

ITS Executive Steering Committee (ITESC)

Agenda and Materials – July 1, 2015



Agenda

ITS Project Prioritization

- S. Malisch, J. Sibenaller

Project Updates

- S. Malisch, J. Sibenaller
 - Information Security Risk Assessment - Planned Efforts
 - Password Management Self Service
 - VPN Replacement
 - HSD/Lakeside Network Integration
 - Panic Button Review/Inventory
 - Mobile Device Policies, Stipends, Contracts

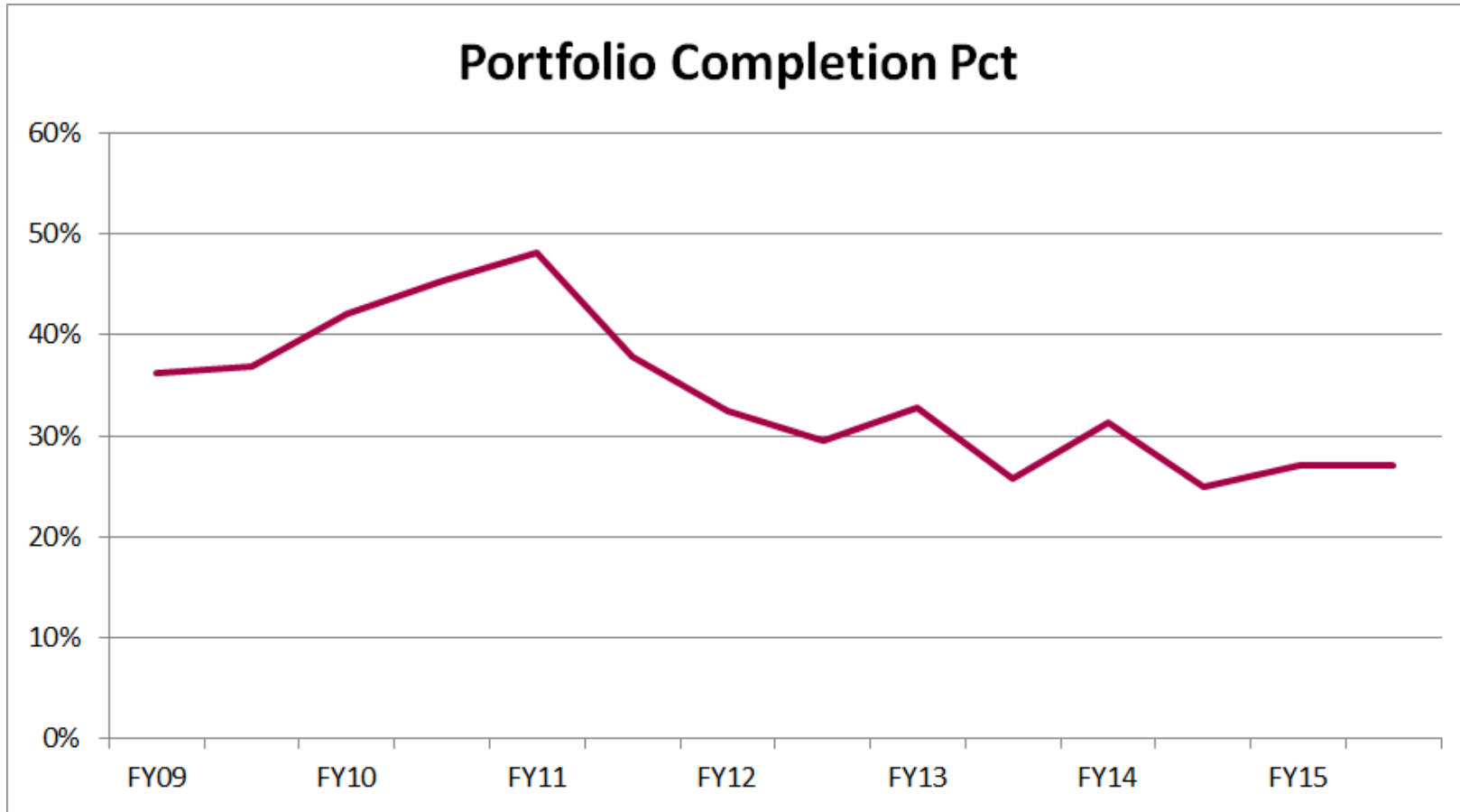
Discussion – Security Awareness Training

- S. Malisch, J. Sibenaller

Plan of Record Tracking

| POR Activity | Total Count | T-Shirt Sizing Breakdown | | | | |
|-------------------------------|-------------|--------------------------|-------|--------|-------|---------|
| | | X-Large | Large | Medium | Small | X-Small |
| Original FY15 Q3-Q4 POR | 201 | 18 | 36 | 84 | 56 | 7 |
| Revised FY15 Q3-Q4 POR | 201 | 18 | 37 | 84 | 55 | 7 |
| New Projects Started | 71 | 7 | 11 | 28 | 20 | 5 |
| Final FY15 Q3-Q4 POR | 272 | 25 | 48 | 112 | 75 | 12 |
| Completed Projects | (61) | 3 | 7 | 24 | 21 | 6 |
| Forecasted Completed Projects | (12) | 2 | 3 | 5 | 2 | 0 |
| Duplicate / Canceled | (5) | 0 | 1 | 3 | 1 | 0 |
| Rollover Projects | 194 | 20 | 37 | 80 | 51 | 6 |
| New Projects not Started | 15 | 0 | 4 | 5 | 4 | 2 |
| FY16 Q1-Q2 POR (Draft) | 209 | 20 | 41 | 85 | 55 | 8 |
| Net Change | 8 | 2 | 4 | 1 | 0 | 1 |

