

ITS Executive Steering Committee (ITESC)

Agenda and Materials – September 28, 2015



Agenda

Email Outage Debrief

- S. Malisch, D. Vonder Heide

Mobile Device Policies, Stipends, Contracts – Decision Point

- S. Malisch, D. Vonder Heide

Video Conferencing Solutions Update

- D. Vonder Heide

Anytime Anywhere Access Strategy Update

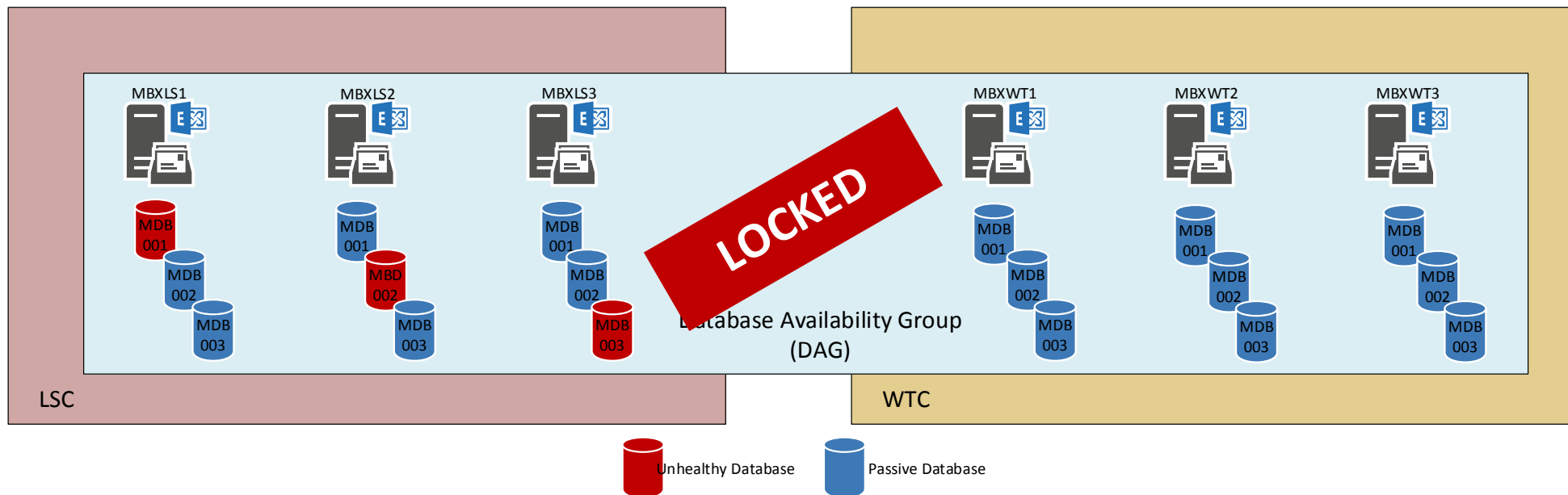
- S. Malisch, J. Sibenaller

ITS Scorecard Feedback

- S. Malisch, J. Sibenaller

Email Outage Debrief

- Exchange Outage - Timeline
- Highly Redundant
- Believed Root Cause
- Rebuilding the Environment
- Prevention
- Escalation Process



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Mobile Device Policies, Stipends, Contracts

- Last Meeting Deliverables
- Other Institutions – Recent Data
- Financial Impact of the Policy
- Next Steps



Mobile Device Stipend Policy - DRAFT June 2015

Purpose

The purpose of this policy is to state the requirements for employees seeking reimbursement or financial compensation for the business use of mobile communications devices.

Background

Nominal use of personally owned mobile communications devices to conduct University business is not eligible for reimbursement. For those faculty and staff with a documented business need, however, Loyola may provide a limited mobile device stipend or access to a University service provider plan to offset these expenses. This document provides departments with guidelines that may help them determine whether an employee qualifies for a stipend and what other issues should be considered. Reimbursement guidelines and stipend amounts will be reviewed on a regular basis and may be adjusted according to best industry practices and University needs.

Mobile device stipends are not intended to fund the cost of mobile devices nor cover an entire monthly bill. The University will reimburse, purchase, or enter into mobile device or data contracts only as noted below in the section regarding University-owned devices.

