



ITS Major Initiatives - FY17 Q1-Q2

Academic and Faculty Support

- LOCUS Enhancements (6)
- Access Control & Security - Maxxess (2)
- Faculty Information System Suite Enhancements
- Online Exam Proctoring Solutions - Pilot

Infrastructure

- Campus Construction Initiatives (6)
- Information Security Program (7)
- LUHS/LUC/HSD Technology Program (4)
- IT Disaster Recovery (12)
- Phone System Replacement

Administrative Initiatives

- Online Performance Management System
- Lawson/Kronos Enhancements (3)
- Advancement Systems (6)
- Oracle 12C Database Upgrade (Required for PS Upgrade)
- Campus Labs – Extracts and Related Components
- LCFS Technology Needs for EMR, HIPAA, and PCI

Student Technology Support

- Mental Health Act – Student Optional Disclosure
- Scholarship Management for Advancement
- Redevelop the *Here For You* Mobile Application for the Wellness Center
- Move Student Refunds from LOCUS to Lawson

Continuous Service Development

- Business Intelligence/Data Warehouse (5)
- Enterprise Content Management (4)
- Biology Lab Research Positions - Application and Tracking
- ITS Help Desk to Service Desk
- Establish ZOOM Technology for Conferencing





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Academic and Faculty Support					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
LOCUS Enhancements (5) (PSS #'s 2383,2395,2403,2407, 2410)	Academic Affairs (Pelissero)	Adams, Pullen	Green	Green	<p>Institutional Impact: Continued enhancements to the student system set of modules that address the central student and faculty needs for Loyola.</p> <p>Recent Activity: 2383 Aid Year 2017 Award Letters & 2407 Student Data Collection – Complete; 2403 Aid Year 2017 – Loans/Disbursements/Misc. – changes complete; 2410 – Student Refunds – in progress – Development complete (see below).</p> <p>Next Steps: 2395 Engaged Learning - enhance new Org process by utilizing the External Org tables within Locus versus our custom table and improve process where students request a new external organization. PSS 2403 complete Stafford Loan processing changes.</p>
Maxxess (PSS #'s 2081, 2082, 2339)	Tom Kelly	Heckel	Green	Green	<p>Institutional Impact: These projects promote a reliable and effective security system to safety and security for physical access to spaces on campus.</p> <p>Recent Activity: PSS 2081 & 2082 on hold; met with clients to plan submission of a capital budget request to replace aging hardware. Transitioned end-point hardware support for Maxxess from Campus Safety to ITS with recent retirement in December.</p> <p>Next Steps: 1) Schedule onsite training on the Maxxess system. 2) Schedule meeting with client to discuss on hold projects and other potential projects.</p>
Faculty Information System (FIS) Suite Enhancements (PSS 2309)	Academic Affairs (Prasse Reuland)	Heckel	Green	Green	<p>Institutional Impact: Custom system that has five modules (Core, Part Time Stipend Assignments, Salary Budget Module, Supplemental Salary, Faculty Salary Planning) that handle management of Faculty Information and associated processes.</p> <p>Recent Activity: No new activity. FIS Core and SBM enhancements completed.</p> <p>Next Steps: Work with client to complete enhancements to the SSM module, and redevelop the FSP module.</p>
Online Exam Proctor Solution Pilot	Academic Affairs (D'Agostino / Dysart)	Yun	Green	Yellow	<p>Institutional Impact: Enhance the integrity of LUC's online programs and improve Loyola's position to meet future accreditation requirements.</p> <p>Recent Activity: Project Health has been downgraded to yellow due to delay in contract review. 1) Obtained revised contract from vendor that reflects pilot starting in Spring 2017 and it is currently in the Provost's office for review.</p> <p>Next Steps: 1) Obtain contract review, funding, and project support from Provost's Office. 2) Complete contract negotiations. 3) Identify pilot participants. 4) Prepare for pilot.</p>
Clicker Pilot	Academic Technology Committee	Jarrin (PMO), Walker	Green	Completed	<p>Institutional Impact: The Classroom response, "clicker" solution offers LUC faculty an electronic option for tests, quizzes, and exams in classrooms, which is fully integrated with the LMS. This solution provides faculty an option to deliver more engaged and real-time interaction with students in large lecture format courses.</p> <p>Recent Activity: 1) Project was completed as a pilot, integrated as a standard solution, and closed in September 2016.</p> <p>Next Steps: None.</p>



