ITS Executive Steering Committee (ITESC)

Agenda and Materials – September 20, 2017

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO

Agenda

Business Intelligence Subcommittee

- S. Malisch

Academic Technology Service Change Requests

- B. Montes

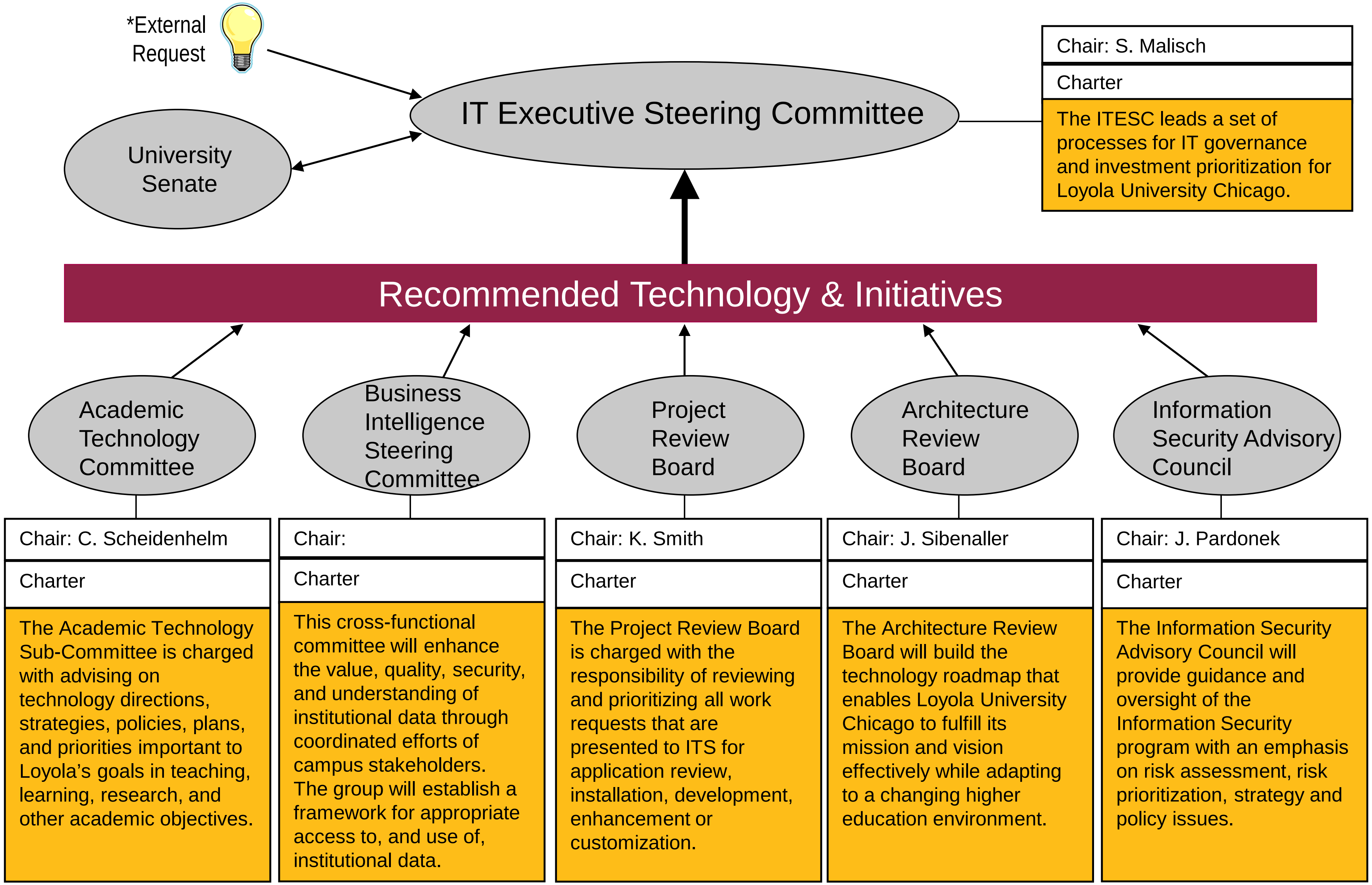
Student System Upgrade

- K. Smith

Mobile Device Strategy

- D. Vonder Heide, J. Sibenaller

ITESC Structure & Inputs



*External Request

University Senate

IT Executive Steering Committee

Chair: S. Malisch

Charter

The ITESC leads a set of processes for IT governance and investment prioritization for Loyola University Chicago.

Recommended Technology & Initiatives

Academic Technology Committee

Chair: C. Scheidenhelm

Charter

The Academic Technology Sub-Committee is charged with advising on technology directions, strategies, policies, plans, and priorities important to Loyola's goals in teaching, learning, research, and other academic objectives.

Business Intelligence Steering Committee

Chair:

Charter

This cross-functional committee will enhance the value, quality, security, and understanding of institutional data through coordinated efforts of campus stakeholders. The group will establish a framework for appropriate access to, and use of, institutional data.

Project Review Board

Chair: K. Smith

Charter

The Project Review Board is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization.

Architecture Review Board

Chair: J. Sibenaller

Charter

The Architecture Review Board will build the technology roadmap that enables Loyola University Chicago to fulfill its mission and vision effectively while adapting to a changing higher education environment.

Information Security Advisory Council

Chair: J. Pardonek

Charter

The Information Security Advisory Council will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.

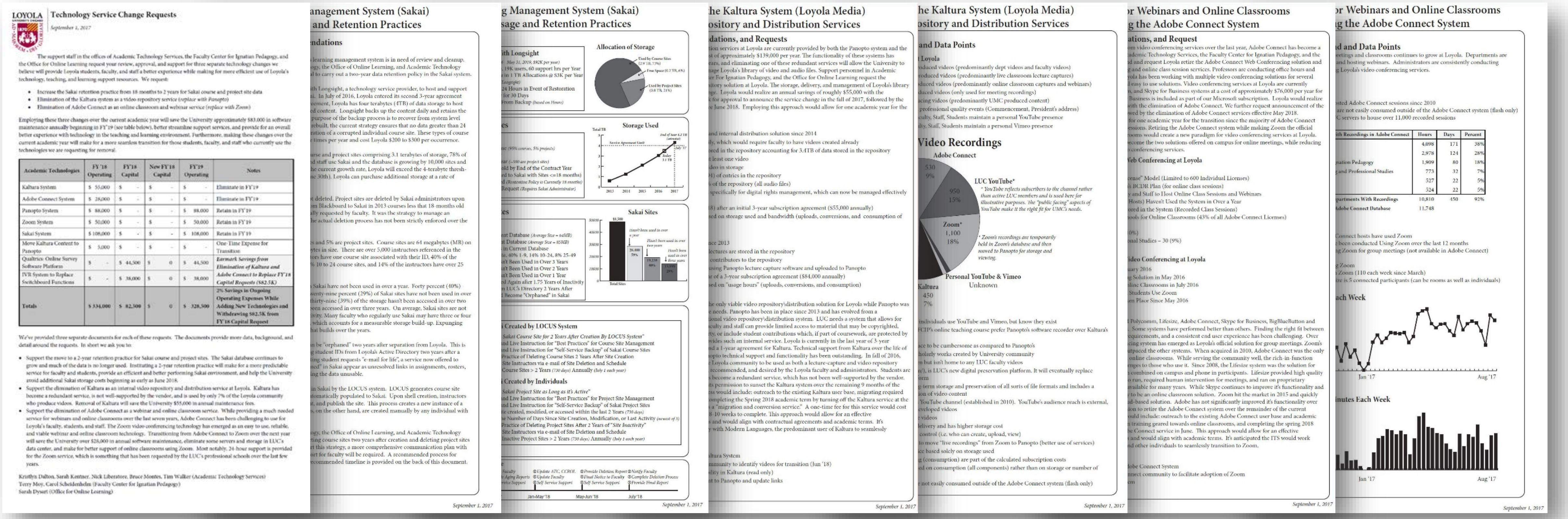
Academic Technology Service Change Requests

September 2017

Preparing people to lead extraordinary lives

Technology Service Change Requests

September 20, 2017



Technology Service Change Requests

September 1, 2017

The support staff in the offices of Academic Technology Services, the Faculty Center for Ignatian Pedagogy, and the Office for Online Learning request your review, approval, and support for three separate technology changes we believe will provide Loyola students, faculty, and staff a better experience while making for more efficient use of Loyola's technology, teaching, and learning support resources. We request:

- Increase the Sakai retention practice from 18 months to 2 years for Sakai course and project site data
- Elimination of the Kaltura system as a video repository service *(replace with Panopto)*
- Elimination of Adobe Connect as an online classroom and webinar service *(replace with Zoom)*

Employing these three changes over the current academic year will save the University approximately $83,000 in software maintenance annually beginning in FY'19 (see table below), better streamline support services, and provide for an overall better experience with technology in the teaching and learning environment. Furthermore, making these changes over the current academic year will make for a more seamless transition for those students, faculty, and staff who currently use the technologies we are requesting for removal.

