BC & DR are more closely linked

Technology resilience makes recovery quicker

Technology complexity makes complete recovery more difficult

Cloud has become more prevalent as a cost effective option

Technical “disasters” are more frequent than physical

Recommended Program Actions

Restart the DR initiative

- Validate RTO Tiers/System assignments
- Determine any budget adjustments
- Review CPOTracker effectiveness
- Consider cloud recovery options
- Complete Tier 1 DR plans
- Assess Tier 2 recovery needs & provide a recommended action plan

Restart the BC initiative

- Assess current state of work completed
- Provide a recommended action plan

Conduct Internal Audit DR review in FY20

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Technology Changes for Spring 2018

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What is GDPR?

- **GDPR – General Data Protection Regulation**

- (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).
- It also addresses the export of personal data outside the EU.
- The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.
- When the GDPR takes effect, it will replace the data protection directive (officially Directive 95/46/EC) of 1995.
- The regulation was adopted on 27 April 2016.
- It becomes enforceable from 25 May 2018 after a two-year transition period and, unlike a directive, it does not require national governments to pass any enabling legislation, and is thus directly binding and applicable.

What is GDPR?

- **GDPR – Simplified**

1. This Regulation lays down rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data.
2. This Regulation protects fundamental rights and freedoms of natural persons and in particular their right to the protection of personal data.
3. The free movement of personal data within the Union shall be neither restricted nor prohibited for reasons connected with the protection of natural persons with regard to the processing of personal data.

Who does GDPR apply to?

GDPR requirements apply to any organization doing business in the EU or that processes personal data originating in the EU, be it the data of residents or visitors. Organizations of any size in any country that process anyone's data, if that data originated in the EU, is subject to the GDPR.

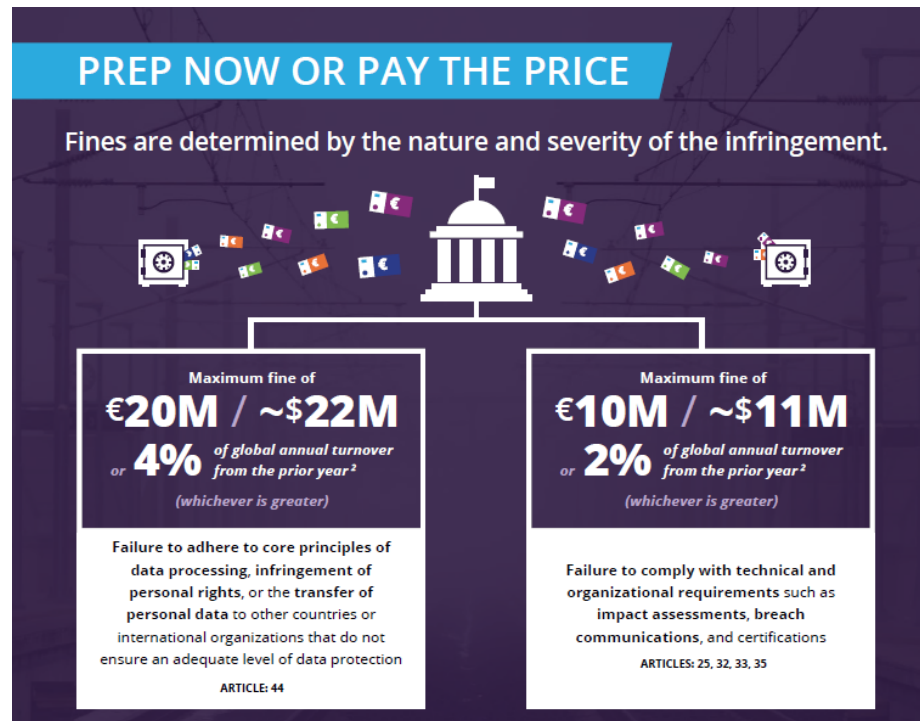
1. EU laws shall always privilege the protection of the natural person in the union, irrespective to nationality.
2. For the U.S. academic institutions, "natural persons" will be:
 - Students (going to study abroad programs in the EU)
 - Faculty (hired locally or posted to the EU)
 - Staff and other personnel (hired locally or posted to the EU)
 - Third parties in general (i.e. EU contractors, EU donors, EU researchers)

A couple of specific cases, to be considered:

1. International students, located in the EU, applying and then enrolling to U.S. University
2. International students, located in the EU, applying and then enrolling to online courses provided by U.S. University

Why do we care?