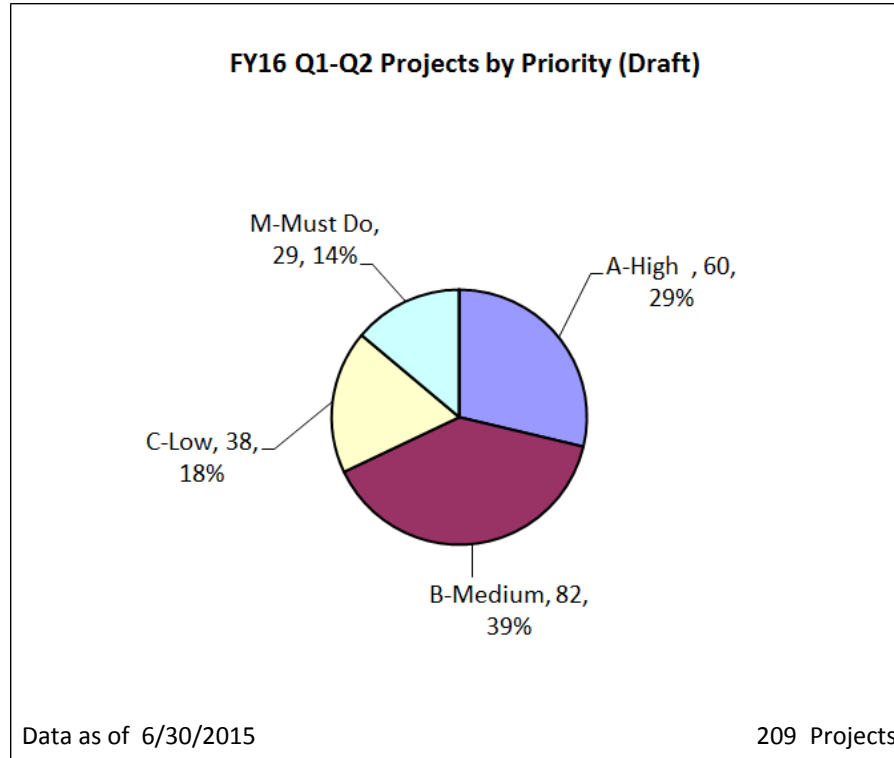
Completed Project Forecast



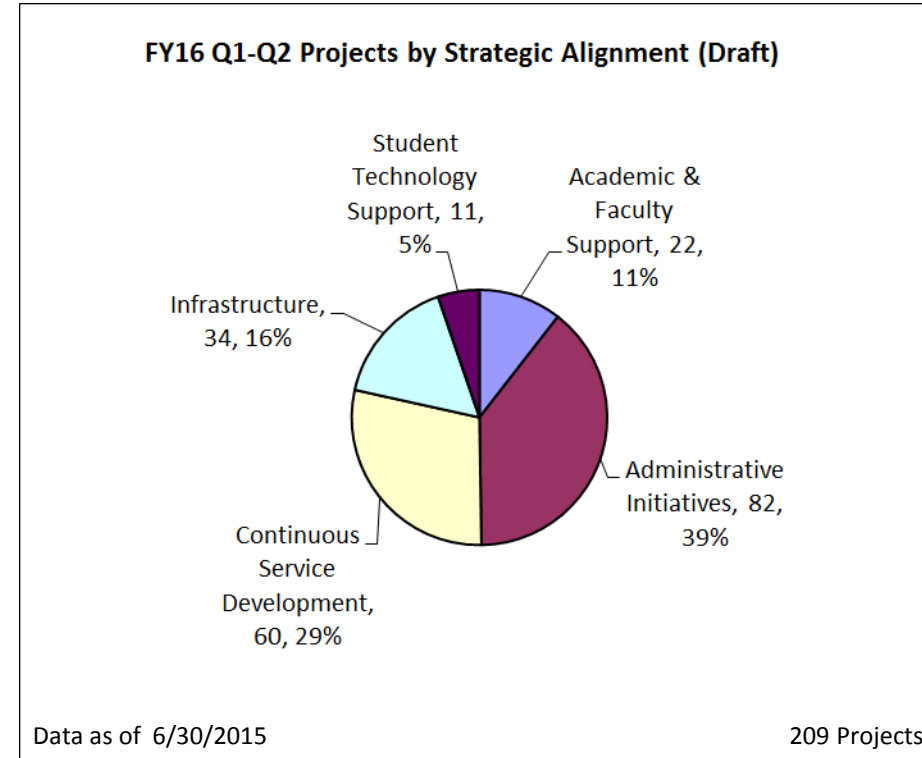
73 projects
forecast
completed
this period

| | Avg. | Min | Max | This Period |
|----------------|------|-----|-----|------------------|
| Completed Pct. | 34% | 25% | 48% | 27% (forecasted) |

FY16 Q1-Q2 Plan of Record (Draft)



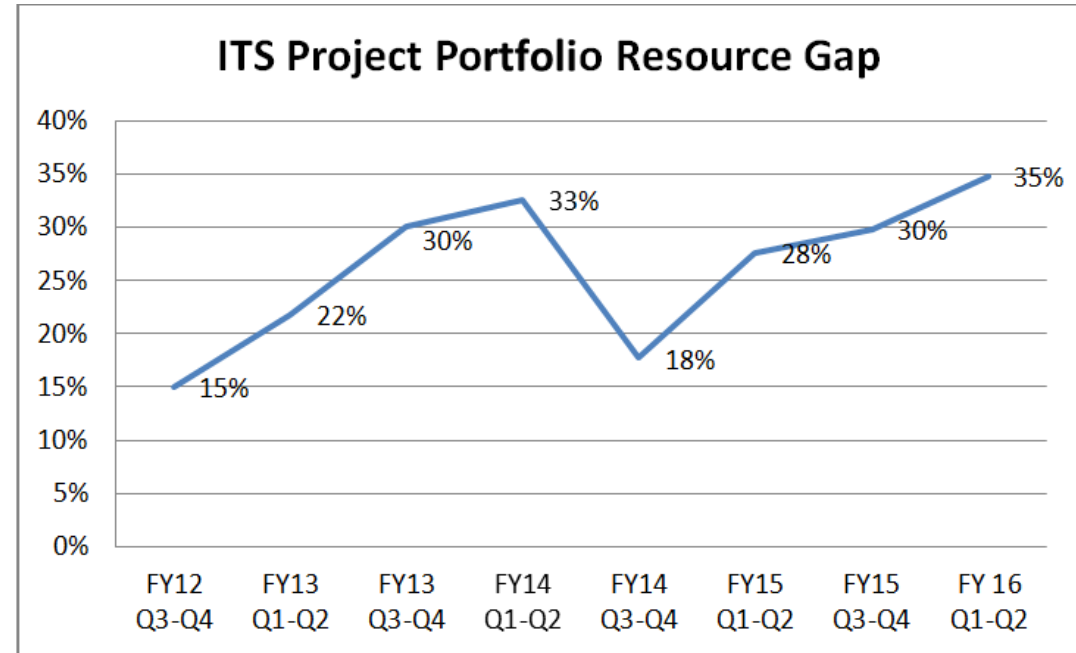
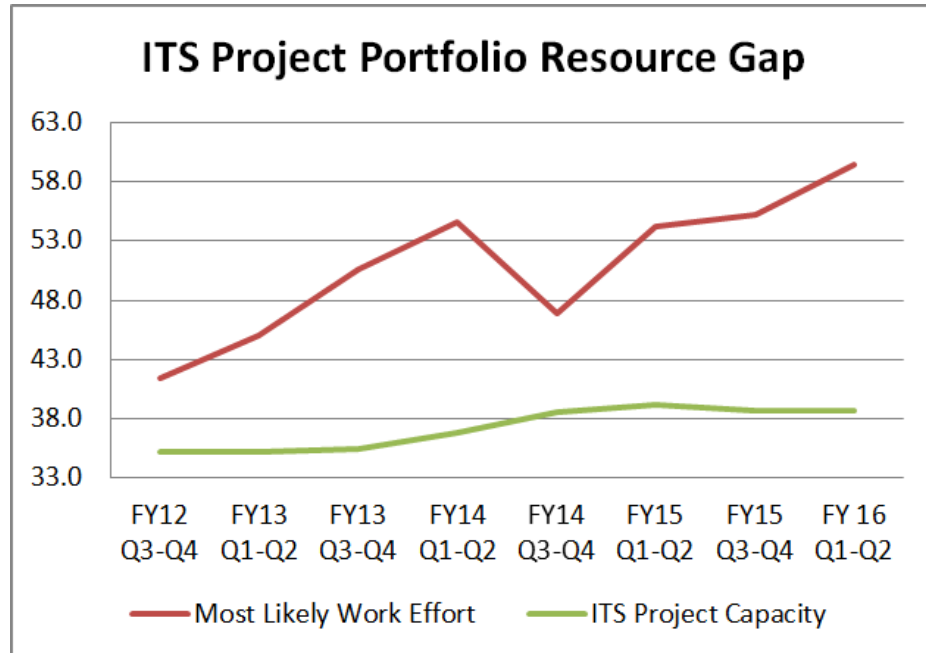
| Priority | Count |
|-----------|------------|
| A-High | 60 |
| B-Medium | 82 |
| C-Low | 38 |
| M-Must Do | 29 |
| | 209 |