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Administrative Initiatives

Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Lawson Program (7)	Finance (Gomez) HR (Hanson)	Schleibinger	Lime	Green	<p>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.</p> <p>Recent Activity: 1) HR interface development, testing, and implementation in production complete for the following projects: Pension, Disability/Leave and HSD Flu Shot Compliance. 2) Development nearly complete for the 457B plan. 3) Annual and New Hire Enrollment Welcome and Confirmation page changes made in Production environment. 4) Testing complete for Employment Verification project, 5) Trinity – Workday migration postponed until later in 2017.</p> <p>Next Steps: 1) Testing 457b program changes, 2) Implement 457b and Employment Verification changes in Production.</p>
Kronos Upgrade	Finance (Gomez)	Bunker	Green	Lime	<p>Institutional Impact: Ongoing projects to improve the workforce management applications including time and attendance and absence management.</p> <p>Recent Activity: 1) User Acceptance Testing is complete and Kronos is working on resolving high priority issues. 2) Kronos clock firmware updates in progress and will be complete by 11/30 3) Interface modifications complete.</p> <p>Next Steps: 1) Retest high priority items in the Pre-Production environment. 2) Conduct Go-live Readiness meeting. 3) Cutover to v8 and Go-live on 12/2 (completed).</p>
Online Performance Management System (PSS 1955)	HR (Williams)	Heckel	Lime	Yellow	<p>Institutional Impact: A move to an online, web-based system for employee performance review management will lead to improved, consistent process and overall assessment of employee performance.</p> <p>Recent Activity: 1) Uncovered gaps in original architectural design of the application so some rework will be needed and go-live date has been pushed back. Therefore, status changed from Lime to Yellow.</p> <p>Next Steps: 1) Complete coding and testing of the application. Provide to HR for user acceptance testing.</p>



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Advancement Systems	Advancement (Orsini)	Schleibinger	Yellow	Lime	<p>Institutional Impact: Ongoing improvements for alumni, donor, prospect, and events management systems to engage with the constituents to better support fundraising goals.</p> <p>Recent Activity: 1) Advancement Upgrade - POC Complete, Scope Defined, Environment Upgrade Underway, Security Requirements and Active Directory Integration requirements being defined. 2) Production Support – TBD. 3) Data Loader Requirements – TBD. 4) Report Creation is on hold until project resources are available.</p> <p>Next Steps: 1) Upgrade - Complete Environment Build-out, AD Integration & Finalize requirements for Security as well as Testing, & Training for UAT. 2) Prod – in process of updating degree records. 3) Data Loader – Business and Functional specifications in process.</p>
LCFS Technology Needs for EMR, HIPAA, & PCI	Provost Office (Prasse)	Adams (McGiveny)	Green	Green	<p>Institutional Impact: Plan 2020 Initiative to expand local partnerships and address health disparities: Rogers Park/Edgewater community with affordable counseling and family services start-up.</p> <p>Recent Activity: 1) Review of fax and video needs.</p> <p>Next Steps: 1) Implement protected fax/printer environment. 2) Determine appropriate HIPAA compliancy video broadcast/recording and storage product for training. 3) HIPAA guidance and institutional direction requirements need to be finalized.</p>
Early Alert Referral System (PSS 2421)	Provost Office (Tampke, now Boyle)	Yun (Adams)	Green	Green	<p>Institutional Impact: Plan 2020 Initiative to expand support services for students: Utilization of an early alert system will contribute to an environment of care in which faculty and staff can personally intervene when students exhibit behaviors that local evidence suggests are consistent with lower levels of academic success and student departure. Early alert systems engage students, faculty and staff to help ensure students are thriving, offer opportunities for appropriate interventions as needed, and improve on schedule graduation rates.</p> <p>Recent Activity: 1) TAC designated and activities are planned. 2) Product presentations with three vendors scheduled for mid-November with feedback from attendees. 3) Committee met in December to discuss outcome of the vendor presentations.</p> <p>Next Steps: 1) Aggregate data from questionnaires. 2) Hold Committee meeting to discuss outcome of vendor presentations and scheduling of site visits. 3) Schedule ITS presentation of current/possible in house functionality</p>