Academic Technologies	FY '18 Operating	FY'18 Capital	New FY'18 Capital	FY'19 Operating	Notes
Kaltura System	$ 55,000	$ -	$ -	$ -	Eliminate in FY'19
Adobe Connect System	$ 28,000	$ -	$ -	$ -	Eliminate in FY'19
Panopto System	$ 88,000	$ -	$ -	$ 88,000	Retain in FY'19
Zoom System	$ 50,000	$ -	$ -	$ 50,000	Retain in FY'19
Sakai System	$ 108,000	$ -	$ -	$ 108,000	Retain in FY'19
Move Kaltura Content to Panopto	$ 5,000	$ -	$ -	$ -	One-Time Expense for Transition
Qualtrics Online Survey Software Platform	$ -	$ 44,500	$ 0	$ 44,500	*Earmark Savings from Elimination of Kaltura and Adobe Connect to Replace FY'18 Capital Requests ($82.5K)*
IVR System to Replace Switchboard Functions	$ -	$ 38,000	$ 0	$ 38,000	
Totals	**$ 334,000**	**$ 82,500**	**$ 0**	**$ 328,500**	**2% Savings in Ongoing Operating Expenses While Adding New Technologies and Withdrawing $82.5K from FY'18 Capital Request**

We've provided three separate documents for each of these requests. The documents provide more data, background, and detail around the requests. In short we ask you to:

- Support the move to a 2-year retention practice for Sakai course and project sites. The Sakai database continues to grow and much of the data is no longer used. Instituting a 2-year retention practice will make for a more predictable service for faculty and students, provide an efficient and better performing Sakai environment, and help the University avoid additional Sakai storage costs beginning as early as June 2018.
- Support the elimination of Kaltura as an internal video repository and distribution service at Loyola. Kaltura has become a redundant service, is not well-supported by the vendor, and is used by only 7% of the Loyola community who produce videos. Removal of Kaltura will save the University $55,000 in annual maintenance fees.
- Support the elimination of Adobe Connect as a webinar and online classroom service. While providing a much needed service for webinars and online classrooms over the last seven years, Adobe Connect has been challenging to use for Loyola's faculty, students, and staff. The Zoom video conferencing technology has emerged as an easy to use, reliable, and viable webinar and online classroom technology. Transitioning from Adobe Connect to Zoom over the next year will save the University over $28,000 in annual software maintenance, eliminate some servers and storage in LUC's data center, and make for better support of online classrooms using Zoom. Most notably, 24-hour support is provided for the Zoom service, which is something that has been requested by the LUC's professional schools over the last few years.

Kristlyn Dalton, Sarah Kentner, Nick Liberatore, Bruce Montes, Tim Walker (Academic Technology Services)
Terry Moy, Carol Scheidenhelm (Faculty Center for Ignatian Pedagogy)
Sarah Dysart (Office for Online Learning)

Proposed…

- **Changes**
  1. Enforce a Two-Year Retention Practice for Sakai Course and Project Site Data (*was 18-months*)
  2. Eliminate Kaltura System as a Video Repository Service (*use Panopto as a Replacement*)
  3. Eliminate Adobe Connect as an Online Classroom and Webinar Service (*use Zoom as a Replacement*)
- **Timing**
  - Complete Changes Over the Course of the Current Academic Year:
    1. Allow Faculty to Plan for Transition
    2. Lessen the Impact on LUC Community
    3. Align to Budget Cycles

Proposed…

- ## Financial Impact

1. **Save 2% in Ongoing Annual Maintenance**
2. **Fund New Technology Requests While Reducing FY'18 Captial Request by $82.5K**
3. **Avoid Additional $3K in FY'18 Storage Expenses**

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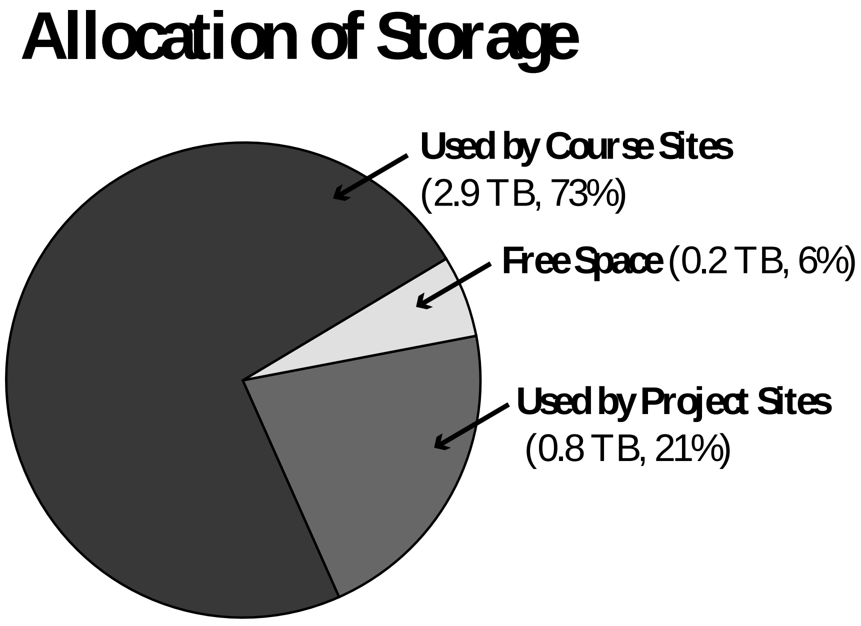
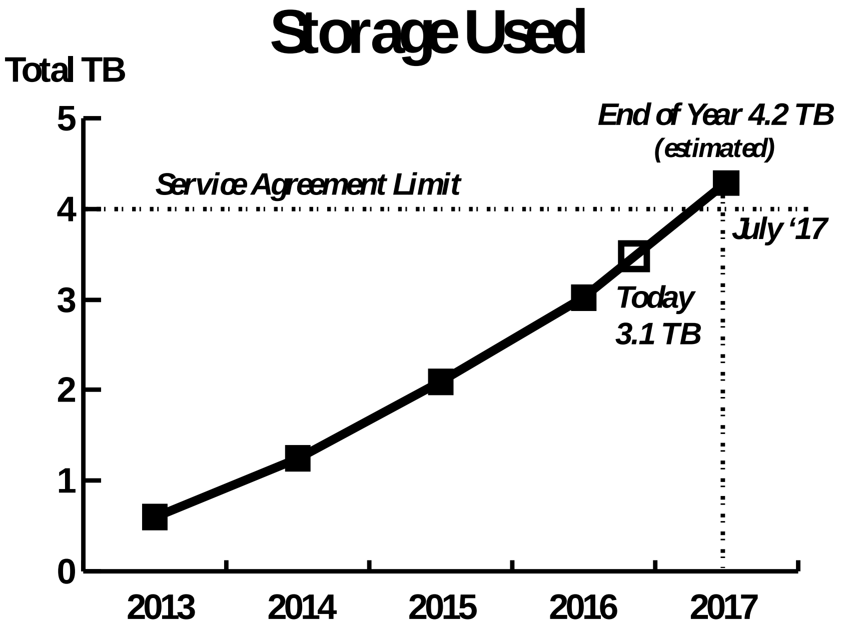
Totals	**$ 334,000**	**$ 82,500**	**$0.00**	**$ 328,500**	**2% Savings in Ongoing Operating Expenses While Adding New Technologies and Withdrawing $82.5K from FY'18 Capital Request**

Employ a Two-Year Retention Practice for Sakai Course and Project Site Data

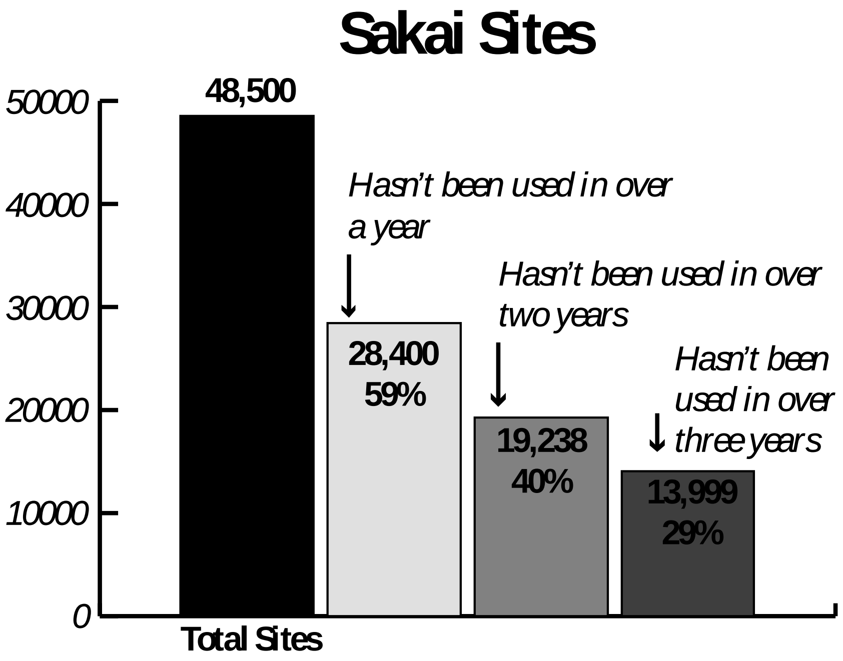
- Clean-up Unused Data
- Provide Better Defined and Efficient Services in the Learning Management System (LMS)
- Avoid $3,000 in Additional Annual Expenses in Storage Costs in 2018
  (current Sakai Maintenance is $108K annually)





