Loyola University Chicago

ITS Major Initiatives – FY22 Q1-Q2

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"Loyola Digital Experience"

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Health Legend

Green – On Target, No Risk
Lime – On Target, Minimal Risk, Minor Concerns, Under Control
Yellow – Target in Jeopardy, Risks Being Managed, Unknowns Exist
Orange – Slightly Off Target, Several Risks or Unknowns
Red – Off Target, High Risk, Multiple Concerns

LOYOLA
UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives

ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (5)	Sponsor: Paul Roberts, Rita Vazquez Project Manager: Xiomara Franco, Dawn Fitzgerald	Health	
		Prior	Current

Institutional Impact: Enhancements that improve service or increase efficiency for student and faculty services offered via the Student System (LOCUS).

Recent Activity: 1) Completed upgrade of technical middleware (PeopleTools) from 8.57.21 to 8.57.22 for security vulnerabilities. 2) PRP (PeopleSoft Release Packs) Implemented for Financial Aid INAS and Student Financials 1098T. 3) Multiple Interface Enhancements Completed (Course Evaluations (SmartEvals), Student Accessibility Center (Accommodate). 4) Financial Aid Starting Lineup for Aid Year (2022 – 2023) – this is an ongoing PSS, but certain elements are completed in production.

Next Steps: 1) PeopleTools Upgrade 8.58. 2) Continued PeopleSoft Maintenance for Oracle Security Patches, WebLogic, Financial Aid Rules and Regulations. 3) GPEM Admissions interface (Phase 2 in progress). 4) COVID Immunization Module Display Only Status (In Progress). 5) Catalog and Curriculum Management (in progress). 6) Financial Aid Loans and Disbursements 2022. 7) Continued FLUID Enhancement/Testing.

LDE Consumable Experience: School-based CRM Slate Pilot for MNSON	Sponsor: Karen Berg Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: MNSON and the Parkinson School have expressed interest in purchasing CRM solutions for communication and data management with employers, research sites, students and other constituents. An enterprise CRM platform offers a consistent experience and creates a single platform with which the University can capture, share and report on participation and engagement. This is a pilot 'proof of concept' implementation of Slate's CRM module.

Recent Activity: 1) ITS determined that a separate instance of Slate is best way forward for pilot. This keeps the admission data separate from any new systems. 2) The team identified two preferred vendor partners that could support implementation. The team participated in meetings to help identify which vendor we would move forward with.

Next Steps: 1) Sign and purchase a new instance of Slate to implement the CRM solution. 2) Select a vendor in Q3 to implement a CRM solution for the MNSON.

Stritch School of Medicine Portfolio (4)	Sponsor: Greg Gruener Project Manager: Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: Provide technical project services to SSOM to enable process improvements and efficiencies.

Recent Activity: Reviewed SSOM project portfolio in November. Completed projects: New student evaluation form for Sub Internship, Exam Administration, and Continuing Medical Education Tracking. SSOM is piloting student mentoring with soft launch of PeopleGrove hub. Requirements for the admissions replacement are currently being documented.

Next Steps: 1) Continue active projects. 2) Begin data integration into data warehouse & create initial BI dashboards.

Review and Evaluate Proposed Research Administration Solutions	Sponsor: Dr. Sonny Singh Project Manager: Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: A single Electronic Research Administration (ERA) system will increase efficiency, security and ease-of-use, as well as consolidate two legacy, custom-developed platforms that no longer meet our needs.

Recent Activity: The budget for this effort was reviewed and approved at the November SFPT meeting.

Next Steps: 1) Determine the project timing. 2) Identify the project manager for this effort and initiate the project. 3) Document the business requirements and technology needs in preparation for RFP.

ACADEMIC AND FACULTY SUPPORT, cont'd

Digital Badging Solution	Sponsor: John Gurnak Project Manager: Florence Yun	Health	
		Prior	Current

Institutional Impact: Digital badges and micro-credentials are increasingly used to recognize non-degree professional development competencies. They provide evidence that learners can demonstrate specific skills. Digital badges/micro-credentials will increase the competitive value and recognition of non-degree based credentials offered by Loyola.

Recent Activity: Presented overview at the October ITESC meeting. The working group is gathering the information requested by the ITESC and will share the report in early 2022. Plans are underway to contact peer institutions to understand how other schools handle badges & micro-credentials. Executive Education was informed that timing of selecting a digital badging solution won't occur in time to be used with the new program that starts in January 2022. Plans are to send out RFP to three pre-selected service providers when leadership formally endorses the project.

