Agenda

Loyola Digital Experience (LDE) – D. Fitzgerald, S. Malisch, J. Sibenaller
  • Enterprise Learning Hub
  • EAB Navigate Phase II - Student Success Platform
  • MFA/Lawson ESS
  • Digital Assistant / Chatbot

Adjustments to Portfolio - S. Malisch, J. Sibenaller
  • Application Portfolio Breakdown/Impact
  • Change Calendar
  • Major Initiative - Research Computing Services
  • Proposed New ITESC Sub-Committee
Loyola Digital Experience (LDE)

Three themes:

1. (Foundational): Delivering the Next Best Experience for Students, Faculty and Staff
   • Architecture and Infrastructure
   • Identity and Access Management
   • Security
   • Single Sign On

2. (Transformational): Data, Dashboards, Digitization, Innovation
   • Data Warehouse; Business Intelligence
   • Decision Support Systems
   • Internet of Things (administrative)
   • Artificial Intelligence, Machine Learning, Augmented/Virtual Reality (academic)

3. (Consumable Experience): “Simple, Secure, Seamless”
   • Combining old stuff; Exploiting new stuff -> Enabling better experiences
   • Self-service
   • Device independent
   • Virtualization/Cloud
   • Anytime Anywhere Access
   • “Virtual Portal”

Subject to adjustment based on priorities of next University strategic plan

- Multi-Factor Authentication
- Digital Assistant – “LUie”
- Enterprise Learning Hub
- EAB Navigate
- Lawson Outside the Firewall/Expanded Self-Service
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Enterprise Learning Hub

**Goal:** Provide a single source landing page or “hub” for all training and administrative tasks to improve user experience and foster an improved learning environment.

**Recommendation:**
1. Validate the ability to build an Enterprise Learning Hub (ELH) in-house
   - Code re-use
   - Complexity
   - Timing
   - Staffing (need a java developer)
2. Roll-out the ELH functionality in an iterative fashion
3. Prioritize HR, Title IX & Security Awareness in the initial release
   - Goal is Fall 2020
4. Add student training and compliance tasks as iterations
5. Future phases to include non-disclosure, policy reviews, etc.

**Costs: Build vs Buy**
Utilize the $100K capital line to fund a java developer consultant
Enterpise Learning Hub

DEMO
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EAB Navigate

EAB Navigate Phase 1 Implementation

LOCUS (Student Information System)
--LOCUS remains LUC's source of truth for academic data
--Approximately 100 SQL extracts are interfaced daily to Navigate

Navigate Staff
Go Live Date: August 3, 2020

Mobile App
Go Live: mid-August

Academic Planning (Pilot)
Go Live: w/in pilot Fall Univ 101 courses

Navigate Student
EAB Navigate Phase I

Navigate Staff - Go Live 8/3
• Rolled out to all undergraduate academic advising areas. Navigate staff provides a standard platform for appointment scheduling, advising notes and has robust search and communication tools.

Navigate Student - Go Live 8/17
• Available to all undergraduate students. Provides an easy way to scheduled appointments with assigned advisors and gives a user-friendly view of class schedules, holds and custom content about campus resources and events.

Academic Planning – Go Live 10/6
• Pilot group, consisting of sections of Univ 101 taught by team members, will use this tool to build out four year academic plans with students.
Utilization Metrics

- 5087 advising notes have been entered into Navigate since 8/3
- 5848 communications (5274 emails, 574 texts) have been sent
- 1435 appointments have been scheduled
- 3097 unique student log-ins
  - 80% of these students have downloaded the app and logged in via mobile device
  - 20% have accessed the platform via a desktop URL
<table>
<thead>
<tr>
<th>New Users</th>
<th>New Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nav Staff</strong></td>
<td>Onboard new offices and support their workflows</td>
</tr>
<tr>
<td>Possible new user groups: Arrupe, Center for Experiential Learning, Undergraduate Program Directors (small subset of faculty), Financial Wellness (small subset of Financial Aid), Tutoring Center pilot, Athletics</td>
<td>Possible new functionality: progress reports, case management</td>
</tr>
<tr>
<td><strong>Navigate Student</strong></td>
<td>Keep encouraging adoption by students</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Academic Planning</strong></td>
<td>TBD based on pilot</td>
</tr>
<tr>
<td></td>
<td>--Will we make Academic Planning standard in all Univ 101 classes?</td>
</tr>
<tr>
<td></td>
<td>--Will we encourage all advisors using Nav Staff to use Academic Planning with their advisees?</td>
</tr>
<tr>
<td><strong>Technical Projects</strong></td>
<td>Interface of Advising Notes, Navigate (\rightarrow) LOCUS</td>
</tr>
<tr>
<td></td>
<td>Registration API</td>
</tr>
</tbody>
</table>
Agenda