Employ a Two-Year Retention Practice for Sakai Course and Project Site Data

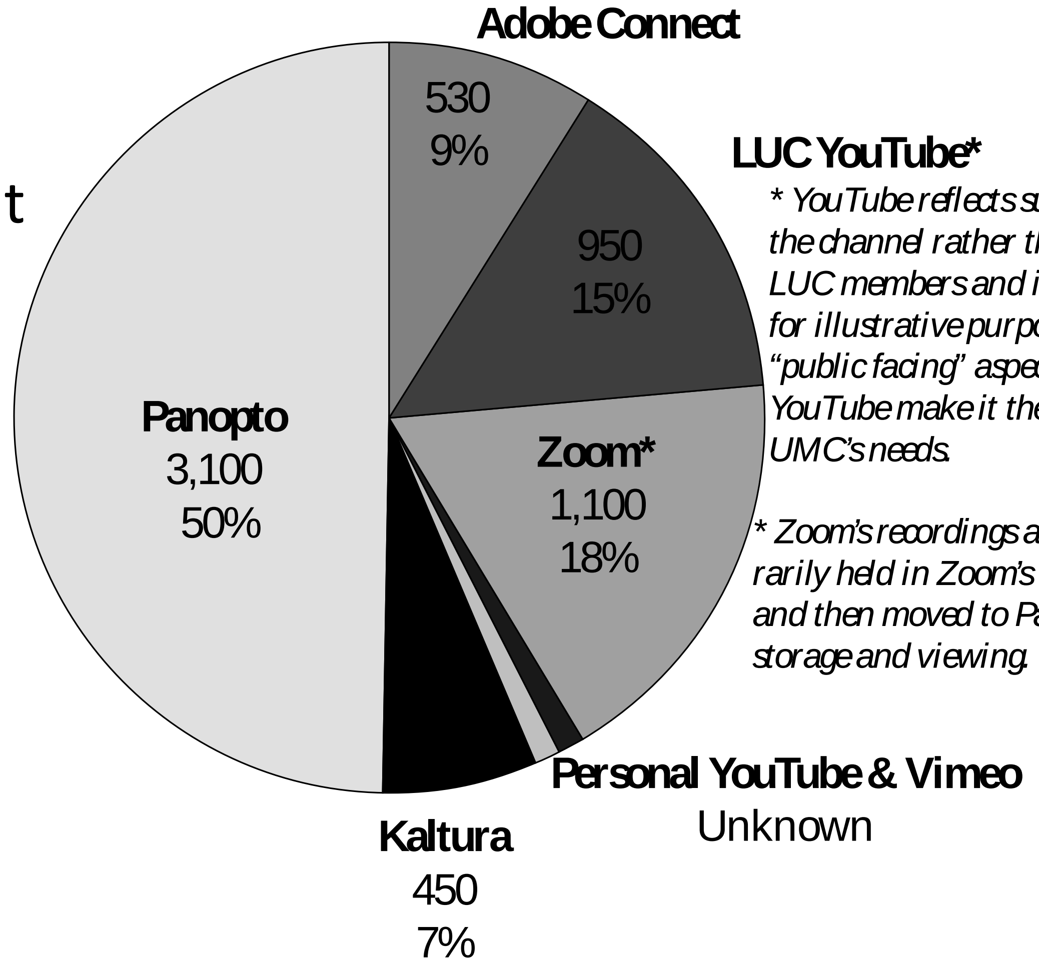
- 40% of Sites Have Not Been Used in Over Two Years
- Growing by 1-TB Per Year – Avoid Additional Expenses
- Provide Faculty Nine Month Notice
  - Identify Semester Break as “Clean-Up” Month as an Opportunity to Market, Advertise, and Plan for Change
  - Encourage Content Review, Clean-up, and Assistance
- Better Align Student Data With ID\Email Policies



Eliminate Kaltura System as a Video Repository Service

- Remove a Redundant Service
- Panopto Can Now Meet and Exceed Current Services *(current Panopto Maintenance is $88K annually)*
- Cease Business With a Non-Value Add Business Partner
- "Right Fit" Video Services at Loyola
- Save $55,000 in Annual Maintenance Expenses

Locations of LUC Video Recordings

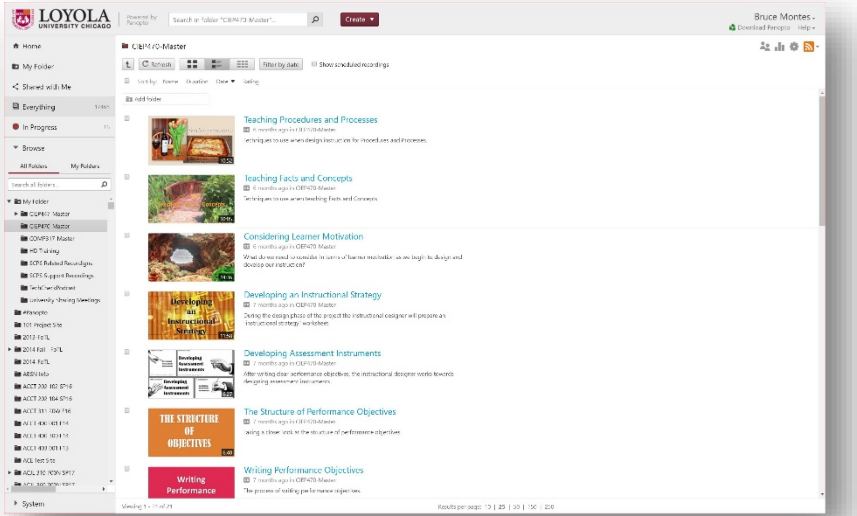


** YouTube reflects subscribers to the channel rather than active LUC members and is used here for illustrative purposes. The "public facing" aspects of YouTube make it the right fit for UMC's needs.*

** Zoom's recordings are temporarily held in Zoom's database and then moved to Panopto for storage and viewing.*

Eliminate Kaltura System as a Video Repository Service

- 13 Individuals Account for Over 70% All Entries in Kaltura
- Modern Languages Accounts for 34% of the Items in Kaltura (audio files)
- Panopto is More broadly Used and Adopted and Can Fully Support Kaltura Functions
- With Transition
    1. Content Remains Same – Moves to Panopto and Links Updated
    2. For a one-time Fee ($5K) Panopto Will Migrate Content for LUC


LOYOLA UNIVERSITY CHICAGO
Powered by Panopto
Search in folder "CIEP470-Master"...
Create
Bruce Montes
Download Panopto
Help
Home
My Folder
Shared with Me
Everything
In Progress
Browse
All Folders
My Folders
Search all folders...
CIEP470-Master
Refresh
Filter by date
Show scheduled recordings
Sort by: Name Duration Date Rating
Add folder
System

Teaching Procedures and Processes
6 months ago in CIEP470-Master
Techniques to use when design instruction for Procedures and Processes.

Teaching Facts and Concepts
6 months ago in CIEP470-Master
Techniques to use when teaching Facts and Concepts

Considering Learner Motivation
6 months ago in CIEP470-Master
What do we need to consider in terms of learner motivation as we begin to design and develop our instruction?

Developing an Instructional Strategy
7 months ago in CIEP470-Master
During the design phase of the project the instructional designer will prepare an "instructional strategy" worksheet.

Developing Assessment Instruments
7 months ago in CIEP470-Master
After writing clear performance objectives, the instructional designer works towards designing assessment instruments.

The Structure of Performance Objectives
7 months ago in CIEP470-Master
Taking a closer look at the structure of performance objectives.

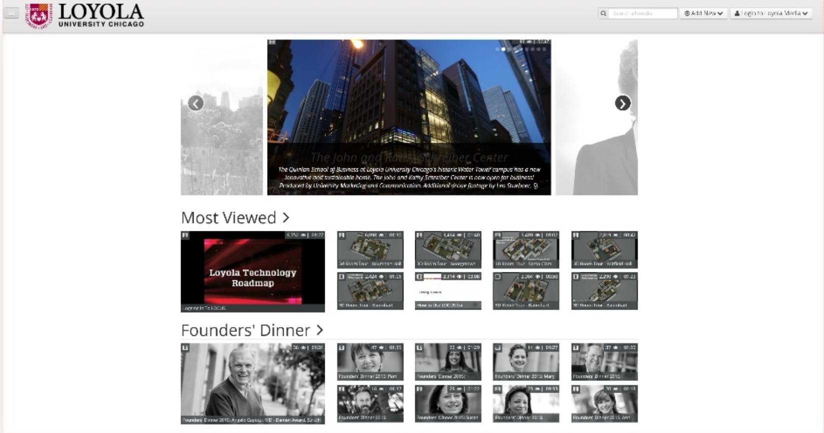
Writing Performance Objectives
7 months ago in CIEP470-Master
The process of writing performance objectives.