| Strategic Alignment | Count |
|--------------------------------|------------|
| Academic & Faculty Support | 22 |
| Administrative Initiatives | 82 |
| Continuous Service Development | 60 |
| Infrastructure | 34 |
| Student Technology Support | 11 |
| | 209 |

Portfolio Growth Details

| | FY12 Q3-Q4 | FY13 Q1-Q2 | FY13 Q3-Q4 | FY14 Q1-Q2 | FY14 Q3-Q4 | FY15 Q1-Q2 | FY15 Q3-Q4 | FY 16 Q1-Q2 | 8 Period Growth |
|---------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|--------------------|
| Portfolio Count | 169 | 179 | 195 | 204 | 186 | 199 | 201 | 209 | |
| Portfolio Growth | -- | 7% | 11% | 6% | -14% | 9% | 1% | 4% | 19% |
| Most Likely Work Effort | 41.4 | 45.0 | 50.6 | 54.6 | 46.9 | 54.2 | 55.2 | 59.4 | |
| Most Likely Work Effort Growth | -- | 8% | 11% | 7% | -16% | 13% | 2% | 7% | 30% |
| ITS Project Capacity | 35.2 | 35.2 | 35.4 | 36.8 | 38.6 | 39.2 | 38.7 | 38.7 | |
| ITS Project Capacity Growth | -- | 0% | 1% | 4% | 5% | 2% | -1% | 0% | 9% |
| Estimated Resource Gap | 15% | 22% | 30% | 33% | 18% | 28% | 30% | 35% | |



Anywhere Anytime Access Strategy

Loyola's technology architecture strategy supports:

- Schedules which are 24/7 in nature. (Anytime)
- An LUC community which is mobile. (Anywhere)
- Straightforward and appropriate access to systems. (Access)



Accessibility

Current State

- Multiple sign-ons
- Limited accessibility
- Random application locations
- Loyola assigned/approved devices
- Multiple steps to accomplish a single task
- Data is difficult to find

Future State

- Single sign-on
- Accessibility by role
- Portal/home page
- Device agnostic
- Streamlined execution of tasks
- Data easily locatable



Infrastructure

- Disparate infrastructure across campuses
- Software delivery through LUC workstations
- Partial DR plans and environments

- Unified infrastructure across campuses
- Virtualized desktop and application access
- Tested and maintained DR environments



Security

- Help desk password reset
- Single factor authentication, VPN certificate
- Basic information security awareness
- Complicated security architecture
- Reactive security actions/protection

- Self service password reset
- Multi-factor authentication
- Information security education program
- Simplified and transparent security architecture
- Proactive risk-based security program/decisions



Services

- Content presentation is inconsistent
- Support via direct contact
- Ad-hoc service definitions
- Decentralized technology services support
- Service levels based on best effort
- Summary data dispersed

- Content presentation is device agnostic
- Robust self-service support environment
- Well defined service offerings
- Centralized technology services support
- Service level agreements defined
- Dashboards

Students/Faculty/Staff/Alums/Friends...

“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

anywhere
anytime
accessLUC

AAA Strategy – POR Alignment

| AAA Category | Count | Percent | A | B | C | M |
|----------------|------------|-------------|-----|-----|----|----|
| Accessibility | 23 | 11% | 4% | 6% | 1% | 0% |
| Infrastructure | 27 | 13% | 6% | 3% | 1% | 2% |
| Security | 27 | 13% | 5% | 4% | 0% | 4% |
| Services | 4 | 2% | 1% | 1% | 0% | 0% |
| Other | 128 | 61% | 16% | 14% | 3% | 7% |
| Total | 209 | 100% | | | | |

| Priority | Count | Percent |
|--------------|-----------|------------|
| A | 34 | 16% |
| B | 26 | 13% |
| C | 7 | 3% |
| M | 14 | 7% |
| Total | 81 | 39% |