Eligibility Guidelines

To qualify for a mobile device stipend or a University service provider plan, an employee must have a business need, defined and approved by [the Vice President / Dean?]. The following guidelines should be considered:

Sept. 2015 AJCU Survey Responses

Institution	University Owned	Personal w/Stipend
Canisius	X	X
Creighton	X	X
Detroit Mercy	X	
Fairfield		X
John Carroll	X	X
LMU	X	X
Loyola Maryland	X	X
Marquette		X
Regis	X	X
Rockhurst	X	
Scranton	X	X
Seattle U	X	X
St Joseph	X	
USF	X	X

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Video Conferencing Solutions Update

- Unified Communications vs. Video Conferencing
- Efforts to Date
 - UC
 - Video Conferencing
- Project Team Approach
 - Partnered Participants
 - Use Cases
 - Documented Experiences



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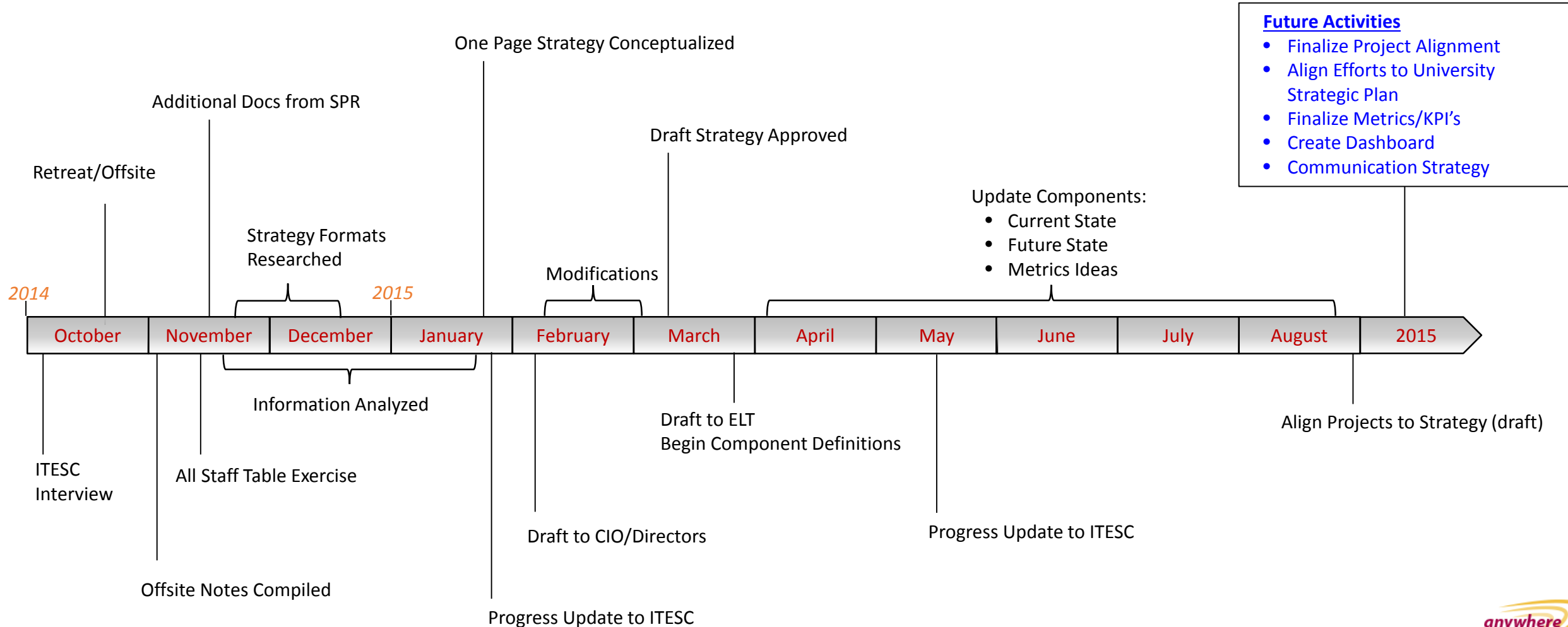
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AAA Strategy Development Timeline







Loyola's technology architecture strategy supports

Schedules which are 24/7 in nature (Anytime)

An LUC Community which is mobile (Anywhere)

Straightforward and appropriate access to systems (Access)