Viewing 1 - 21 of 21

Results per page: 10 | 25 | 50 | 150 | 250

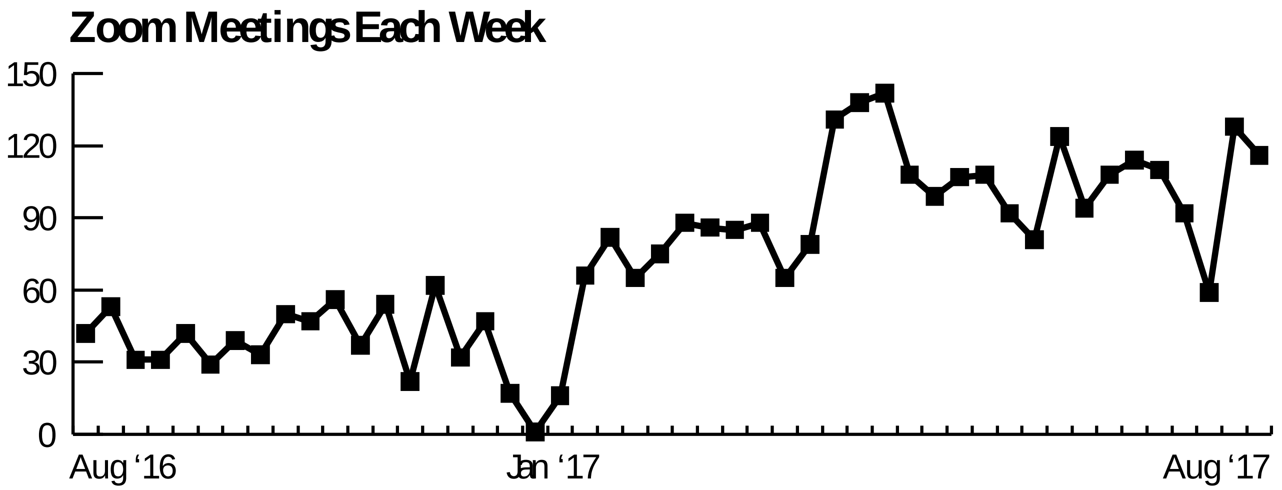
Panopto

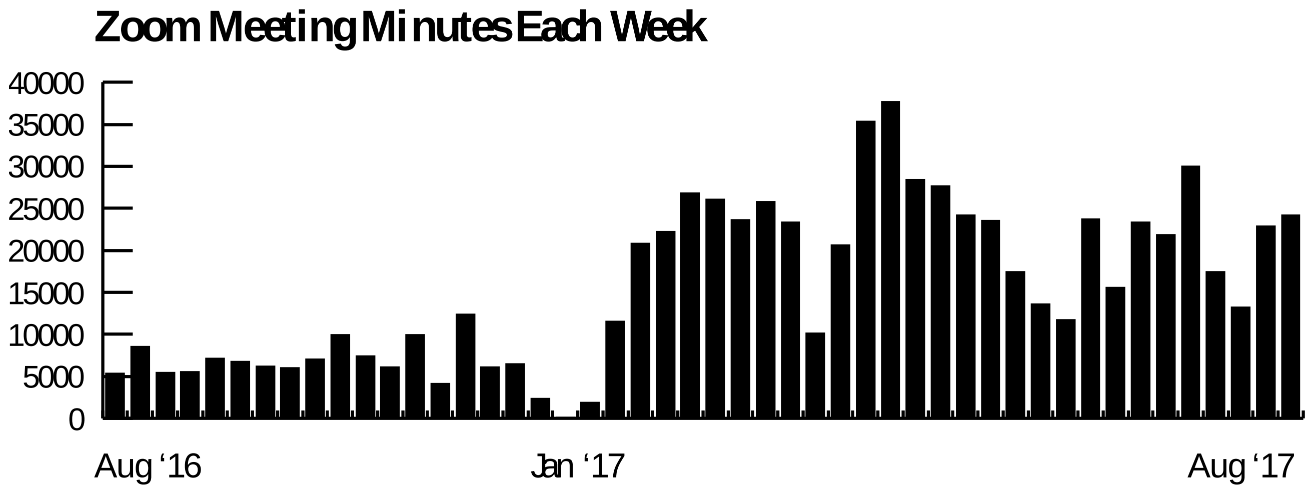
Kaltura


LOYOLA UNIVERSITY CHICAGO
Most Viewed >
Loyola Technology Roadmap
Founders' Dinner >

Eliminate Adobe Connect as an Online Classroom and Webinar Service

- Consolidate Video Conferencing, Webinar, and Online Classroom Technologies to “Best Fit”
- Replace With Existing Zoom Service
- Make for a Better Online Experience for Loyola’s Students, Faculty, and Staff
- Save $28,000 in Annual Maintenance Expenses


Zoom Meetings Each Week


Zoom Meeting Minutes Each Week

September 2017

Preparing people to lead extraordinary lives

Eliminate Adobe Connect as an Online Classroom and Webinar Service

- Professional Schools (Law, QSOB, SCPS, Nursing) Account for 43% of Adobe Connect Use
- Targeted Campaign With These Schools to Help With Transition *(Use Zoom in Spring)*
- Faculty Have Expressed Continued Frustration With Adobe Connect
- Limited Licensing

"Switching to Zoom for my summer online course was such a great decision due to the increased functionality for student-to-student interaction in Zoom, I will never go back to Adobe Connect for synchronous sessions." - Patrick Daubenmire, Associate Professor, Chemistry Undergraduate Program Director

Top Departments with Recordings in Adobe Connect	Hours	Days	Percent
School of Business	4,098	171	38%
Computer Science	2,978	124	28%
Faculty Center for Ignation Pedagogy	1,909	80	18%
School of Continuing and Professional Studies	773	32	7%
Chemistry	527	22	5%
Bioethics	524	22	5%
Totals for Top Six Departments With Recordings	10,810	450	92%
Total Recordings in Adobe Connect Database	11,748		

Zoom…

- Is Easier to Use
- Is Better Performing
- Offers 24-Hour End User Support
- Can Support Adobe Connect Functionality

Proposed Schedule...

October ’17 – Dec ‘17

- Work with Committees
- Work with Individuals
- “Sakai Clean-Up” Month Dec

January-May ‘18

- Delete Content
- Migrate Content
- Transition Remaining Individuals to New Systems
- “Shift to Zoom” Semester

May’18 - June ‘18

- Execute Archive Practices
- Sunset Kaltura
- Sunset Adobe Connect

Academic Technology Service Change Requests

Agenda

Business Intelligence Subcommittee

- S. Malisch

Change Management for Academic Technologies

- B. Montes

Student System Upgrade

- K. Smith

Mobile Device Strategy

- D. Vonder Heide, J. Sibenaller

Student System Upgrade Project Overview

- Move from Oracle Campus Solutions (CS) 9.0 to Oracle CS 9.2
  - Requisite component upgrades
  - Work began July 2016
  - Target go-live December 2017 (Final Date TBD)

- Phased Approach
  - Technical Changes First
  - Functional Improvements

Project Objectives

- Stay current with Campus Solutions (CS) and People Tools (PT) software versions to receive support from Oracle. (Extended support for CS 9.0 will end December 2019)
- Enables implementation of added functional and technology features.
  - PUM (PeopleSoft Update Manager) New selective adoption of new features vs. applying mandatory, incremental bundles updates.
  - Support for new user interface (i.e. FLUID) Navigation and Pages

Why Do We Care?

- Selective Adoption of New Functionality and Regulatory Changes, Enabling Reduced Maintenance Timeframe
- Enables Up-to-date Self-service Features for Students, Faculty and Staff
  - Mobile Responsive Capability
  - Contemporary Look and Feel
- Retirement of Older Technology (e.g. Crystal Reports)

Scope

- **Phase I** (Primarily technical)
  - Complete Pre-requisite Projects
    - Oracle, Application, Development Tools, Portal
  - Upgrade LOCUS Student Information System
  - Functional Testing
- **Phase II** (Begins After Phase I Functional Testing)
  - Added Flexibility and Adaptable User Interface and Navigation
  - New Business Process for Selective Adoption
  - Review of Current LUC Customizations

    (e.g. LUC Parent Guest to Oracle New Delegated Access)

Upgrade Project Team

Project Team Members

Team / Area	Functional Lead	Technical Lead
Admissions - Undergraduate	Timothy Carroll	Michael Martin
Bursar	Thomas Catania	Dave Kessler, John McGivney
Enrollment Systems Research & Reporting	Tim Heuer, Lisa Gierich	Caroline Mwangi, Ivan Siap
Graduate Enrollment Management	Ronald Martin	Michael Martin
Financial Aid	Tobyn Friar	Caroline Mwangi, Ivan Siap
Registration and Records	Clare Korinek, Diane Hullinger	Xiomara Franco, Mark Reich
Registration and Records – Academic Advisement	Shannon Levi	Xiomara Franco, Greg Biskoski
Registration and Records – Campus Community	Kris Daggett	Dave Kessler, John McGivney
Registration and Records – Class Scheduling	Stacey Lind	Ivan Siap, Xiomara Franco
Registration and Records – Transfer Credit	Thomas Stahnke, Joyce Norwood	Greg Biskoski, Mark Reich
Student Financials	Rebecca Gomez	Dave Kessler, John McGivney
Project Management Team	Dave Kessler, Maria Muñoz, Xiomara Franco	

Leadership Team Members

Organization	Organizational Member
Executive Sponsor	John Pelissero (Provost), David Prasse (Vice Provost), Jo Beth D'Agostino (Vice Provost)
Chief Information Officer	Susan Malisch (ITS)
Director	Clare Korinek (Registration and Records), Kevin Smith (ITS)
ITS Management	Charlotte Pullen (Database & Middleware), Larry Adams (App Dev)
R&R Management	Diane Hullinger, Kris Daggett

Project Schedule – Phase 1 (Technical)

Upgrade Project Pre-requisites
July ‘16 – Jan ‘17

- Research on what and how to upgrade
- Crystal Report Retire
- Student refund change
- Create initial PSS projects

Install New Release
Feb ‘17 – May ‘17

- New Release CS 9.2 PT & 8.55.xx)
- Portal (iHub) PT 8.55.xx
- Evaluate Change Management and Testing tool
- Elasticsearch in TST environment

Test Move to Production
May ‘17 – Dec ‘17

- Phase 2 starts
- Prepare training and documentation
- Functional training
- Multiple Iterations of Move to Production (MTP)

Final Move to Production
January 2018

- Final MTP
- Go Live
- Phase 2 continues

Upgrade Phases

Initial Pass – one time process

The initial pass is defined as the process of merging your existing production database with the new release software. In the process you preserve and reapply existing customizations made to delivered objects.

Test Move(s) to Production – repeated as necessary

The test move(s) to production are defined as the process of merging the data from a new copy of your existing production database with the new initial pass database software which now includes customizations.

Final Move to Production - one time process

The final move to production includes freezing the production database of any further enhancements. At this time you merge your data from the production database with the software from the latest test move to production.

Constraints / Risks

- Acclimating Project Schedule Across All Involved Departments
- Concurrent Projects, Maintenance, and Support
- Aggressive Project Schedule
- Transactional Systems (LOCUS and Subsidiary Systems) will be unavailable during the actual cutover (max of 4 days)
- Limited Implementation Windows Due to:
  - Registration
  - Start of School
  - FA Packaging
  - Billing
  - Etc.

What’s Coming?

