ITS Executive Steering Committee (ITESC)

Agenda and Materials – October 09, 2014
Agenda

• Technology Briefing
  • S. Malisch

• Anytime Anywhere Access Strategy Discussion
  • M. Konda

• Upcoming ITESC Meeting Schedule
  • S. Malisch
Technology Briefing
2014
Resources …

Gartner
✓ IT Key Metrics Data
✓ Specialized Analysts and Reports

Educause
✓ ECAR Study of Undergraduate Students and IT
✓ Core Data Service
✓ Listservs

The Campus Computing Project
✓ The Campus Computing Project

The Sloan Consortium
✓ Online Education Reports and Research

Association of Jesuit Colleges & Universities
✓ AJCU-CITM

http://www.gartner.com/technology/home.jsp
http://www.educause.edu/
http://www.campuscomputing.net/
http://sloanconsortium.org/
http://www.ajcunet.edu/
Industry Issues & Priorities ...
Industry Issues & Priorities ... 2014 CIO Agenda: An Education Perspective
Published: 20 March 2014

Key Findings

■ IT spending outside the IT organization's control is considerably higher in education (33%) versus the global average (27%).

■ Education's top 12 technology spending priorities for 2014 illustrate the tension between a focus on growth, innovation and digitalization of education (analytics, cloud and mobile) and a need to renovate the core (infrastructure, networks and security).

■ Cloud computing, whether private, public or hybrid, is an increasingly viable option to deliver services. There are often costs savings, although agility is the main reason for going to the cloud.

■ Education CIOs are being called on to do more explicitly and implicitly to improve the institution's brand operations and to leverage technology trends and innovations.

Industry Issues & Priorities ...

2014 CIO Agenda: An Education Perspective
Published: 20 March 2014

Figure 2. IT Budgets: Education

Education

Average* IT budget change 2013 to 2014: 6.6%

- Increasing: 45%
- Flat: 44%
- Decreasing: 11%

(At least) 33% of IT spend is outside the IT organization

Location of IT Spend

- IT Budget: 26%
- Marketing Budget: 7%
- Other: 67%

157 Respondents

* Weighted by 2013 IT budget size

Numbers may not total 100% due to rounding

Source: Gartner (March 2014)
Link: http://my.gartner.com/portal/server.pt?gr=dd&ref=shareSummary&resId=2687322
Industry Issues & Priorities ...  

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<th>Technology Focus - Gartner Education 2014</th>
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<td>1. Infrastructure and Data Center</td>
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<td>2. BI/Analytics</td>
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<td>3. Cloud</td>
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<td>4. ERP</td>
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<td>5. Mobile</td>
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<td>6. Networking, Voice and Data Communications</td>
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<td>7. Security</td>
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<td>8. Customer Relationship Management</td>
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<td>9. Industry Specific Applications</td>
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<td>10. LMS</td>
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<td>11. Digitalization/Digital Marketing</td>
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<td>12. Desktop</td>
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<table>
<thead>
<tr>
<th>Technology Focus - Educause 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Improving Student Outcomes</td>
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<td>2. Establishing an Understanding of What IT can Deliver</td>
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<td>3. Instructional Integration of Information Technology</td>
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<td>4. IT Staffing</td>
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<td>5. Using Analytics to Help Drive Critical Institutional Outcomes</td>
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<td>9. Online Learning and Developing a Strategy for that Role</td>
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<tr>
<td>10. Information Security and Risk Management (tie)</td>
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<tr>
<td>10. Responsive Enterprise IT Architecture (tie)</td>
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</tbody>
</table>