FY16 Q1-Q2 ITS Pre-Approved/Established Projects

| Priority | Row Nbr | Program Group | Prior PRB Ranking | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|----------|--------------|--|---------------------------------|----------------|---------------|-------------------|---|
| | 30-39 | LOCUS Enhancements (10) | 1 | XLarge | Active | TBD | Enterprise/Multiple |
| A | 30 | Enhancements to LOCUS Immunization Processing - Phase II | | Large | Active | Q1 FY16 | Wellness Center |
| A | 31 | Student Data Collection - 2015 | | Small | Active | Q1 FY16 | Student Life |
| A | 32 | Academic Advisor Assignment, Version 2.0 | | Medium | Active | Q2 FY16 | College of Arts and Sciences - Advising |
| A | 33 | Financial Aid - Loan/Disbursement -2015 -16 | | Medium | Active | Q4 FY16 | Information Services |
| A | 34 | R25 Class Scheduling Enhancements | | Medium | Pending | Q2 FY16 | Registration & Records |
| A | 35 | LOA Students on My Advisees | | Small | Pending | TBD | Institute of Pastoral Studies |
| A | 36 | Transfer Credit Articulation Rules - Automation | | Medium | Pending | TBD | Registration & Records |
| A | 37 | Review of Admission Interface Data and Architecture | | Large | Pending | TBD | Registration & Records |
| A | 38 | Engaged Learning Module Enhancement - Faculty Printing of Agreements | | Small | Pending | TBD | Center for Experiential Learning |
| A | 39 | Campus Labs Interface | | Large | Pending | TBD | Provost's Office |
| | 40-43 | Enterprise Content Management (4) | Not Provided for Ranking | XLarge | Active | Q2 FY16 | Enterprise/Multiple |
| A | 40 | ECM - Faculty Administration Phase 2 | | Medium | Active | Q1 FY16 | Faculty Administration |
| A | 41 | Treasury-Cash Mgmt ECM Implementation - Phase 3 | | Medium | Pending | Q1 FY16 | Finance-Office of VP-CFO |
| A | 42 | HR ECM - Wage Garnishments, Performance Eval and Salary Planning | | Large | On Hold | Q1 FY16 | Human Resources- Office of the VP |
| A | 43 | ECM - Electronic Document Retention | | Large | On Hold | Q2 FY16 | Information Services |
| | 44-45 | Business Intelligence/Data Warehouse Program Management (2) | 2 | XLarge | Active | Q2 FY16 | Information Technology Services |
| A | 44 | LMS Learning Analytics Integration | | Large | Active | Q1 FY16 | Information Services |
| A | 45 | Business Intelligence/Data Warehouse Program Management | | XLarge | Active | Q2 FY16 | Information Services |
| | 46-49 | LUHS/LUC/HSD Technology Program (4) | Not Provided for Ranking | XLarge | Active | Q4 FY16 | Information Technology Services |
| A | 46 | Migration of HSD/SSOM Desktops | | XLarge | Active | Q2 FY16 | Information Services |
| A | 47 | Application Access and Authentication for HSD | | XLarge | Active | Q2 FY16 | Information Services |
| A | 48 | LUHS/LUC/HSD Technology Program | | XLarge | Active | Q4 FY16 | Info Services: Office of VP |
| A | 49 | Identity Management Systems Strategy & Current State Documentation | | Large | Pending | Q4 FY16 | Information Services |

FY16 Q1-Q2 ITS Pre-Approved/Established Projects

| Priority | Row Nbr | Program Group | Prior PRB Ranking | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|----------|--------------|---|---------------------------------|----------------|---------------|-------------------|--|
| | 50-60 | Information Security Program (11) | Not Provided for Ranking | XLarge | Active | TBD | Information Technology Services |
| A | 50 | Network Access Control Improvements | | Medium | Active | Q1 FY16 | Information Services |
| A | 51 | Information Security Risk Remediation Planning | | Medium | Active | Q1 FY16 | Information Services |
| A | 52 | LOCUS Security Admin Role Audit & Review | | Large | Active | Q1 FY16 | Information Services |
| A | 53 | Password Management System | | Medium | Active | Q1 FY16 | Information Services |
| A | 54 | Information Security Awareness | | Large | Active | Q1 FY17 | Information Services |
| A | 55 | 2015 Security Assessment | | Medium | Pending | Q1 FY16 | Information Services |
| A | 56 | Password Policies | | Large | Pending | Q2 FY16 | Information Services |
| A | 57 | Broaden Use of SIEM Technologies | | Large | Pending | Q2 FY16 | Information Services |
| A | 58 | Continuous Risk Analysis Should Consider Staffing Requirements | | Medium | Pending | Q2 FY16 | Information Services |
| A | 59 | Vulnerability Management Program | | Large | Pending | Q2 FY16 | Information Services |
| A | 60 | High Security Lab Environment/Security Operations Center | | Medium | Pending | TBD | Information Services |
| | 61-68 | BCDR/Failover (8) | Not Provided for Ranking | XLarge | Active | TBD | Capus Safety/ Information Technology Services |
| A | 61 | Disaster Recovery - Oracle Databases | | XLarge | Active | Q1 FY16 | Information Services |
| A | 62 | Develop a Disaster Recovery Plan for the Applications Enterprise File Serve | | Medium | Active | Q1 FY16 | Information Services |
| A | 63 | Network Disaster Recovery / Redundancy - LSC - Phase 1 | | Medium | Active | Q1 FY16 | Info Services: Office of VP |
| A | 64 | Testing of Disaster Recovery Plan | | Medium | Active | Q1 FY16 | Information Services |
| A | 65 | Disaster Recovery Planning | | Large | Active | Q2 FY16 | Information Services |
| A | 66 | Disaster Recovery Plan Development | | Large | Active | Q2 FY16 | Info Services: Office of VP |
| A | 67 | Maxxess - BCDR Planning | | Medium | Pending | TBD | Campus Safety |
| A | 68 | DR- LuWare | | Large | On Hold | TBD | Information Services |

| Pri | Row Nbr | Program Group | Recommended Ranking | Prior ITESC Ranking | Prior PRB Ranking | T-Shirt Sizing | Status | Est. Compl. (QTR) | Primary Customer |
|-----|--------------|---|------------------------|------------------------|--------------------------|-------------------|------------------------|----------------------|---|
| | 69-73 | Lawson/Kronos (5) | 1 | 1 | 3 | XLarge | Pending | Q4 FY16 | Enterprise/Multiple |
| A | 69 | Upgrade Kronos | | | | Large | Pending | Q1 FY16 | Finance-Office of VP-CFO |
| A | 70 | Lawson Security Model Upgrade | | | | XLarge | Pending | Q1 FY16 | Information Services |
| A | 71 | Lawson Self Service Outside the Firewall | | | | Medium | Pending | Q1 FY16 | Office of The President |
| A | 72 | Upgrade Mobile Supply Chain Management | | | | Medium | Pending | Q2 FY16 | Financial Systems |
| A | 73 | Upgrade Lawson to Version 10 | | | | XLarge | Pending | Q4 FY16 | Finance-Office of VP-CFO |
| | 74-76 | Maxxess (3) | 2 | 2 | 4 | XLarge | Active | TBD | Enterprise/Multiple |
| A | 74 | Maxxess - PIN Assignment and Administration | | | | Small | Active | Q1 FY16 | Campus Safety LSC |
| A | 75 | Maxxess - Secondary Access Level Web Application | | | | XLarge | Pending | TBD | Human Resources:Office of VP |
| A | 76 | Maxxess - Security Log Interface | | | | Large | Pending | TBD | Campus Safety LSC |
| A | 77 | Parking Access and Receivables Control System - Replacement | 3 | 4 | 6 | XLarge | Active | Q1 FY16 | Campus Transportation |
| | 78-79 | Advancement (2) | 4 | 6 | 5 | XLarge | Active | Q2 FY16 | Development and Donor Services |
| A | 78 | Upgrade AWA 9.8.1.0 to 9.8.1.1 | | | | Medium | Active | Q1 FY16 | Development & Donor Services |
| A | 79 | Upgrade Advance AWA to Version 9.9 | | | | Large | On Hold | Q2 FY16 | Development & Donor Services |
| A | 80 | Online Performance Management System | 5 | 7 | 7 | Medium | Active | Q1 FY16 | Human Resources |
| A | 81 | Library Management Systems Migration | 6 | 10 | 9 | Large | Active | Q1 FY16 | University Libraries |
| A | 82 | LYNX Mass Notification and Panic Alarms | 7 | -- | Not provided for ranking | Large | Active | Q1 FY16 | Office of the President |
| A | 83 | UPASS for Arrupe College Students | 8 | -- | Not provided for ranking | Medium | Active | Q1 FY16 | Res Life and Information Services |
| A | 84 | HSD/FSP Phase II, Supervisor Functionality | 9 | -- | 10 | Small | Active | Q2 FY16 | Financial Planning |
| A | 85 | SSWD WebCheckout Pilot for Fall 2015 | 10 | -- | Not provided for ranking | Medium | Active | Q1 FY16 | Services for Students with Disabilities |
| A | 86 | SOC WebCheckout Pilot for Fall 2015 | | | | Medium | Active | Q1 FY16 | School of Communication |
| A | 87 | Clicker Pilot | 11 | -- | Not provided for ranking | XLarge | Active | Q4 FY16 | Information Services |
| A | 88 | Remove Clear Text Email ID Information from the Online Directory | 12 | -- | Not provided for ranking | Small | Pending | TBD | Information Services via ISAC |
| B | 89 | Faculty Information System Suite Enhancements | 13 | -- | Not provided for ranking | Medium | Active | TBD | Provost Office |
| A | 90 | Conference Services Software Evaluation | 14 | -- | 12 | Large | Pending | TBD | Conference Services |
| N/A | N/A | Installation/Activation of Point and Click Prescription Module for Students | 15 | -- | Not provided for ranking | Small | Pending Budget Request | Q1 FY16 | Wellness Center |
| B | 91 | Space and Asset Mgmt System Needs Analysis | 16 | -- | Not provided for ranking | Large | Active | Q2 FY16 | Facilities |