Anytime Anywhere Access Strategy

	Current State	Future State
 Accessibility	<ul style="list-style-type: none"> • Multiple sign-ons • Limited accessibility • Random application locations • Loyola assigned/approved devices • Multiple steps to accomplish a single task • Data is difficult to find 	<ul style="list-style-type: none"> • Single sign-on • Accessibility by role • Portal/home page • Device agnostic • Streamlined execution of tasks • Data easily locatable
 Infrastructure	<ul style="list-style-type: none"> • Disparate infrastructure across campuses • Software delivery through LUC workstations • Partial DR plans and environments 	<ul style="list-style-type: none"> • Unified infrastructure across campuses • Virtualized desktop and application access • Defined, tested and maintained DR environments
 Security	<ul style="list-style-type: none"> • Help desk password reset • Single/two factor authentication, VPN certificate • Basic information security awareness • Complicated security architecture • Reactive security actions/protection 	<ul style="list-style-type: none"> • Self service password reset • Multi-factor authentication • Information security education program • Simplified and transparent security architecture • Proactive risk-based security program/decisions
 Services	<ul style="list-style-type: none"> • Content presentation is inconsistent • Support via direct contact • Ad-hoc service definitions • Decentralized technology services support • Institutional data dispersed • Service levels based on best effort 	<ul style="list-style-type: none"> • Content presentation is device/browser agnostic • Robust self-service support environment • Well defined service offerings • Centralized technology services support • Self-service reporting and Dashboards • Service level agreements defined

Students/Faculty/Staff/Alums/Friends...

“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

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ITS Scorecard Feedback



ITS FY15 Academic & Faculty Technology Scorecard

Technology / Operation	Health Index		Current State	Healthy Definition
	Health	Score		
Classroom Technology and Support - on campus - online		4.25	Classroom technology is standardized across classrooms. Systems are available and reliable throughout the year; work to stabilize "start of school" classroom logins needs improvement. Lecture capture is a standard but deployment of cameras in classrooms needs to be broadened; funding for classroom refresh increased in FY15. Over 4,300 courses in 300+ classrooms for Spring 2015.	Technology in the classrooms both on ground and online generally available to augment the learning experience, is consistently operational, and technical support is readily available. Standardized equipment in place.
		4.0	Adobe Connect has matured to become the standard synchronous tool within the LMS (Sakai) for online c	The technology delivery systems are highly reliable and operable with measurable
Academic Affairs		4.5	LMS is have be the char schools Sakai. Sakai.	
Learning Management System		3.5	Regulat issues, and infi "Depart certain	
Departmental Labs		3.75	Departi on servi reach of	
Dept. & School Support		3.5	Workin requires sections proje	



ITS Scorecard Summary

ITS Scorecard Summary	Health Index										FY14-15 Change	Total Change (since FY07)
	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14	FY15			
Academic & Faculty Support Scorecard	3.0	3.3	3.5	3.8	3.9	3.9	3.8	3.8	3.8	3.8	0%	22%
Administrative Technology Scorecard	3.5	3.8	3.5	3.9	4.1	4.1	3.9	3.9	3.9	3.9	-1%	10%
Student Technology Scorecard	3.8	3.5	4.0	4.4	4.4	4.3	4.4	4.7	4.8	4.8	1%	20%
Infrastructure Scorecard	3.0	3.1	3.3	3.6	3.5	3.6	3.6	3.7	3.8	3.8	1%	20%
Continuous Service Improvement Scorecard	2.3	2.8	3.4	3.7	3.8	3.9	3.9	3.8	3.9	3.9	1%	41%
Governance & Funding Scorecard	2.7	3.0	3.6	3.9	3.9	4.0	3.9	3.9	3.9	3.9	0%	31%
Average Annual Score	3.0	3.2	3.5	3.9	4.0	4.0	3.9	4.0	4.0	4.0	0%	24%
Year to Year Improvement	--	6%	9%	8%	2%	0%	-1%	2%	0%			

2014-2015 ITESC Schedule

January 29, 2015 - Thursday, 1:30-3:30 PM

- Technology Scorecard
- POR & New Technology Changes
- Information Security Risk Definition
- AAA Strategy Update
- Client Outreach Meetings

May 14, 2015 - Thursday, 1:30-3:30 PM

- Panic Button Review/Inventory
- Mobile Device Policies, Stipends, Contracts
- Anytime Anywhere Access Strategy
- Space Management
- Information Security Risk Assessment
- Oracle Licensing

July 1, 2015 - Wednesday, 3:00-5:00 PM

- Project Portfolio Prioritization
- Project Updates
- Discussion: Security Awareness

September 28, 2015 - Thursday, 3:00-5:00 PM

- Email Outage Debrief
- Mobile Device Policies, Stipends, Contracts – Decision Point
- Video Conferencing Solutions Update
- Anytime Anywhere Access Strategy Update
- ITS Scorecard Feedback

November 5, 2015 - Thursday, 1:30-3:30 PM

December 15, 2015 - Tuesday, 1:30-3:30 PM

- Project Portfolio Prioritization