### Initiatives Under Development

- Expand Lulule chatbot to improve faculty/staff self-service with HR and Finance
- Planning for expanded clinical data repositories
- Planning for implementation of an “Electronic Research Administration” (ERA) platform
- Assess and identify a solution for a unified Enterprise Research Administration platform
- Implement a new cloud-based Admissions system for the Stritch School of Medicine
- Collaborate with Arrupe and School of Nursing to develop a CRM platform using SLATE
- Build out a course and curriculum management system to simplify course identification and registration processes
- Finalize vendor selection, contract negotiation and begin implementation of new identity and access technology
- Begin working on a student experience and mobile engagement strategy

### LUC Technology Strategy - A Roadmap for Change

#### Core
- Student System (SIS, Sakai, Canvas, Brightspace, PeopleAdmin)
- ApplyPro Student/Advisor (Admissions, Financial Aid)
- School of Nursing Admissions
- Electronic Health Record (EHR)
- Health Sciences
- Staff/LWI

#### Emergent
- Cloud Strategy
- Digital Data
- Cybersecurity
- Mobile Device Management
- Virtual Desktop Infrastructure

#### Active
- Network Infrastructure
- Storage
- Network Access Control (NAC)
- Access Control
- Client Network

#### Strategic
- Student Information System
- Admissions
- Financial Aid
- Student Financial Systems
- Online Learning and Delivery
- Student Administration
- Faculty Information System

#### Content
- Applications
- Course/Program Management
- Faculty Development
- Instructional Design

#### Containment
- Employee Application Security
- Authorization/Rights Management
- Security Testing
- Incident Response

#### Retirement
- App Retire/Discontinue
- Disposal
- System/Equipment Disposal

### Faculty Technology Support

- Email/Exchange Server
- Microsoft Teams
- Computer Aids
- Remote Access
- Backup/Disaster Recovery
- Conference/Collaboration
- Web Conferencing

### Information Technology Services

- Research Computing Services
- Services
- Applications
- System administration
- Security
- Network
- Server/Storage
- Analytics
- Financial
- Data Science

---

**FY23 & BEYOND**

**Major Initiatives FY23 Q1 - Q2**

<table>
<thead>
<tr>
<th>Academic and Faculty Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCIS Enhancements (2)</td>
</tr>
<tr>
<td>Customer Relationship Management System Pilot with SLATE</td>
</tr>
<tr>
<td>Stitch School of Medicine Admissions System Replacement</td>
</tr>
<tr>
<td>Faculty Administration Re-Architecture Strategy - AMS (6)</td>
</tr>
<tr>
<td>Review and Evaluate Proposed Research Administration Solutions</td>
</tr>
<tr>
<td>YAMS Evaluation and Implementation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Administrative Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 Related Projects (4)</td>
</tr>
<tr>
<td>Lawson/Oracle Enhancements (6)</td>
</tr>
<tr>
<td>Course and Curriculum Mgmt (CourseLeaf)</td>
</tr>
<tr>
<td>Energy Management, Compliance, Mobile Enablement - Phase II (Archibald)</td>
</tr>
<tr>
<td>Data Governance &amp; Integrity</td>
</tr>
<tr>
<td>Academic Program Plan Auto Discontinuation Process</td>
</tr>
<tr>
<td>Implement Single Sign-on of Conflict of Interest Platform for University</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Technology Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAB Navigate Phase II</td>
</tr>
<tr>
<td>LSC Student Experience Lifecycle (PeopleGrow)</td>
</tr>
<tr>
<td>Mentoring: Main Hub, Sub Hubs for SSOM, SWK, Parkins, MIRON</td>
</tr>
<tr>
<td>Financial Aid Award Letter Processes - Aid Year 2023</td>
</tr>
<tr>
<td>State Immunization Module Migration - LOCUS to Health App</td>
</tr>
<tr>
<td>Tuition Insurance Enhancements</td>
</tr>
<tr>
<td>Implementation of Mobile Check-in for Wellness</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Continuous Service Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advancement CRM Replacement</td>
</tr>
<tr>
<td>UOE Transformation/Digital Assistant/Chatbots (4)</td>
</tr>
<tr>
<td>LOC Consumable Experience (Portal Pilot)</td>
</tr>
<tr>
<td>Business Intelligence/Data Warehouse (5)</td>
</tr>
<tr>
<td>Enterprise Content Management (6)</td>
</tr>
<tr>
<td>Graduate Student Progress System Assessment / Replacement</td>
</tr>
</tbody>
</table>