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### Loyola Digital Experience Schedule

#### Loyola Digital Experience - Foundation Timeline - 10/19/2020

<table>
<thead>
<tr>
<th>Active Projects</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privileged Identity Management</td>
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<td></td>
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</tr>
<tr>
<td>Multi-Factor Authentication</td>
<td></td>
<td></td>
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<tr>
<td>Application Enablement (LOCUS, Sakai, etc)</td>
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<tr>
<td>Information Protection and Data Loss Prevention</td>
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<td>Password Self-service</td>
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<td>Mobile Device Management</td>
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<tr>
<td>Loyola Digital Experience Portal</td>
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<table>
<thead>
<tr>
<th>Complete Projects</th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Exchange Online (POC)</td>
<td>COMPLETE</td>
<td></td>
<td></td>
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<tr>
<td>Exchange Online Migration</td>
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<tr>
<td>LastPass Password Management</td>
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<tr>
<td>Exchange Online Protection and Advanced Threat</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Protection (email)</td>
<td>COMPLETE</td>
<td></td>
<td></td>
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</tbody>
</table>

#### Timeline Notes:
- **Planning**: Initial stages of project planning.
- **Pilot**: Testing and implementation on a limited scale.
- **Deploy**: Full-scale implementation and rollout.
- **Conditional Access & Legacy Technology**: Transition and integration.
- **Phased Deployment**: Sequential rollouts of the project.
- **Launch**: Official start of the project.
- **Adoption**: Integration and full-scale implementation.
- **Deploy**: Final stages of project implementation.

**Dates and Milestones**:
- **2019**: Planning and initial phases.
- **2020**: Pilot testing and deployment.
- **2021**: Launch and adoption, phased deployment.

**Additional Notes**:
- **RIP Lawson VPN**: Deprecation of Lawson Virtual Private Network.
- **TBD**: To be determined.

**Technology**:
- LOCUS, Sakai, DocuSign, Citrix, ORS, PeopleAdmin, TransAmerica
Employee Self-Service (ESS) was updated with a new look and feel on 10/12.
  
  • The new ESS Portal features a redesigned landing page making it easier for employees to find and access their pay and benefits information.
  
  • In addition to the redesigned layout, you can view and update the following information in the new ESS portal using Multi-Factor Authentication (MFA).
    • Please note the below list is not exhaustive:
      View Current Benefits
      Complete Annual Benefits Enrollment
      View Leave Balances
      View Paystubs
      View your W-2/1095-C
      Change your Address

Change your Direct Deposit   New!
  • This allows employees to add or change their direct deposit information on their own. Employees can choose to set up to 5 different direct deposit accounts.

Change your Federal Tax Withholding   New!
  • This allows employees to update their Federal W-4 Tax Withholding information on their own.

**How do you access the new ESS portal?**
Go to [https://ess.luc.edu](https://ess.luc.edu) – we recommend that you bookmark this new URL.
Loyola University Chicago Employee Self-Service Portal

Welcome

Welcome to Loyola University Chicago’s Employee Self-Service portal. Use this site to check important information such as benefits, review balances, and more.

Employee Information

- Change of Address
- Dependents
- Leave Balances

Benefits

2021 Benefits Open Enrollment

The Open Enrollment period for 2021 benefit elections will take place through Employee Self-Service beginning November 2 and ending November 13. This is your annual opportunity to review and make changes to your benefits. More at LUC.edu/hr/openrollment.

- Beneficiary
- Benefit Handbook
- Cost of Benefits
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The Numbers – Post Pilot

• Bot Success Rate
  • Pilot – 86%
  • Post Pilot – 89%

• Maintained 91% Positive Feedback

• Average Conversations a month – 220

• Average Answers a month – 500 or 2.25 per conversation

• Average Campus Solutions Answers a month – 6
Personalized Questions

**Personalized Questions**
- 250

Campus Solutions Questions
- 15

Campus Solutions Updates
- 3

Advisor Questions
- Has a student granted FERPA access, and if so, to whom?
- Show me person-comment entries for a student.
- Show me a student's class schedule
- Show me a student’s course grades
- Show me a student’s cumulative or term GPA.
- Show me midterm alerts for a student.
- **Can you approve a student’s course load?**
- Has a student applied for graduation?