Next Steps: 1) Finalize report. 2) Present to ITESC and obtain approval to proceed with recommended next steps.

Course Catalog and Curriculum Software	Sponsor: Robyn Mallett Project Manager: Florence Yun	Health	
		Prior	Current

Institutional Impact. This solution enables LUC to create a university-wide catalog (for course offerings, degree/program requirements, learning outcomes, and academic policies for all or most schools) that is updated, published, and archived on a regular schedule. Additionally, it provides a platform for electronic curriculum review/approval workflow that retains a full history of changes that are tracked, eliminating the use of paper/pdf forms.

Recent Activity: Best And Final Offers received from both CourseLeaf and Digarc; CourseLeaf recommended by RFP committee; CourseLeaf recommendation presented to ATC and ITESC in October with approval from both committees; bid awarded to CourseLeaf.

Next Steps: 1) Finalize contract. 2) Kick-off vendor engagement. 3) Draft project implementation plan. 4) Complete project deliverables.

Faculty Administration Re-Architecture Strategy–FARS (5)	Sponsor: Badia Ahad Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: Support One Loyola with a single Faculty review and administration system. This system will interact with all other third party systems and create a single method to interact with backend systems.

Recent Activity: 1) Faculty Salary Planning (FSP) will not meet deliverable date due to resource constraints. The team will now use this time to resolve existing issues and improve the quality of the application and the deliverables. The go-live date is postponed to the end of April 2022. Clients will continue to use the existing HSC FSP and Lakeside FSP applications. 2) Interfolio completed the import of the Digital Measures data into F180. OIE is working on validating the data. 3) ITS presented a demo of the Faculty Contract Administration system to several schools. The ITS team has six letter templates to review and will touch base in the new year to begin development & testing. 4) The team participated in several meetings to discuss streamlining the faculty onboarding process for full-time and part-time faculty.

Next Steps: 1) OIE to complete Digital Measures data in F180 by the beginning of January 2022. 2) Continue FSP development and start UAT by end of January 2022. 3) Complete development and testing of the faculty contract system with a target go live for summer semester contracts in Mid-April. 4) Implement a new onboarding process for both full-time and part-time faculty by the end of January.

ADMINISTRATIVE INITIATIVES

COVID-19 Related Projects (5)	Sponsor: Multiple Project Manager: Multiple	Health	
		Prior	Current

Institutional Impact: This group of projects is driven and prioritized by requirements to open campus, manage compliance, enable teaching, learning and working continuity, and automate business processes.

Recent Activity: Currently Active COVID-19 Projects:
- COVID-19 Emergency Response Management
- Loyola Health App Updates
- Business Intelligence Dashboard Additions and Data Model Enhancements
- Booster Shot Uploads and Compliance
- Re-Entry & Surveillance Testing for Spring Semester
- WorkBright New Hire Onboarding Module Implementation
- Flu Vaccination tracking and compliancy
- Illinois required Immunizations tracking and compliancy
- Deans Cabinet Dashboard for Spring Enrollment
- COVID Active case tracking with impacting class enrollment analysis
- Developed the "Term Activated" data model to track vaccine compliancy as students enroll for any term

Next Steps: Each project is being managed and reported to the appropriate stakeholders. Please contact ITS for specifics on any individual effort.

Lawson/Kronos Enhancements (2)	Sponsor: Danielle Hanson, Becky Gomez Project Manager: Mary Bunker	Health	
		Prior	Current

Institutional Impact: Ongoing improvement projects for Enterprise resource planning (ERP) software which includes Budgeting and Planning, HR, Payroll, Accounting, Grant Management, Supply Chain and Expense Management.

Recent Activity: 1) Further automation and improvements to HR outbound interfaces. 2) Remediated security vulnerabilities from Kronos penetration test. 3) Changes to Lawson Total Compensation Statement program implemented and ready for testing. 4) Implemented new mhcKBA module within Document Express to enable inactive/terminated employees to access their year-end tax documents electronically from outside the Loyola firewall using multi-factor authentication. 5) Lawson Ming.le upgrade and database move completed. 6) An automated process to convert and transmit the Payroll Manual Checks to PNC developed and implemented. 7) Lawson Year-End tasks and System Foundation upgrade to version 7 in progress. 8) Life Events functionality testing completed and the new module was migrated in production.