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Project Updates

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Discussion – Security Awareness Training

- S. Malisch, J. Sibenaller

Information Security Risk Assessment – Action Plan (Hallock)

| | Risks | | Treatments | | | Themes |
|--------|----------|--------|------------|----------|-------|--------|
| | Assessed | Unique | Projects | Programs | Total | Total |
| High | 24 | 19 | 11 | 4 | 15 | 12 |
| Medium | 76 | 49 | 16 | 7 | 23 | 24 |
| Accept | 13 | 13 | - | - | - | - |
| | 113 | 81 | 20* | 8* | 28* | 31* |

** denotes unique items*

Phase 1 Treatments

- 3 projects, 2 programs
 - Project - Password Policies
 - Project - Broaden Use of SIEM Technologies
 - Project - Continuous Risk Analysis Should Consider Staffing Requirements
 - Program - Security Awareness
 - Program - Vulnerability Management Program
- Effects 33 of the 100 high and medium risks

Password Self-Service Status: www.luc.edu/password

As of 6/30/15, ~5,500 individuals enrolled in new self-service tool
(target ~26,000)

Current calls are taking longer because we are walking callers
through the enrollment process

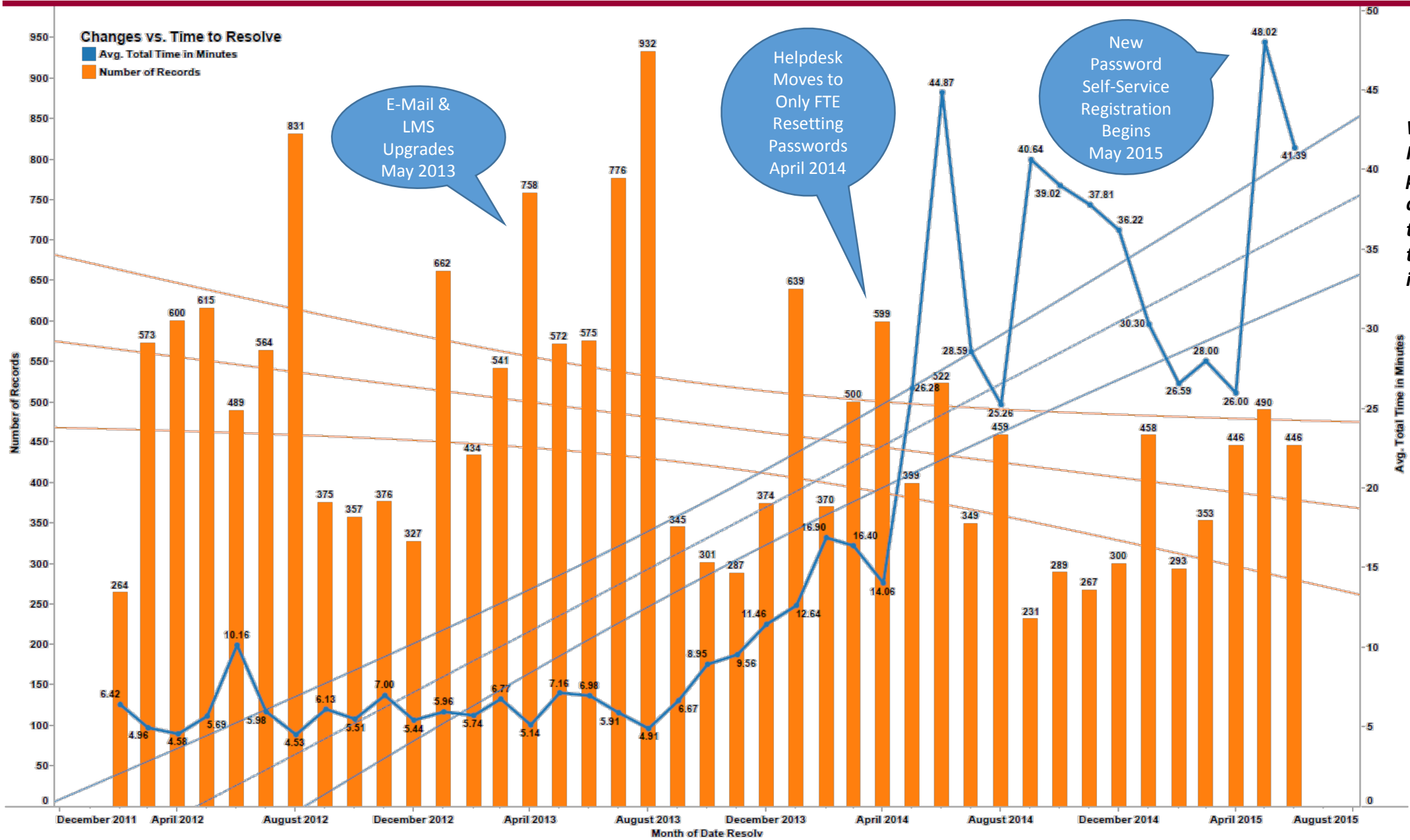
HelpDesk assisted password resets are still restricted to be
completed by FTE only

Expectation that fall semester will still have high volumes of calls
until enrollment increases

ITESC Members not yet enrolled...

