ITS Executive Steering Committee (ITESC)

Agenda and Materials – February 24, 2022
Agenda

HIPAA Compliant Teleconferencing
  • J. Sibenaller

Major Project Updates
  • S. Malisch, D. Fitzgerald, J. Sibenaller

Fake Job Phishing/Email for Life
  • S. Malisch, J. Sibenaller

Disaster Recovery Tiers
  • J. Sibenaller
HIPAA Compliant Teleconferencing

Scope
- Determine the HIPAA compliance impact of sharing private health information during online collaboration sessions/meetings

Concerns
- Pre and post-pandemic, the use of online meeting technology for healthcare purposes would require us to sign a Business Associates Agreement (BAA) with providers (like Zoom & Microsoft)
  - We believe... Signing a BAA would make us a covered entity & require compliance with the HIPAA Security Rule (XL enterprise undertaking, additional costs involved)
- Ease of enforcement of compliance with HIPAA rules during pandemic
  - When does this expire? What happens when it does?
  - What are the covered entity status impacts?
## Interviews Performed / Summary Results

<table>
<thead>
<tr>
<th>Department / School</th>
<th>Contact</th>
<th>Is Zoom or Teams being used?</th>
<th>Is PHI being shared?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stritch School of Medicine</td>
<td>Sam J. Marzo, MD</td>
<td>Personally uses Zoom, Trinity Health uses Teams</td>
<td>Clinical issues get mentioned in a broad way (Nothing specific to an individual patient or specific medical record is discussed)</td>
</tr>
<tr>
<td>Marcella Niehoff Nursing School</td>
<td>Lorna Finnegan, PhD</td>
<td>Proviso Township High Schools District 209 required that the Loyola School of Nursing use Teams as opposed to Zoom</td>
<td>No</td>
</tr>
<tr>
<td>Stritch School of Medicine</td>
<td>Gregory Gruener, MD</td>
<td>Zoom is predominantly being used (Teams is usually used in the case of admissions for elective students)</td>
<td>No</td>
</tr>
<tr>
<td>Stritch School of Medicine</td>
<td>Meharvan Singh, PhD</td>
<td>Zoom is used for patient visits, in addition for research discussion (At times, video conferences will occur via Webex)</td>
<td>Yes</td>
</tr>
<tr>
<td>Psychology</td>
<td>Markeda Newell, PhD</td>
<td>GoReact (HIPAA compliant cloud services) is used for video editing feedback in the video</td>
<td>Yes</td>
</tr>
<tr>
<td>School of Social Work</td>
<td>Goutham M. Menon, PhD</td>
<td>Zoom</td>
<td>Yes</td>
</tr>
<tr>
<td>Wellness Center</td>
<td>Joan Holden, DNP</td>
<td>Zoom</td>
<td>Yes</td>
</tr>
<tr>
<td>Community and Family Services</td>
<td>Richard Renfro, PhD</td>
<td>Zoom</td>
<td>Yes</td>
</tr>
<tr>
<td>Parkinson School of Health Sciences and Public Health</td>
<td>Elaine Morrato, DrPH</td>
<td>Zoom, Trinity Health uses Teams</td>
<td>Yes</td>
</tr>
</tbody>
</table>
HIPAA Compliant Teleconferencing

Next Steps

• Discuss and validate options with OGC related to covered entity status and agreements
• Determine any product changes regarding BAA agreements
• Identify appropriate product direction
  • Zoom, Teams, or both
• Provide product recommendation to HIPAA Compliance Officer, Provost & CIO
• Communicate actions to the ITESC
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  • S. Malisch, J. Sibenaller
  • Disaster Recovery Tiers
  • J. Sibenaller
Recent Activity

- **LoyolaLinked** is ready for full launch to alumni – platform has been configured and alumni data has been loaded into the database. Student data load has been tested and is ready for activation.
- Career Services leading engagement with a freelance consultant to prepare marketing materials for student launch. Final product will be a 'toolkit' that allows for reuse of assets for multiple campaigns.
- Initial list of reporting metrics demonstrating growth and impact of the platform submitted to PeopleGrove for reporting development assistance.
- Project team submitted recommendation to executive sponsors to hire a full-time platform administrator to lead Central Hub operations and liaise with school hub admins. This level of staffing is necessary to position the platform for growth.
- **LoyolaLinked: Stritch School of Medicine** soft-launch completed January 2022. Full-launch planning in progress.
- School of Social Work and Parkinson School Pre-Implementation Onboarding / Planning meetings held with ITS Jan/Feb. Implementation timeline planning in progress.

