LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	John Pelissero	In Attendance	Operations/HR	Tom Kelly	In Attendance
Academic Affairs	David Prasse	In Attendance	ITS/Facilitator	Susan Malisch	In Attendance
Advancement	Steve Bergfeld	Absent	ITS	Jim Sibenaller	In Attendance
Facilities	Kana Wibbenmeyer	In Attendance	Student Development	Rob Kelly	In Attendance
Finance	Bill Laird	Absent	UMC	Kelly Shannon	In Attendance
Finance	Andrea Sabitsana	In Attendance	**Guest:** Lydia Kuhr, Bruce Montes, Cory O'Brien, Kevin Smith, Dan Vonder Heide		

Welcome, Meeting Purpose & Agenda

The meeting commenced at 2:30 p.m. Susan requested clarification that there wasn't any action necessary regarding the BOT and Sakai discussion from the July 27th meeting. The committee confirmed there wasn't any action needed. The minutes from the July 27th meeting were reviewed and approved as written.

Start of School (AY13/14) updates

Dan Vonder Heide reported a fairly good start-of-school with three issues reported regarding connectivity, mainly due to exceeding the number of available Bradford licenses, a significant increase in downloading, and shortage of IP addresses on certain network segments. All issues were resolved by the second week of the semester. As we continue to see an increase in network usage, the network team is investigating increasing our bandwidth to the Internet. It was also discussed that Loyola should revisit the Comcast contract due to the increase of downloading entertainment via the internet vs. cable TV viewing. Dan will work with Student Development on this. Related to wireless connectivity, Dan has also been in discussions with CDW who have agreed to have Cisco come to campus to validate our wireless systems.

During the first weeks of the semester several complaints came in from deNoboli and San Francisco Halls regarding poor cellular service. To that end, a DAS (distributed antenna system) was purchased as an interim solution while the university investigates an enterprise wide solution. Dan suggested with the CTRE building coming online soon, this may be a good opportunity to find a vendor agnostic solution that could be deployed across multiple campuses.

David Prasse inquired about the helpdesk tickets regarding faculty email and archives. Dan reported the helpdesk did not see an increase calls with the return of faculty. Since Exchange was implemented on May 17th, there have been 69 million messages sent/received, the amount of mobile device connectivity has tripled and our students are using all the new services available to them.

Kelly Shannon suggested another survey to students about these new services and how they are working for them. Bruce advised that we use the Educause ECAR annual survey that is directed to undergraduates. Our response rate with undergrads has always been higher than our peer schools.

Bruce Montes reported that 62% of courses migrated from Blackboard to Sakai were published. Historically 55% were published. Bruce's team is reporting record number of logins from faculty and staff. There has been positive feedback for Sakai and the faculty have taken full advantage of the training that was offered to them. Helpdesk is experiencing the average number of calls regarding classroom support.

Kevin Smith reported the electronic check-in for the residence halls was a success and that 93% of students have provided their emergency contact information. In prior years, only 68% provided their information upon check-in. The new mobile LOCUS features have also been well-used by students; checking class schedules and sharing schedules have been the most popular features thus far.

Kevin updated the ITESC on recent issues related to student requests for legal name change vs. preferred name. Unfortunately, overriding the preferred name over the legal name is not easily implemented at this time, especially when the student works for the university and must be paid under their legal name. Rob Kelly advised they have seen a few cases via the diversity office as well and it might be in our best interest to identify our options so that these changes can be addressed consistently and appropriately. Kevin advised a new process is in the beginning stages.

Project Prioritization Process

A modification to the prioritization process was proposed to streamline/simplify the process, focus on what can be accomplished during the period, but also ensure focus of ITS resources is directed by University Leadership with no addition of complexity of deliverables. The process steps are as follows;

- Twice annually, subcommittees submit their needs/ prioritization
- PRB reviews and pre-prioritizes efforts. ITS Leadership will review and create draft enterprise prioritization based on resource availability and perceived value/impact
- ITESC reviews, adjusts and approves the draft enterprise prioritization during the ITESC meeting resulting in the final prioritized list of IT initiatives for the planning period (six months)

John Pelissero suggested to combine the ongoing projects and have the bigger discussion about the variable projects. This will begin with the December 12th meeting.

Mobile Credit Card Processing – Cory O'Brien

Cory reported departments such as Advancement, Special Events, LUMA, Athletics and the Family Business center are in need of a mobile credit card swipe solution. PCI has changed their regulations and is now allowing for the acceptance of credit card payments that are offsite. They have also given recommendations of mobile devices. The committee agreed a Technology Assessment Committee should research the cost of the device and hardware. Kevin agreed this is not a big effort but resources are already allocated on bigger projects. Cory feels this could possibly increase revenue on the spot, since a lot of these departments do most of their events after hours or on the weekends and this eliminates having to have a grounded system. Cory is requesting this to be ready by end of January. HSD will also benefit from this upgrade. Cory and Kevin advised TouchNet may have a solution. It was agreed to add this project to the prioritization list.

Security Awareness and Policy Approval – Jim Sibenaller

Jim explained PCI compliance has multiple components that go beyond credit card use. A specific component that we have some difficulty adhering to is implementing a Security Awareness Program that demonstrates acknowledgement by the faculty and staff. Jim's team is in the process of creating a survey which will be distributed to the LUC community in an effort to identify gaps and risks. The survey will provide the feedback necessary to identify weaknesses and what the Information Security team needs to focus on education for faculty and staff. The survey will be knowledge-based and Don Heider has agreed to help with the development of awareness techniques through School of Communications. Kelly Shannon requested to see the survey before distribution. It was also suggested that Rick Hurst review it before it is distributed. There are several ways to distribute the information but we still need to identify the right mechanism(s) for capturing acknowledgement.

Jim gave an overview of policies needing approvals. This includes various policies that were implemented and in use but never approved after the UPC disbanded. Jim asked the committee which larger University committee/group should be reviewing/approving the enterprise policies as they are created or changed. It was decided to bring them to the Cabinet for a final decision. It was agreed that the internal ITS policies do not require outside approval, and are approved at the discretion of ITS.

Space Management Project – Kana Wibbenmeyer/Lydia Kuhr

The department of Facilities field a varied amount of requests for square footage, renderings, the original design of a building, etc. A single source of truth needs to be identified for this information. Currently, they have a spreadsheet of the documents associated with each project/building but the physical documents are housed in different locations. Kana and Lydia are currently conducting interviews and will have a needs assessment completed by next spring but need assistance from a business analyst to get this completed. A proposal should be ready to present to this committee by May 2014. The committee agreed to the approach and to discuss this in further detail at the December meeting as part of the prioritization process.

Meeting Wrap-Up

Jim provided the agenda for the October 24th meeting.

- Carol Scheidenhelm will give an update on the Academic Technology Committee (ATC).
- BI Financial Aid Demo
- BCDR Update

Meeting concluded at 4:14 p.m.

ACTION ITEMS
Jim will reach out to Rick Hurst regarding awareness survey and share with Kelly Shannon prior to distribution.
Susan present the Enterprise/University policies to the Cabinet.

Respectively submitted by;
Sondra Heine