

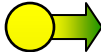


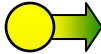


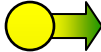














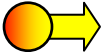
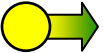


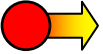



1. Academic and Faculty Support Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Classroom Technology and Support	Technology in the classroom is; unavailable, unreliable, and not well supported.		Technology in the classroom is generally available to augment the learning experience, is consistently operational, and technical support is readily available. (Improve capture and remote room monitor/management)
Learning Management System	System is not accepted by large portion of faculty, is inconsistent in its performance, and lacks technical support and training.		System is widely used by faculty, is fully functional in terms of it's components, and technical support and training are readily available.
Departmental Labs	DEFINE		DEFINE
Department & School Support	School support is sporadic and ineffective or not given at all.		Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources)
Accessibility of Specialized Technology (e.g. Information Commons)	Facility lacks wide hours of availability and does not provide adequate resources to the students and staff.		Facility and technical services are; widely available, is staffed with hardware, software, and support resources to meet the student demands. (Develop funding plan for technology refresh, update, and replacement).
Research Support Services/Research Computing	Limited access to statistical computing and consulting resources. Research computing is self-supported departmentally. Administrative infrastructure doesn't exist.	  	Support and consultation on statistical computing and resources is readily available. A research computing environment is offered and supported centrally. Systems to facilitate collaboration, capture expertise, and report on research is available.












2. Administrative Technology Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Credit Card Processing	Every need for credit card acceptance is negotiated independently.		Adding credit card acceptance is controlled by a well defined, easy to use process.
Advancement	ITS Developer and technology support is required for all operations. (infrastructure primarily). Absence of comprehensive system and authoritative source of info.		ITS provides advisement on development and technologies to ADV team. Comprehensive system with required functionality.
Enrollment Management	Statistical data is maintained in disparate applications and reporting is manual.		Operations and data are managed in totally integrated systems with work flow process in place. (limited support provided by ITS)
Registration & Records	Each school has different processes for registration and record storage and data reporting mechanisms.		All schools use common R&R system and processes feeding into a data warehouse. Institutional reporting is done via the DW. (SSOM, Law, Rome)
Enterprise Document Imaging & Retrieval	No enterprise strategy.		Enterprise strategy in place and leveraged where appropriate.
Budget Application	Multiple stand alone DBs requiring manual data entry and manual merge		Fully integrated single system, web based with user friendly front end.
Faculty Information System	Using manual processes and access DB to manage and track Faculty information		Single source of truth for faculty information and fully integrated with related systems
Event Scheduling	Technology is missing or difficult to use for many or all types of event scheduling.		Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.
Web Content Mgmt.	Centralized in ITS; requires technical web skills		Web page clients are able to easily maintain content.
Salary Planning: - Staff - Faculty	Little or no system supporting salary planning or integration with People Systems.		System provides web-based interface, integrated tools, workflow capability. (More integration opportunities)


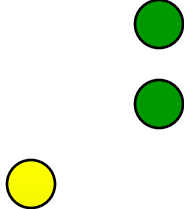


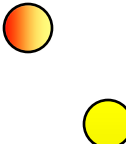



3. Student Technology Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Wireless	Limited access, unreliable, cumbersome registration process.		Wireless access provided 100% of the campus. Easy authentication process.
Student Email	Unreliable, delayed delivery, short retention, small storage.		Reliable, quick mail delivery, easy to use, adequate retention and storage.
Computer Labs	Lab resources are limited, inconsistent in their availability and unsupported.		Access to labs and resources is widely available and is reliable.
Student Information System	Out-dated version with extensive customization; Limited or no use of primary modules; Vendor not responsive and/or has poor planning; User Groups inactive or not relevant; Staff lack training and documentation is non-existent or not useful.		Current version with minimal customization; Primary modules are fully utilized; Vendor responsive and forward thinking; Full participation in User Groups by Loyola user community; Training and documentation are current.
Campus Card	Singular server/application running outdated software in a proprietary database.		Fully duplicated system running current software with commercial DB such as Oracle. (SSN's, older hw, little expertise in app or OS, unsupported by vendor, no test system or redundancy)
Residence Hall Services (RESNET)	Limited access to technology support for resident students.		Technology services are readily available to resident hall students. Knowledgebase for support is professional and accessible.
Housing Administration	Room and meal-plan selection done manually; little reporting available.		Web-based self-service room selection, predictive occupancy reporting.
Network connectivity	Unreliable and limited network connectivity for students from their residences.		Availability and expeditious access for student use.