## Industry Issues & Priorities ...

### Technology Focus - Gartner Education 2014

<table>
<thead>
<tr>
<th>Technology Focus</th>
<th>Established LUC Projects/Programs</th>
<th>Emerging LUC Programs/Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Infrastructure and Data Center</td>
<td>WTC Data Center, SAN Upgrade</td>
<td>BCDR, Identity &amp; Access Management</td>
</tr>
<tr>
<td>2. BI/Analytics</td>
<td>DW/BI Program</td>
<td>DW/BI Program</td>
</tr>
<tr>
<td>3. Cloud</td>
<td>Box, Sakai, Panopto, Atomic Learning</td>
<td>Sharepoint/Private Cloud, Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>4. ERP</td>
<td>Campus Solutions/LOCUS, Lawson Migration</td>
<td>Lawson Upgrade</td>
</tr>
<tr>
<td>5. Mobile</td>
<td>LUC Mobile APP, Panopto</td>
<td>Highpoint Platform, Additional Functions, Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>6. Networking, Voice &amp; Data Communications</td>
<td>NAC, VPN, Robust Wireless</td>
<td>NAC &amp; VPN Replacements, 2GB Circuit, Eduroam</td>
</tr>
<tr>
<td>7. Security</td>
<td>Firewalls, IPS, PII &amp; PCI Compliance</td>
<td>Password Mgmt, SIEM, Web App Firewall, DLP</td>
</tr>
<tr>
<td>8. Customer Relationship Management</td>
<td>AIM</td>
<td>Further customizations to LOCUS</td>
</tr>
<tr>
<td>9. Industry-Specific Applications</td>
<td>LOCUS SIS, CBORD, DOCFINITY, SLATE, AWA</td>
<td>25 Live, Custom Dashboards</td>
</tr>
<tr>
<td>10. Learning Management Systems</td>
<td>Sakai Migration, Atomic Learning</td>
<td>Classroom Response Initiative, Sakai Metrics, Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>11. Digitalization/Digital Marketing</td>
<td>TaskStream, ECM</td>
<td>Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>12. Desktop</td>
<td>Standard Lakeside Builds</td>
<td>HSD Standardization, Virtual Desktops</td>
</tr>
</tbody>
</table>

### Technology Focus - Educause 2014

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<td>1. Improving Student Outcomes</td>
<td>At Risk Student Reporting, Taskstream</td>
<td>Sakai Metrics Specific to Engagement</td>
</tr>
<tr>
<td>2. Establishing an Understanding of What IT Can Deliver</td>
<td>ITESC</td>
<td>ITESC</td>
</tr>
<tr>
<td>3. Instructional Integration of Information Technology</td>
<td>Training, Videos &amp; Online Support</td>
<td>Loyola Media (Kaltura), Atomic Learning, Sakai Metrics, IDEA</td>
</tr>
<tr>
<td>4. IT Staffing</td>
<td>Succession Planning</td>
<td>Focus on Performance, Panel Interviews</td>
</tr>
<tr>
<td>5. Using Analytics to Help Drive Critical Institutional Outcomes</td>
<td>DW/BI Program</td>
<td>DW/BI Program, Advancement/Giving</td>
</tr>
<tr>
<td>6. IT Funding Models</td>
<td>Technology Roadmap &amp; Budget Management</td>
<td>Technology Roadmap &amp; Budget Management</td>
</tr>
<tr>
<td>7. Addressing Access Demand and the Wireless and Device Explosion</td>
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<tr>
<td>8. Sourcing Technologies and Services at Scale to Reduce Costs</td>
<td>Technology Assessment Committees</td>
<td>Technology Assessment Committees</td>
</tr>
<tr>
<td>9. Online Learning and Developing a Strategy for that Role</td>
<td>Adobe Connect, Panopto</td>
<td>Lecture Capture (Panopto), Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>10. Information Security and Risk Management (tie)</td>
<td>Firewalls, IPS, PII &amp; PCI Compliance</td>
<td>Password Mgmt, SIEM, Web App Firewall, DLP</td>
</tr>
<tr>
<td>10. Responsive Enterprise IT Architecture (tie)</td>
<td>ARB</td>
<td>Identity &amp; Access Management, iServer</td>
</tr>
</tbody>
</table>

Industry Issues & Priorities ...

Figure 5. Attitudes Toward Public Cloud: Education

Education

Main Reason

- Have made significant cloud investments
  - 37%

- Other
  - 4%
  - 7%

- Financial Considerations
  - 21%

- Quality
  - 19%

- Cost
  - 9%

- Innovation
  - 40%

- Agility
  - 7%

Numbers may not total 100% due to rounding.

Source: Gartner (March 2014)

Link: http://my.gartner.com/portal/server.pt?gr=dd&ref=shareSummary&resId=2687322
The Cloud
Slow Migration to Cloud Computing

Still little movement to the Cloud for the really big, high-value tasks:

- Risk
- Limited Options from Providers
- Trust
- Control

Source: Kenneth C. Green, The 2012/2013 Campus Computing Survey
Lecture Capture, Fall 2013

- Percentages underestimate real numbers as much of the activity is in large, lower-division undergraduate classes.
- Video increasingly important for hybrid, flipped, and online courses

Capture (Panopto):
- Over 500 Recordings in the System
- 30 Recordings Made Each Week
- 35 Courses Used System in Spring 2014
- 20 Courses Using System in Summer 2014
- Estimate 10-15% Increase in Fall

What Do We Know About MOOCS?