Next Steps: 1) Complete testing for Total Compensation Statements and implement in Lawson production environment. 2) Develop process to produce an ongoing census file with employee data from Lawson and a regular process for transmitting census files to First Stop Health. 3) Continue with fully automating the purging of job and report history in Lawson. 4) Develop employee feed for Egencia Travel Management project.

Space and Asset Management – Phase II	Sponsor: Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: Provide a real-time single source of truth for all space inventory and utilization data at LUC. The new system will become the planning tool for building programming, space assignments, and campus development.

Recent Activity: 1) The Archibus Workplace Management system is now in production. Team is finalizing the LUC user population that will have access to log into the system.

Next Steps: 1) Project kickoff for Energy Management, Compliance, Mobile Enablement - Phase III (Archibus) implementation is scheduled for February 2022.

ADMINISTRATIVE INITIATIVES, cont'd

Automate HSC Parking/ID processes	Sponsor: Annie McCormack Project Manager: Ashley Walcott	Health	
		Prior	**Current**

Institutional Impact: Changes to Trinity systems (Workday) require a change in processing to automate HSC student/faculty/staff IDs/Parking permits. This impacts MNSON, SSOM, and Parkinson.

Recent Activity: 1) Following lack of response to initial submission, ITS re-submitted a Business Design Document to Trinity IT requesting a new project to create an automated employee/student data interface from LUC systems to Workday. 2) ITS reached out to contacts in Trinity IT to escalate our project request within their ticket system. 3) Due to continued lack of response from Trinity IT regarding our project request, ITS reached out to LUC functional stakeholders, LUMC Payroll, and LUMC Parking, proposing to meet to discuss alternative approaches; meeting will be scheduled after the new year.

Next Steps: 1) Meet with LUC functional stakeholders, LUMC Parking, and LUMC Payroll to re-establish project goals, identify alternate opportunities for process improvement. 2) Implement revised plan.

Data Governance and Integrity	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin, Margaret Callahan Project Manager: Tony Vavarutsos	Health	
		Prior	**Current**

Institutional Impact: This project will address data integrity issues that exist within and across systems. Data needs to be validated and controlled so that sources of truth are defined and obvious. Good, clean data will enhance the ability to service students more effectively and enable efficient operations.

Recent Activity: Initiated the effort and began the analysis to define data governance and policies as well as data sources, cleanup and ongoing integrity of data.
- Engaged 2 consultants to review and document our systems.
- The consultants documented and initiated data governance and a data integrity action plan and processes
- Onboarded Data Governance Manager to implement the data governance and data integrity program at Loyola

Next Steps: 1) Define the make-up of the Data Governance Committee. 2) Implement data correction and ongoing data quality controls. 3) Prepare a summary for the Information Technology Executive Steering Committee.

Dispatch & Incident Tracking Upgrades (ARMS) 2020	Sponsor: Tim Cunningham Project Manager: Ivan Siap	Health	
		Prior	**Current**

Institutional Impact: Required upgrade of ARMS, the Tier One application used by Campus Safety for dispatching and reporting of all safety incidents on LSC/WTC campuses and within the neighboring reporting area.

Recent Activity: 1) ARMS 2020 Disaster Recovery setup/test complete. 2) Upgraded to ARMS 2020 and new app servers. The upgrade also required a re-install of LEA Data Software, Thick Client installation in 70 PCs, 10 laptops, & 10 dispatch/high priority PCs.

Next Steps: Evaluate needs to upgrade to ARMS 2021 and continue maintenance support.

STUDENT TECHNOLOGY SUPPORT

EAB Navigate Phase II	Sponsor: Paul Roberts (prior Sheila McMullan) Project Manager: Michelle Dayton	Health	
		Prior	Current

Institutional Impact: Navigate is a student success platform that enhances communications between advisor and student and provides tools for academic planning. Later phases may allow direct enrollment from Navigate into LOCUS.

