Initiatives Under Development

- Expand functionality of the Enterprise Learning Hub as central location for required University trainings & tracking compliance
- Student Application and dashboard for CARES/HEERF II
- Leverage “LUie” Digital Assistant to improve self-service and provide 24/7 answers to questions online

Core

- Academic and Faculty Support
  - LOCUS
  - Customer Relationship Management System Evaluation for SOL
  - Strategic Academic Portfolio (3)
  - Review and Evaluate Proposed Research
  - Faculty Administration Re-Architecture Strategy
- Administrative Initiatives
  - COVID-19 Related Projects (5)
  - Lawson/Bronze Enhancements (2)
  - Space and Asset Management System
  - Enterprise Learning Hub – Phases 3 & 4
  - Enterprise Training (Cadence)
  - Course Catalog and Curriculum Software
- Research Computing Services
  - Natural Language Processing (NLP) to Enhance Computational Phenotyping
  - HashMap technology to support high-performance NLP
  - PCORI CAP-CORD 2020 Refresh
  - Observational Medical Outcomes Partnership (OMOP) Data Mapping for CTAATM

Emerging

- Continuous Service Development
  - Advanced CRM RFP
  - UDE Transformation: Digital Assistant/Chatbots (6)
  - UDE Consumable Experience (5)
  - Business Intelligence/Data Warehouse (7)
  - Enterprise Content Management (4)
  - Learning Analytics - Phase 3
  - Travel Agent Services
  - Athletic Ticketing replacement for Neuron (AudienceOne)
- LOCUS Enhancements
  - Digital Badging Solution

Tactical

- Information Technology Services
  - Core
  - Goal: Optimize Continuous Service Development
  - Core
  - Contains System & Application Availability
  - Faculty Information/Transition
  - Re-architecture
  - Annual/Inclusive (Oracle)
  - Advanced CRM – Phase 3
  - LOCUS Fluid Deployment

Strategic

- Student Technology Support
  - CARES Phase 3.5
  - LOCUS Fluid Deployment
  - Student Monitoring (PeopleGrove)

Containment

- Covid-19 Projects Represents:
  - 3.6 FTE total (effort)
  - 1% of ITS project capacity
  - 5% of the FY21 Q3-Q4 portfolio

LUC Technology Strategy - A Roadmap for Change

July 2021

COVID-19 Support Project

July 1, 2020 - Dec 31, 2020

COVID-19 Projects Represents:
- 3.6 FTE total (effort)
- 1% of ITS project capacity
- 5% of the FY21 Q3-Q4 portfolio

COVID-19 Support Represents:
- 9.6 FTE total (effort)
- 22% of ITS support capacity

Jan 1, 2021 to June 30, 2021

COVID-19 Projects Represents:
- 2.4 FTE total (effort)
- 7% of ITS project capacity

COVID-19 Support Represents:
- 4.9 FTE total (effort)
- 10% of ITS support capacity

FY22 & BEYOND

Major Initiatives FY22 Q1- Q2

- Expand functionality of the Enterprise Learning Hub as central location for required University trainings & tracking compliance
- Student Application and dashboard for CARES/HEERF II
- Leverage “LUie” Digital Assistant to improve self-service and provide 24/7 answers to questions online

- Launch multi-year plan for Advancement CRM RFP to replace and modernize engagement and fundraising capabilities

Platform & Services

- Information Technology Services
  - Core
  - Contains System & Application Availability
  - Faculty Information/Transition
  - Re-architecture
  - Annual/Inclusive (Oracle)
  - Advanced CRM – Phase 3
  - LOCUS Fluid Deployment
**RUN: Ongoing Operations**

**Sample Service Volumes**

**Daily**
- 540,000 emails received
- 24,000 students, faculty, staff access
- Email from a mobile device
- 30 classroom support calls
- 6,600 Loyola Secure Access sessions
- 920 Loyola Secure Transfer sessions
- 150 learning tutorials viewed (Hoonolit)