Phase II

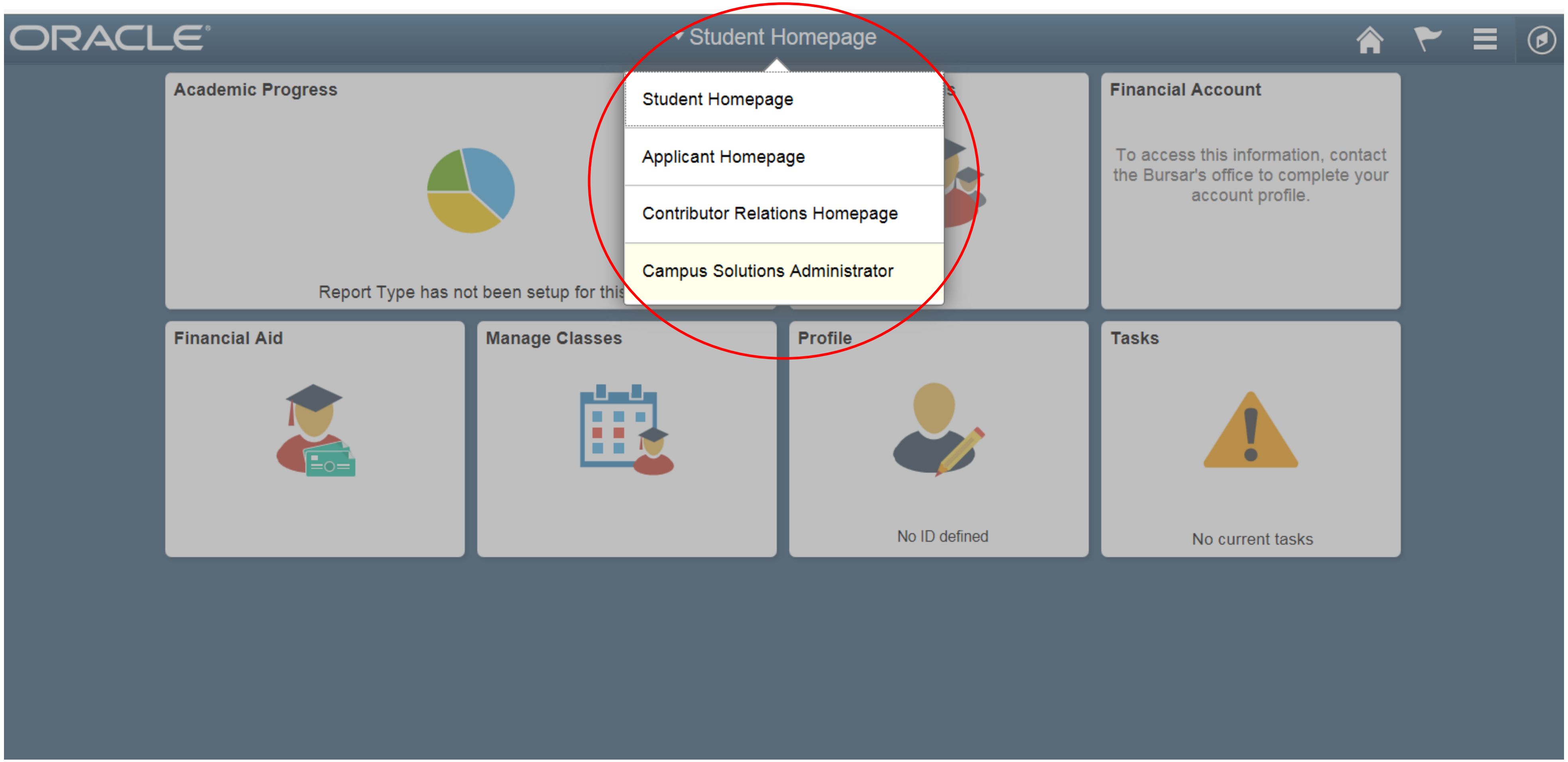
Home Pages

Navigation

Tiles

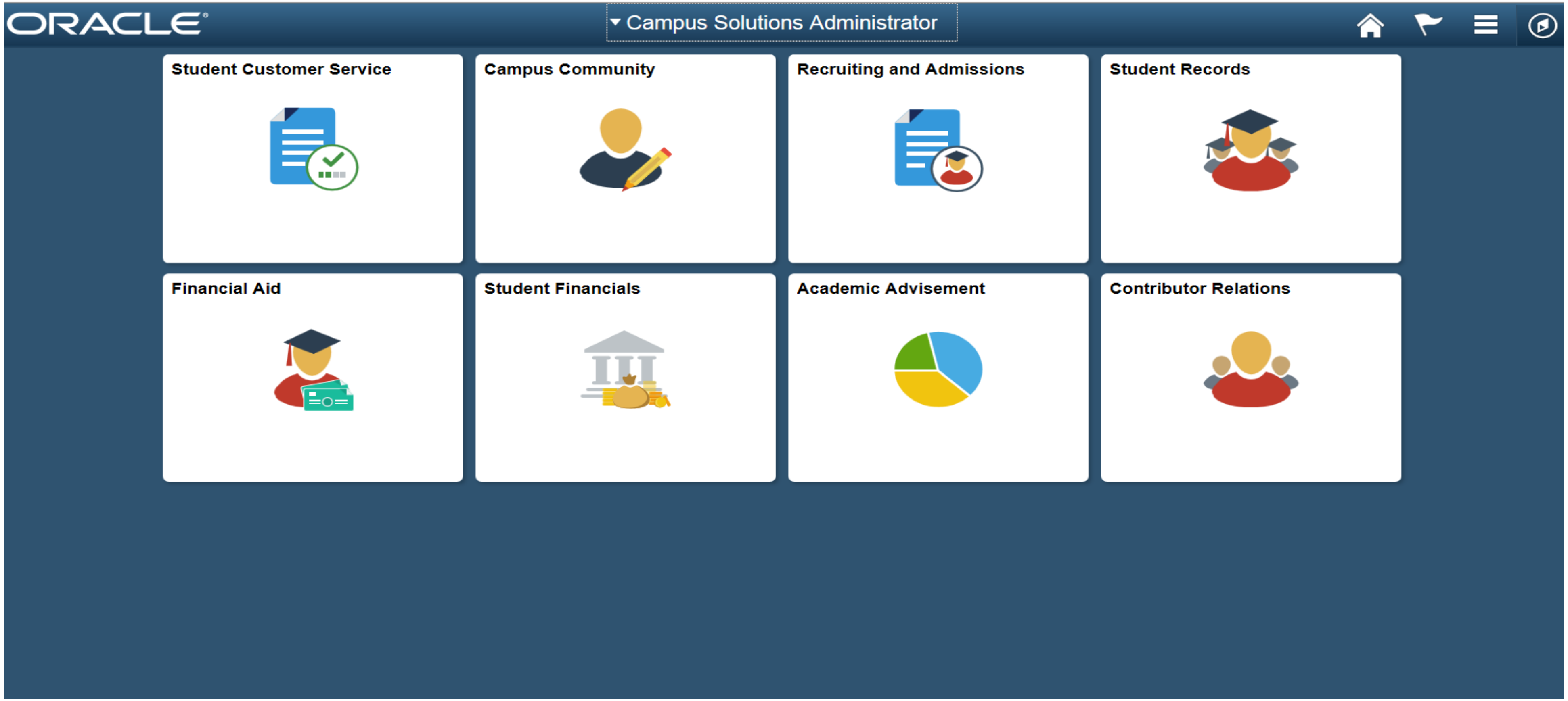
FLUID Pages

FLUID - Homepages

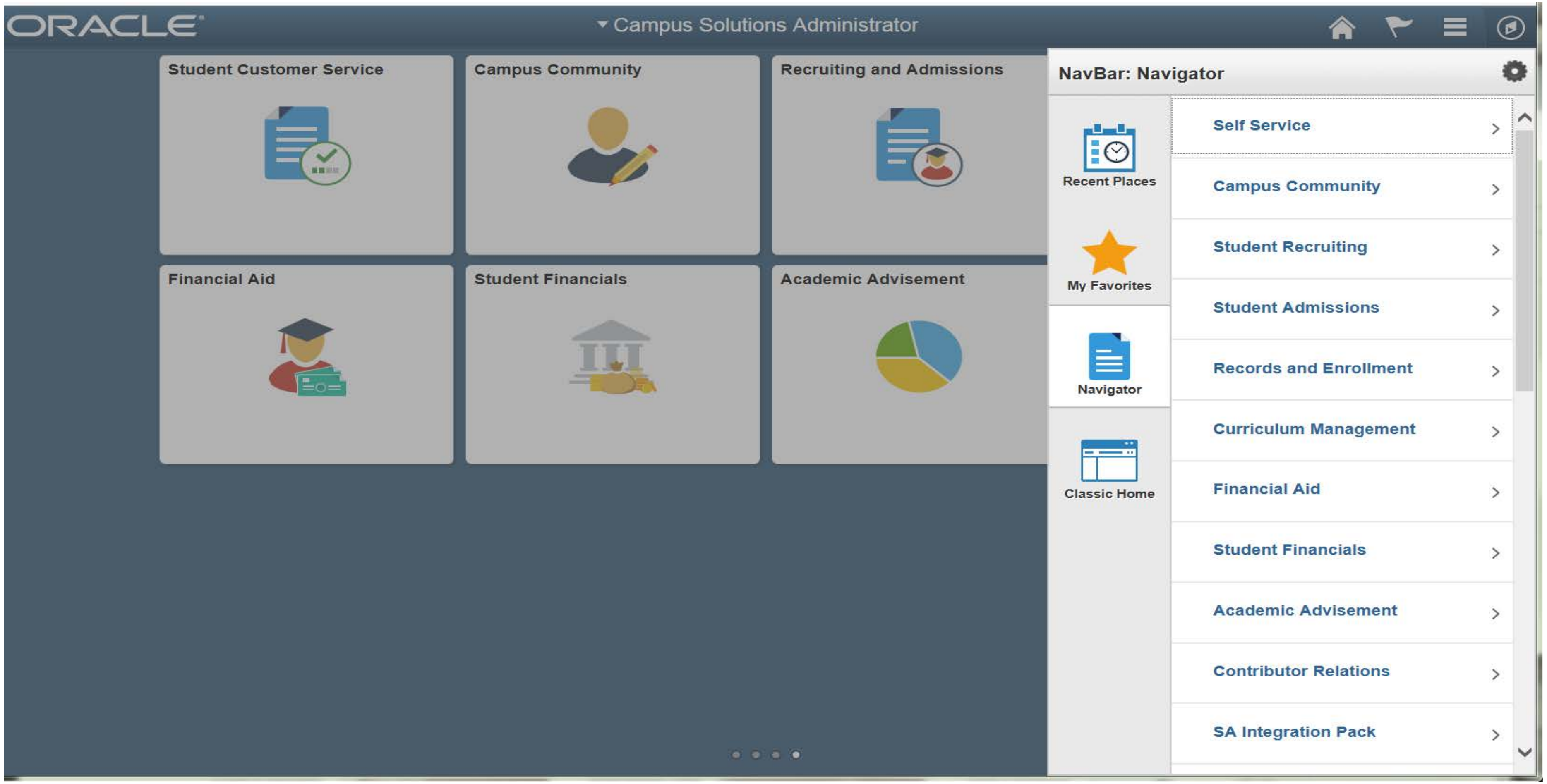


ORACLE
Student Homepage
Student Homepage
Applicant Homepage
Contributor Relations Homepage
Campus Solutions Administrator
Academic Progress
Report Type has not been setup for this
Financial Account
To access this information, contact the Bursar's office to complete your account profile.
Financial Aid
Manage Classes
Profile
No ID defined
Tasks
No current tasks