Big numbers dominate much of the discussion, but:

- Open enrollment: no pre-reqs, no commitment & no “skin in the game”
- No course fees (no revenue!)
- Big enrollment drops in the first weeks: content, schedule, preparation, student support
- *Ad hoc* student support infrastructure
- Cost accounting for course development and instructional support?

Device theft rising (Computer, phone, USB drive)
Other issues “stable”
Updating Campus Disaster Plans...

33 pct... DO NOT have a strategic plan for IT disaster recovery (vs 39% in 2012)

LUC Disaster Recovery Scope

1.1 – Update and Confirm RPO’s & RTO’s
1.2 – Assess BC process in IT outage
2.0 – Failover data center at WTC
3.0 – Select and implement tracking tool
4.0 – Disaster recovery plan
5.0 – Disaster recovery test
6.0 – Email recovery
7.0 – luc.edu redundancy and recovery
8.0 – Lawson recovery
9.0 – Network and Internet redundancy

Bold = Board of Trustee Initiated
Student, Academic & Classroom Technology...
Mobile Devices Synced to E-Mail

- Over 3,600 faculty/staff devices
- Over 17,000 for students devices

Link: http://www.educause.edu/research-and-publications/research/top-ten-it-issues
Figure 15. Device Ownership Comparisons, 2012 to 2013

Link: http://www.educause.edu/research-and-publications/research/top-ten-it-issues
Strategic Programs and Investments...
Portfolio Alignment...

Run – Ongoing operations
Grow – Information systems and services to optimize performance
Transform – New technologies and processes that fundamentally promote change

*Best Practice source – Gartner, Dec 2013
Unified Messaging …

**Exchange**

Messaging (non-real-time)
- Email
- Calendaring
- Unified Messaging (voicemail)

**Lync**

Communications (real-time)
- Instant Messaging
- Conferencing (Audio, Video, Web)
- Presence
- Telephony

<table>
<thead>
<tr>
<th>Email</th>
<th>Faculty/Staff Accounts Migrated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HSD – 515</td>
</tr>
<tr>
<td></td>
<td>LUC – 4,624</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Accounts Activated</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSD – 563</td>
</tr>
<tr>
<td>LUC – 56,030</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 3,600 faculty/staff devices (tablets, phones, PCs) synced to email</td>
</tr>
<tr>
<td>Over 17,000 for students.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unified Messaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,200 User Accounts Enabled</td>
</tr>
<tr>
<td>57 Auto-Attendants</td>
</tr>
</tbody>
</table>
Business Intelligence – Enhanced User Experience...

http://www.luc.edu/businessintelligence/
Business Intelligence – Progress...

- EDW is live with PeopleSoft data for Student Records, Campus Community Student Financials, Financial Aid, Admissions, and Faculty Instructional Activities
- BI Enhanced User Experience Website operational
- Additional BI created for
  - Discount Rate
  - Education Investment Portfolio (Student Indebtedness) (example follows)
  - Mid-Term Grade Alerts (example follows)
  - Analytics and 12 Reports for Advancement
  - Automation of Cohort logic
  - Additional Self Service (academic year) for Faculty Instructional Activities
- Enhancements to RMS include:
  - Enhancements to the Executive and Operational Dashboards
  - Technical redesign and update
- Migration to WebFocus 8.0 for RMS, Student Financials, Advance, FIA, and Ad Hoc
- “In Flight Projects” for:
  - Introduction of Tableau for analytics, including Tableau server
  - Consolidation and migration of RDS WebFocus reports to current version (8.0)
  - Prospect Management data mart for Advancement
Mid-Term Grade Alerts – Example...