Next Steps

- Finalize University-wide strategy for **LoyolaLinked**, including decisions on staffing and student recruitment.
- Proceed with launch to all Loyola alumni.
- Complete marketing materials and finalize communication plan for student launch.
- Proceed with launch to all Loyola students following alumni adoption.
Student Mentoring – sample artwork
Recent Activity

**F180**
- Data validation for Digital Measures data conversion completed. Data issues identified during validation to be corrected by OIE.
- Course files uploaded for configuration by OIE, DWBI and Student Systems teams.
- Finalize faculty rosters for upload.

**Merit Letter Creation**
- Project completed December 2021 for all faculty.

**Online Contracts**
- Contract templates completed and in use for full time and part time faculty at HSC and LSC.

**FSP**
- Phase I development for Finance completed. Testing in progress with go live scheduled for beginning of April.
- Phase II development for Faculty and Finance use will begin in May with a go live scheduled by September.

**Faculty Onboarding**
- Current state documentation completed and shared with Faculty Admin.
- Future state design in progress.
# Faculty Administration Architecture Strategy (FARS)

## Faculty Administration Re-Architecture Strategy Timeline - 02/18/2022

<table>
<thead>
<tr>
<th>Active Projects</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning/Development</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Testing</strong></td>
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<td></td>
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<tr>
<td><strong>Deploy</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Future API Integrations-tbd</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Planning/Development</strong></td>
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<td></td>
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<tr>
<td><strong>Testing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Deploy-tbd</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ongoing maintenance</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Active Projects

- **Faculty Activity Reporting - F180 (replaces Digital Measures)**
- **Faculty Activity Reporting (F180) - Digital Measures Data Import (Lakeside)**
- **Faculty Activity Reporting (F180) - HSC Data Import**
- **Requirements/Needs/As Is Analysis (Additional Functions) - Phase III**
- **Future State Design - Additional Modules**
- **Data Integration/Automation Technology**
- **Faculty Salary Planning**
- **Faculty Salary Planning - Phase I (Finance)**
- **Faculty Salary Planning - Phase II (Faculty Admin)**
- **Onboarding Faculty Admin Process Review**
- **Validate & Streamline Existing Workflow, Reports & Tools**
- **SSRs in HR queue for information**
- **Merit Letter Creation**
- **UVID and Badge Creation**
- **Online Contracts for Part-Time Faculty (Lakeside)**

### Related Projects

- **Workbright**
- **Automated Employee Onboarding - Phase I**
- **Workbright Interface to Lawson and DocFinity - Phase II**
- **Java Upgrade**

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*LOYOLA UNIVERSITY CHICAGO*

*Preparing people to lead extraordinary lives*
School Based CRM Pilot

Recent Activity
• Slate (Technolutions) Student Success Platform License Purchase completed February 2022
• UnderScore consulting selected as implementation services vendor
  • Evaluated two Slate consulting vendors for implementation services: RNL and UnderScore
  • Customer Reference Site call held with University of Texas for UnderScore

Next Steps
• Complete Slate database / infrastructure setup with Technolutions
• Schedule training for Slate captains (ITS) and functional admins (SON)
• Begin SON clinical site data review / cleanup
• Finalize UnderScore contract
Recent Activity

• Zuri Group awarded bid as RFP and implementation consulting vendor – contract signed Jan 2022

• RFP project team kick-off held Feb 2nd
  • Project SharePoint site created
  • Information Gathering documents in progress including stakeholder survey
  • Stakeholder Interviews planning in progress

Next Steps

• Schedule stakeholder interviews beginning March 1

• Complete RFP requirements from stakeholder interviews and surveys feedback

• First Executive Sponsor report out to be scheduled 3rd week of March
Recent Activity

• Hired the Data Governance Manager, Jasmina Hoscheit
• Assessed consultant deliverables
• Conducted best practices research & connected with peer institutions with data governance programs
• Developing “common data definitions” through use of internal data dictionary
• Data Governance & Integrity Steering Committee (DGISC) planning