Help Desk Assisted Password Changes by the Month

Number of Changes Compared to Time to Resolve



E-Mail & LMS Upgrades May 2013

Helpdesk Moves to Only FTE Resetting Passwords April 2014

New Password Self-Service Registration Begins May 2015

While the number of Help Desk assisted password changes continue to decrease, the time to resolve them has drastically increased.

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Information Security Awareness

| Video Length | Videos | General 1 | PCI | PII | ITS |
|--------------|--|-----------|---------|---------------|---------|
| | Video Count | 9 | 4 | 9 | 7 |
| | Duration | 28.37 | 10.00 | 23.52 | 21.25 |
| | Timing | Jul-Sep | Jul-Sep | With Scanning | Jul-Sep |
| 4:13 | 01 – You Are the Target | x | | | |
| 2:53 | 02 – Social Engineering | x | | | |
| 4:52 | 03 – Email & Messaging | x | | | |
| 2:10 | 04 – Browsing | x | | | |
| 3:10 | 05 – Social Networks | | | | |
| 3:40 | 06 – Mobile Device Security | x | | | |
| 4:26 | 07 – Passwords | x | | | |
| 1:45 | 08 – Encryption | | x | x | |
| 3:59 | 09 – Data Security | | x | x | |
| 1:47 | 10 – Data Destruction | | x | x | |
| 2:14 | 11 – Wi-Fi Security | | | | x |
| 3:07 | 12 – Working Remotely | | | | |
| 2:31 | 13 – Insider Threats | | | | |
| 3:37 | 14 – Help Desk | | | | x |
| 4:31 | 15 – IT Staff | | | | x |
| 2:20 | 16 – Physical Security | | | x | |
| 2:18 | 20 – Hacked | x | | | |
| 4:31 | 21 – Senior Leadership | | | | |
| 2:29 | 22 – PCI-DSS | | x | | x |
| 4:32 | 23 – FERPA | | | | x |
| 3:09 | 24 – HIPAA | | | | x |
| 0:43 | 25 – Personally Identifiable Information | | | x | x |
| 3:28 | 27 – Federal Tax Information | | | | |
| 3:26 | 30 – Red Flags Rule | | | x | |
| 2:56 | 31 – Ethics | | | | |
| 4:27 | 32 – Advanced Persistent Threat | | | | |
| 2:27 | 33 – Cloud | x | | | |
| 3:22 | 35 – Data Retention | | | x | |
| 2:34 | 36 – Social Security Numbers | | | x | |
| 3:35 | 38 – Federal PII | | | x | |
| 1:53 | 41 – Privacy | x | | | |

draft

Video Carousels

- 4 groupings
 - All Faculty/Staff
 - Anyone accepting credit cards
 - Data Stewards
 - ITS
- Can watch partial carousels and continue at a later time
- Testing
 - 5 questions after each video
 - Must answer 3 correct

2014-2015 ITESC Schedule

January 29, 2015 - Thursday, 1:30-3:30 PM

- Technology Scorecard
- POR & New Technology Changes
- Information Security Risk Definition
- AAA Strategy Update
- Client Outreach Meetings

May 14, 2015 - Thursday, 1:30-3:30 PM

- Panic Button Review/Inventory
- Mobile Device Policies, Stipends, Contracts
- Anytime Anywhere Access Strategy
- Space Management
- Information Security Risk Assessment
- Oracle Licensing

July 1, 2015 - Wednesday, 3:00-5:00 PM

- Project Portfolio Prioritization
- Project Updates
- Discussion: Security Awareness

August 13, 2015 - Thursday, 1:30-3:30 PM

November 5, 2015 - Thursday, 1:30-3:30 PM

December 15, 2015 - Tuesday, 1:30-3:30 PM

- Project Portfolio Prioritization

Additional Portfolio Data Tracking

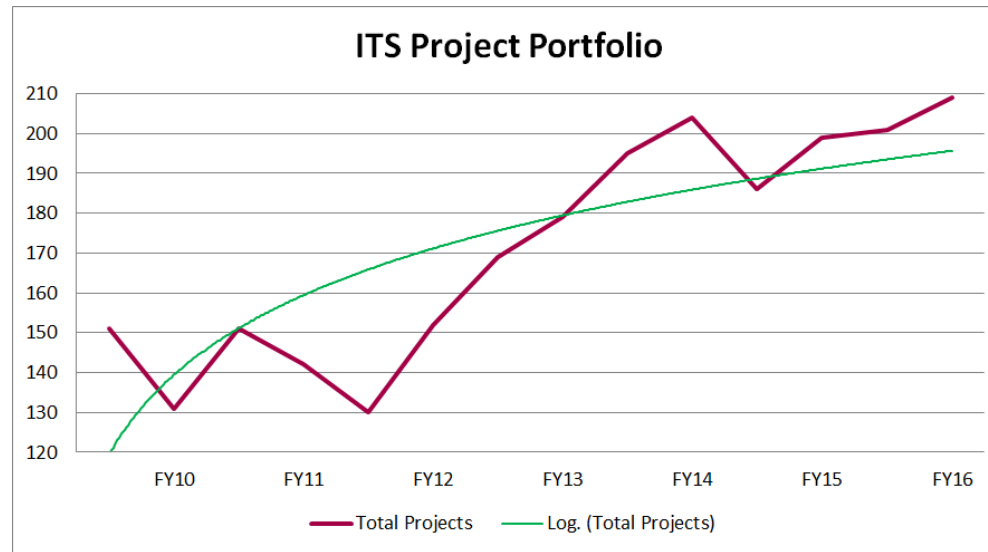
July 1, 2015



Project Sizing Trend

Portfolio Counts

| T-Shirt Sizing | Work Effort | FY10 | FY10 | FY11 | FY11 | FY12 | FY12 | FY13 | FY13 | FY14 | FY14 | FY15 | FY15 | FY16 |
|----------------|-------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| TBD | TBD | 2 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X-Small | < 5 Days | 15 | 8 | 6 | 4 | 6 | 10 | 13 | 12 | 12 | 10 | 11 | 7 | 8 |
| Small | 5-30 Days | 14 | 44 | 35 | 28 | 34 | 44 | 43 | 58 | 56 | 55 | 52 | 56 | 55 |
| Medium | 31-60 Days | 67 | 59 | 61 | 64 | 71 | 74 | 75 | 68 | 72 | 74 | 80 | 84 | 85 |
| Large | 61-120 Days | 32 | 33 | 33 | 19 | 32 | 31 | 37 | 43 | 49 | 34 | 39 | 36 | 41 |
| X-Large | >120 Days | 1 | 6 | 7 | 18 | 9 | 10 | 11 | 14 | 15 | 13 | 17 | 18 | 20 |
| | | 131 | 151 | 143 | 135 | 152 | 169 | 179 | 195 | 204 | 186 | 199 | 201 | 209 |



| | Avg. | Min | Max | This Period |
|-----------|------|-----|-----|-------------|
| Portfolio | 166 | 125 | 209 | 209 |