### Alerts Summary by Academic Year

<table>
<thead>
<tr>
<th>ACADEMIC YEAR</th>
<th>TERM</th>
<th>ENROLLED STUDENTS</th>
<th>TOTAL STUDENTS W/ALARMS</th>
<th>PERCENT ENROLLED STUDENTS W/ALARMS</th>
<th>TOTAL ALERTS</th>
<th>AVERAGE ALERTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>1096</td>
<td>9,876</td>
<td>2,006</td>
<td>20.31</td>
<td>2,709</td>
<td>1.35</td>
</tr>
<tr>
<td></td>
<td>1102</td>
<td>9,455</td>
<td>1,666</td>
<td>17.52</td>
<td>2,205</td>
<td>1.32</td>
</tr>
<tr>
<td>Total for: 2009</td>
<td></td>
<td>19,331</td>
<td>3,672</td>
<td>19.00</td>
<td>4,914</td>
<td>1.34</td>
</tr>
<tr>
<td>2010</td>
<td>1106</td>
<td>9,690</td>
<td>1,916</td>
<td>19.77</td>
<td>2,543</td>
<td>1.33</td>
</tr>
<tr>
<td></td>
<td>1112</td>
<td>9,366</td>
<td>1,751</td>
<td>18.70</td>
<td>2,259</td>
<td>1.30</td>
</tr>
<tr>
<td>Total for: 2010</td>
<td></td>
<td>19,056</td>
<td>3,667</td>
<td>19.24</td>
<td>4,812</td>
<td>1.31</td>
</tr>
<tr>
<td>2011</td>
<td>1116</td>
<td>9,783</td>
<td>2,004</td>
<td>20.48</td>
<td>2,656</td>
<td>1.33</td>
</tr>
<tr>
<td></td>
<td>1122</td>
<td>9,334</td>
<td>1,644</td>
<td>17.76</td>
<td>2,468</td>
<td>1.34</td>
</tr>
<tr>
<td>Total for: 2011</td>
<td></td>
<td>19,117</td>
<td>3,648</td>
<td>20.13</td>
<td>5,124</td>
<td>1.33</td>
</tr>
<tr>
<td>2012</td>
<td>1120</td>
<td>9,667</td>
<td>1,981</td>
<td>20.49</td>
<td>2,057</td>
<td>1.34</td>
</tr>
<tr>
<td></td>
<td>1132</td>
<td>9,237</td>
<td>1,674</td>
<td>18.12</td>
<td>2,251</td>
<td>1.34</td>
</tr>
<tr>
<td>Total for: 2012</td>
<td></td>
<td>18,904</td>
<td>3,655</td>
<td>19.33</td>
<td>4,308</td>
<td>1.34</td>
</tr>
<tr>
<td>2013</td>
<td>1136</td>
<td>10,122</td>
<td>1,989</td>
<td>19.65</td>
<td>2,675</td>
<td>1.34</td>
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<tr>
<td></td>
<td>1142</td>
<td>9,724</td>
<td>1,952</td>
<td>20.07</td>
<td>2,680</td>
<td>1.37</td>
</tr>
<tr>
<td>Total for: 2013</td>
<td></td>
<td>19,846</td>
<td>3,941</td>
<td>19.86</td>
<td>5,355</td>
<td>1.36</td>
</tr>
</tbody>
</table>

*Alerts = C- or Below*
Mid-Term Grade Alerts – Example...
Student Financials: Education Investment Portfolio - Example
Student Financials: Education Investment Portfolio - Example
Disaster Recovery...

**Recent Progress**
- RTO’s & RPO’s selected and approved by ITESC
- Tracking tool acquired and implemented
- 3-year budget for high-priority tasks developed
- Linkages between DR and BC established
- Initial Lawson/Kronos separation w/ limited failover
- In progress include DNS, LOCUS, SQL (planned 8/14)

**Disaster Recovery Scope**

<table>
<thead>
<tr>
<th>Stage (Legend)</th>
<th>Document Current State / Inspection</th>
<th>Identify Gaps, Develop Specific Strategy</th>
<th>Funding</th>
<th>Initial Failover Test</th>
<th>Create DR Plan</th>
<th>Run Tabletop Exercise</th>
<th>Full Failover Test</th>
<th>No Activity</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DR Project</th>
<th>Current DR Stage</th>
<th>Funded</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS (network access)</td>
<td>O O O O O</td>
<td>FY14</td>
<td>8/14</td>
</tr>
<tr>
<td>SQL (database)</td>
<td>O O O O O</td>
<td>FY14</td>
<td>8/14</td>
</tr>
<tr>
<td>LOCUS (student system)</td>
<td>O O O O O</td>
<td>FY14</td>
<td>8/14</td>
</tr>
<tr>
<td>Adobe (course delivery)</td>
<td>O O O O O</td>
<td>FY14</td>
<td>8/14</td>
</tr>
<tr>
<td>luc.edu (website)</td>
<td>O O O O O</td>
<td>FY14</td>
<td>8/14</td>
</tr>
<tr>
<td>Email (communications)</td>
<td>O O O O O</td>
<td>FY13</td>
<td>8/14</td>
</tr>
<tr>
<td>Lawson (HR, Finance)</td>
<td>O O O O O</td>
<td>FY15</td>
<td>8/15</td>
</tr>
<tr>
<td>Kronos (timekeeping)</td>
<td>O O O O O</td>
<td>FY15</td>
<td>8/15</td>
</tr>
<tr>
<td>Network</td>
<td>O O O O O</td>
<td>FY15, 16</td>
<td>8/16</td>
</tr>
<tr>
<td>Oracle (database)</td>
<td>O O O O O</td>
<td>FY15, 16</td>
<td>8/16</td>
</tr>
<tr>
<td>Sakai (course delivery)</td>
<td>O O O O O</td>
<td>TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>
Capture (Panopto):

