FY16 FACTS

Data Centers & Networks
Loyola’s Lakeside data centers house 750 devices including servers, appliances, and equipment:
► Over 620 Terabytes of online storage
► 80+ physical enterprise class servers and over 365 virtual servers
► 2,600 wireless access points covering 95% of Loyola’s buildings
► 43,000 devices registered on the wireless network
► 3.5 Gig connection for internet bandwidth
► 10,695 student devices connecting to e-mail
► 200 Terabytes of e-mail storage

Other Facts
► 21 presentations were delivered by ITS staff members at leading technology and higher education venues
► 2 staff members awarded the LUC Commitment to Excellence Award
► 1 staff member nominated for Staff Member of the Year and 1 staff member awarded “Outstanding Campus Partner” by Student Development Division
► eCampus news identified ITS “Academic Tech Tips” as one of their Top 10 in Higher Education blogs http://www.ecampusnews.com/top-news/higher-ed-blog-277/

FY17 & BEYOND

MAJOR INITIATIVES - FY17 Q1-Q2

Academic and Faculty Support
► LOCUS Enhancements (6)
► Access Control & Security - Makers (2)
► Faculty Information System Suite Enhancements
► Online Exam Proctoring Solutions - Pilot

Administrative Initiatives
► Online Performance Management System
► Linux/ITSO Enhancements (5)
► Enhancement System (6)
► Oracle 12C Database Upgrade (Required for PS Upgrade)
► Campus Labs – Extracts and Related Components
► LEF’s Technology Needs for EMR, HIPPA, and POI

Infrastructure
► Campus/Construction Initiatives (6)
► Information Security Program (7)
► LEF/LOCUS Technology Program (4)
► IT Disaster Recovery (12)
► Phone System Replacement

Student Technology Support
► Mental Health Act - Students Optimal Choice
► Scholarship Management for Advancement
► Redevelop the Here For You Mobile Application for the Wellness Center
► Move Student Refunds from LOCUS to Lawson

Continuous Service Development
► Business Intelligence/Data Warehouse (5)
► Enterprise Content Management (4)
► Biology Lab Research Positions - Application and Tracking
► ITS Help Desk to Service Desk
► Establish ZOOM Technology for Conferencing

Initiatives under development include:
► Transition Help Desk to Service Desk model with new ITS Service Catalog
► Establish Zoom video conferencing as LUC’s new video conferencing standard
► Provide a Part Time Stipend assignments application for HSD, cloned from Lakeside Faculty Administrations version of the application
► Develop an Online Performance Review Process
► Move Advancement reporting to Advance Data Warehouse (ADW)
► Incorporate Sakai data into the Enterprise Data Warehouse (EDW)
► Offer Self-service guest wireless access
► Planned Upgrades with significant technology changes:
  ✔ Academic (Ellucian)
  ✔ TimeKeeping (Kronos)
  ✔ Lakeside phone systems
  ✔ Student Portal and Student System (Oracle)

LUC Technology Strategy - A Roadmap for Change

FY16 TECHNOLOGY FEE ALLOCATIONS

TECHNOLOGY SCORECARDS

An annual technology assessment based on the strategic categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

<table>
<thead>
<tr>
<th>Health Index</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16-15 Change</th>
<th>Total Change (less PFI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support Scorecard</td>
<td>3.9</td>
<td>3.8</td>
<td>3.8</td>
<td>3.8</td>
<td>3.9</td>
<td>3%</td>
</tr>
<tr>
<td>Administrative Technology Scorecard</td>
<td>4.1</td>
<td>3.9</td>
<td>3.9</td>
<td>3.9</td>
<td>3.8</td>
<td>-2%</td>
</tr>
<tr>
<td>Student Technology Scorecard</td>
<td>4.3</td>
<td>4.4</td>
<td>4.7</td>
<td>4.8</td>
<td>4.7</td>
<td>-2%</td>
</tr>
<tr>
<td>Infrastructure Scorecard</td>
<td>3.6</td>
<td>3.7</td>
<td>3.7</td>
<td>3.7</td>
<td>3.7</td>
<td>-1%</td>
</tr>
<tr>
<td>Continuous Service Improvement Scorecard</td>
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<td>3.8</td>
<td>3.9</td>
<td>3.9</td>
<td>1%</td>
</tr>
<tr>
<td>Governance &amp; Funding Scorecard</td>
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<td>3.9</td>
<td>3.9</td>
<td>3.9</td>
<td>3.9</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Average Annual Score: 3.90, 3.86, 3.86, 3.90, 3.84
Year to Year Improvement: 1% -1% 2% 0% -1% 25%
Run ongoing operations
Sample Service Volumes

- 1,100,000 e-mails received
- 3,000 faculty/staff devices
- 300 technology-equipped classroom spaces
- 460,000 logins to LOCUS (+118%)
- 156,000 computer lab logins
- 240 courses using lecture capture
- 320 new videos to the video repository

Monthly
- 460,000 Campus Card Transactions
- 363,000 logins to Sakai (+118%)
- 156,000 computer lab logins
- 240 courses using lecture capture
- 320 new videos to the video repository

Enterprise Highlights
- 6,300 workstations with approximately 27% available for student use
- 300 technology-equipped classroom spaces
- T4 (Web Content Management System) has over 50,000 pages utilizing 91,000 files (shtml, pdf, jpg, etc.)
- 430 faculty/staff machines migrated from LUHS to LUC

Portfolio Summary
The Information Technology Executive Steering Committee (ITESC) has provided IT's governance and project oversight since November 2006. The ITS project portfolio has averaged over 515 projects annually for the past five years. The ITS project portfolio size (effort of projects) has also grown 35% since FY13.

FY16 Projects by Strategic Alignment

<table>
<thead>
<tr>
<th>Strategic Category</th>
<th>FY16 Q1-Q2</th>
<th>FY16 Q2-Q4</th>
<th>FY16 Total</th>
<th>FY16 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>7%</td>
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<tr>
<td>Administrative Initiatives</td>
<td>30</td>
<td>23</td>
<td>53</td>
<td>42%</td>
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<td>Continuous Service Development</td>
<td>16</td>
<td>16</td>
<td>32</td>
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<tr>
<td>Infrastructure</td>
<td>15</td>
<td>7</td>
<td>22</td>
<td>18%</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>6</td>
<td>3</td>
<td>9</td>
<td>7%</td>
</tr>
<tr>
<td>Other Initiatives</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>3%</td>
</tr>
<tr>
<td>Total Projects</td>
<td>71</td>
<td>54</td>
<td>125</td>
<td>100%</td>
</tr>
</tbody>
</table>

Other Highlights
- Implemented a tutor tracking system for use by the tutoring center in the Academic Support Center. This provides the ability to schedule a student or groups for tutoring, tracks participation and progress and provides for regular communication with students using these services.
- Replaced the course evaluation system with web-based IDEA from Campus Labs. This provides additional functionality and improved results reporting. Faculty will receive their results within days of the end of the evaluation period versus weeks/months.
- Moved the math placement process via the ALEKS application to a proctored test.
- The Finance and Human Resource system, Infor/Lawson, that supports administrative processing was upgraded to Version 10 in early May. The new version offers an improved user interface, a work collaboration space, more robust security, and solves a long-standing browser independence issue.
- The Loyola Alert system was expanded to accommodate broader scenarios related to emergencies and business continuity. The alerting system can now send urgent messages to University leaders and stores a new list to include Residence Life departmental cell phones; it also allows all Loyola Alert participants to define more than two phone numbers for notification (students can include parents or guardians).