- Loyola has data originating in the EU
- Protect rights of Individuals
- Penalties are very significant for non-compliance
- Prevent damage to reputation



Research



How Microsoft Azure Can Help Organizations Become Compliant with the EU General Data Protection Regulation (GDPR)



The Guide to Data Protection

EDUCAUSE

What Rules Require Data Protection Technology?

Pay close attention to these 5 articles buried deep in 88 pages of regulation text:

- ARTICLE 25** Data protection by design and by default
Limit the amount of data managed and access to it, and enforce the limits.
- ARTICLE 32** Security of processing
Implement data security measures and verify they work.
- ARTICLE 33** Breach notification to regulator
Be prepared to detect breaches report details within 72 hours.
- ARTICLE 35** Data protection impact assessment
Inventory and classify your data assign risk protection profiles.
- ARTICLE 44** General principle for transfers
Prevent unauthorized data transfers outside member states

Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now

- Awareness**
You should make sure that decision makers and key people in your organization are aware that the law is changing to the GDPR. They need to appreciate the impact this is likely to have.
- Information you hold**
You should document what personal data you hold, where it came from and who you share it with. You may need to organise an information audit.
- Communicating privacy information**
You should review your current privacy notices and put a plan in place for making any necessary changes in time for GDPR implementation.
- Individuals' rights**
You should check your procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly used format.



- Consent**
You should review how you seek, record and manage consent and whether you need to make any changes. Refresh existing consents now if they don't meet the GDPR standard.
- Children**
You should start thinking now about whether you need to put systems in place to verify individuals' ages and to obtain parental or guardian consent for any data processing activity.

GDPR Article Reference	Regulatory Requirement	Description	Operational Considerations
Article 5	Data Principles	(5) Personal data must be accurate and, where necessary, kept up to date every reasonable step must be taken to ensure that personal data is accurate and up to date. (6) Personal data which is inaccurate must be erased or rectified without delay. (7) Personal data which is no longer necessary in relation to the purposes for which it was collected or processed shall be erased, unless the personal data is required to be kept for legal reasons or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. (8) Processing of personal data for scientific, historical or statistical purposes is exempt from the obligation to erase or rectify data where the controller has implemented appropriate technical and organizational measures to protect the rights of the data subject. (9) Personal data which is processed for archiving purposes in the public interest, for scientific or historical research purposes or for statistical purposes, may be subject to processing in a manner which is not governed by Article 5(1) to (5), provided that appropriate safeguards are in place.	Define and implement processes including privacy impact assessments and data retention, long-term planning and raising awareness to employees.
Article 6	Legal Basis for Processing (Legitimate Interests)	(1) Processing is lawful if: (a) necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection under applicable law; (b) necessary for the performance of a contract with the data subject or to carry out the controller's obligations in connection with a contract; (c) necessary for compliance with a legal obligation to which the controller is subject; (d) necessary for the purposes of the controller's or a third party's legitimate interests, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection under applicable law.	Add documentation (Data Protection Impact Assessment) to justify legitimate interests. Consider legal impact of legitimate interests. Document the assessment process.
Article 7	Legal Basis for Processing (Consent)	(1) Where processing is based on consent the controller shall be able to demonstrate that the data subject has given consent to the processing. (2) Consent shall be given by a statement or a clear affirmative action which indicates the data subject's agreement to the processing. (3) Where the controller processes personal data for multiple purposes, the data subject shall have the right to object to the processing of their personal data for one or more of those purposes. (4) Where the controller processes personal data for multiple purposes, the data subject shall have the right to object to the processing of their personal data for one or more of those purposes. (5) Where the controller processes personal data for multiple purposes, the data subject shall have the right to object to the processing of their personal data for one or more of those purposes.	Consent should be formalized and documented. The process should be designed to ensure that consent is freely given, specific, informed and unambiguous. Consent should be recorded and stored. Consent should be easy to withdraw. Consent should be as easy to give as to withdraw.