- Over 650 Recordings in the System
- 30 Recordings Made Each Week
- 35 Courses Used System in Spring 2014
- 20 Courses Using System in Summer 2014
- 71 Courses Using System in Fall 2014

On Demand Training (Atomic Learning):

- Over 60,000 Videos in the System
- 10-20 People Using Each Week

Loyola Media (Kaltura):

- GoLive – Fall 2014
- Over 4,500 Videos from Ignation
Lawson & Kronos Migration...

• Converting the system was a 15 month project involving a core project team of approximately 20 people in LUC ITS, LUMC IT, LUC Finance, HR, and Payroll.

• Complexities of the project included a Unix → Windows platform conversion, handling ~100 interfaces in and out of system, and setting up a University-operated Receiving & Delivery function at HSD.

next steps

• Upgrading Lawson tax software (BSI)
• Electronic W-2’s,
• Improving efficiency of various interfaces
• Upgrading entire system to Lawson v10 (x-large effort).
Application Integration...

- Applications that share data have increased 58% since 2006, from 57 to 90 in 2014
- Top Level Interfaces have become more automated
  - In 2014 76% are fully automated compared to 61% in 2006
- 31% of Loyola’s applications that share data are hosted in the cloud
  - 28 total in 2014 compared to just 13 in 2006, 115% change
Budget & Funding...
Higher Ed IT Spend as a Percent of Revenue...

Figure 3. Education: IT Spending as a Percent of Revenue

Table 3. Education: IT Spending as a Percent of Revenue: by Revenue Scale

<table>
<thead>
<tr>
<th>Revenue Scale</th>
<th>5.1%</th>
<th>4.2%</th>
<th>4.6%</th>
<th>4.7%</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>&lt;250M in Revenue</td>
<td></td>
<td></td>
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<tr>
<td>$250M-$500M in Revenue</td>
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<tr>
<td>$500M-$1B in Revenue</td>
<td></td>
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<tr>
<td>$1B-$10B in Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>$10B+ in Revenue</td>
<td></td>
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</table>

Source: Gartner IT Key Metrics Data (December 2013)
### ITS Operating Budget Benchmark...

<table>
<thead>
<tr>
<th>Year</th>
<th>LUC Expense Budget</th>
<th>ITS Budget</th>
<th>ITS as % of LUC</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>$154.8</td>
<td>$9.9</td>
<td>6.40%</td>
</tr>
<tr>
<td>2003</td>
<td>$144.5</td>
<td>$9.5</td>
<td>6.67%</td>
</tr>
<tr>
<td>2004</td>
<td>$142.2</td>
<td>$8.7</td>
<td>4.72%</td>
</tr>
<tr>
<td>2005</td>
<td>$163.8</td>
<td>$8.8</td>
<td>5.38%</td>
</tr>
<tr>
<td>2006</td>
<td>$208.0</td>
<td>$9.1</td>
<td>4.36%</td>
</tr>
<tr>
<td>2007</td>
<td>$249.7</td>
<td>$10.2</td>
<td>4.10%</td>
</tr>
<tr>
<td>2008</td>
<td>$297.5</td>
<td>$11.2</td>
<td>3.76%</td>
</tr>
<tr>
<td>2009</td>
<td>$313.8</td>
<td>$12.5</td>
<td>3.98%</td>
</tr>
<tr>
<td>2010</td>
<td>$327.4</td>
<td>$13.5</td>
<td>4.12%</td>
</tr>
<tr>
<td>2011</td>
<td>$337.0</td>
<td>$14.4</td>
<td>4.27%</td>
</tr>
<tr>
<td>2012</td>
<td>$379.5</td>
<td>$16.0</td>
<td>4.22%</td>
</tr>
<tr>
<td>2013</td>
<td>$386.4</td>
<td>$16.7</td>
<td>4.32%</td>
</tr>
<tr>
<td>2014</td>
<td>$412.8</td>
<td>$17.2</td>
<td>4.17%</td>
</tr>
<tr>
<td>2015 Draft</td>
<td>$430.7</td>
<td>$17.9</td>
<td>4.14%</td>
</tr>
</tbody>
</table>