Next Steps

• Finalize and launch the DGISC
• Cleansing of biographical and contact information
  • phone numbers, local address, date of birth
• Creation of a data dictionary
• Institute regular Sponsor communications/meetings
<table>
<thead>
<tr>
<th>Function/Area</th>
<th>Member</th>
<th>Alternate</th>
<th>Key Source Systems</th>
<th>Data Type</th>
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</thead>
<tbody>
<tr>
<td>Office of Institutional Effectiveness</td>
<td>Brian Erdman (Co-Chair)</td>
<td></td>
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<tr>
<td>Data Governance</td>
<td>Jasmina Hoscheit (Co-Chair)</td>
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<td>Enrollment &amp; Student Success</td>
<td>Tim Heuer</td>
<td></td>
<td>Slate</td>
<td>New Students</td>
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<tr>
<td>Registration &amp; Records</td>
<td>Rita Vazquez</td>
<td>Susan Ries</td>
<td>LOCUS</td>
<td>Students &amp; Academics/FERPA</td>
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<tr>
<td>Alumni &amp; Giving</td>
<td>Charles Van Hecke</td>
<td>Matt Johnson</td>
<td>Advance</td>
<td>Alumni &amp; Donors</td>
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<tr>
<td>Human Resources</td>
<td>Danielle Hanson</td>
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<td>Lawson, PeopleAdmin</td>
<td>Employees</td>
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<tr>
<td>Faculty Administration</td>
<td>Michelle Same</td>
<td>Michelle Pencyla</td>
<td>Faculty Information System(s)</td>
<td>Faculty</td>
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<td>Office of Institutional Effectiveness</td>
<td>Eilene Edejer</td>
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<td>IPEDS</td>
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<td>Schools</td>
<td>Anthony Deldin</td>
<td>Siobhan Cafferty</td>
<td>LOCUS, Lawson, Sakai</td>
<td>School</td>
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<td>Finance</td>
<td>Tracy Snowberger</td>
<td>Becky Gomez-Klein</td>
<td>Lawson</td>
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<td>Information Technology Services</td>
<td>Tony Vavarutsos</td>
<td>Jim Sibenaller</td>
<td>Enterprise Data Warehouse</td>
<td>Enterprise</td>
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<td></td>
<td>Xiomara Franco</td>
<td></td>
<td>LUWARE, LOCUS</td>
<td>Identity</td>
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<td></td>
<td>Jim Pardonek</td>
<td>Chris Campbell</td>
<td>Non-Associated Persons</td>
<td>Sponsored Guests</td>
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<tr>
<td></td>
<td>Rejoice Jebamalaidass</td>
<td></td>
<td>Online Directory</td>
<td>Demographics</td>
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<tr>
<td></td>
<td>Jon Fischer</td>
<td>Eric Killham</td>
<td>Active Directory, UVID/email</td>
<td>Identity/Email</td>
</tr>
</tbody>
</table>
The Data Governance and Integrity (DGI) Steering Committee provides on-going cross-functional expertise and guidance for data-driven decision-making at Loyola. This cross-functional committee will enhance the understanding and quality of institutional data through coordinated efforts of campus stakeholders. In addition, this group will establish a framework for appropriate access to, use of, and accountability of, institutional data.

This committee seeks to:

• Ensure that University decision makers have the data they need, and information is presented consistently across units and schools, through resources such as shared data definitions.
• Increase data governance and integrity collaboration across the University, to help establish business processes, standards, strategies, and direction through drafting and recommending policies to the DGI executive sponsors.
• Develop initiatives with information security considerations for appropriate access, use, storage, and publication of data.
• Define department and individual contributor responsibilities for the management and accountability of university data.
• Encourage data governance and data integrity transparency to remove barriers for data-driven decision-making.
• Establish appropriate training, support, and knowledge-sharing opportunities for the broader user communities.
• Foster buy-in and promote data governance, data quality improvements, consistent data application, and documentation of business process within their areas.
• Envision and communicate the long-term value of the DGI program.
• Develop a shared understanding of the roles and responsibilities for various units and to develop the concept of a “common data model”.