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Student Technology Support					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Mental Health Act – Student Optional Disclosure	Wellness Center (Neufeld)	Heckel	Green	Green	<p>Institutional Impact: Required by law for students to be able to provide a contact in the event of a psychiatric hospitalization. Providing an online form will be easier for students, and more efficient for the Wellness Center to track and process.</p> <p>Recent Activity: Continued development; clarified requirements with client.</p> <p>Next Steps: Complete coding of form, and share with clients for their review.</p>
Student Immunizations – Revised State Law (PSS 2469)	Wellness Center (Neufeld)	Adams (Dodaro)	Lime	Green	<p>Institutional Impact: Ensure Loyola’s compliance with state immunization laws.</p> <p>Recent Activity: (NOTE: Not on POR new state law passed July 21st, 2016). 1) Implemented configuration changes to allow input of new tests and dates.</p> <p>Next Steps: 1) Design & develop modifications for additional requirements. 2) Test. 3) Plan deployment.</p>
Move student refunds from LOCUS to Lawson	Bursar (Campbell)	Adams (Kessler)	Green	Green	<p>Institutional Impact: Provide capability for student refunds via Lawson (the student system has dropped this capability). Over \$50M per year of aid/refunds are distributed to students via this channel.</p> <p>Recent Activity: 1) Development completed. 2) Testing in progress. 3) Documentation near complete.</p> <p>Next Steps: 1) Deployment of solution and removal of current PS processes (will retire with Campus Solutions 9.2) in mid-December.</p>
Infrastructure					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
BCDR Program (IT Disaster Recovery Component) Definition of Terms: DR = Disaster Recovery	Enterprise Project (Pelissero/Kelly/Munson/Malisch)	Vonder Heide	Orange	Orange	<p>Institutional Impact: Timely restoration of key university technology services in the event of a disaster or severe outage.</p> <p>Recent Activity: 1) Next set of projects remains on HOLD due to budget constraints. Operating expense funding has not been approved for FY17 or beyond. 2) The annual audit process to review and update the existing DR plans is active and underway. This is an ongoing process.</p> <p>Next Steps: 1) Await decision on operating expense funding. 2) Keep existing DR plans current.</p>
Phone System Replacement (PSS-2135)	Enterprise Project (Malisch)	Yun	Green	Green	<p>Institutional Impact: This project will upgrade the core phone system infrastructure at the Lakeside campuses. Current processor at WTC is greater than 30 years old.</p> <p>Recent Activity: 1) Avaya agreements signed for equipment purchase and 3 year maintenance agreement. 2) Equipment ordered by VAR (Altura).</p> <p>Next Steps: 1) Sign the VAR agreements for implementation. 2) Schedule kick off meeting and set milestone dates. 3) Begin installation of equipment.</p>



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Infrastructure cont.

Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
LUHS/LUC/HSD Technology Program (4) (PSS 1570)	Enterprise Project (Callahan/Kelly/Malisch)	Vonder Heide	Green	Green	<p>Institutional Impact: Migration of HSD buildings to LUC network; continues separation of services from LUMC but collaboration as appropriate across entities.</p> <p>Recent Activity: Migration for faculty/staff in outlying LUHS buildings began with completion of Emergency Medicine group. 15 more staff members in outlying buildings remain with completion expected by end of Dec. Educational Tech Group completed network migration. There now remain 10 members from Informatics group (contingent on HSD server migrations). SSOM/CTRE classroom/conference room network migrations expected to complete by end of Dec during the winter break. Continued work on first research server move to HSD, migration of all servers is a multi-month project.</p> <p>Next Steps: Migrate ~15 staff members and remaining classrooms and conference rooms to the LUC network. This will just leave Informatics and several HSD servers.</p>
Campus Construction Initiatives (4)	Facilities (Henning)	Various NIS staff	Green	Green	<p>Institutional Impact: Plan, oversight and installation of appropriate technology for various construction projects managed by Facilities.</p> <p>Recent Activity: 1) Assisted with implementing a wireless network for video streaming at Hoyne;. 2) Criminal Justice move to 8th floor Mundelein; 3) Arrupe college staff relocations; 4) Connectivity design and associated budget created for Computer Science move to Doyle.</p> <p>Next Steps: Monitor pending construction at Cuneo Mansion.</p>
Information Security Program (7)	Enterprise Project (Malisch)	Pardonek	Lime	Lime	<p>Institutional Impact: Risk mitigation and management associated with the confidentiality, integrity and availability of university protected and sensitive information.</p> <p>Recent Activity: Overall program health remains Lime; several projects and operational tasks contain risks and have missed deadlines. 1) Security Awareness participation is below expectations. Mandatory compliance tracking is extremely limited; may require development of an in house system. Improvement plans to be delivered to ITESC in Q1 2017. Policy Review for new hires at 84%. 2) PII compliance efforts for 2016 shows improvement with 2 scan per year departments completing first scan on time. Completing video instructions for end users. PII program for HSD is moving forward. Inventory is complete; currently in negotiations with the HSD Data Stewards to determine best scanning window. 3) New secure, self-service wireless networks rolled out to all campuses. Retirement of legacy Wi-Fi scheduled for end Q2 FY17. 4) Annual PCI-DSS attestation completed on October 17th.</p> <p>Next Steps: 1) Continue with security awareness, PII and PCI activities. 2) Continue efforts to improve on Risk Assessment results. 3) Continue to expand WAF use. 4) Presentation to Board Audit Committee in March 2017.</p>



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Continuous Service Development					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
Business Intelligence/Data Warehouse (5) (PSS #s 979, 2053, 2433) Definition of Terms: <ul style="list-style-type: none"> • EDW=Enterprise Data Warehouse • BI = Business Intelligence • Power BI= a complete Business Intelligence platform developed by Microsoft (powerbi.com) 	Provost (Pelissero)	Vavarutsos	Green	Green	<p>Institutional Impact: Improve access, availability, reporting and data analyses for enterprise data coming from many disparate sources (such as LOCUS, SAKAI, Slate) to inform planning and strategic decisions at Loyola.</p> <p>Recent Activity: 1) WebFOCUS version 8 Web Reports conversion completed utilizing the EDW as its data source. 2) Migration from IBM Cognos to MS SSIS yielded great performance improvements and data accuracy. Cognos has been retired. 3) Combined data from LOCUS and Slate to provide the data necessary for self-service analysis of the Discover Loyola Orientation sessions. 4) Enhanced metrics for tracking results of new freshmen that took the ALEKS pre-math test as part of their orientation with their results in Fall 2016 term. 5) Proof of concept developed for Plan 2020 metrics for the first year. 6) Continued work on automating the Clearing House report as per NSC specs; expected completion end of FY17 Q2. 7) Work continues automating the extraction of Sakai data into the EDW. 8) The Classroom Utilization report can now be executed on demand. 9) A PowerBI training class specific to PowerPivot functionality in Excel, was developed and offered by the BI team. This class was attended by 54 staff (28 non-ITS, 26 ITS) over 14 2-hour class sessions. Feedback very positive. 10) Data models were developed for the Honors Group requirements.</p> <p>Next Steps: 1) Retire old RDS system by the end Q2 FY17; 2) UMC messaging application conversion to WebFOCUS 8; 3) Continue work with Reg & Rec to support their initiatives. 4) Combine student retention metrics with Sakai data. 5) Enhancements to Core Classes analytics and develop additional models for specific student groups (e.g. CAS). 6) Develop new reports for On-line Performance Review system being built by ITS. 7) Work with IR to create data for submission to Illinois Longitudinal Data System.</p>