Recent Activity: 1) Registration Pilot – Took place Nov. 12-19 with appx. 230 students. Received positive feedback from students despite technical issues with web service gateway between Navigate and LOCUS. 2) Academic Planning Rollout – Template building for all majors (including honors) complete; functionality used in all UNIV 101 sections in Fall 2021. 3) Advising Notes Interface to LOCUS – In progress, development mostly complete. 4) Arrupe College – In progress; team working with EAB to develop logic for importing Arrupe-to-Loyola students.
Utilization Metrics – FY22 Q2 (10/1/21-12/15/21):
- 10,624 advising notes entered into Navigate
- 12,295 communications sent from within Navigate, including:
  - 11,557 emails sent to 4,613 students
  - 738 text messages sent to 556 students
- 5,678 appointments scheduled from within Navigate
- 5,275 unique students logged into the Navigate Student platform

Next Steps: 1) Registration Pilot – Complete analysis of student feedback; research technical issues and options for enhancing web service infrastructure; determine next steps for wider rollout. 2) Complete technical work on Advising Notes Interface and Arrupe College expansion. 3) Assess Navigate's metrics/reporting capabilities.

LDE Consumable Experience: Student Mentoring (PeopleGrove)	Sponsor: Paul Roberts, Susan Malisch (prior Kevin Stevens) Project Manager: Dave Kessler	Health	
		Prior	Current

Institutional Impact: An enterprise-wide solution for managing various mentoring programs ensures consistent user experiences for mentors and mentees, facilitates opportunities for mentoring across disciplines, and improves engagement, educational and professional outcomes for students, alumni, faculty, and staff.

Recent Activity: 1) LoyolaLinked main hub implementation/build-out completed in October. 2) Main hub "soft launch," with small group of alumni/students, held Oct. 20-Nov. 8. 3) SSOM hub currently conducting soft launch – kicked off with alumni in November, planning to wrap up in early January. 4) Team is preparing for main hub launch in January; rollout delayed due to resource constraints in functional areas and ongoing conversations regarding student recruitment to the platform. 5) UMC assisted with creating a communication plan for university-wide rollout. 6) QSB's pilot instance of PeopleGrove, "Loyola Mentors," has been rebranded as "LoyolaLinked: Quinlan School of Business" and converted into a school hub on the enterprise cluster. 7) ITS met with SSW and Parkinson School as next hubs in the implementation queue; targeting rollouts in March 2022 (SSW) and April 2022 (Parkinson).

Next Steps: 1) Launch LoyolaLinked main hub to all Loyola alumni and students. 2) Complete SSOM hub "soft launch." 3) Launch SSOM hub to all SSOM alumni & students. 4) Schedule/kick off implementations of SSW & Parkinson hubs. 5) Executive Sponsor discussion on staffing models.

Enterprise Learning Hub - Phases 3 & 4	Sponsor: Susan Malisch, Winifred Williams, Teresa Krafcisin Project Manager: Rejoice Jebamalaidass	Health	
		Prior	Current

Institutional Impact: Provide a "portal" to consolidate training & compliance requirements in single location.

Recent Activity: 1) Compliance governance for the Learning hub is in the testing phase and will be completed by close of 2021. 2) The annual Conflict of Interest disclosure project is also underway. Several meetings have taken place. The team is working with HR to determine when to make the annual disclosure available with January target.

Next Steps: 1) Rearchitect the API for Information Security in order to enable the email functionality in Fall 2022.

INFRASTRUCTURE

Campus Construction Initiatives(9)	Sponsor: Kana Henning Project Manager: Various NIS Staff	Health	
		Prior	Current

Institutional Impact: Ensure planning, oversight & installation of appropriate technology for LUC construction projects.

Recent Activity: 1) Monitored construction activities in Parkinson School, prepared network for connectivity. 2) Reviewed HSC Campus Safety and Cuneo entrance drawings.

Next Steps: 1) Assist with technology connectivity for Roots Health Bar when ready to proceed. 2) Lewis Towers (LT) HVAC work – Move departments to temp space and back when work is complete. 3) Parkinson School – Connect wireless access points, telephone lines, and data connections for occupancy. 4) HSC Campus Safety – Awaiting construction permit approval from County. 5) Move staff of DEI and IBJ to new office locations 4th floor of LT.

Information Security Program (6)	Sponsor: Susan Malisch Project Manager: Jim Pardonek	Health	
		Prior	Current

Institutional Impact: Continue risk mitigation and management associated with the confidentiality, integrity and availability of University protected and sensitive information.