Steering Committee members will serve as stewards and champions of the management of data to help us move toward optimized data governance and integrity maturity model. The Steering Committee has the additional responsibility of monitoring and assessing the DGI program periodically to evaluate progress or areas in need of improvement.
Student Experience Lifecycle

Recent Activity
• Piloted brainstorm/working session conducted with ITS staff
• Discussions with Margaret, Keith, Karen

Next Steps
• Expand working sessions to Cabinet/Deans meeting, students, and targeted areas including the Provost Office, Student Development and Alumni Relations
• Compile feedback; identify themes
• Assess opportunities and review possible use of UX consultant (user experience, prioritization, best practices, and metrics) and formation of a steering committee to prioritize, delegate and advance initiatives
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  • J. Sibenaller
Phishing attack began Feb 7th

- 700,000 emails generated
  - 575,000 blocked by our intrusion prevention systems
  - 125,000 delivered
- Emails came from 133 compromised Loyola accounts
- 1,300 service desk tickets reporting phishing
  - 5 students clicked the link/fell for the phish
- Phishing poster seen on campus

Compromised account specifics (133 total)

- Accounts were either reported to us by Microsoft or identified by ITS
- Passwords on these accounts were scrambled (stops the account from sending emails)
- Of these accounts
  - 113 alumni, no MFA (older accounts)
  - 19 active students with MFA
  - 1 active staff with MFA
Fake Job Phishing/Email for Life

Continue to...

• Communicate phishing scams on social media, web sites, email “blast” where appropriate

• Disable any compromised account identified

• Enable MFA for older accounts before re-allowing access

• Contact the 20 MFA enabled accounts for retraining on "push notifications", add as a future awareness course
Fake Job Phishing/Email for Life

Recommendations

• Reset passwords on old accounts
  • Currently, any alumni accounts that are not signed up for email for life are kept active for 2 years following graduation, then disabled.
  • Any accounts that have a password change date prior to 7/1/2021 and no MFA should have their password reset. This totals 4800 accounts.

• Notify users of weak passwords, then reset
  • A recent 3rd party penetration test identified more than 19,000 accounts that have “simple” 12 character passwords that use standard English words and/or easy or obvious character insertion or number sequencing.
  • We will send a courtesy email to any email for life accounts that are in the weak password list along with accounts that have had no activity for 1+ years, recommending that they change their password. Following a 2 week period, any account that has not had a password reset by the due date will have their password reset by ITS.

• Improve weak password notification at reset
  • Research improving the banned password list to increase password complexity scoring.

• Student information security awareness
  • Create required training/knowledge sharing for students.
  • Options include registration, orientation, Loyola 101 curriculum, future registration blocks etc.
Fake Job Phishing/Email for Life

Effects of Recommendations

• **Alumni** - Email for life accounts that are disabled, or passwords reset will need to call the Service Desk for assistance.

• **Alumni** - Email for life accounts that are forwarded (to Gmail, for example) will not be affected unless the user attempts to directly log in to their Loyola Outlook account.

• **Service Desk** - This may create some additional calls to the Service Desk, but it better addresses the risk and is far less work than the amount of time that the Service Desk spends responding to the phishing tickets.

• **Students** – Required awareness training will receive mixed acceptance, additional work
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Disaster Recovery Tiers
  • J. Sibenaller
Disaster Recovery

Context

- Systems are recovered in 3 tiers
  - Tier 1 – Immediate, 1-5 days (after required networks, storage, databases & authentication are available)
  - Tier 2 – 6-10 days
  - Tier 3 – 10+ days
- Tiers were defined by the ITESC
- Plans are reviewed annually and tested if substantial changes were made
  - Testing is a real application failover and involves departments/schools as required to validate
  - Plans for cloud apps differ from in-house apps but are also required
- All systems must be tested least once every 3 years

Current State

- Plans were updated/testing executed in 2019 and a few in early 2020 pre-pandemic
- Process was paused due to the pandemic
- HSC application have their own plan(s)/process

Goals

- Validate systems in Tier 1
- Discuss eliminating Tier 3
- Restart the existing process
- Add HSC recovery plans into the exiting DR program
## Disaster Recovery Tiers - Current