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Continuous Service Development cont.					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
ECM/Imaging Implementation (4)	Enterprise Project (Malisch)	Schleibinger	Green	Green	<p>Institutional Impact: Presents opportunity to improve/streamline student services and interdepartmental process efficiency while also removing the usage of paper. Ongoing improvements for document management: an electronic method to store, share, process, and manage documents in an effective and efficient manner.</p> <p>Recent Activity: 1) The following implementations went live during the period: HR/SPA Workflow, Student Refund Checks, and Treasury eForms for Terminal Inspections, HR LUERP-New Docs, New Doc Types for treasury, HR ePAF document separation, and School of Nursing. 2) Active projects include: Records Retention, LUMA Special Exhibits, SSOM Student Affairs, and Treasury EFT Phase 2 (Repetitive). 3) A web session was held on DocFinity eForms as a follow-up to the user group. 4) Cross training internal ITS resources.</p> <p>Next Steps: 1) Complete Go-lives' for projects in-flight. 2) Webex on DocFinity email importer functionality. 3) Review latest patches for upgrade. 4) DocFinity user group meeting to be held in January 2017.</p>
LYNX Mass Notification and Panic Alarms	Campus Safety	Kim	Green	Green	<p>Institutional Impact: Increase ability to deliver an urgent or emergency message to a small or large group of people on campus with installation of emergency keyboard alarm for all classrooms and requested office PCs.</p> <p>Recent Activity: 1) Keyboard Panic Alarms installed at Campion Hall Nursing office. Scheduled to install KB Panic Alarms in Piper Hall 2nd/3rd floor PCs.</p> <p>Next Steps: Schedule testing and piloting of mass notification system.</p>
12C Database Upgrade (PSS 2330)	Enterprise Project (Malisch)	Pullen	Green	Green	<p>Institutional Impact: Oracle 12C is required to continue vendor support for core enterprise systems such as LOCUS, Advance and Lawson; also expands capabilities needed to manage the growing number of Oracle databases and deliver secure, reliable, and scalable database applications to our clients.</p> <p>Recent Activity: 1) Moved the LUCPRD database to the Enterprise database server in preparation for the 12C upgrade. 2) Applied patch to Oracle Enterprise Manager. 3) Implemented Instance Caging feature which improves DB performance and availability. 4) Applied July CPU security patch on all 12c database servers and all existing databases.</p> <p>Next Steps: 1) Upgrade to 12C planned for the following applications/services: LUCPRD (in-house developed and small vendor applications), Kronos, Enterprise Data Warehouse, RMS, and Advancement. 5) Apply October Oracle CPU security patch on all 12c database servers, and all existing 12c databases.</p>



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Continuous Service Development cont.					
Project	Sponsor	Project Mgr	Prior	Current	Remarks/Issues/Milestones
IT Help Desk to Service Desk	Enterprise (Montes)	Jarrin/Stillwell	Green	Orange	<p>Institutional Impact: A service desk ideally moves away from more inefficient and reactive help desk processes, to a proactive, highly productive and efficient service, which has the benefit of becoming more cost-effective over time. Service desk operations include request, incident, problem, change and knowledge management, while a help desk provides simple ticketing at the low end. Help desks also provide limited workflows and basic service level agreements.</p> <p>Recent Activity: Project Health has been downgraded to Orange due to inadequate customer service support, configuration issues, possible modest budget increase and Heat Software PM lack of meeting preparation / follow-up. This resulted in valuable time being wasted and pushing our project milestones. Raised this issue to our vendor's leadership on 9/27. Consequently, the vendor replaced their PM. 2) Achieved a clean VPN tunnel connection between LUC to Heat Software and vice-versa on 10/7. 3) LUC core team finalized the HEAT tool "problem" escalation process. 4) Closed related project (PSS-2456) as the necessary data is being extracted from the cloud. All work is being done under project (PSS-2415) -- 11/1. 5) LUC Core team started discussing new dates for training, testing and Go Live.</p> <p>Next Steps: 1) Verify vendor's configuration issue is fixed. 2) Establish concrete new project dates for training, testing and Go Live. 3) Decide on a contingency plan if there is a Budget impact. 4) Perform LUC end-user testing. 5) Perform LUC end-user training. 6) Go Live by TBD.</p>
Establish ZOOM Technology for Conferencing	Enterprise (Montes)	Belyankin	Green	Completed	<p>Institutional Impact: Standardized video conference offers LUC an "easy to use" solution and allows virtually any physical space with a computer, camera and Internet connection on Loyola's campuses to participate in a video conference, reducing the need to travel between campuses for every meeting and improving remote collaborations.</p> <p>Recent Activity: 1) Project was completed and integrated as a standard solution, in September 2016.</p> <p>Next Steps: None.</p>

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