New GDPR Mandates Require Changes to Storage Management Strategies for All Global Enterprises

GET GOING WITH YOUR GDPR PLAN

Are you ready? General Data Protection Regulation (GDPR) enforcement. Don't get derailed by last-minute planning efforts. Start making move against breaches and ensure data privacy—or face the threat of huge

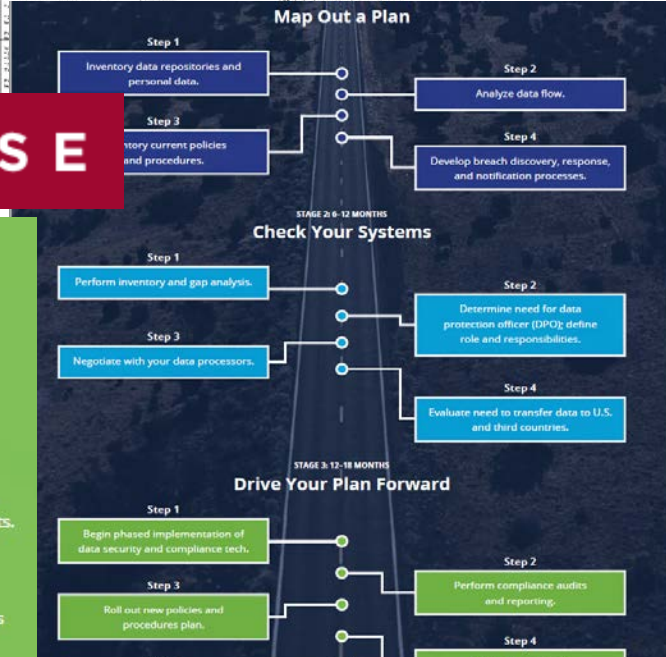


GDPR: New Data Protection Rules in the EU

WHAT DOES IT MEAN TO ME? GDPR DATA PROTECTION IMPACT ASSESSMENTS



GDPR Article Reference	Regulatory Requirement	Description	Operational Considerations
Article 17	Right to Erasure (Right to be Forgotten)	(1) The data subject shall have the right to be forgotten where: (a) the controller no longer needs the personal data for the purposes for which it was collected or processed; (b) the data subject withdraws consent or objects to processing and the controller has no other legal basis for processing the personal data; (c) the controller is obliged to erase the personal data by law; (d) the personal data have been unlawfully processed; (e) the controller has disclosed the personal data to a third party and has taken reasonable steps to inform that third party of the erasure of the personal data, unless the law requires otherwise.	Review data retention policies and ensure they are aligned with the GDPR requirements. Implement processes to handle erasure requests.
Article 18	Right to Restriction of Processing	(1) The data subject shall have the right to restriction of processing of their personal data where: (a) the accuracy of the personal data is being questioned by the data subject; (b) the processing is unlawful but the data subject opposes the erasure of the personal data; (c) the controller no longer needs the personal data for the purposes for which it was collected or processed, but the data subject requires the personal data for legal claims; (d) the data subject has objected to processing and pending the outcome of the objection, the controller has restricted processing of the personal data.	Implement processes to handle restriction requests. Review data retention policies and ensure they are aligned with the GDPR requirements.



- [EUGDPR.org](#)
- [The Regulation](#)
- [The Process](#)
- [More Resources](#)
- [Our Partners](#)

The EU General Data Protection Regulation (GDPR) is the most important change in data privacy regulation in 20 years - we're here to make sure you're prepared.

TIME UNTIL GDPR ENFORCEMENT UTC
121:08:29:58
Days Hrs Mins Secs



Planning Framework Overview

Phase 1-Current State Data Assessment

- Program pre-assessment
- Discover and inventory all known and unknown data repositories and sensitive data
- Analyze Data flow and touchpoints – including sub-processors
- Inventory current data security policy and procedures
- Analyze existing breach discovery, response and notification requirements
- Draft the Data Protection Impact Assessment report

Phase 2-Gap Analysis

- Perform inventory and gap analysis of Data security and compliance technology
- Evaluate and select monitoring, minimization and encryption technology
- Ensure Privacy by design is in place
- Determine need for Data Protection officer (DPO) and if necessary define role and responsibilities
- Update permissions collections process
- Determine need for 3rd party processors
- Evaluate need to transfer data to the US.

Phase 3- Rollout of Risk Treatments Based on Gap Analysis

May include:

- Phased implementation of data security and compliance technologies
- Compliance audits and reporting
- Assign new roles/duties
- Rollout new or modified policies and procedures
- Testing controls and supporting technologies
- Training and Awareness