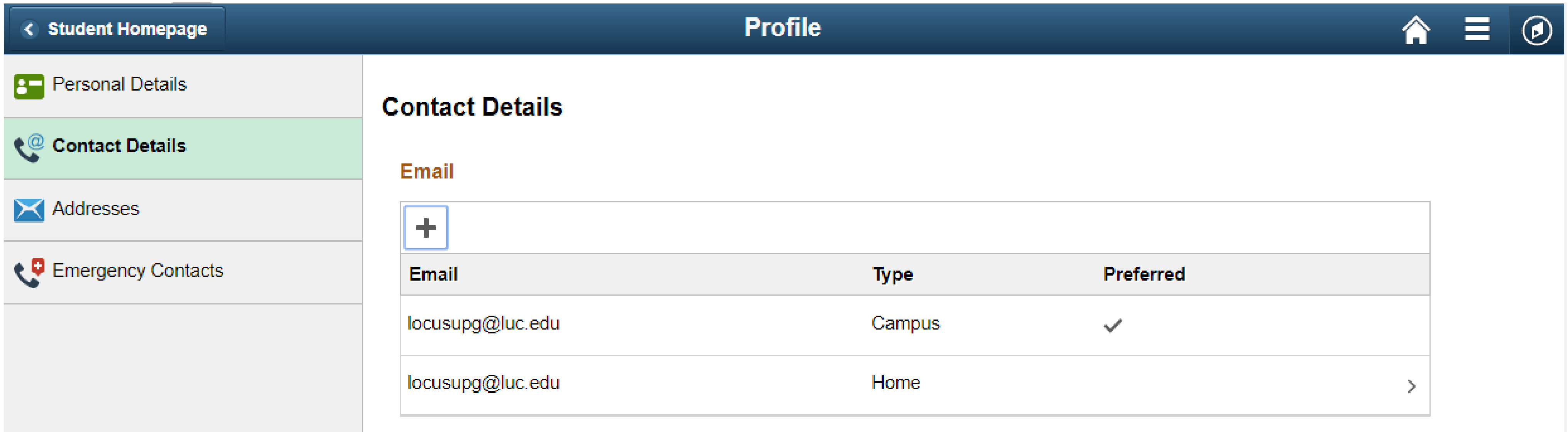
FLUID - Tiles


ORACLE
Campus Solutions Administrator
Student Customer Service
Campus Community
Recruiting and Admissions
Student Records
Financial Aid
Student Financials
Academic Advisement
Contributor Relations

FLUID - NavBar


ORACLE
Campus Solutions Administrator
Student Customer Service
Campus Community
Recruiting and Admissions
Financial Aid
Student Financials
Academic Advisement
NavBar: Navigator
Recent Places
My Favorites
Navigator
Classic Home
Self Service
Campus Community
Student Recruiting
Student Admissions
Records and Enrollment
Curriculum Management
Financial Aid
Student Financials
Academic Advisement
Contributor Relations
SA Integration Pack

FLUID – Contact Details

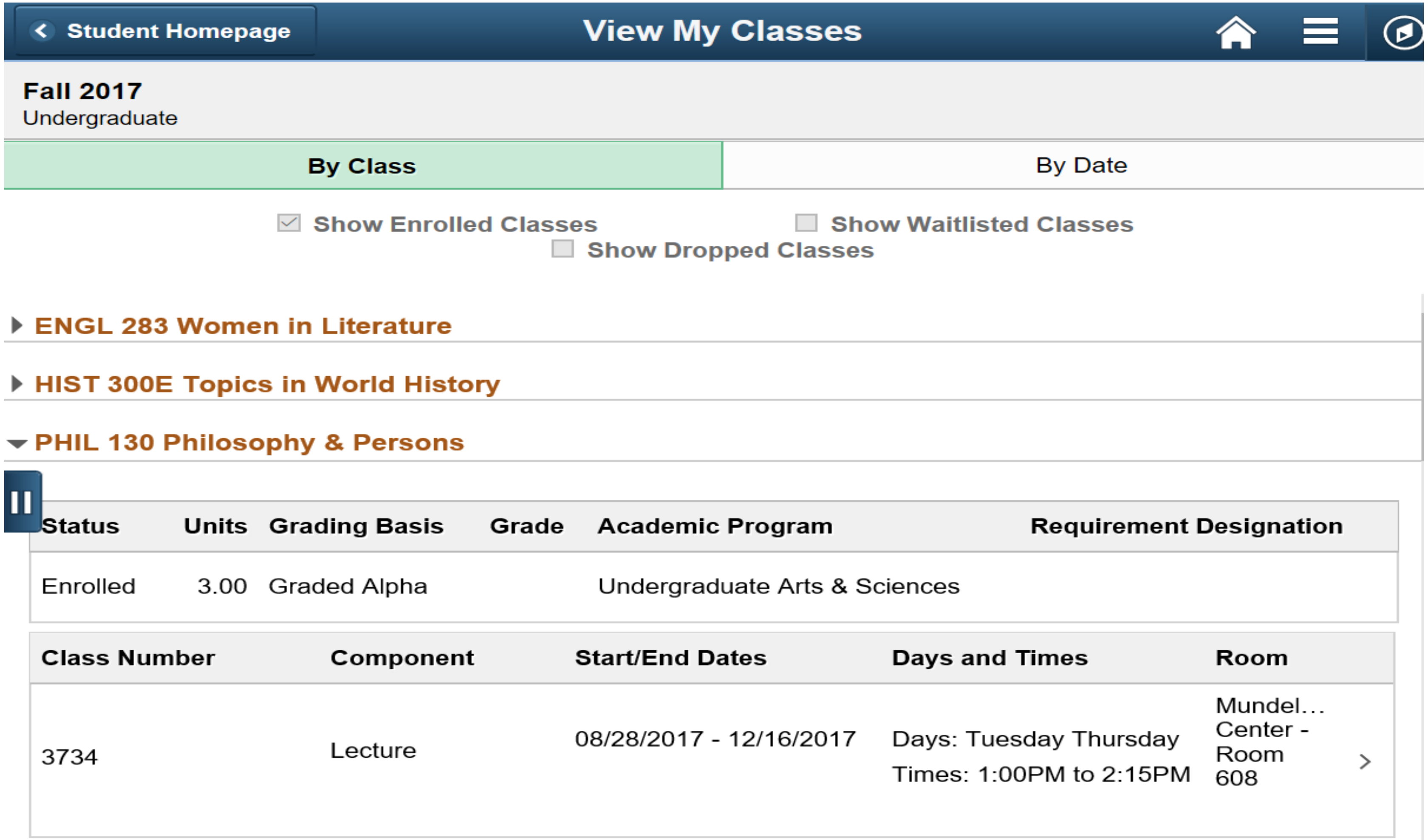

Student Homepage
Profile
Personal Details
Contact Details
Addresses
Emergency Contacts
+

