![Loyola University Chicago logo — Preparing people to lead extraordinary lives]

Attendees:

Area	Name	Status	Area	Name	Status
Academic Affairs	Chris Wiseman	In Attendance	ITS	Jim Sibenaller	In Attendance
Academic Affairs	John Pelissero	In Attendance	Student Affairs	Fr. Richard Salmi	In Attendance
Advancement	Jon Heintzelman	In Attendance	**Guests:**		
Facilities	Phil Kosiba	In Attendance	Facilities	Wayne Sliwa	In Attendance
Finance	Bill Laird	In Attendance	ITS	Nitha Medasani	In Attendance
Human Resources	Tom Kelly	In Attendance	ITS	Kevin Smith	In Attendance
ITS/Facilitator	Susan Malisch	In Attendance	ITS	Dan Vonder Heide	In Attendance

Minutes:

Welcome, Meeting Purpose & Agenda

The meeting commenced at 2:03 PM. The minutes from the 9/14 meeting were approved as written.

Credit Card Processing Project Review

Nitha explained the TouchNet Ecommerce software allows departments to sell products, bill for items and provide registration for events. It has a user friendly shopping cart feature and enables secure online credit card processing. Based on the initial rollouts Bill expects the usage to grow exponentially. Cory O'Brien is the business process owner. Bill handed out the new Credit Card Policy that was reviewed with the Cabinet and discussed the highlights with the group.

The initial release went into production on 5/17 with the first production use on 5/22. Key improvements were delivered via an upgrade in July. Currently, it's a minimum of 3-4 weeks lead time to add additional sites/stores. Six sites/stores have been completed to date; nine more have been approved and are scheduled for roll-out within the next two months; six pending requests are under review by Cory and several more still to be prioritized. "Pending" stores are awaiting merchant codes and/or requirements validation by Cory. Kevin explained the current process requires Cory to review and approve changes in the early stages of the tool usage due to potential financial impacts (tax implications were an example).

Recent demo results: Dr. Atomic event goes live in November and the Executive Education use is still under review. The use for Alumni and Special Events was reviewed but will not move forward due to the inability to self maintain the site.

Nitha and Kevin departed at 2:36 PM.

Emergency Notification System

Phil distributed an update on the emergency notification plan. We are currently looking at two companies for alert services, e2Campus and Connect-ED. Phil walked through the requirements and a brief demo of functionality. He commented that the goal was to have the service ready for spring semester. The packages have similar functionality to control what messages go to what groups. Fr. Salmi advocated non-emergency texts as well, for items like shuttle updates etc. Tom asked if pre-loading some of the data was possible. Phil believes it is possible but dependent on the timing of the project. His goal would be to install the basics for spring and then do the add-ons as a later phase. Susan noted that this was originally a "B" project on the ITS Plan of Record that has been reprioritized to an A. There were no objections. This addition should be rolled into the LUERP. Phil added that we have AlertNow in place for officers, 2nd officers, some key leaders and departments that this could potentially replace, but procedures will need to be defined.

Chris, John & Wayne departed at 2:55 PM due to a prior commitment.

Security Program and Assessment Results

PIRG - Jim reported approval was received with minor changes for eight proposed policies from the SAUPC. The FAUPC could not review until 11/16. Jim noted that this would push back the timing of the rollout, training, PII identification and disk encryption pilots.

<u>DCMA</u> – Current DMCA violations volume was reviewed. A small increase was noted over last year and it appears that the RIAA is getting more aggressive with its subpoena process.

<u>Assessment</u> – PII incidents are on the increase, up 34% from last year (PrivacyRights.org). A comprehensive security program has been developed including annual security assessments. Jim reviewed the results of the FY07 assessment, conducted by Berbee (CDW) and shared that comments from the last two firms conducting security audits indicated that we were "better than most" within higher education. The recent audit reported 34 concerns. These concerns were prioritized by risk and summarized into seven key items to be addressed. Those items have been combined with other security initiatives and compiled into a security program. The security program has been categorized into ten segments and a scorecard created. The health of the ten items and action plan was reviewed.

Data Center Services Status and Planning

Dan framed the discussion by reviewing the primary driver for the project: Jesuit Residence was coming down, Crown Center at capacity (power/space), and challenges with a number of environmental issues. The recently completed Dumbach Data Center includes the following improvements: square footage increase (1550 to 2150), power and cooling capacity improvements, fire suppression abilities upgraded from none (some Halon capabilities) to FM200 (waterless and smoke initiated), and access and security surveillance with cameras inside and out. Previously, our data center was barely on the scale for the two standard metrics of datacenter availability and reliability, Uptime Institute and Brunspack. We are now between reliable and ultra-reliable; a similar rating for most other universities that have just deployed new data centers.

<u>Avaya Switch Upgrade & Telephone Moves</u> – Dan explained that we are replacing six refrigerator size devices with 20 about the size of a microwave. The next phase requires fiber optic cable splicing into the voice/data network. This was scheduled for 2 AM -6 AM on 10/29 and affects service for all phones in 21 buildings during this time. Bernie Ward will have additional staff on campus to conduct walk-throughs (standard procedure). Phone moves are scheduled to begin on 11/12 with completion on 12/14. A schedule by building was reviewed. All work is being completed between 5 PM - 11 PM. Each phone will be out for 10-30 minutes. There will be sporadic outages as the pairs are not documented by extension in the cabling bundles. Inside Loyola is being used as a primary communication tool and notices are posted in the buildings. TASK: Review schedule at the Cabinet meeting.

The detailed move schedule for moving servers and applications from the Crown Center Data Center is being developed. The move will commence after the start of spring semester with the bulk planned after semester end. Dates will be coordinated soon. Two subsequent phases targeted for FY09 and FY10 were presented to complete a three-pronged strategy to accommodate data center services for administrative and academic computing at Loyola for the coming years:

1) <u>WTC Data Center</u> - The space was not designed for it's current use from a physical and environmental standpoint. Cooling is a concern and there is no automatic power transfer. Only some of the equipment is on the UPS/generator. A wet sprinkler system is installed. Analysis of a solution is in progress and a capital request for FY09 suggests reallocation of funding left over from Avaya lease vs. purchase decision at LSC could fund this remediation project.

2) <u>Faculty Research</u> – Some options were suggested to accommodate the requirements for housing faculty research computing: 1) small amount of add'l square footage adjacent to current WTC data center that would be separated but benefits from WTC data center environmentals, and, 2) existing server room in basement of Mundelein. Research computing space doesn't need some of the redundancy features (and costs) as with a full data center, but clearly, security and additional of power/cooling are requirements. TASK: Phil suggested to request the 25EP space now for WTC and proposed an alternative location in Quinlan for LSC. Dan and Phil will do a walkthrough of LSC space.

Wrap-Up

Susan concluded the meeting by asking about paper versus electronic materials for the meeting. All agreed to have the materials electronically ahead of time, and paper at the meeting. Susan offered a conference call option to eliminate inter-campus travel times when schedules are tight. Prior notice is requested to share the conference calling information. The meeting was adjourned at 4:00 PM.