Overall Risk*

GDPR Gap Analysis

Privacy Principle	Maturity Level			Risk Level				Overall Risk				
	Total Items	Not Applicable	In Scope Items	Met	Mostly Met	Partially Met	Not Met	Low Risk	Medium Risk	High Risk	Critical Risk	Overall Risk Avg.
01. Choice & Consent	3	0	3	0	1	2	0	0	2	1	0	6.3
02. Legitimate Purpose Specification and Use Limitation	6	1	5	0	3	1	1	0	1	4	0	7.2
03. Personal Information and Sensitive Information Life Cycle	7	0	7	0	2	3	2	0	2	4	1	8.9
04. Accuracy and Quality	1	0	1	0	0	1	0	0	1	0	0	6.0
05. Openness, Transparency and Notice	5	0	5	0	1	4	0	0	1	3	1	8.2
06. Individual Participation	6	1	5	0	0	1	4	0	1	1	3	13.2
07. Accountability	6	3	3	0	2	0	1	0	2	1	0	6.7
08. Security Safeguards	3	0	3	0	3	0	0	0	+	3	0	4.0
09. Monitoring, Measuring and Reporting	8	1	7	0	1	4	2	0	5	2	0	7.4
10. Preventing Harm	6	1	5	0	0	3	2	0	0	5	0	10.2
11. Third-party/Vendor Management	4	0	4	0	1	3	0	0	1	3	0	7.8
12. Breach Management	1	0	1	0	1	0	0	0	1	0	0	4.0
13. Security and Privacy by Design	2	0	2	0	0	2	0	0	2	0	0	6.0
14. Free Flow of Information and Legitimate Restriction	5	0	5	1	0	3	1	0	4	1	0	6.2
Totals	63	7	56	1	15	27	13	0	26	25	5	7.9
				2%	27%	48%	23%	0%	46%	45%	9%	

* Based on pre-assessment

Overall Risk*

Overall Risk Grid

	Low	Medium	High	Critical
Not Met	4	8	12	16
Partially Met	3	6	9	12
Mostly Met	2	4	6	8
Met	1	2	3	4

Overall Risk Breakdown

	Overall Risk Score	Count	Count
Critical	16	4	7%
High	12	8	41%
	9	13	
	8	2	
Medium	6	17	50%
	4	11	
Low	2	1	2%
		56	100%

* Based on pre-assessment

Next Steps

- Complete full gap analysis
- Review risk assignments
- Validate the risk treatments (work to be done)
- Identify resources needed to complete
 - People
 - Effort/Work
 - Costs
 - Duration
- Sponsorship & Support (ITESC/Cabinet)

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LUHS Migration to Workday

Executive Summary:

- Workday live on 12/24, first payroll cycles run and completed by 1/12
 - Trinity reported a normal level of data errors and processing exceptions
- Reporting/data extracts loading & testing – extremely difficult
 - Complete only due to extraordinary efforts by Finance, HR & ITS
 - New report requested (cost center allocations) due to gaps in existing data
- Reporting/data extracts run manually in ITS
 - Automation need is critical
- Obtaining Workday access has been time consuming & problematic
- HR Operational Reports (3)
 - Remain under review, access & distribution issues
- Contacts & method for reporting problems & escalation is temporary
 - Long term process is undefined
- Several operational items still need to be addressed
- Ongoing touchpoint meetings being scheduled

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Recent Activity - Business Intelligence

- Business Intelligence Steering Committee (BISC) established
 - Committee meetings on 11/20/17 and 1/17/18; next meet 4/5/18
- Working group comprised of OIE, Finance and ITS began development of data model for Net Tuition Revenue for Academic Programs
 - Next Steps: Refinements, training, apply security model, and expanded deployment
- Initial development of Enrollment Management dashboards
 - Track Enrollments by Cohort for term over term
 - Students with Service Indicators and Registration blocks
 - Mid Term grades and Mid Term alerts
- Ongoing dashboard projects with Advancement
 - Weekly Performance Summary – Power BI Dashboard and Reports
 - Alumni Donors Progress – Power BI Dashboard and Reports
 - Prospects Dashboard – Power BI Dashboard and Reports
 - Daily Transaction Report – WebFOCUS report distributed to many users
 - Data model to be used for development of future WebFOCUS operational reports



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Executive Summary:

LOCUS Upgrade will occur from Tuesday, March 6 – Friday, March 9, 2018 (Spring Break). LOCUS will be unavailable during this period. This will allow all payments due March 5 to be completed.

Testing upgraded environment with a small group of functional users (Reg & Recs, FA, Bursar, ITS) has progressed well. Financial Aid has indicated they can work around the Go Live schedule for Award Packaging. Bursar Office is pleased we are planning to wait until Mar 6. Reg & Recs has been exemplary with their testing effort and are pleased with progress.

A detailed production Go Live schedule for the Upgrade will be distributed by February 2, 2018. The project is in a Green status as we have the general agreement on the schedule from key users and all key technical issues are resolved.

