

1. FY09 Academic & Faculty Support Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Classroom Technology and Support <i>Academic Affairs</i>		4		Resource constraints; need to improve capture and remote room monitor/management. Some process improvement in conjunction with room scheduling/reservations could be recognized.	Technology in the classroom is generally available to augment the learning experience, is consistently operational, and technical support is readily available.
Learning Management System <i>Academic Affairs</i>		5		Addition of Community System will be under review as an enhancement.	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 <i>Academic Affairs</i>		5	New		Departmental Labs are funded under refresh programs, and centrally managed and supported. Exceptions as appropriate (i.e. Computer Science).
Department & School Support <i>Academic Affairs</i>		3		Increased requests for technology reviews prior to final purchase decision.	Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources).
Advising <i>Academic Affairs</i>		2	New	Some advising data is not readily available to those who need it and/or stored in disparate systems; lack of automation; student satisfaction opportunity.	Process takes advantage of technology tools; monitoring and alerting are automated; student satisfaction ratings are good.
Accessibility of Specialized Technology <i>Academic Affairs</i>		5		Addition of specialized technologies and hours of availability in the Information Commons.	Facility and technical services are; widely available, is staffed with hardware, software, and support resources to meet the student demands. Funding plan for IC technology refresh, update, and replacement has been developed.
Research Support Services/Research Computing <i>Academic Affairs</i>		4		Academic Technology Committee actively working this initiative.	Support and consultation on statistical computing and resources is readily available.
		2		Dedicated research computing environments proposed for LSC and WTC. TBD.	A research computing environment is offered and supported centrally.
		3		Still need to do more to provide collaborative tools within and outside institution. Community of Science has not been broadly adopted?	Systems to facilitate collaboration, capture expertise, and report on research is available. (Measure adoption.)
Overall		3.7			

2. FY09 Administrative Technology Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Credit Card Processing <i>Finance</i>		5	➔	Tools and processes in place and well-adopted.	Adding credit card acceptance is controlled by a well defined, easy to use process; PCI compliant.
Advancement <i>Advancement</i>		4		Oracle database, BSR, and SmartCall upgrades completed.	ITS provides advisement on development and technologies with ADV team. Comprehensive system with required functionality. New acquisition and integration discussions occur proactively.
Enrollment Management <i>Academic Affairs</i>		3		Statistical data is maintained in disparate applications and some reporting is manual. ASP and new hires should move this in future.	Operations and data are managed in totally integrated systems with work flow process in place (limited support provided by ITS).
Reporting <i>Enterprise</i>		2	New	No single source of truth for data (data warehouse); different data definitions and reporting elements; difficulty reproducing results.	Single source of truth for data (data warehouse); agreement and consistent data definitions and reporting elements; certified institutional reporting.
Enterprise Content Management <i>Enterprise</i>		3	➔	Strategy defined. Product purchased and environment installed. Roll-out in progress.	Enterprise strategy in place and leveraged where appropriate.
Budget Application <i>Finance</i>		5			Fully integrated single system, web based with user friendly front end.
Faculty Information System <i>Academic Affairs</i>		5	➔		Single source of truth for faculty information and fully integrated with related systems.
Event and Room Scheduling <i>Finance</i>		3		Multiple systems and processes can be difficult for requestors to navigate. Areas controlled by local groups who don't use any of our existing systems.	Appropriate technology available and utilized for room, event, appointment, and conference scheduling and management.
Building and Parking Access <i>Facilities</i>		2	New	Need to review centralized monitoring/alerting, and processes to integrate and automate related systems. System security and compliance needs to be evaluated.	Card system is integrated to access control to all buildings. Centralized monitoring/alerting, and processes to integrate and automate related systems. System is secure and compliant.
Salary Planning <i>Finance</i>		5		More integration opportunities.	System provides web-based interface, integrated tools, workflow capability.
Overall		3.7	➔		














3. FY09 Student Technology Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Wireless <i>Enterprise</i>		4	➡	Continued expansion of wireless access on campus and new computer registration process.	Majority of campus locations offer wireless access. Refresh funding in place. Easy authentication process.
Student Email <i>Student Affairs</i>		4		Outsourced options will be reviewed at end of life of current system.	Reliable, quick mail delivery, easy to use, adequate retention and storage.
Computer Labs <i>Student Affairs</i>		5			Access to labs and resources is widely available and reliable.
Student Information System <i>Enterprise</i>		4		Opportunity to expand usage of current system in areas such as Advising and full utilization of all purchased modules.	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 <i>Finance</i>		3	➡	Test system in place. Improved security. SSN's still need to be removed in conjunction with upgrade of new transaction system.	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).
Student Support Services (RESNET) <i>Student Affairs</i>		5			Technology services are readily available to resident hall students. Knowledgebase for support is professional and accessible.
Emergency Notification System <i>Facilities</i>		4	➡	Multiple ways of contacting students, Connect-Ed, and WEBS (Wide-area Emergency Broadcast System). Researching desktop pop-ups.	System in place. Tiered capability to notify various groups as appropriate.
Housing Administration <i>Student Affairs</i>		3	⬅	Room and meal-plan selection done manually; little reporting available.	Web-based self-service room selection, predictive occupancy reporting.
Overall		4.0			