**FY22 Summary**

- **Initiatives Under Development**
- **FY23 & BEYOND**
- **Information Technology Services**

---

*Loyola University Chicago*  
*Preparing people to lead extraordinary lives*
**RUN:** Ongoing Operations

**Sample Service Volumes**

- **Daily**
  - 560,000 emails received
  - 24,400 students, faculty, staff access email from a mobile device
  - 24,400 Logsins to LOCUS
  - 1,300+ printed pages in Student Labs

- **Weekly**
  - 1,000 Service Desk Tickets
  - 95 checkouts from Media Lab
  - 58 classroom support calls
  - 4,100 Loyola Secure Access sessions
  - 1,100 Loyola Secure Transfer sessions
  - 80 learning tutorials viewed

- **Annually**
  - 510 Sakai support calls
  - 9,700 computer lab logins
  - 1,700 new lecture capture recordings
  - 910 posters printed

**Monthly**

- 24,400 Logins to LOCUS
- 1,577,517 831 projects
- 410+ physical enterprise class
- 16 GB combined internet
- 315,000 BI Operational reports run
- 80 learning tutorials viewed

**FY22 Projects by Strategic Alignment**

- Academic & Faculty Support: 22 projects
- Administrative Initiatives: 37 projects
- Continuous Service Development: 27 projects
- Infrastructure: 7 projects
- Student Technology Support: 5 projects
- Research Computing Services: 122 projects

**FY22 Projects by Priority**

- Academic & Faculty Support: 35%
- Administrative Initiatives: 17%
- Continuous Service Development: 11%
- Infrastructure: 7%
- Student Technology Support: 3%
- Research Computing Services: 1%

**Enterprise Highlights**

- 380 technology-equipped classroom spaces
- 750 Operational Report users
- 40 PCs upgraded to Windows 10 during FY22
- 6,066 total PCs on Windows 10 at the closing of FY22
- Membership & Dues
- Software Maintenance
- Telecom/Internet
- Student Lab Support
- Student Tech Refresh

**Portfolio Summary**

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight, including IT project portfolio prioritization twice annually. The ITS project portfolio has averaged over 580 projects annually for the past 5 years. The ITS project portfolio size (effort of projects) has also grown over 25% as compared to the prior 5 years.

**FY22 Projects by Strategic Alignment**

- Academic & Faculty Support: 22 projects
- Administrative Initiatives: 37 projects
- Continuous Service Development: 27 projects
- Infrastructure: 7 projects
- Student Technology Support: 5 projects
- Research Computing Services: 122 projects

**FY22 Projects by Priority**

- Academic & Faculty Support: 35%
- Administrative Initiatives: 17%
- Continuous Service Development: 11%
- Infrastructure: 7%
- Student Technology Support: 3%
- Research Computing Services: 1%

**Data Centers & Networks**

- The Lakeside data centers house 850 devices including servers, appliances & equipment
- 600 Terabytes of online storage; 31.3 petabyte (PB) cloud storage for O365
- 410+ physical enterprise class servers and 430+ virtual servers
- 67,300 devices registered on the wireless network
- 16 GB combined internet bandwidth (10 LSC, 5 WTC, 1 HSC)

**Enterprise Highlights**

- 380 technology-equipped classroom spaces
- 750 Operational Report users
- 40 PCs upgraded to Windows 10 during FY22
- 6,066 total PCs on Windows 10 at the closing of FY22