<table>
<thead>
<tr>
<th>Technology / System</th>
<th>Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Database Services (Oracle)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Enterprise Database Services (SQL)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Network Services (AD)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Network Services (Core)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Network Services (DNS)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Network Services (Inter Campus Communication)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Network Services (Internet)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Network Services (Intra Campus Communication)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Network Services (VPN)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>University Website (LUC.edu)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Email and Voice Mail Systems (Exchange)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Student System, including Portal (PS Campus Solutions)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Learning Management System (Sakai)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Online Meetings &amp; Conferences (Zoom)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>HR, Finance, Payroll (Infor/Lawson)</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Timekeeping, Payroll Feed (Kronos)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>LUREC Phone and Voice Mail Systems</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Water Tower Campus Phone and Voice Mail Systems</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Enterprise Data Warehouse (EDW/ETL/Bi)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Payment Gateway (TouchNet Paypath/TPG)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Student Recruiting (SLATE)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Campus Safety Dispatch &amp; Reporting (ARMS)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Operational Reporting Services (WebFOCUS)</td>
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<tr>
<td>Web Site Maintenance (T4)</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Admitted Student Portal (Custom)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Classroom Control System (Crestron)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>eCommerce System (CBORD)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Enterprise Content Mgmt (DocFinity)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Housing (RMS)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>LUC Libraries (Alma-Primo)</td>
<td>Tier 2 (6-10 days)</td>
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<td>Mobile Applications (HighPoint, Custom)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Parking (Maxxess, Opus)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Room &amp; Event Scheduling (R25 Suite, Kinetics, Outlook)</td>
<td>Tier 2 (6-10 days)</td>
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<td>Student Loan Mgmt. (ECSI)</td>
<td>Tier 2 (6-10 days)</td>
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<td>Surveillance Systems (Milestone)</td>
<td>Tier 2 (6-10 days)</td>
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<td>Wellness Center (Point and Click)</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Alumni/Donor Relations (Advance)</td>
<td>Tier 3 (&gt; 10 days)</td>
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<tr>
<td>Course/Faculty Evaluations (Snap, Opinio, Qualtrics)</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
<tr>
<td>Faculty Salary Planning (Custom)</td>
<td>Tier 3 (&gt; 10 days)</td>
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<tr>
<td>Predictive Dialing (SmartCall)</td>
<td>Tier 3 (&gt; 10 days)</td>
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<tr>
<td>Staff Salary Planning (Custom)</td>
<td>Tier 3 (&gt; 10 days)</td>
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<tr>
<td>Student ePortfolio (Digication)</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
</tbody>
</table>

### Legend
- **Mandatory**: Infrastructure that must be recovered first
- **Green**: LUC Hosted Applications/Systems
- **Orange**: Cloud Hosted Applications/Systems

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## Disaster Recovery Tiers – New Systems to Consider

<table>
<thead>
<tr>
<th>New Major System not in a Recovery Tier</th>
<th>Suggested Tier</th>
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</thead>
<tbody>
<tr>
<td>EAB Navigate-Student Success</td>
<td>1</td>
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<tr>
<td>Cadence-Enterprise Texting</td>
<td>1</td>
</tr>
<tr>
<td>Health App-Health &amp; Safety</td>
<td>1 now, 2 post pandemic</td>
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<tr>
<td>PeopleGrove-Mentoring</td>
<td>No Tier</td>
</tr>
<tr>
<td>Interfolio-Faculty Administration</td>
<td>No Tier</td>
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<tr>
<td>Enterprise Learning Hub</td>
<td>No Tier</td>
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</table>

<table>
<thead>
<tr>
<th>Planned Major System not in a Recovery Tier</th>
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<tbody>
<tr>
<td>SSOM Admissions</td>
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<tr>
<td>Advance CRM Replacement</td>
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<tr>
<td>School Based CRM</td>
<td>No Tier</td>
</tr>
<tr>
<td>Egencia-Travel Management</td>
<td>No Tier</td>
</tr>
</tbody>
</table>
2022 ITESC Schedule

February 24, 2022 - Thursday, 1:00 PM-3:00 PM
- HIPAA Compliant Teleconferencing
- Major Project Updates
- Fake Job Phishing/Email for Life
- Disaster Recovery Tiers

April 28, 2022 - Thursday, 1:00 PM-3:00 PM
- TBD

June 21, 2022 - Tuesday, 1:00 PM-3:00 PM
- Project Portfolio Prioritization

August 18, 2022 - Thursday, 1:00 PM-3:00 PM
- TBD

October 20, 2022 - Thursday, 1:00 PM-3:00 PM
- TBD

December 13, 2022 - Tuesday, 10:00 AM-12:00 PM
- Project Portfolio Prioritization