#### ITS % of Total LUC Budget

2002-2009 ITS Budget includes ITS Operating Budget
2009-2014 ITS Budget includes ITS and Technology Fee Operating Budget
2012-2014 ITS Budget includes addition of funds for Shared Services to LUMC, Lawson Maintenance, BSI Tax Software and MHC Payroll Software
2014-2015 ITS Budget includes addition of funds due to Centralization of ITS Costs across the University
**FY14 Projected Technology Fee Breakdown**

<table>
<thead>
<tr>
<th>FY14 Allocations</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ResNet Lab Support</td>
<td>$370,000</td>
<td>13%</td>
</tr>
<tr>
<td>Telecomm/Internet</td>
<td>$300,000</td>
<td>11%</td>
</tr>
<tr>
<td>Membership &amp; Dues</td>
<td>$90,000</td>
<td>3%</td>
</tr>
<tr>
<td>Software Maintenance</td>
<td>$1,050,000</td>
<td>37%</td>
</tr>
<tr>
<td>Student Technology Refresh Programs</td>
<td>$1,025,000</td>
<td>36%</td>
</tr>
<tr>
<td>Planned Capital Projects</td>
<td>$0</td>
<td>0%</td>
</tr>
<tr>
<td>Tech. Fee Carry Over/Overage</td>
<td>$15,000</td>
<td>1%</td>
</tr>
</tbody>
</table>

**FY14 Technology Fee Breakdown**
Central IT Operating...
Current State...
ITS FY14 Annual Summary

Facts

- 950,000 Media Requests
- 390,000 Media Access Requests
- 312,000 Media Accessions
- 900,000 Media Requests
- 490,000 Media Access Requests
- 380,000 Media Accessions
- 110,000 Media Requests
- 70,000 Media Access Requests
- 50,000 Media Accessions

Major Initiatives

- IT Services
- Business Intelligence
- Data Center Networking
- Collaboration
- Technology Services
- Information Technology
- Network Services
- Security Services
- Technology Support
- User Services

Information Technology

- Service Desk
- Application Development
- IT Support
- IT policies
- IT security
- IT networking
- IT infrastructure
- IT systems
- IT training

Technology Scorecards

- Technology Scorecards
- Technology Scorecards
- Technology Scorecards
- Technology Scorecards
- Technology Scorecards

Portfolio Summary

- The Information Technology Services Scorecard (ITSS) has provided IT governance at the University of Mississippi. The ITSS project portfolio includes over 900 projects, each with an estimated cost of $100,000 or more. The ITSS is designed to track the progress of each project and ensure that the project is on schedule and within budget.
ITS Major Initiatives - FY15 Q1-Q2

**Academic and Faculty Support**
- Locus Enhancements (5)
- Maxxess (5)
- Electronic Outbound Transcript Feasibility

**Student Technology Support**
- On-Demand Technology & Skills Training
- Locus to Outlook Interface for Course Schedules
- Alumni Email Accounts for Life

**Administrative Initiatives**
- Database for Key and Lock Info
- RMS Mercury Upgrade
- Online Performance Management System
- 25Live Decentralized Scheduling for Multi-Purpose Rooms
- Website to Self Identify a Disability and Protected Veteran Status
- Prospect Management Data Mart with Self Select
- Lawson - Retirement Vendor Switch

**Continuous Service Development**
- Business Intelligence/Data Warehouse (2)
- Enterprise Content Management (5)
- Parking Permit Management and Enforcement
- Parking Access and Receivables Control System – Replacement
- Motor Vehicle Records Check Authorization

**Infrastructure**
- Campus Construction Initiatives (12)
- Information Security Program (5)
- LUHS/LUC/HSD Technology Program (4)
- IT Disaster Recovery (14)
ITS FY14 Portfolio Summary

FY14 Projects by Strategic Alignment

- Infrastructure: 18%
- Continuous Service Development: 31%
- Administrative Initiatives: 31%
- Academic & Faculty Support: 15%
- Student Technology Support: 5%