- Membership & Dues
- Software Maintenance
- Telecom/Internet
- Student Lab Support
- Student Tech Refresh

**High Key Opportunities**

- Implemented Cadence for enterprise texting of Loyola Constituents
- Expanded the Health App in support of HSC Flu Shot and COVID-19 booster requirements
- Extended EAB Navigate’s Academic Planning to all UNIV 101 sections and implemented Navigate Staff to the Tutoring Center
- Implemented GetInclusive as the new HR compliance and Title IX training vendor in the Enterprise Highlights

**Research Computing Services**

- 24,400 Logins to LOCUS
- 1,577,517 831 projects
- 410+ physical enterprise class
- 16 GB combined internet
- 315,000 BI Operational reports run
- 80 learning tutorials viewed

**Successes**

- 260 IRB Informatics Projects Completed
- Over 1,500 projects using REDCap with nearly 2,400 users
- Over 700 Cohort Analyses using Clinical Research Database (CRDB)
- Conducted national workshop on clinical natural research processing
- Successful data mart refreshes completed for PCORI/CAPriCORN (3), NIH N3C COVID-19 (52)

**FY22 Information Security Top Threats Blocked**

<table>
<thead>
<tr>
<th>Threat Type</th>
<th>FY22 Q3-Q4 Completed Projects</th>
<th>FY22 Q3-Q4 Completed Projects</th>
<th>FY22 Total Projects</th>
<th>FY22 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>22</td>
<td>22</td>
<td>44</td>
<td>10%</td>
</tr>
<tr>
<td>Administrative Initiatives</td>
<td>37</td>
<td>28</td>
<td>65</td>
<td>15%</td>
</tr>
<tr>
<td>Continuous Service Development</td>
<td>27</td>
<td>12</td>
<td>39</td>
<td>9%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>7</td>
<td>9</td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>5</td>
<td>3</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Research Computing Services</td>
<td>112</td>
<td>143</td>
<td>255</td>
<td>60%</td>
</tr>
</tbody>
</table>

**FY22 Tech Fee Spend**

- $57,707, 2%
- $503,892, 25%
- $387,549, 9%
- $508,000, 27%
- $1,577,517, 47%

**FY22 Information Security Top Threats Blocked**

<table>
<thead>
<tr>
<th>Threat Type</th>
<th>FY22 Q3-Q4 Completed Projects</th>
<th>FY22 Q3-Q4 Completed Projects</th>
<th>FY22 Total Projects</th>
<th>FY22 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>22</td>
<td>22</td>
<td>44</td>
<td>10%</td>
</tr>
<tr>
<td>Administrative Initiatives</td>
<td>37</td>
<td>28</td>
<td>65</td>
<td>15%</td>
</tr>
<tr>
<td>Continuous Service Development</td>
<td>27</td>
<td>12</td>
<td>39</td>
<td>9%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>7</td>
<td>9</td>
<td>16</td>
<td>4%</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>5</td>
<td>3</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Research Computing Services</td>
<td>112</td>
<td>143</td>
<td>255</td>
<td>60%</td>
</tr>
</tbody>
</table>

**SSM Admissions Replacement**

The Stritch School of Medicine will be replacing its in-house built admissions systems with a robust and comprehensive cloud based application to process all incoming medical student applications. The new application will be fully support by the AAMC and must be able to integrate seamlessly with AMCAS data to maximize use of admissions-related data. The new system should also provide interview management capabilities which are flexible for all medical schools and result in a robust data set that integrates into the enterprise data warehouse.