Student System Upgrade Major Milestones

Task	Status	Start Dt	End Dt	Notes
Install CS 9.2 Demo Environment	Complete	03/15/2017	04/19/2017	Initial environment (no LUC data)
Initial Pass – CS92UP1	Complete	05/30/2017	09/01/2017	First upgrade with LUC data
Initial Pass Clone – CS92UT1	Complete	08/25/2017	09/26/2017	Clone for preliminary testing
Move to Production #1 – CS92UP2 (Upgrade Source Database)	Complete	08/08/2017	12/01/2017	First move-to-prod with customizations
Move to Production #1 Clone CS92UT2 (Development – SIT Testing)	Complete	09/01/2017	12/01/2107	Ongoing System Integration Testing by ITS
Move to Production #2 - CS92UP3 (Functional Testing)	Complete	11/28/2017	12/08/2017	32 of 42 reported testing issues resolved; target for outstanding issues - Feb 8
User Acceptance Kickoff Meeting	Complete	12/05/2017	12/05/2017	ITS, R&R, select functional areas
User Acceptance Testing	In Progress	12/11/2017	02/08/2018	R&R and Fin Sys began testing prior to holidays; Bursar and Fin Aid began testing in January
Functional User Acceptance Testing Signoff	In Progress	02/08/2018	02/08/2018	
Move to Production #3 – CS92SBX	In Progress	01/29/2018	02/06/2018	First “dress-rehearsal”
Move to Production #4 – CS92TRN	Not Started	02/12/2018	02/14/2018	Final test move to production for go-live prep
CS90 Development Software Hold	In Progress	02/02/2018	04/23/2018	Includes upgrade and fall registration software holds
Go-Live – CS92PRD	Not Started	03/06/2018	03/09/2018	Starting 3/6 to accommodate 3/5 payment due date
Project Management, Status, and Reporting	In Progress	Ongoing		



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Spring 2018 Technology Updates

Faculty “responsive” in reviewing courses in Sakai greater than 2 years old.

Box to OneDrive

- ~40 Support Requests Since Announcement
- Average ~1,000 daily users of OneDrive, Box is around 200
- 1.85 million files are now in OneDrive
- 9.8 TB of storage is in use, Box has 7.5 TB
- 928 – Box accounts copied to OneDrive, Box set to read only.
- 224 – scheduled for 2/9, which will complete all staff moves
- 1,167 – Faculty remain, 512 of which are in active use in the past 180 days – Scheduled for migration beginning 2/12.
- 3,951 – Students remain, 625 of which are in active use in the past 180 days – Scheduled for migration beginning 3/16

Kaltura to Panopto

- **Kaltura**
- ~15 Support Requests Since Announcement
- 1,900 individuals have used since July 2014
- 11,300 total video entries (1,625 hours) to migrate to Panopto (in process)
- 380 active Fac/Staff/Students in Kaltura
- 640 inactive clients (Graduated or no longer affiliated with University)
- Update note Sent to Clients 2/2
- Kaltura content scheduled to be duplicated in Panopto on 4/13
- Kaltura tool scheduled to be removed from Sakai after Spring Semester 5/11
- No New Uploads to Kaltura allowed after 5/11
- Agreement with Kaltura to expire 6/30/17
- **Panopto**
- 207 Spring 2018 courses have turned on the Panopto tool in Sakai
- 847 videos have been recorded or uploaded to Panopto since the first day of the Spring 2018 semester (1/16)