Recent Activity:
Awareness - Fall 2021 General Security Awareness training is underway. New hire training continues. Phishing training for all faculty and staff continues." High risk" departments now receiving training by request. Awareness program remains completely remote. Regular newsletter content along with a quarterly HIPAA newsletter being distributed. Activities for National Cyber Security Awareness Month included multiple informational emails and a new Phinn video.
Compliance – PII efforts were hampered by COVID-19 and issues with the application that required assistance from the vendor's engineering team. Program resumes in January 2022 for all departments depending on RTC operations. 2021 PCI-DSS compliance is complete.
Risk Reduction – 3rd party risk assessment treatments have been identified and are being prioritized with new SCAP software and Vulnerability management systems treatments underway. All policies are currently under review for streamlining and consistency. Based on the increased minimum password length per NIST standards, passwords no longer expire as of 12/28/2021.

Next Steps: 1) Continue security awareness and phishing assessments. 2) Continue server hardening. 3) Monitor performance of DLP. 4) Promote Last Pass. 5) Continue implementing Risk Assessment treatments.

IT Disaster Recovery (5)	Sponsor: Margaret Callahan, Tom Kelly, Susan Malisch Project Manager: Jim Sibenaller	Health	
		On -hold	Current

Institutional Impact: Timely restoration of key University technology services in the event of disaster or severe outage.

Recent Activity: The DR program for 2021 was deferred due to resource constraints. The 2022 program will be launched in January 2022.

Next Steps: 1) Establish current state of the program. 2) Launch 2022 review process. 3) Test all systems/applications.

LDE Foundation: Mobile Device Management (MDM)	Sponsor: Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide	Health	
		Prior	Current

Institutional Impact: Strengthen information security and collaboration tools related to the use of mobile devices to access LUC electronic resources and data.

Recent Activity: 1) ARB presentation delayed, and project put on hold due to resource constraints.

Next Steps: 1) Obtain approval from Architecture Review Board for MDM to move forward with university-wide deployment and re-engage Mobile Governance Committee (MGC).

LDE Foundation: Identity and Access Management (IAM) Enhancements	Sponsor: Susan Malisch Project Manager: Jeffrey Apa	Health	
		Prior	Current

Institutional Impact: Improvements to Loyola's IAM System are required to expand automated access management to applications and services across the environment. As roles within the University change and evolve, our IAM system should transition a person's access with minimal administrative intervention and without disruption. Once complete, application access will automatically transition as an individual's role changes, minimizing unauthorized access risk and improving productivity.

Recent Activity: 1) Presented project update to the Architecture Review Board (ARB) in October. 2) Completed review of use cases and updated current design documentation. 3) Completed review and analysis with Enterprise Architect.

Next Steps: 1) Engage with business units to present project objectives and collect additional use cases. 2) Present vendor recommendation to the ITS ARB.

CONTINUOUS SERVICE DEVELOPMENT

Advancement CRM RFP	Sponsor: Susan Malisch and Karen Paciero Project Manager: Warren Francis	Health	
		Prior	Current

Institutional Impact: Loyola is seeking a consulting partner in the Alumni/Advancement space to lead an RFP process coordinated between ITS and Advancement. A new system will provide contemporary functionality and enhanced relationships with the Loyola Alumni community. The new system will also help Advancement as they prepare for a new capital campaign.

Recent Activity: 1) The combined team completed the review of the initial RFP and Implementation cost with Zuri Group. 2) The final contract reviews and negotiations are currently in progress with Zuri Group.

Next Steps: 1) Complete vendor contract negotiations. 2) Notify vendors of our decisions.

LDE Transformation: Digital Assistant / Chatbots (8)	Sponsor: Susan Malisch Project Manager: Dawn Fitzgerald, Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: Increase administrative efficiencies and improve service to students, faculty and staff using Digital Assistants or "Chatbots". Answers to most frequently asked questions are self-service & available 24/7.

Recent Activity: Began executive summary reporting effort with IntraSee. Engaged departments in initial Content and Rating Governance discussion to explain the involvement that will be required of functional users as we continue.
Utilization Metrics:
- 9,640 conversations have been initiated from Jul 2020 – Nov 2021 with peak utilization occurring in Aug 2021 as students prepared to return to campus.
- Users mainly access the Chatbot (LUie) from LOCUS (31.5%), luc.edu (25.4%) and the Bursar website (14.4%)
- With over 430 questions across a variety of topics, the most popular content areas have been Health & Well-being, Student Grades and Financials.

Next Steps: 1) Continue working with IntraSee for the development of executive summary updates. 2) Continue promoting expansion of ChatBot to other business partners (ITS will be presenting with IntraSee at HEUG in March). 3) New release of chatbot software to be applied in Q1. 4) Continue testing the Thumbs Up and Thumbs Down feedback feature, which should be visible by all users not only authenticated users. 5) Deploy to a Broader Student Population in LOCUS (currently only rolled out in LOCUS to UGRD Students).