Capacity Estimates

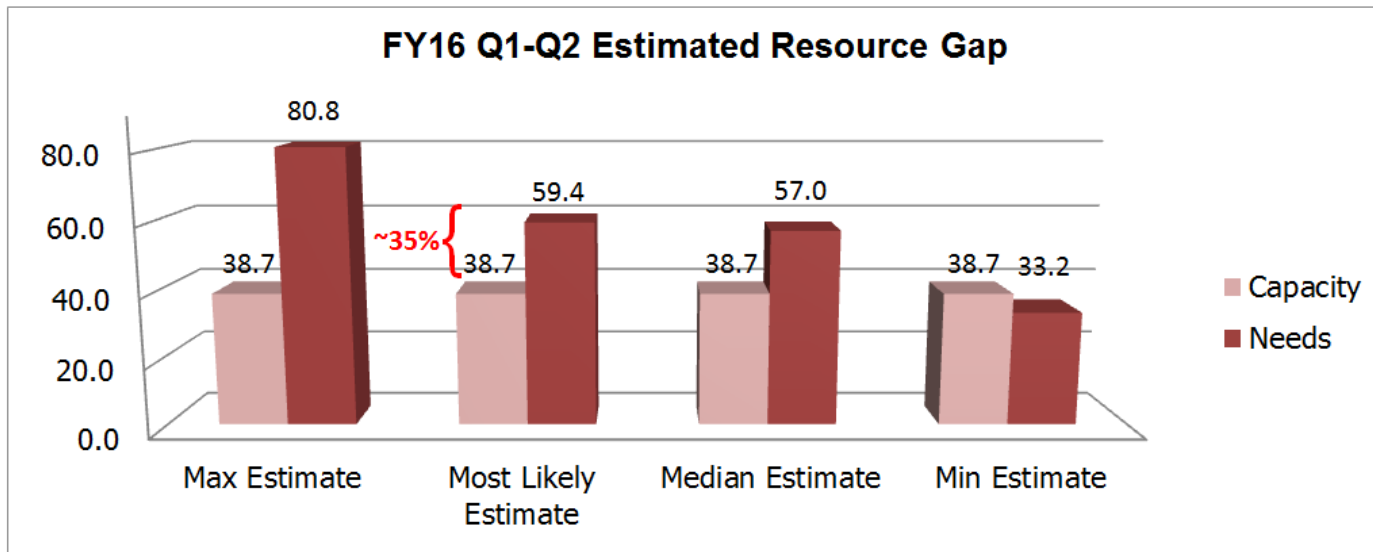
| T-Shirt Sizing | Work Effort | Initial Project Count* | Project Effort** (FTE) |
|----------------|-------------|------------------------|------------------------|
| TBD | TBD | 0 | 0.0 |
| X-Small | < 5 Days | 8 | 0.1 |
| Small | 5-30 Days | 55 | 4.9 |
| Medium | 31-60 Days | 85 | 16.4 |
| Large | 61-120 Days | 41 | 15.8 |
| X-Large | >120 Days | 20 | 22.2 |
| Total | | 209 | 59.4 |

* snapshot as of 06/29/15

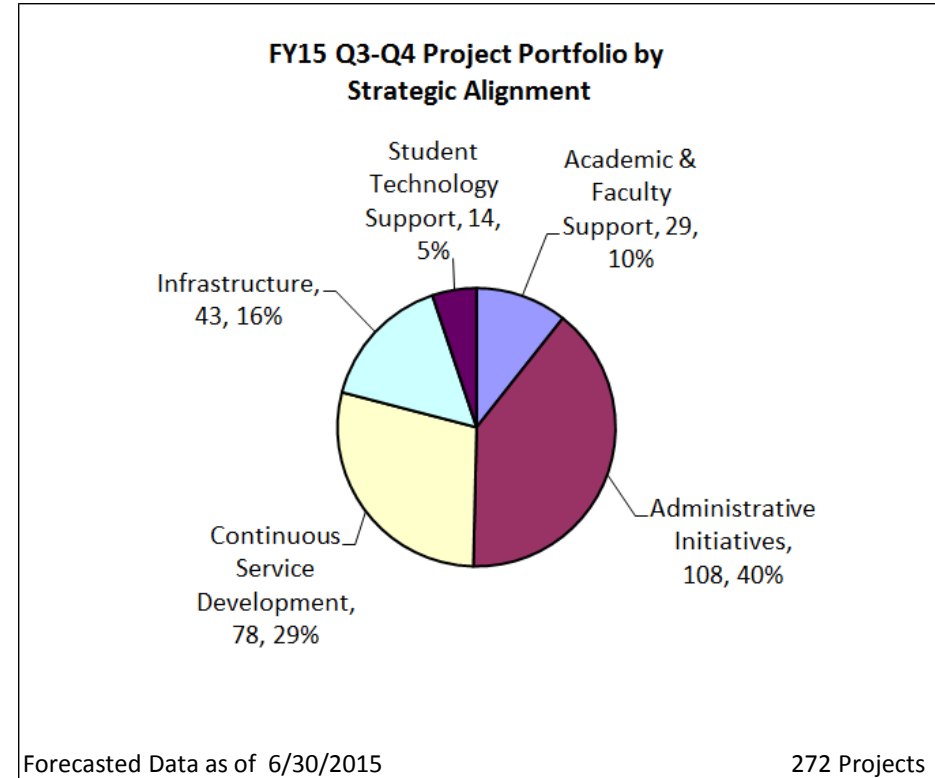
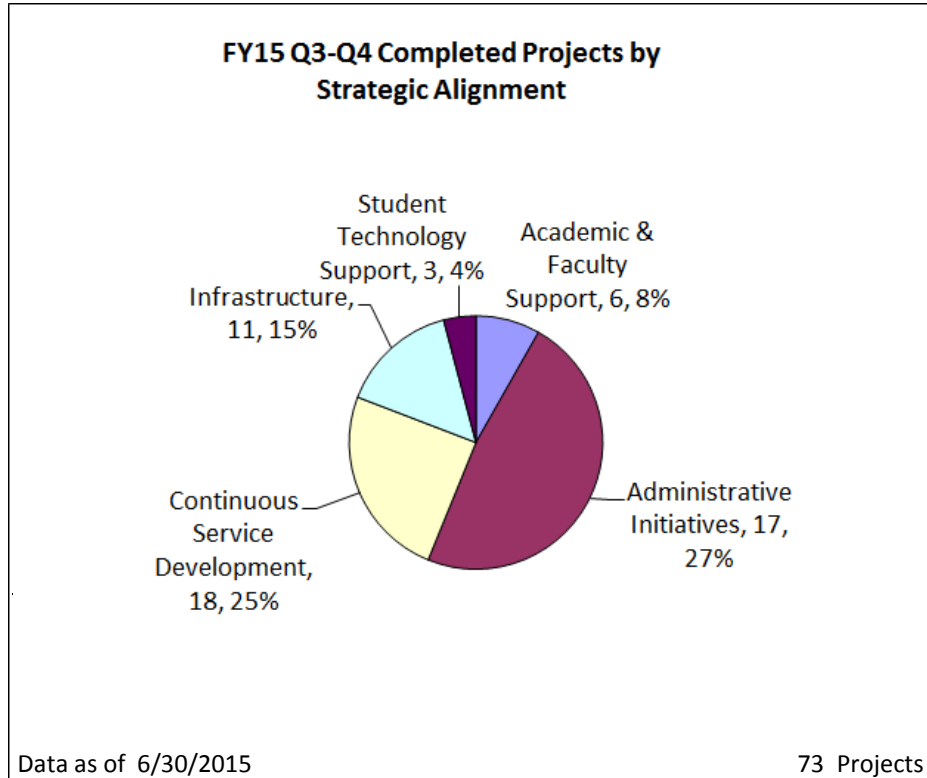
** most likely scenario