Adobe Connect to Zoom

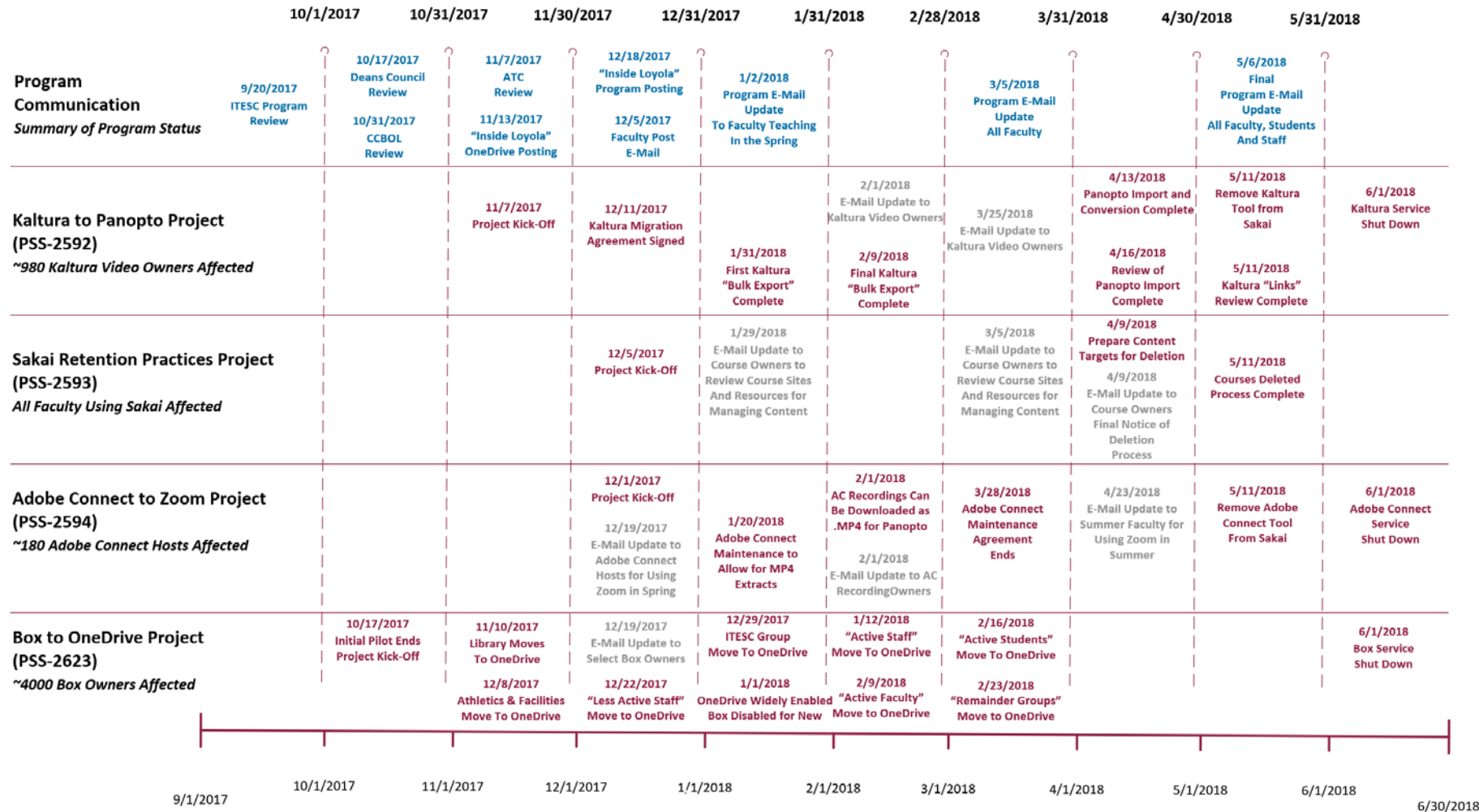
- **Adobe Connect**
- ~25 Support Requests Since Announcement
- 555 individuals have used Adobe Connect since 2009.
- 2,050 individuals registered and using Zoom
- Adobe Connect upgraded 12/22 to allow Meeting Recordings to be saved as .MP4 (if faculty choose to upload to Panopto)
- 318 active Fac/Staff with Meeting Recordings notified with instructions how to self review/make offline recordings 2/1
- AC tool removed from Sakai after Spring Semester 5/11
- **Zoom**
- 197 Spring 2018 courses have turned on the Zoom tool in Sakai
- 540 online meetings have been hosted using Zoom since the first day of the Spring 2018 semester (1/16)



Spring 2018 Technology Updates

Legend:
 Program University-Wide Communication
 Project Milestone
 Project Individual Communication

Spring 2018 Technology Changes Program Milestones and Communication Timeline



- Positive and engaged responses and support from faculty and staff community.
- LUC community “proactive” about embracing changes.
- Faculty “responsive” in reviewing courses in Sakai greater than 2 years old.



2018 ITESC Schedule

February 6, 2018 - Tuesday, 1:00-3:00 PM

- BCDR – Program Restart
- GDPR
- Workday
- BI
- Student System Upgrade
- Technology Changes for Spring 2018

March 22, 2018 - Tuesday, 1:00-3:00 PM

-

May 1, 2018 - Tuesday, 1:00-3:00 PM

-

June 21, 2018 - Thursday, 10:00-12:00 PM

- Project Portfolio Prioritization

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

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

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

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December 11, 2018 - Tuesday, 1:00-3:00 PM

- Project Portfolio Prioritization