Student Questions
- How much financial aid did I receive?
- **How do I change my address?**
- **How do I change my phone number?**
- Who is my emergency contact?
- Am I waitlisted in any classes
- What are my grades?
- What's my GPA?
Digital Assistant/Chatbot Metrics

LU’ie Chatbot Usage

LU’ie Chatbot Answers

LU’ie Chatbot "Match Fail" Percentage

LU’ie Chatbot Answer Details
Next Steps – LUie

• Take advantage of timely opportunity to expand self-service during COVID

• Governance
  – Create working group to serve as departmental leads, accountable for progress, distribution of work.
  – Types of workstreams:
    1. Existing/Static information, URLs, Frequently Asked Questions
    2. Customer Service inquiries/answering live questions; may be more dynamic
    3. Addressing new questions captured by LUie that we don’t currently have answers for
  – Identifies issues and new opportunities, facilitate solutions

• Proposed Initial Working Group
  – Identify department leads who will advance content development and keep current

<table>
<thead>
<tr>
<th>Financial Aid</th>
<th>Academic Advising</th>
<th>ITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>Enrollment Management</td>
<td>UMC</td>
</tr>
</tbody>
</table>
Chatbot Luie - Schedule

Current Project Status
• PSS 3024 Chatbot Production Infrastructure Deployment – Go Live July 2020
• PSS 3025 Chatbot setup enhancements
  • Non-authentication guest bot – Go Live October 2020
  • Adding bot to more web pages
  • Updating pilot departments questions/content (Bursar, Advising, ITS) – Target Completion December 2020

Future department implementations include:
• PSS 3005 Chatbot HR
• PSS 3023 Chatbot Financial Aid
• PSS 3027 Chatbot Academic Advising expansion
• PSS 3026 Chatbot ITS expansion
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## Application Portfolio Breakdown/Impact

<table>
<thead>
<tr>
<th>Tab</th>
<th>Row Nbr</th>
<th>Program Group</th>
<th>Proposed Ranking</th>
<th>T-Shirt Sizing</th>
<th>Status</th>
<th>Est. Compl. (FY-QTR)</th>
<th>Primary Customer</th>
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</thead>
<tbody>
<tr>
<td>Pre-Approved</td>
<td>1-4</td>
<td>LOCUS Enhancements (4)</td>
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<td>Large</td>
<td>Active</td>
<td>Q1 FY22</td>
<td>Enterprise/Multiple</td>
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<tr>
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<td>5-10</td>
<td>Information Security Program (6)</td>
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<tr>
<td>Pre-Approved</td>
<td>11-16</td>
<td>BCDR/Failover (6)</td>
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<tr>
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<td>Business Intelligence/Data Warehouse (13)</td>
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<tr>
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<td>Lawson/Kronos (5)</td>
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<td>Active</td>
<td>TBD</td>
<td>Institutional Research Board</td>
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<tr>
<td>IRB Approved</td>
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<td>Research Computing Services (5)</td>
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<td>46-50</td>
<td>COVID-19 Related Projects (5)</td>
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<td>Active</td>
<td>TBD</td>
<td>Enterprise/Multiple</td>
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<tr>
<td>Priority A</td>
<td>51</td>
<td>LDE Delivery Program</td>
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<td>Information Technology Services</td>
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<td>Azure Information Protection &amp; Data Loss Prevention POC Project</td>
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<td>Active</td>
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<td>Enterprise Mobility Management</td>
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<td>2 Factor Authentication</td>
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<td>Azure Password Self-Service</td>
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<tr>
<td>Priority A</td>
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<td>Azure Privileged Identity Management</td>
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<td>Pending</td>
<td>TBD</td>
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<tr>
<td>Priority A</td>
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<td>Exchange Online Protection &amp; Advanced Threat Protection</td>
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<td>Pending</td>
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<td>Information Technology Services</td>
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<tr>
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<td>O365 Application Portal (Single Sign-On)</td>
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<td>Pending</td>
<td>TBD</td>
<td>Information Technology Services</td>
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<td>Planning and Implement Course Schedule Builder+Solution (EAB Navigate)</td>
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<td>Large</td>
<td>Active</td>
<td>Q1 FY21</td>
<td>Center for Experiential Learning</td>
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</tbody>
</table>

### Notes
- **LDE Foundation: Collaboration and Security (8)**
- **Priority A**
- **2 Factor Authentication**
- **Azure Privileged Identity Management**
- **Exchange Online Protection & Advanced Threat Protection**
- **Planning and Implement Course Schedule Builder+Solution (EAB Navigate)**
- **Academic Advising and Services**
- **Center for Experiential Learning**

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*Draft*

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Loyola University Chicago

Page 23
“T-Shirting” is the methodology that ITS uses to estimate the ITS effort to be applied to the project.

