Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Karen Paciero	Attended	Provost Office Representatives	Brian Erdman	Attended
Enrollment Management & Student Success	Paul Roberts	Attended	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Absent	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz Teresa Krafcisin	Absent Attended	ITS	Jim Sibenaller Dawn Fitzgerald Dan Vonder Heide Tony Vavarutsos	Attended Attended Attended Attended
President's Office	Tom Kelly	Attended	Student Development	Keith Champagne	Attended
Provost	Margaret Callahan	Attended	UMC	Jeremy Langford	Absent
			School of Nursing	Lorna Finnegan	Absent

Welcome, Meeting Purpose & Agenda

The minutes from the February 24th meeting were approved as written. The agenda for April 28th includes a presentation on the Loyola Mobile Application Upgrade (HighPoint), and a discussion on Enterprise Reporting Tool Migration (WebFOCUS), a review of the Draft Plan for XXL Initiatives, the Status of Mobile Device Management, and finally a Review and Validation of Disaster Recovery Tiers.

Loyola Mobile Application Upgrade (HighPoint) – D. Fitzgerald

Loyola's mobile app was first implemented in 2013. The app has mostly been used as a "springboard" for LOCUS, EAB Navigate App, and most recently with the pandemic, the Health App. Outside of some occasional security patching, there have not been many upgrades or features added to the mobile app, and our overall mobile strategy has lacked an executive sponsor. The vendor has notified us that the current platform will be sunsetting after May 2022. The new platform is HighPoint Mobile Platform is CX (Campus eXperience). The upgrade will require users to download an update for the current app. Current status of the project includes involving UMC in ongoing discussions to approve branding, drafting a communication plan, and begin unit testing and development of test tiles. The timeline is aggressive, and the vendor has agreed to continue support for Loyola while we are migrating, but is strongly encouraging rapid progress. Current estimate for project completion is end of July or early August. Upon completion of the project, this committee will be better positioned to continue discussion on mobile device strategy moving forward.

Enterprise Reporting Tool Migration (WebFOCUS) – T. Vavarutsos

Tony explained some of the challenges since WebFOCUS was acquired by Tibco. Some of these challenges include: lack of new features to WebFOCUS product, aggressive sales pitches for other Tibco products, non-existent technical support, and additional charges from Tibco that were not outlined in current maintenance agreements. The recommendation is to move from WebFOCUS operational reports to Microsoft's SQL Server Reporting Services (SSRS). Current WebFOCUS annual maintenance costs are roughly $45,000 - $50,000. We would incur no additional operational costs if we moved to SSRS, as this product is already included in Loyola's SQL Server Enterprise licensing agreement. The BI, Finance, and Advancement teams would see the most impact, as these three areas house the majority of reports and they would be responsible for converting their reports. This process is expected to take roughly 18 months, but during this time, reports within WebFOCUS and SSRS will remain accessible. Teresa noted that the frequency in which a report is run does not always indicate how important it is - there are some annual reports which are typically run once a year. Tony shared that we are in the preliminary stages of this project now, and will share information on portal access and training when appropriate.

Draft Plan for XXL Initiatives – S. Malisch

A view of the 2021 changes to the Loyola Enterprise Application Data diagram was shared. Overall, we saw a net increase of 27 new applications with 57 new relationships. There are many data relationships on our larger applications. Susan shared a view of some of the upcoming XXL projects that will take place over the next 4 - 5 fiscal years. Some of these projects have technology dependencies on one another, or on staffing or budgeting, so they need to be scheduled in a thoughtful manner. The timeline shared is a draft intended to help identify other dependencies, but remains open for adjustment as appropriate. Teresa questioned the possibility of bringing the student system, HR, and Finance all under one solution. Susan shared that our student system is highly customized and this significantly contributes to the complexity of changing student system solution providers. Jim confirmed that the current plan does not include a change in student systems providers, solely a move from on-premise to cloud on our current platform. As the various initiatives progress, the calendar schedule and associated costs will be adjusted to reflect what we learn.

Status of Mobile Device Management – D. Vonder Heide

Susan explained that the Mobile Device Management project was a product of a 2017 Baker Tilly advisory review. Dan shared that after the conclusion of the advisory review, it was recommended that Loyola seek a Mobile Device Management solution. Mobile Device Management (MDM) would require that any device with Loyola information on it, download a software that would allow the university to manage and protect data on mobile devices. Given that Loyola only has ~100 University-owned phones, personal devices would need to be in-scope in order to truly manage this risk. Various pilots were conducted from 2019 – 2021, and feedback was collected from the pilot groups. Pilot groups reported: contact syncing issues, forced to use Outlook app in place of native email and calendar, reduced functionality, and many reported discomfort in giving access to the University on their personal devices. After further research, it was found that MDM has very few clients in higher education, with most of their client base being corporate companies. The recommendation for now is to reset, and continue to monitor the offerings for MDM, and to continue improving guidelines and user education to manage this risk.

Review and Validation of Disaster Recovery Tiers – J. Sibenaller

Jim shared our current state of Disaster Recovery (DR) Tiers. The tiers were defined by the ITESC in 2014. The current tiers and timing associated with recovery are as follows: Tier 1 (Immediate, 1-5 days), Tier 2 (6-10 days), and Tier 3 (10+ days). Recommended adjustments include:

The technology & systems in grey (infrastructure that must be recovered first to restore the Tiers) will be marked as "Mandatory". All other Tier 1 technology/systems will be marked as "Secondary", and Tier 2 will be "Tertiary". Tier 3 will no longer be documented, as they will naturally be worked on as resources become available after prior tiers are completed. It was also recommended to update the amount of time to recover each technology/system: Mandatory tiers should be immediately taken care of, Secondary should be recovered within hours, and Tertiary within days. The ITESC approved the recommended tiers and timing. Tom suggested Health App not be included in tiers after the pandemic. Margaret asked that we add "depending on the cycle" to Interfolio. Teresa suggested "depending on the cycle" also be added to the Advancement CRM.

Next meeting – Tuesday, June 21, 2021 – 1:00pm -3:00pm –Via Zoom tele/video conference.

Respectfully submitted,
Megan Youngs