523 Projects

FY14 Projects by Priority

- A-High: 25%
- B-Medium: 39%
- C-Low: 20%
- M-Must Do: 16%

<table>
<thead>
<tr>
<th>Strategic Category</th>
<th>FY14 Q1-Q2 Completed Projects</th>
<th>FY14 Q3-Q4 Completed Projects</th>
<th>FY14 Total Projects</th>
<th>FY14 % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>10</td>
<td>11</td>
<td>21</td>
<td>14%</td>
</tr>
<tr>
<td>Administrative Initiatives</td>
<td>21</td>
<td>26</td>
<td>47</td>
<td>32%</td>
</tr>
<tr>
<td>Continuous Service Development</td>
<td>24</td>
<td>12</td>
<td>36</td>
<td>24%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>25</td>
<td>14</td>
<td>39</td>
<td>27%</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>82</strong></td>
<td><strong>65</strong></td>
<td><strong>147</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
# ITS FY14 Scorecard Summary

<table>
<thead>
<tr>
<th>ITS Scorecard Summary</th>
<th>Health Index</th>
<th>FY13-14 Change</th>
<th>Total Change (since FY07)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support Scorecard</td>
<td>3.0 3.3 3.5 3.8 3.9 3.9 3.8 3.8</td>
<td>0%</td>
<td>22%</td>
</tr>
<tr>
<td>Administrative Technology Scorecard</td>
<td>3.5 3.8 3.5 3.9 4.1 4.1 3.9 3.9</td>
<td>0%</td>
<td>11%</td>
</tr>
<tr>
<td>Student Technology Scorecard</td>
<td>3.8 3.5 4.0 4.4 4.4 4.3 4.4 4.7</td>
<td>7%</td>
<td>20%</td>
</tr>
<tr>
<td>Infrastructure Scorecard</td>
<td>3.0 3.1 3.3 3.6 3.5 3.6 3.6 3.7</td>
<td>2%</td>
<td>19%</td>
</tr>
<tr>
<td>Continuous Service Improvement Scorecard</td>
<td>2.3 2.8 3.4 3.7 3.8 3.9 3.9 3.8</td>
<td>-2%</td>
<td>40%</td>
</tr>
<tr>
<td>Governance &amp; Funding Scorecard</td>
<td>2.7 3.0 3.6 3.9 3.9 4.0 3.9 3.9</td>
<td>1%</td>
<td>31%</td>
</tr>
</tbody>
</table>

| Average Annual Score | 3.0 3.2 3.5 3.9 4.0 4.0 3.9 4.0 | 1% | 23% |
| Year to Year Improvement | -- 6% 9% 8% 2% 0% -1% 1% |

As of November 2013
Anytime Anywhere Access...

- Concepts
  - Faculty/Staff/Student:
    “I can fulfill my relationship with Loyola from wherever I am.”
  - Easy to use
  - Web/portal-based
  - Secure
  - Self service
  - University:
    How do we “elegantly give up control?”
Anytime Anywhere Access...

- Technology Implications
  - Reduce or eliminate constraints of things like VPN, Loyola Software, network drives
  - Portal
  - Virtualization
  - Desktop Management
  - Application streaming
  - Cloud-based
  - Bring Your Own Device
Anytime Anywhere Access...

Vision – Student/Faculty/Staff: “I can fulfill my relationship with Loyola from wherever I am.”

Progress
- Cloud based storage - *Box*
- Improved mobile presence – *Highpoint Mobile*
- Addition of web-based and self-service applications
- Campus wireless expansion – *HSD, Gentile*
- Eduroam federated network access
- Broader and stronger security controls
- Online Learning – *Atomic Learning*

Future Direction
- VPN Replacement
- Password Management Upgrade
- Private cloud based storage - *SharePoint*
- Identity & Access Management Strategy
- Desktop Virtualization
- Bring Your Own Devices
Identity and Access Management...

Definition/Direction
Ensure the ability to rapidly and securely provision new services by deploying industry standard Identity and Access Management (IAM) infrastructure, including federated identity capabilities.

Scope
- Directory Services (governance & meta data)
- Authentication (who you are)
- Authorization/ Roles (what you are allowed to do)
- Federated Identity (global trust)

Loyola’s current IAM solution
- 8 years old and significantly out of date
- Environment is complex and fragile, especially in relation to shared use with Trinity Health

Goals of the new IAM solution
- Less complex, seamless, highly integrated, agile
SharePoint is a platform that provides a secure place to store, organize, share, and access information from anywhere on almost any device using a web browser.