### Current T-Shirt Estimates

<table>
<thead>
<tr>
<th>T-Shirt Sizing</th>
<th>Size</th>
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<tbody>
<tr>
<td>XX-Small</td>
<td>½-2 Days</td>
</tr>
<tr>
<td>X-Small</td>
<td>3-5 Days</td>
</tr>
<tr>
<td>Small</td>
<td>5-30 Days</td>
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<tr>
<td>Medium</td>
<td>31-60 Days</td>
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<tr>
<td>Large</td>
<td>61-120 Days</td>
</tr>
<tr>
<td>X-Large</td>
<td>&gt;120 Days</td>
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### Revised T-Shirt Estimates

<table>
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<td>XX-Small</td>
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<td>X-Small</td>
<td>3-5 Days</td>
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<td>Small</td>
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<td>Medium</td>
<td>31-60 Days</td>
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<tr>
<td>Large</td>
<td>61-120 Days</td>
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<td>X-Large</td>
<td>121-180 Days</td>
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<tr>
<td>XX-Large</td>
<td>&gt;180 Days</td>
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# Change Calendar

## ITS Major Initiatives Calendar FY21 Q2-Q3

<table>
<thead>
<tr>
<th>Dept</th>
<th>PM</th>
<th>Project</th>
<th>Go Live</th>
<th>Audience</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>IA</td>
<td>Adams</td>
<td>PUM Upgrade to v18</td>
<td>9/27</td>
<td>Students/Faculty/Staff</td>
<td>46,000</td>
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<tr>
<td>DSA</td>
<td>Tomley</td>
<td>MFA</td>
<td>9/28</td>
<td>Students/Faculty/Staff</td>
<td>1,199</td>
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<td>INF</td>
<td>Schleibinger</td>
<td>Locus Multifactor Project - Phase 1</td>
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<td>Staff</td>
<td>5</td>
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<tr>
<td>INF</td>
<td>Wieczorek</td>
<td>Camera Installation - Campus Safety</td>
<td>10/1</td>
<td>Staff</td>
<td>20</td>
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<tr>
<td>AOS</td>
<td>Walker</td>
<td>ZOOM Retention</td>
<td>10/2</td>
<td>Faculty/Staff</td>
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<tr>
<td>DSA</td>
<td>Bunker</td>
<td>Lawson Login</td>
<td>10/5</td>
<td>Faculty/Staff</td>
<td>5,600</td>
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<td>Bunker</td>
<td>Lawson MFA ESS</td>
<td>10/12</td>
<td>Faculty/Staff</td>
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<td>10/15</td>
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<td>Call Accounting System - Reports Upgrade</td>
<td>10/19</td>
<td>Staff</td>
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<td>IA</td>
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<td>10/20</td>
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<td>Enterprise Learning Hub</td>
<td>10/23</td>
<td>Faculty/Staff</td>
<td>5,600</td>
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<tr>
<td>ICR</td>
<td>Valdez</td>
<td>REDCap. Upgrade to 9.7.1</td>
<td>10/24</td>
<td>Faculty/Grad Students</td>
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<tr>
<td>DSA</td>
<td>Tomley</td>
<td>Legacy Protocols in Groups</td>
<td>10/27</td>
<td>Students</td>
<td>50</td>
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<tr>
<td>DSA</td>
<td>Tomley</td>
<td>Legacy Protocols in Groups</td>
<td>10/28</td>
<td>Students</td>
<td>50</td>
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<tr>
<td>INF</td>
<td>Tapia</td>
<td>Azure Privileged Identity Management (PIM)</td>
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<td>Staff</td>
<td>30</td>
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<tr>
<td>INF</td>
<td>Tapia</td>
<td>SAN Replacement Project - Phase 1</td>
<td>11/1</td>
<td>Staff</td>
<td>40</td>
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<tr>
<td>INF</td>
<td>Wieczorek</td>
<td>New Firewall Implementation with UISO</td>
<td>11/1</td>
<td>Students/Faculty/Staff</td>
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# Major Initiative - Research Computing Services