4. FY09 Infrastructure Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Network: - Inter-campus - Internet - Internal campus <i>Enterprise</i>		5			Adequate bandwidth with failover capabilities. Self-healing capabilities.
Identity Management <i>Human Resources</i>		3		Single Source of Truth project underway with LUMC.	Matrix built; Provisioning tools and processes are established, enabled and measured.
Voice/Telecom <i>Enterprise</i>		3		LSC core switch upgrade completed. Short-term plan to address WTC data center issues; long-term plan in development.	Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Environments: - Server Environment - Server Monitoring & Mgmt - Application Monitoring & Mgmt - Databases - Interfaces <i>Enterprise</i>		3		Improved monitoring and alerting for databases. Opportunity to increase automation of outages and performance alerting for some environment components. Some systems operate with manual oversight.	Centrally-managed, secure, robust backup/restore capabilities. Consistently documented, well-trained staff and well-established dev./maint. Procedures. Systems are monitored automatically and have threshold alerting.
BCDR <i>Enterprise</i>		3		Plan needs updating and with expanded scenarios. Annual testing not in place. Newer staff needs training and awareness. New owners have been assigned to review program.	BCDR plan in place and tested on an annual basis. Failover plans for core business systems.
Security & Compliance <i>Enterprise</i>		3		PCI & PII compliance efforts near completion. Security program established.	Comprehensive security pgm; policies & procedures governing infrastructure security; automated methods to audit compliance. Demonstrates adherence and/or due diligence to regulations governing Universities.
Desktop <i>Enterprise</i>		4		Upcoming Zen 10 implementation should expand management and inventory capabilities.	Stable OS with all virus updates and OS critical patches and updates. Standard images.
Data Center & Campus Technology Facilities <i>Enterprise</i>		3		LSC data center completed. WTC data center issues are outstanding.	Up-to-date, secure, environmentally-managed, redundancy, failover capabilities.
Overall		3.4			

5. FY09 Continuous Service Improvement Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Technology Service and Support		3		Implemented self-service, but need to move further ahead in terms of metrics and reporting.	Full function web-based tracking and reporting system with self-service capabilities.
<i>Enterprise</i>		4		Hours of operation extended, but still have demand for expanded support hours from students and faculty.	Extended hour support as appropriate for defined client groups and systems.
Skill sets, professional development <i>ITS</i>		3		Need to review departmental training plans for FY09.	Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and executed.
Project Management <i>ITS</i>		4		Process is stable, metrics & minor improvements identified.	Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
Research & Development <i>ITS</i>		2		ITS has few, if any, resources committed to investigate new products, processes, or services. Occurs on an as-needed basis.	ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
Change Management <i>ITS</i>		3		Process is stable; improvements identified to integrate with HEAT (Call Center).	A formal and managed process is in place to implement and communicate changes to the technology environment (Reporting)
Remote Access <i>Enterprise</i>		2		VPN access stable, file/disk sharing tool being piloted.	Full suite of tools/access available remotely with appropriate security enforced
International Enterprise Support <i>Academic Affairs</i>		3		Little change. Ongoing conversations for re-assessing requirements in Rome.	Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in relation to the business need.
Overall		3.0			

6. FY09 Governance & Funding Scorecard

Technology / Operation	Health Index			Current State	Healthy Definition
	Health	Score	FY Change		
Technology Strategy <i>Enterprise</i>		3	➔	Technology strategy in progress in conjunction with institution strategic planning process.	An information technology review process defines and aligns core technology selections.
Institutional Impact <i>Enterprise</i>		4	➔	Project priority being vetted at the sub-committees and ITE SC level. Business cases and benefits developed for strategic projects.	Business cases are developed, prioritized, and really used to make IT investment decisions.
Enterprise Architecture <i>Enterprise</i>		2		Enterprise Architecture progress stalled due to resource constraints.	Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
Budgeting <i>Enterprise</i>		4	➔	Communication and collaborative efforts increasing.	Strategic and annual planning processes are integrated and utilized for developing capital and expense budgets.
Technology Investments <i>Enterprise</i>		4	➔	ITS Investments consistently vetted at the ITE SC/PRB	IT investments are rationalized and considered from an enterprise or cross functional perspective.
Technology Procurement <i>Enterprise</i>		4		Process in place with Purchasing to flag non-ITS technology purchases. Increased consultations on extraordinary purchases. Refresh programs in place for enterprise technology.	Technology procurement is standardized and strategically aligned and leveraged (Procard and grant process exceptions). Refresh programs in place for core technologies.
Vendor Partnerships <i>Enterprise</i>		4	➔	External review of major IT contracts showed competitive pricing. AJCU shared services project underway; regular reviews of major contracts.	Strategic relationships with IT vendors have been fully established and leveraged.
Contract Management <i>Enterprise</i>		4		Contract management process is stable and consistent. Consolidation of tracking is desired within ITS.	Processes and accountabilities for managing IT contracts are clear and effective.
Resource Utilization <i>Enterprise</i>		3		Prioritization has identified where resources go; opportunities for further improvements to capacity planning and skillset requirements.	Labor resources are focused on adding new value while running current operations.
Overall		3.6	➔		