**Weekly**
- 850 Service Desk Tickets
- 45 checkouts from Media Lab
- 12,000 computer lab logins
- 4,300 new lecture capture recordings

**Monthly**
- 490 Sakai support calls
- 625 million network attacks blocked
- 300,000 BI Operational reports run
- 12,500 appointments scheduled through EAB Navigate

**Annually**
- 866 Projects
- 375 Technology-equipped
- Over 1,200 projects using REDCap with nearly 2,000 users
- Expanded the equipment loan program to the Health Science Campus
- Implemented Direct Deposit and Federal Tax Withholding (W-4) Employee Self Service
- Rolled out AudienceView as the new ticketing platform for DFPA and Athletics
- 1,000+ Operational Report users
- 6,600 Loyola Secure Access sessions
- 920 Loyola Secure Transfer sessions
- 150 learning tutorials viewed (Hoonolit)

**FY21 Information Security Top Threats Blocked**

- Reputation
- Spam
- Malware
- Phishing
- Copyright
- Application Attack
- Questionable Activity
- Coordinated Attack

**Data Centers & Networks**

- The Lakeside data centers house 880+ devices including servers, appliances & equipment
- 600 Terabytes of online storage; 30.22 Petabyte (PB) cloud storage for O365
- 300+ physical enterprise class servers and over 420 virtual servers
- 2,900+ wireless access points covering 90% of Loyola’s buildings
- 65,400 devices registered on the wireless network
- 16 GB combined internet bandwidth (10 LSC, 5 WTC, 1 HSC)

**Enterpise Highlights**

- 375 technology-equipped classroom spaces
- 1,000+ Operational Report users
- 40% reduction in email phishing click rates
- 640 PCs upgraded to Windows 10 during FY21; 122 PCs remain on Windows 7
- 6,020 total PCs on Windows 10 at the closing of FY21

**Information and Clinical Research Activity**

- 220 IRB Informatics Projects Completed
- Over 1,200 projects using REDCap with nearly 2,000 users
- Over 300 Cohort Analyses using Clinical Research Database (CRDB)
- Successful data mart refreshes completed for PCORI, CAPriCORN, NIH N3C COVID-19
- Provisional patent filed for Natural Language Processing (NLP) innovation (cNIE and cNAE)

**Student System (LOCUS) User Experience (Fluid)**

The look and feel of the student system changed in Spring 2021 with the implementation of Fluid. All functionality in LOCUS remains the same, however the way you navigate to your pages is different. Instead of text-heavy menus, Homepages and Tiles are now featured. The upgraded version of LOCUS is modern, intuitive to use, and more mobile-friendly.

**Faculty Administration Re-architecture Strategy (FARS)**

The Faculty Administration Re-architecture Strategy (FARS) was conceptualized to create a more consistent and efficient set of faculty administration processes and technology solutions in alignment with a “One Loyola” thought process. Several cloud technologies from Interfolio were introduced in support of processes for review, promotion and tenure as well as for faculty activity reporting. Existing automated processes such as online contracts were also expanded so that they could be utilized across multiple schools.

**Enterprise Learning Hub**

The Enterprise Learning Hub was launched in Fall 2020 providing faculty and staff a portal experience for training and compliance within a single location. Annual HR, Title IX and Information Security trainings are managed via the Enterprise Learning Hub. Compliance Policy Governance, Office of Equity & Compliance training and Conflict of Interest will be added to the Enterprise Learning Hub portal in 2022.

**Data Loss Prevention (DLP)**

The Data Loss Prevention (DLP) program was established to provide safeguards for protected and sensitive data at the University. The technology deployed classifies University data and captures improper sharing of protected information outside of Loyola. Users are prompted to utilize secure alternates to share protected data or disallows the distribution altogether. The deployment of DLP technologies strengthens the university’s data protection levels and reduces the risk of information loss.