**Phase 1 - Project Objectives**
- Group / Team / Project Collaboration
- File Sharing and Document Management
- Information Sources & Systems Integration

**SharePoint at Loyola Today**
- 10,737 student accounts have accessed Office 365 SharePoint and/or OneDrive.
- Microsoft will be increasing OneDrive storage for each student from 25 GB to 1 TB later this fall, at no cost to Loyola.
## Digital Content Services...

<table>
<thead>
<tr>
<th>Service</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store Videos &amp; Audios for Consumption</td>
<td>Loyola Media (Kaltura)</td>
</tr>
<tr>
<td>Store Course Content (non-Video)</td>
<td>Sakai</td>
</tr>
<tr>
<td>Capture Classroom Lectures</td>
<td>Panopto</td>
</tr>
<tr>
<td>Facilitate Webinars/Synchronous Classes</td>
<td>Adobe Connect</td>
</tr>
<tr>
<td>Store Web Content</td>
<td>T4</td>
</tr>
<tr>
<td>Consume Featured Loyola Lectures</td>
<td>Loyola Lectures Website</td>
</tr>
<tr>
<td>Stream Live Events</td>
<td>Livestream</td>
</tr>
</tbody>
</table>

### Benefits to a Suite of Digital Content Services
- Easy to Embed Links to Digital Content in Multiple Services
- Storage/Bandwidth Resources Managed More Efficiently and Cost Effectively
- Client Services Standardized and Easier to Understand
- Will Better Position Loyola to Grown Online Classes/Services
- Loyola Visual Story & Vocabulary is Better Told
Technology Briefing
2014
Agenda

• Technology Briefing
  • S. Malisch

• Anytime Anywhere Access Strategy Discussion
  • M. Konda

• Upcoming ITESC Meeting Schedule
  • S. Malisch
Matthew Konda is the founder of Jemurai, LLC, a Chicago based firm focused on coaching and helping teams to enhance secure development and IT practices. Matt has helped organizations to develop cross functional IT policy, kicked off development projects from scratch with business stakeholders and coached teams of IT managers to better identify and manage goals through self-assessment and identifying and tracking metrics.

Prior to starting Jemurai in 2012, Matt was a Director of Engineering at Trustwave (4 years) where he was responsible for both the development and operations of large scale security systems. Matt has 17 years of experience developing software and consulting, including 4 years with SPR. He also has 7+ years in security, including work to develop security policies and standards.
Anytime Anywhere Access

Vision – Students/Faculty/Staff/Friends:
“I can fulfill my relationship with Loyola from wherever I am.”

Key Attributes
• Easy to find
• Easy to access/use
• Internet accessible/web based
• Appropriately secured
• Integrated support/Self service oriented
• Device agnostic
• Create an experience that people love
1. What is the most important thing you could tell me about the AAA strategy to best position LUC to support students/faculty/staff?

2. Can you provide one specific example of how ITS Anytime Anywhere Access could improve your experience or your area’s experience?

3. Building on that, what would be your highest priority “ask” from ITS related to Anytime Anywhere Access?

4. How will we know we’re succeeding with Anytime Anywhere Access?

5. Is there anything we should NOT do as part of Anytime Anywhere Access?

6. What would you want the ITS team to think about while they dive deeper and elaborate additional tools, process and strategy?

7. Beyond AAA, are there other priorities you feel LUC should be focused on to elevate what technology is doing to move the institution forward with its strategic initiatives?
Agenda

• Technology Briefing
  • S. Malisch

• Anytime Anywhere Access Strategy Discussion
  • M. Konda

• Upcoming ITESC Meeting Schedule
  • S. Malisch
2014 ITESC Schedule

Jan. 31, 2013 – Friday, 12:00 – 2:00 PM
- Lawson System Update – Michelle/Kevin
- Maxxess System Update – Ashley / Cheryl
- Overview of Unified Communication and Lync Jeff/Dan
- HSD Email Update – Dan

June 11, 2014 - Wednesday, 12:00-2:00 PM
- Private Cloud/SharePoint Direction
- Video Repository Technology Recommendation
- Project Portfolio Prioritization

August 12, 2014 - Tuesday, 1:30-3:30 PM
- eTranscript Technology Assessment Committee Recommendation
- Security Incident
- PII/PCI Program Updates

October 9, 2014 - Thursday, 1:30-3:30 PM
- Technology Briefing
- Anytime Anywhere Access Discussion

December 11, 2014 - Thursday, 1:30-3:30 PM
- Major Projects Status Reviews
- Project Portfolio Prioritization
- Technology Scorecards