Agenda

Email Outage Debrief
• S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point
• S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update
• D. Vonder Heide

Anytime Anywhere Access Strategy Update
• S. Malisch, J. Sibenaller

ITS Scorecard Feedback
• S. Malisch, J. Sibenaller
Email Outage Debrief

• Exchange Outage - Timeline
• Highly Redundant
• Believed Root Cause
• Rebuilding the Environment
• Prevention
• Escalation Process
Agenda

Email Outage Debrief
  • S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point
  • S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update
  • D. Vonder Heide

Anytime Anywhere Access Strategy Update
  • S. Malisch, J. Sibenaller

ITS Scorecard Feedback
  • S. Malisch, J. Sibenaller
Mobile Device Policies, Stipends, Contracts

• Last Meeting Deliverables
• Other Institutions – Recent Data
• Financial Impact of the Policy
• Next Steps

Mobile Device Stipend Policy - DRAFT
June 2015

Purpose
The purpose of this policy is to state the requirements for employees seeking reimbursement or financial compensation for the business use of mobile communications devices.

Background
Nominal use of personally owned mobile communications devices to conduct University business is not eligible for reimbursement. For those faculty and staff with a documented business need, however, Loyola may provide a limited mobile device stipend or access to a University service provider plan to offset these expenses. This document provides departments with guidelines that may help them determine whether an employee qualifies for a stipend and what other issues should be considered. Reimbursement guidelines and stipend amounts will be reviewed on a regular basis and may be adjusted according to best industry practices and University needs.

Mobile device stipends are not intended to fund the cost of mobile devices nor cover an entire monthly bill. The University will reimburse, purchase, or enter into mobile device or data contracts only as noted below in the section regarding University-owned devices.

Eligibility Guidelines
To qualify for a mobile device stipend or a University service provider plan, an employee must have a business need, defined and approved by [the Vice President / Dean?]. The following guidelines should be considered:
## Sept. 2015 AJCU Survey Responses

<table>
<thead>
<tr>
<th>Institution</th>
<th>University Owned</th>
<th>Personal w/Stipend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canisius</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Creighton</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Detroit Mercy</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Fairfield</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>John Carroll</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>LMU</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Loyola Maryland</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Marquette</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Regis</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Rockhurst</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Scranton</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Seattle U</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>St Joseph</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>USF</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
Agenda

Email Outage Debrief
  • S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point
  • S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update
  • D. Vonder Heide

Anytime Anywhere Access Strategy Update
  • S. Malisch, J. Sibenaller

ITS Scorecard Feedback
  • S. Malisch, J. Sibenaller
Video Conferencing Solutions Update

• Unified Communications vs. Video Conferencing

• Efforts to Date
  • UC
  • Video Conferencing

• Project Team Approach
  • Partnered Participants
  • Use Cases
  • Documented Experiences
Agenda

Email Outage Debrief
  • S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point
  • S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update
  • D. Vonder Heide

Anytime Anywhere Access Strategy Update
  • S. Malisch, J. Sibenaller

ITS Scorecard Feedback
  • S. Malisch, J. Sibenaller
AAA Strategy Development Timeline

2014
- ITESC Interview
- Offsite Notes Compiled
- Additional Docs from SPR
- Retreat/Offsite

2015
- One Page Strategy Conceptualized
- Strategy Formats Researched
- Information Analyzed
- Draft Strategy Approved
- Draft to CIO/Directors
- Draft to ELT
- Begin Component Definitions
- Modifications

Future Activities
- Finalize Project Alignment
- Align Efforts to University Strategic Plan
- Finalize Metrics/KPI's
- Create Dashboard
- Communication Strategy

- Progress Update to ITESC
- Update Components:
  - Current State
  - Future State
  - Metrics Ideas

- Align Projects to Strategy (draft)

- Progress Update to ITESC
- Draft to ELT
Loyola’s technology architecture strategy supports

Schedules which are 24/7 in nature (Anytime)
An LUC Community which is mobile (Anywhere)
Straightforward and appropriate access to systems (Access)

Anytime Anywhere Access Strategy

Students/Faculty/Staff/Alums/Friends...

“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”
Agenda

Email Outage Debrief
  • S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point
  • S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update
  • D. Vonder Heide

Anytime Anywhere Access Strategy Update
  • S. Malisch, J. Sibenaller

ITS Scorecard Feedback
  • S. Malisch, J. Sibenaller
2014-2015 ITESC Schedule

January 29, 2015 - Thursday, 1:30-3:30 PM
- Technology Scorecard
- POR & New Technology Changes
- Information Security Risk Definition
- AAA Strategy Update
- Client Outreach Meetings

May 14, 2015 - Thursday, 1:30-3:30 PM
- Panic Button Review/Inventory
- Mobile Device Policies, Stipends, Contracts
- Anytime Anywhere Access Strategy
- Space Management
- Information Security Risk Assessment
- Oracle Licensing

July 1, 2015 - Wednesday, 3:00-5:00 PM
- Project Portfolio Prioritization
- Project Updates
- Discussion: Security Awareness

September 28, 2015 - Thursday, 3:00-5:00 PM
- Email Outage Debrief
- Mobile Device Policies, Stipends, Contracts – Decision Point
- Video Conferencing Solutions Update
- Anytime Anywhere Access Strategy Update
- ITS Scorecard Feedback

November 5, 2015 - Thursday, 1:30-3:30 PM

December 15, 2015 - Tuesday, 1:30-3:30 PM
- Project Portfolio Prioritization