Contact Details

Email

Email	Type	Preferred
locusupg@luc.edu	Campus	✓
locusupg@luc.edu	Home	

FLUID – View My Classes



View My Classes

Fall 2017
Undergraduate

By Class | By Date

☑ Show Enrolled Classes ☐ Show Waitlisted Classes
☐ Show Dropped Classes

▸ **ENGL 283 Women in Literature**

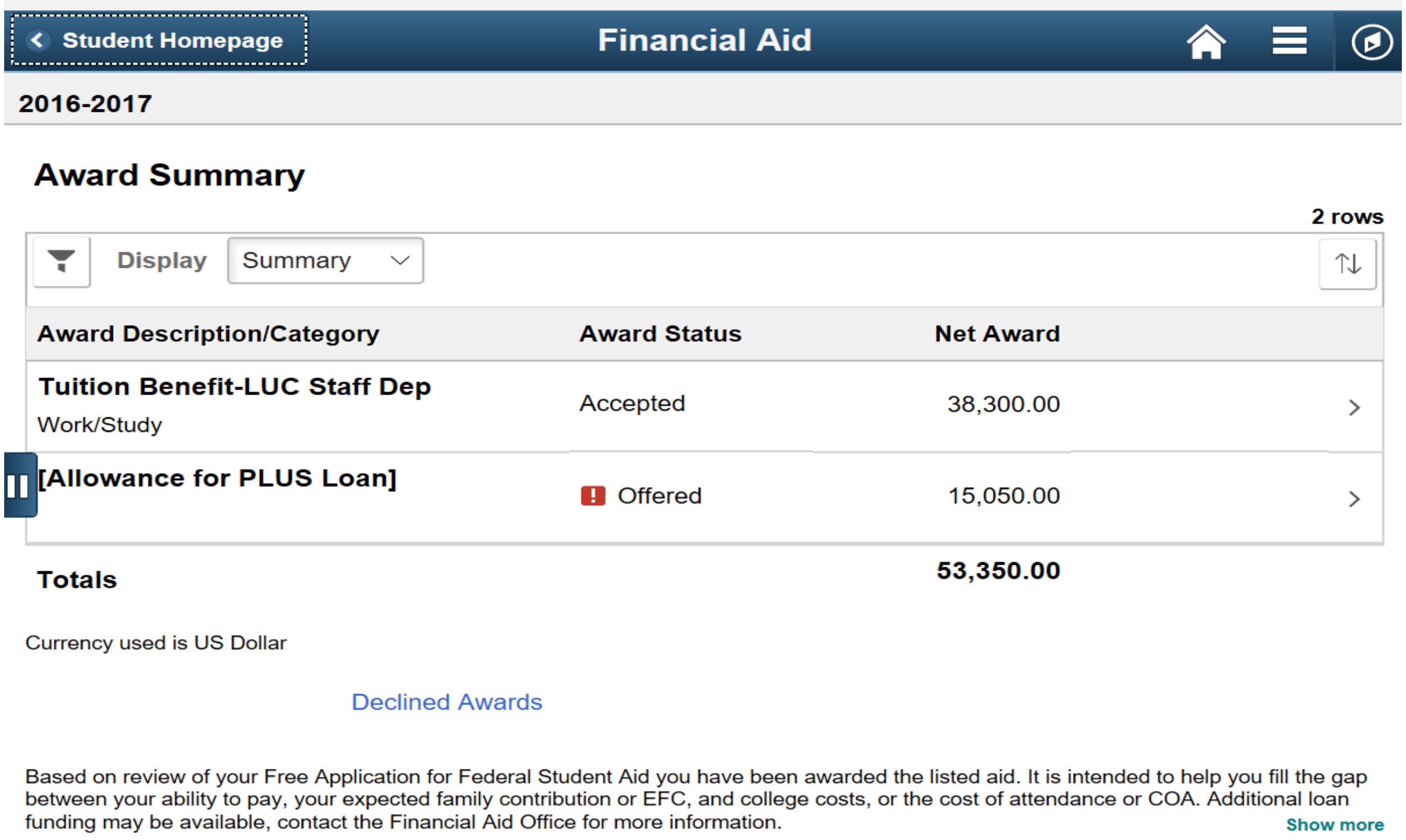
▸ **HIST 300E Topics in World History**

▾ **PHIL 130 Philosophy & Persons**

Status	Units	Grading Basis	Grade	Academic Program	Requirement Designation
Enrolled	3.00	Graded Alpha		Undergraduate Arts & Sciences	

Class Number	Component	Start/End Dates	Days and Times	Room
3734	Lecture	08/28/2017 - 12/16/2017	Days: Tuesday Thursday Times: 1:00PM to 2:15PM	Mundel... Center - Room 608

FLUID – Award Summary



2016-2017

Award Summary

2 rows

Award Description/Category	Award Status	Net Award
Tuition Benefit-LUC Staff Dep Work/Study	Accepted	38,300.00
[Allowance for PLUS Loan]	! Offered	15,050.00
Totals		**53,350.00**

Currency used is US Dollar

Declined Awards

Based on review of your Free Application for Federal Student Aid you have been awarded the listed aid. It is intended to help you fill the gap between your ability to pay, your expected family contribution or EFC, and college costs, or the cost of attendance or COA. Additional loan funding may be available, contact the Financial Aid Office for more information.

Show more

Agenda

Business Intelligence Subcommittee

- S. Malisch

Change Management for Academic Technologies

- B. Montes

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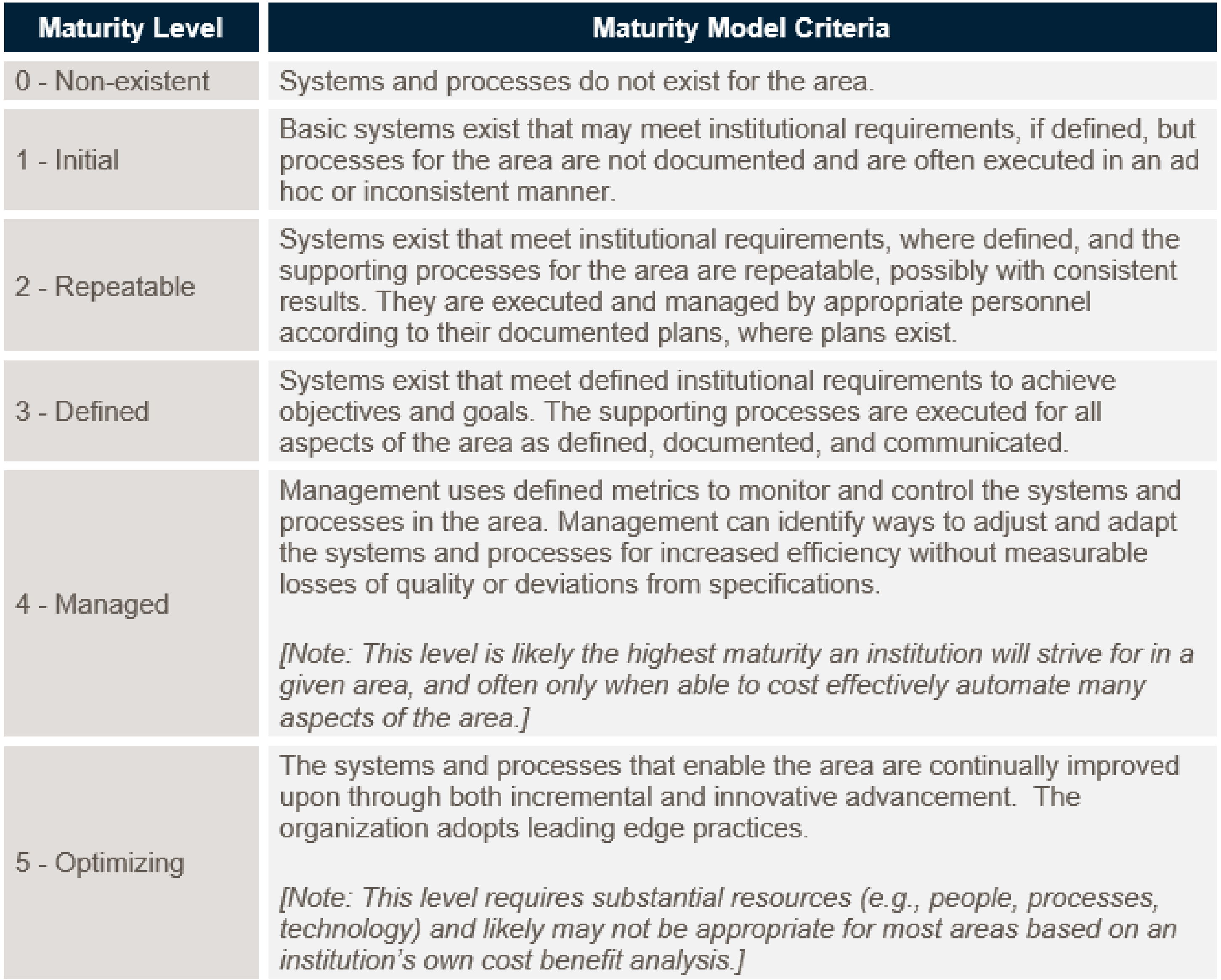
Mobile Device Strategy

- D. Vonder Heide, J. Sibenaller

Mobile Device Strategy

Introduction -

- Fall 2016 - Internal Audit reviewed the design of Loyola’s mobile device governance processes across four areas:
    - Policies/People
    - Data
    - Apps/Websites
    - Devices
- Evaluated against maturity model modified for Higher Education
    - Capability Maturity Model Integration (CMMI)



Maturity Level	Maturity Model Criteria
0 - Non-existent	Systems and processes do not exist for the area.
1 - Initial	Basic systems exist that may meet institutional requirements, if defined, but processes for the area are not documented and are often executed in an ad hoc or inconsistent manner.
2 - Repeatable	Systems exist that meet institutional requirements, where defined, and the supporting processes for the area are repeatable, possibly with consistent results. They are executed and managed by appropriate personnel according to their documented plans, where plans exist.
3 - Defined	Systems exist that meet defined institutional requirements to achieve objectives and goals. The supporting processes are executed for all aspects of the area as defined, documented, and communicated.
4 - Managed	Management uses defined metrics to monitor and control the systems and processes in the area. Management can identify ways to adjust and adapt the systems and processes for increased efficiency without measurable losses of quality or deviations from specifications. *[Note: This level is likely the highest maturity an institution will strive for in a given area, and often only when able to cost effectively automate many aspects of the area.]*
5 - Optimizing	The systems and processes that enable the area are continually improved upon through both incremental and innovative advancement. The organization adopts leading edge practices. *[Note: This level requires substantial resources (e.g., people, processes, technology) and likely may not be appropriate for most areas based on an institution’s own cost benefit analysis.]*

Summary Audit Findings

	Areas / Components	Observed Current State	Recommended Goal State
	Area: Policies/People		
✗	**1. Mobile device strategy**	1 – Initial	3 – Defined
✓	**2. Device procurement and disposal**	1 – Initial	2 – Repeatable
✓	**3. Acceptable use agreement**	2 – Repeatable	3 – Defined
✗	**4. Training and awareness**	1 – Initial	3 – Defined
	Area: Data		
✓	**5. Data classification**	3 – Defined	3 – Defined
✓	**6. Data storage and handling**	2 – Repeatable	3 – Defined
✓	**7. Authentication and encryption**	2 – Repeatable	2 – Repeatable
✓	**8. Incident response**	3 – Defined	3 – Defined
	Area: Apps/Websites		
✓	**9. Mobile apps**	2 – Repeatable	2 – Repeatable
✓	**10. Web applications**	2 – Repeatable	2 – Repeatable
✓	**11. Remote access**	3 – Defined	3 – Defined
✓	**12. Encryption**	3 – Defined	3 – Defined
	Area: Devices		
✗	**13. Inventory**	1 – Initial	2 – Repeatable
✗	**14. Security standards**	0 – Non-existent	3 – Defined
✗	**15. Technical controls**	1 – Initial	3 – Defined
✓	**16. Support**	2 – Repeatable	2 – Repeatable