**Academic and Faculty Support**
- LOCUS Enhancements (4)
- Customer Relationship Management (CRM) System Evaluation for SON
- Faculty Review/Administration Solution (Interfolio)
- LUC Dynamic Faculty Database
- Review and Evaluate Proposed Research Administration Solutions

**Administrative Initiatives**
- COVID-19 Related Projects (12)
- Lawson/Kronos Enhancements (5)
- Advancement/Development (3)
- Space and Asset Mgmt System - Phase II
- T4 Sitemanager Upgrade

**Student Technology Support**
- EAB Navigate Phase II
- LOCUS Fluid Page Rollouts
- Learning Portfolio Updates (Digication Phase II)
- Sakai v20 Upgrade

**Infrastructure**
- Campus Construction Initiatives (8)
- Information Security Program (6)
- IT Disaster Recovery (6)
- LDE Foundation: Collaboration and Security (8)
- Paciolan Athletic Ticketing Replacement for Neulion
- Replacement of LUC’s Storage Area Network

**Research Computing Services**
- Initiative A
- Initiative B
- Initiative C
- Initiative D

**Continuous Service Development**
- Business Intelligence/Data Warehouse (13)
- Enterprise Content Management (5)
- LDE Transformation: Digital Assistant/Chatbots (6)
- HSC Technology Discovery & Alignment (3)
Proposed New ITESC Sub-Committee

IT Executive Steering Committee

Chair: S. Malisch, VP & CIO
Charter
The ITESC leads a set of processes for IT Governance and investment prioritization for Loyola University Chicago

University Coordinating Committee

External Request

Recommended Technology & Initiatives

Academic Technology Committee
Chair: Robyn Mallett
Charter
The Academic Technology Sub-Committee is charged with advising on technology directions, strategies, policies, plans and priorities important to Loyola’s goals in teaching, learning, research and other academic objectives.

Research Computing Services Council
Co-Chair: Co-Chair:
Charter
The Research Computing Services Council...

Data Governance Committee
Co-Chair: David Slavsky Co-Chair: Tony Vavarutsos
Charter
This cross-functional committee will enhance the value, quality, security, and understanding of institutional data through coordinated efforts of campus stakeholders. The group will establish a framework for appropriate access to and use of institutional data.

Project Review Board
Chair: J. Sibenaller
Charter
The Project Review Board is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization.

Architecture Review Board
Chair: J. Sibenaller
Charter
The Architecture Review Board will build the technology roadmap that enables Loyola University Chicago to fulfill its mission and vision effectively while adapting to a changing higher education environment.

Information Security Advisory Council
Chair: J. Pardonek
Charter
The Information Security Advisory Council will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.
2020 ITESC Schedule

March 3rd, 2020 - Tuesday, 1:00-3:00 PM – Cancelled due to COVID-19 Move Online
- ITESC Committees
- Calendar View of Major Rollouts
- Student Communications
- HSC Phone System

April 28, 2020 - Tuesday, 1:00-3:00 PM
- COVID-19 Summary
- LDE Foundation: Collaboration & Security - Revised Schedule
- Short-Term Technology Planning & Decisions
- Mid/Long-Term Technology Planning & Decisions

June 18, 2020 - Thursday, 1:00-3:00 PM
- COVID-19 Maintenance Savings
- Fluid Development
- Enterprise learning Hub
- Project Portfolio Prioritization

August 13, 2020 – Thursday, 1:00-3:00 PM
- Start of School Update
- EAB Student Success Platform
- Loyola Digital Experience Schedule Progress
- Faculty Administration Re-architecture Strategy
- ITS Portfolio Prioritization Review

October 22, 2020 - Tuesday, 1:00-3:00 PM
- Loyola Digital Experience (LDE)
  - Enterprise Learning Hub
  - EAB Navigate Phase II - Student Success Platform
  - MFA/Lawson ESS
  - Digital Assistant / Chatbot
- Adjustments to Portfolio
  - Application Portfolio Breakdown/Impact
  - Change Calendar
  - Major Initiative - Research Computing Services
  - Proposed New ITESC Sub-Committee

December 8, 2020 - Tuesday, 1:00-3:00 PM
- Project Portfolio Prioritization