**Informatics and Clinical Research Activity**

- 260 IRB Informatics Projects Completed
- Over 1,500 projects using REDCap with nearly 2,400 users
- Over 700 Cohort Analyses using Clinical Research Database (CRDB)
- Conducted national workshop on clinical natural research processing
- Successful data mart refreshes completed for PCORI/CAPriCORN (3), NIH N3C COVID-19 (52)

**Student Mentoring**

ITS will partner with Advancement to create a new mentorship program for students. The intent is to design and implement a community for mentored learning for our students and alumni. This better positions our Loyola Community to develop their talents and share their unique gifts to the world. Multiple Schools and various Affinity Groups will be engaged during the process.

**GROW:** Information Systems & Services to Optimize Performance

**FY22 Projects by Strategic Alignment**

- Academic & Faculty Support: 22 projects
- Administrative Initiatives: 37 projects
- Continuous Service Development: 27 projects
- Infrastructure: 7 projects
- Student Technology Support: 5 projects
- Research Computing Services: 122 projects

**FY22 Projects by Priority**

- Academic & Faculty Support: 35%
- Administrative Initiatives: 17%
- Continuous Service Development: 11%
- Infrastructure: 7%
- Student Technology Support: 3%
- Research Computing Services: 1%

**Enterprise Highlights**

- 380 technology-equipped classroom spaces
- 750 Operational Report users
- 40 PCs upgraded to Windows 10 during FY22
- 6,066 total PCs on Windows 10 at the closing of FY22

- Membership & Dues
- Software Maintenance
- Telecom/Internet
- Student Lab Support
- Student Tech Refresh

**Informatics and Clinical Research Activity**

- 260 IRB Informatics Projects Completed
- Over 1,500 projects using REDCap with nearly 2,400 users
- Over 700 Cohort Analyses using Clinical Research Database (CRDB)
- Conducted national workshop on clinical natural research processing
- Successful data mart refreshes completed for PCORI/CAPriCORN (3), NIH N3C COVID-19 (52)

**Student Mentoring**

ITS will partner with Advancement to create a new mentorship program for students. The intent is to design and implement a community for mentored learning for our students and alumni. This better positions our Loyola Community to develop their talents and share their unique gifts to the world. Multiple Schools and various Affinity Groups will be engaged during the process.

**Transform: New Technologies & Processes that Fundamentally Promote Change**

**Advancement CRM**

The University is planning on a major systems replacement of its advancement and alumni relations technology. The current systems have served Loyola well and while reliable are quickly becoming outdated and lack some needed functionality. Loyola will complete a full assessment and begin implementation of a modern and best of breed technology to support advancement events, giving campaigns and donor relation activities. The complete initiative from analysis thru implementation is expected to take approximately 2 years.

**AMP: ENTERPRISE SOFTWARE FOR ADMINISTRATIONS AND DATA ANALYTICS**

**GROW:** Information Systems & Services to Optimize Performance

**FY22 Projects by Strategic Alignment**

- Academic & Faculty Support: 22 projects
- Administrative Initiatives: 37 projects
- Continuous Service Development: 27 projects
- Infrastructure: 7 projects
- Student Technology Support: 5 projects
- Research Computing Services: 122 projects

**FY22 Projects by Priority**

- Academic & Faculty Support: 35%
- Administrative Initiatives: 17%
- Continuous Service Development: 11%
- Infrastructure: 7%
- Student Technology Support: 3%
- Research Computing Services: 1%

**Enterprise Highlights**

- 380 technology-equipped classroom spaces
- 750 Operational Report users
- 40 PCs upgraded to Windows 10 during FY22
- 6,066 total PCs on Windows 10 at the closing of FY22

- Membership & Dues
- Software Maintenance
- Telecom/Internet
- Student Lab Support
- Student Tech Refresh

**Informatics and Clinical Research Activity**

- 260 IRB Informatics Projects Completed
- Over 1,500 projects using REDCap with nearly 2,400 users
- Over 700 Cohort Analyses using Clinical Research Database (CRDB)
- Conducted national workshop on clinical natural research processing
- Successful data mart refreshes completed for PCORI/CAPriCORN (3), NIH N3C COVID-19 (52)