| ITS Capacity/Resource Calculations (FTE) | |
|--|-------|
| Full Time | 101.0 |
| Part Time | 3.3 |
| Annual Total | 104.3 |

| | Est. Effort Allocation | Est. Time Allocation | Most Likely Estimate Gap |
|---------|------------------------|----------------------|--------------------------|
| Admin. | 26.1 | 26% | 35% |
| Support | 39.4 | 38% | |
| Project | 38.7 | 37% | |
| Total | 104.3 | 100% | |

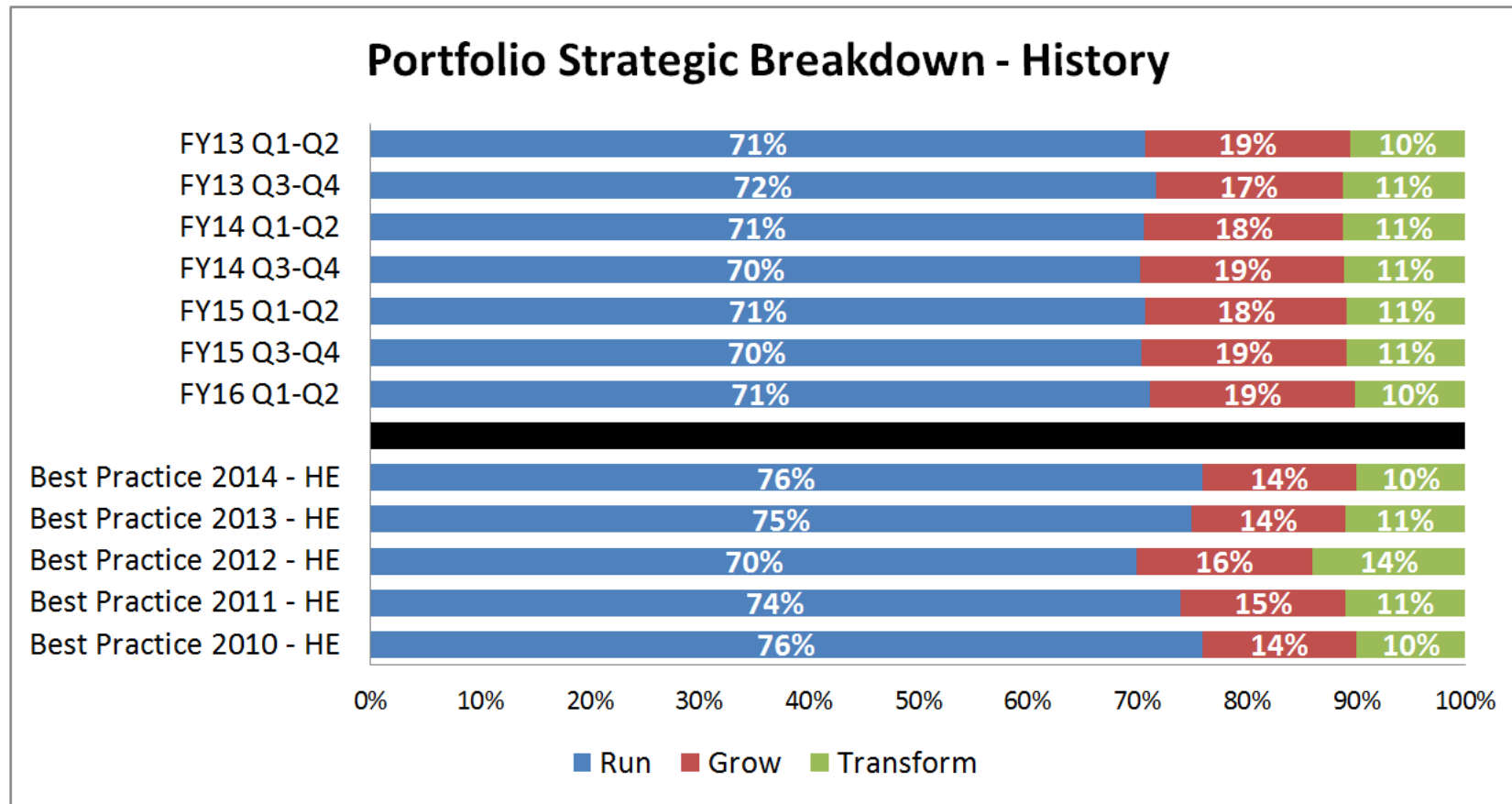


FY15 Q3-Q4 Completed Projects Forecast



| Strategic Category | Completed Count | Completed Percent | Portfolio Percent | Net Difference |
|--------------------------------|-----------------|-------------------|-------------------|----------------|
| Academic & Faculty Support | 6 | 8% | 11% | -2% |
| Administrative Initiatives | 35 | 48% | 40% | 8% |
| Continuous Service Development | 18 | 25% | 29% | -4% |
| Infrastructure | 11 | 15% | 16% | -1% |
| Student Technology Support | 3 | 4% | 5% | -1% |
| | 73 | | | |

ITS Project Portfolio Impact



Run – Ongoing operations

Grow – Information systems and services to optimize performance

Transform – New technologies and processes that fundamentally promote change