Statement
Loyola will actively design, build and maintain solutions to create a flexible and sustainable environment. The ability for the client to utilize technology services by themselves will be provided where possible.

Rationale
• The reality of today’s technology environment is that clients use their own devices from any location at all times to access both personal and professional work. Loyola’s environment needs to accommodate that reality.
• Loyola operates in a dynamic environment and is required to react to change.
• Loyola adapts to change in a timely and efficient manner.
• Adaptability extends the productive life cycle of assets and increases the return on investment.
• Business demands and technology advances require change.
• Self-service promotes convenience for the client and efficiency for the provider of the service.

Implications
• The Enterprise Architecture (EA) process will identify methods and tools that provide flexibility in design and implementation.
• Over time, Loyola will strategically replace assets and solutions that are inflexible.
• Loyola will review its procurement policy and identify contracts and agreements that may impact the flexibility and agility of acquired assets (for example, always accepting the lowest tendered price).
• Loyola will ensure that the specified solution will meet anticipated demands.
• Maintenance processes and plans for self-service capabilities will be established at the time of initial deployment.
• A feedback mechanism will be available for client use to resolve their issues and concerns.