✓ Satisfactory Maturity Level

✗ Deficient Maturity Level

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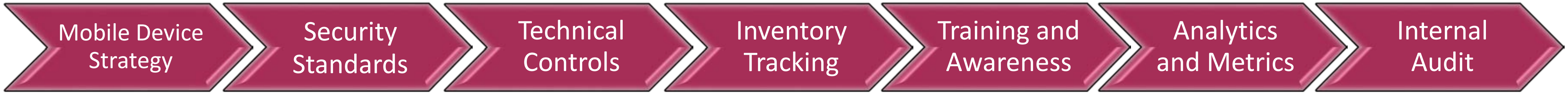
Early Effort

- Engaged Gartner GTP
- Queried AJCU Schools
- Attended Catalyst Conference
- Began drafting our strategy

Gartner®

Association of
Jesuit Colleges
& Universities
AJCU

Mobile Device Strategy



Mobile Device Strategy

Security Standards

Technical Controls

Inventory Tracking

Training and Awareness

Analytics and Metrics

Internal Audit

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Mobile Device Strategy

Mobile Device Strategy	Develop plan and execute a University-wide mobile device strategy to improve a shared understanding of mobile governance processes and needs.
Security Standards	Improved protection and reduced risks for mobile devices containing Loyola protected and sensitive data through the adoption of security standards for mobile devices.
Technical Controls	Expansion of technical controls with the assessment of adding a mobile device management system to better coordinate and process the provisioning and de-provisioning of mobile devices.
Inventory Tracking	Expansion of inventory tracking for mobile devices to more efficiently monitor and identify mobile devices and their owners on university networks.
Training and Awareness	Creation of training and awareness materials for mobile device usage.
Analytics and Metrics	Improved analytics and metrics related to mobile devices.
Internal Audit	Internal Audit reassessment

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Mobile Device Strategy

Mobile Device Strategy

- Best practices research and assessment
- Mobile device strategy documented
- Create a milestone based plan for the mobile strategy deliverables
- Mobile device strategy approved by the ITESC
- Communicate mobile device strategy to the University
- Assemble MCOE
- Define “mobile devices” & support requirements
- BYOD policy & process documented & approved
- University-owned procurement process documented & approved
- Service catalogue requirements documented & approved
- Policy updates: Current Acceptable Use, Information Security & Data Classification

Security Standards

- Mobile device security standards documented & approved
- Define standards for security configurations for UOD & POD
- Determine technology needs for mobile threat protection

Mobile Device Strategy

Technical Controls

- Define technical changes/parameters
- Determine technology needs for the management of mobile device
- Implement & enforce technical controls

Inventory Tracking

- Mobile device inventory tracking template documented & approved
- Process for tracking mobile assets to be documented & approved

Mobile Device Strategy

Training and Awareness

- ITS Security Practices, Procedures & Training documented, approved, & implemented
- Mobile Device User-Training documented, scheduled & implemented
- Processes in place to triage mobile incidents

Analytics and Metrics

- Mobile device metrics & monitoring process
- Key performance indicators identified & defined

Mobile Device Strategy

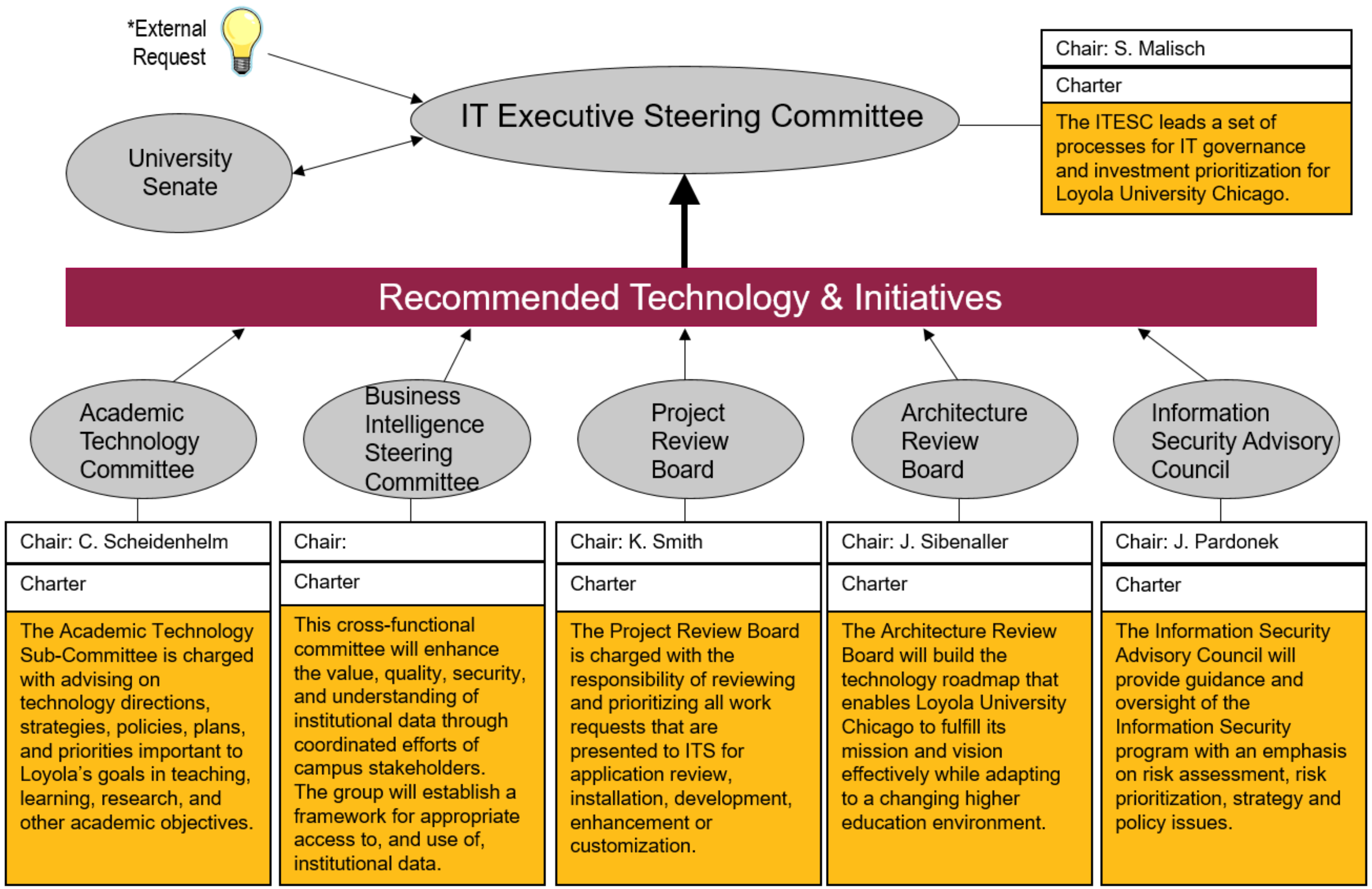
Internal Audit

- Baker Tilly reassessment of Loyola’s mobile device governance posture

Governance

- Utilize the existing ITESC & Subcommittee governance processes
- The MCOE will be a working group under the Architecture Review Board
- All recommendations will come to the ITESC for approval

ITESC Structure & Inputs


*External Request
IT Executive Steering Committee
University Senate
Recommended Technology & Initiatives
Academic Technology Committee
Business Intelligence Steering Committee
Project Review Board
Architecture Review Board
Information Security Advisory Council

Chair: S. Malisch
Charter
The ITESC leads a set of processes for IT governance and investment prioritization for Loyola University Chicago.

Chair: C. Scheidenhelm
Charter
The Academic Technology Sub-Committee is charged with advising on technology directions, strategies, policies, plans, and priorities important to Loyola's goals in teaching, learning, research, and other academic objectives.

Chair:
Charter
This cross-functional committee will enhance the value, quality, security, and understanding of institutional data through coordinated efforts of campus stakeholders. The group will establish a framework for appropriate access to, and use of, institutional data.

Chair: K. Smith
Charter
The Project Review Board is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization.

Chair: J. Sibenaller
Charter
The Architecture Review Board will build the technology roadmap that enables Loyola University Chicago to fulfill its mission and vision effectively while adapting to a changing higher education environment.

Chair: J. Pardonek
Charter
The Information Security Advisory Council will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.

Mobile Device Strategy – Timeline

Mobile Device Strategy → Security Standards → Technical Controls → Inventory Tracking → Training and Awareness → Analytics and Metrics → Internal Audit

First 30-90 Days First 6 Months → First 9 Months →

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Next Steps

- Consensus on governance
- Approval to proceed with the execution of the strategy
- Suggestions for representation on the Mobile Center of Excellence

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2017 ITESC Schedule

January 26, 2017 - Thursday, 1:30-3:30 PM

- Project Portfolio Prioritization Results
- Status Updates – Major Upgrades
  - Student System, Phone System, Advance, Document Mgmt

May 04, 2017 - Thursday, 1:30-3:30 PM

- Project Portfolio Prioritization
- Summer Project: 10Gb Connectivity/NGFW
- Academic Year 2017-18 Project: Box to OneDrive
- Information Security Training

June 15, 2017 - Thursday, 1:30-3:30 PM

- Event Management Solution
- Project Portfolio Prioritization
- Information Security Training Proposal

September 20, 2017 – Wednesday 1:30-3:30 PM

- Business Intelligence Subcommittee
- Change Management for Academic Technologies
- Student System Upgrade
- Mobile Device Strategy

October 26, 2017 - Thursday, 1:30-3:30 PM

December 12, 2017 - Tuesday, 1:30-3:30 PM

- Project Portfolio Prioritization

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