LDE Consumable Experience: ITS Portal Pilot(5)	Sponsor: Jim Sibenaller Project Manager: Jim Sibenaller	Health	
		Prior	Current

Institutional Impact: This pilot is expected to validate features and functionality for a Loyola-wide portal experience, where content is tailored to each student, faculty, or staff.

Recent Activity: 1) No activity this period. The project is targeted to restart in January 2022.

Next Steps: 1) Re-engage project with new Server Ops Manager. 2) Review proposed vendors & determine pilot order.

Business Intelligence / Data Warehouse (7)	Sponsor: Margaret Callahan, Wayne Magdziarz, Susan Malisch Project Manager: Tony Vavarutsos	Health	
		Prior	Current

Institutional Impact: Inform planning and strategic decisions at Loyola with new visualizations, reporting and data analyses using enterprise data that is more easily accessible and consumable.

Recent Activity:
- See P.5 Administrative Initiatives for a subset of Power BI-related COVID-19 Projects
- Completed "Deans Cabinet Dashboard for J-Term and Spring 2022 Enrollment" Power BI solution for Spring 2022 key enrollment metrics; pending final validation.
- Academic Program Revenue to Expense (LUC RtE) Version 3.5 is complete and validated by Finance.
- Developed a Power BI training course available to all faculty and staff in Sakai.

Next Steps: 1) Continue support of Shield IL related issues with testing and compliancy. 2) Complete the HR Metrics data model. 3) Complete Phase 3 Learning Analytics framework. 4) Continue development of projects in queue including "Anti-Racism Initiative Dashboard", SSOM data in EDW and others.

CONTINUOUS SERVICE DEVELOPMENT, cont'd

Enterprise Content Management (4)	Sponsor: Susan Malisch Project Manager: Mary Bunker	Health	
		Prior	Current

Institutional Impact: Improve/streamline student services & interdepartmental process efficiency while reducing paper.

Recent Activity: 1) Completed projects: AP Check Requisition Single Invoice to Financial Aid workflow, HEERF Phase 3, and the Ricoh CAP database server migration went live. 2) Active projects include: RR workflow overview, Wellness Center – COVID 19 Immunizations, and AP Check Requisition Single invoice to TCMS workflow. 3) Infrastructure enhancements include: updated the license for the QA environment. 4) DocFinity database upgraded to latest version on 12/12, 5) Analysis of upgrade of DocFinity to version 11.11 and implementation of Multi-Factor Authentication in progress.

Next Steps: 1) Obtain User Acceptance Testing sign-off on active projects. 2) Finalize projects in QA environment to move them into Production. 3) Review ECM project requests and set priorities on new projects. 4) Implement process to purge deleted documents regularly.

Travel Mgmt. Services (Egencia)	Sponsor: Teresa Krafcisin Project Manager: Mary Bunker	Health	
		Prior	Current

Institutional Impact: Improve travel management costs and provide travelers with professional service by dedicated agents. By integrating the travel management with LUC Financial systems University will improve accounting and purchasing processes related to travel.

Recent Activity: 1) Contract negotiations completed. 2) Implementation was kicked-off 11/18/2021 with weekly implementation meetings started on 11/30/2021. 3) HR feed requirements finalized and file development has begun. 4) SFTP connection set up completed. 5) Single Sign-On (SSO) requirements reviewed by BSI Team and SSO implemented.

Next Steps: 1) Complete employee interface file development and send test file to HR. 2) Submit list of domains, URL's and servers to be "Whitelist" to Server Ops team. 3) Implement application with pilot group.

Athletic Ticketing Replacement for Neulion (AudienceView)	Sponsor: Steve Watson Project Manager: Florence Yun	Health	
		Prior	Complete

Institutional Impact: By partnering with AudienceView, we can obtain streamlined support from ITS and the service provider by leveraging its current use by the Department of Fine and Performing Arts.

Recent Activity: Completed automation of the data extract import into AudienceView; Completed configuration, testing and placement of the new scanners; Completed project close-out activities.

Next Steps: Project Completed

RESEARCH COMPUTING SERVICES

Natural Language Processing (NLP) to Enhance Computable Phenotyping	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: This project assists healthcare professionals in their use and evaluation of advanced healthcare informatics technologies related to automated computable phenotyping & clinical natural language processing (cNLP).