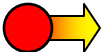


4. Infrastructure Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Database	Having many types of DB products throughout the University with no trained support or backups.		Have a few selected DB products with trained staff and well established procedures for DB development and maintenance.
Interfaces	All interfaces are unsecured and largely operated manually with poor documentation.		All interfaces are well developed, documented in a common tool and format. They run in a secured environment.
Security	No policies and procedures in place to govern infrastructure security.		Policies and procedures in place to govern infrastructure security, along with automated methods to audit compliance.
Technology Refresh Programs: (network, servers, workstations, classroom AV)	Infrastructure is replaced in a reactive approach, when it is broken or too costly to repair.		Infrastructure hardware is invested in and replaced prior to it becoming technically and financially obsolete.
Standardization	Little to no standards developed for equipment purchases.		Standards in wide use and applied; discount programs in place with preferred vendors.
Compliance	University cannot demonstrate adherence and/or due diligence for imposed regulations. (DMCA, FERPA, HIPAA...)		Demonstrates adherence and/or due diligence to regulations governing University environments.
Identity Management	No established tool or process in place.		Matrix built; Provisioning tools and processes are established, enabled and measured.
Server	Decentralized, departmentalized, unprotected.		Centrally-managed, secure and with robust backup capabilities.
Technology Service and Support	Delivery of service and support is ineffective, inhibiting customer from completing their task.		Response to service and support requests are timely, accurate, and provided in a professional manner. Includes break/fix, instructional, adds/moves/changes
International Enterprise Support	Access and support of university applications and resources from remote campuses such as Rome and Beijing is non-existent.		Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in retaliation to the business need.







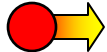
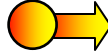


4. Infrastructure Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Network: - Inter-campus - Internet - Internal campus	Slow and non redundant links between campuses. Insufficient bandwidth and no redundancy. Network failures, poor data rates.		Fast and auto switching, redundant link. Adequate bandwidth with failover capabilities. Ample bandwidth for current and future applications. Self healing.
Desktop	Unstable OS with no virus protection or vendor updates and patches.		Stable OS with all virus updates and OS critical patches and updates.
Voice Infrastructure	Non compliant standard telephony system.		Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Management/Monitoring: - Server - Application	No centralized system in place. Little or no automation of outage notification or ability set performance thresholds. All systems operate with manual oversight.		Full system monitoring including application/network performance, and remote management capabilities. Systems are monitored automatically and have threshold alerting.
BCDR	Little planning in place to requirements for disaster planning. No redundancy in technology environment.		BCDR plan in place and tested on an annual basis. Redundancy is built into technology environments.
Data Center & Campus Technology Facilities	Outdated, poor environmentals, lack of physical security, minimal or no failover/redundancy capabilities.		Up-to-date, secure, environmentally-managed, redundancy, failover capabilities, Upgradeable, expandable.
Remote Access	Productivity tools are not accessible from remote locations for faculty/staff.		Full suite of tools/access available remotely with appropriate security enforced.

5. Continuous Service Improvement Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Training	No training for technology is available. No plan for future training in place.		Fully functional technology training program including; scheduling system, evaluation, and certification tracks.
Technology Support Center	Limited or no system in place with tracking, escalation, reporting, and client-based tools. Limited availability and access for users.		Full function client-based tracking and reporting system with customer-centric integration. Web self-service capabilities.
Skill sets, professional development	Skills are for outdated technologies and no plans for making current.		Skills are current with newest technologies and are possessed by all the appropriate staff.
Project Management	Projects are run by individuals with no process guidelines in place.		Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
Extended Hours Support	No client and systems support available beyond the 9-5 window. No 24 X 7 coverage.		Full 24-Hour Support options for all clients and all systems. On call 24 X 7.
Research & Development	ITS has few, if any, resources committed to investigate new products, processes, or services,		ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
Change Management	Changes to the technology environment are made without formal process or communication.		A formal and managed process is in place to implement and communicate changes to the technology environment. (Reporting)
Architecture Planning	No formal architecture plan or review. Solutions are acquired outside of an established process.		Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.

Governance & Funding Scorecard

<u>Unhealthy</u>		<u>Healthy</u>
Technology procurement is “departmental option”		Technology procurement is strategically aligned and leveraged (Procard and grant process exceptions)
Independent projects initiated in a silo mentality drive budget decisions		Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets
Labor resources are focused on keeping the current operations running		Labor resources are focused on adding new value while running current operations.
Enterprise wide or cross functional prioritization of IT investments (people and money) is limited		IT investments are rationalized and considered from an enterprise or cross functional perspective
Technology infrastructure is a by product of individual application investments		An information technology review process defines and aligns core technology selections
No central forum or related processes to coordinate and help guide overall IT architectural and technology investment decisions		Technology Review board is in place and functioning effectively
The “biggest, squeakiest wheel” gets the grease		Business cases are developed, prioritized, and really used to make IT investment decisions
Relationships with IT vendors are not leveraged across the enterprise		Strategic relationships with IT vendors have been fully established and leveraged
Lack of control and accountabilities around managing IT contracts results in an increase in spend		Processes and accountabilities for managing IT contracts are clear and effective