Recent Activity: 1) Created internal cNLP (cNAE) and clinical inference (cNIE) engines for direct use by LUC faculty. 2) Provided Dr. Toontooni (PARKS) with cNAE/cNIE client utility software and instruction to support clinical research project that seeks to utilize Emergency Department (ED) notes (chief complaint) to develop a predictive model for direct admission to an intensive care unit (ICU). 3) Provided Dr. Oosterhouse (MNSON) with cNAE/cNIE client utility software and instruction to support clinical research project that seeks to develop computable phenotype that utiizes in-patient textual notes to detect delirium. 4) Identified matched controls dataset for use in test/training activities relating delirium classifier model. 5) Provided cNAE/cNIE CHOIR seminars.

Next Steps: 1) Continue to assist current faculty (Dr. Bobay, Oosterhouse, Tootooni) in their use of cNAE/cNIE technologies on current research projects. 2) Meet with new PARKS faculty (Dr. Qeadan) to review cNAE/cNIE technologies and identify potential research projects. 3) Work with Dr. Bobay to identify additional presentations.

HashMap technology to support high-performance NLP	Principle Investigator: Dr. Kathy Bobay Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact. The purpose of this project is to continue to extend the institution's NLP efforts through creation of an advanced near real-time NLP engine that can be utilized to implement new processes such as clinical risk modeling, clinical decision support alerts, automated phenotyping and other activities that require near real-time NLP. Beyond the NLP analysis component, the proposed engine will be constructed in such a manner that other attributes can be stored and evaluated at run-time.

Recent Activity: 1) Conducted two CHOIR presentations covering cNAE/cNIE technologies. 2) Continued development and refinement of version 1.0 of cNAE, cNIE, clinical inference rule builder and interactive concept mapper applications by adding advanced support for API keys, IP address white-listing/black-listing, defined cNAE API parameter sets; etc. 3) Provided user manual volume 1 (cNAE/cNIE – The Fundamentals) to select faculty for review and comment. 4) Developed first version of cNAE/cNIE client software distribution process targeting Windows 10 and Apple OSX platforms.

Next Steps: 1) Continue second user manual covering advanced cNAE/cNIE topics (e.g., API calls, R, Python). 2) Develop cNAE/cNIE utilities client software distribution process targeting Windows 11 and Apple OSX (M1-Arm) platforms. 3) Working with faculty, identify two additional technology use cases (e.g., cNLP processing for dictated data capture, structured discharge summary) for further development.

PCORI CAPriCORN 2020 Refresh	Principle Investigator: Dr. Frances Weaver Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: The goal of the PCORI-funded CAPriCORN clinical data research networks (CDRN) is to establish an infrastructure that can be utilized to conduct Comparative Effectiveness Research (CER) with a particular focus on patient-centered and patient-reported outcomes (PRO).

Recent Activity: 1) Completed October 2021 PCORI data mart refresh. 2) Achieved certification of PCORI data mart by National PCORI team located at Duke University. 3) Continued participation in the NIH N3C COVID-19 cohort project. 4) Completed required update of local PopMedNet client software.

Next Steps: 1) Review potential data mart changes targeted for the January 2022 data mart refresh. 2) Complete refresh of data mart with CY21-Q4 data by January 29, 2022.

Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTSA/ITM	Principle Investigator: Dr. Elaine Morrato Assigned: Ron Price	Health	
		Prior	Current

Institutional Impact: A large-scale clinical data repository and supporting end-user application project (LEAF) that seeks to allow our clinical researcher the ability to locate potential patient study cohorts at peer-institutions near Chicago. The goal is to increase clinical research (includes prospective trials) among the Chicago CTSA institutions.

Recent Activity: 1) Assisted in review of draft ITM MOU terms for de-identified data sharing. 2) Continued meetings with Informatics core to discuss various operational aspects (e.g., Who can be PIs?, Federated access approvals?, etc.) of LEAF. 3) Upgraded LEAF production and development environments to latest LEAF software version 3.10. 4) Continued multi-site (U. of Chicago, RUSH and Loyola) LEAF infrastructure testing.

Next Steps: 1) Continued federated LEAF testing with RUSH currently scheduled for February 2022. 2) Continued development of a standard OMOP mapping process for all ITM institutions. 3) Continued Informatics Core operational meetings.