ITS Executive Steering Committee (ITESC)

Agenda and Materials – April 30, 2019

Agenda

Space & Asset Management System - Archibus
- P. Schlecht

Academic Technology Committee
- B. Montes

Information Security Advisory Council
- J. Sibenaller

Architecture Review Board/Loyola Digital Experience
- J. Sibenaller

ITS Project Portfolio Preparation
- S. Malisch, J. Sibenaller

Space & Asset Management System - Archibus

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Loyola Digital Experience

Academic Technology Committee (ATC)
Membership

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.

AY 2018-2019

Agenda	Minutes
March 27, 2019	March 27 2019
February 26, 2019	February 26, 2019
January 23, 2019	January 23, 2019
December 4, 2018	Decebmer 4, 2018
November 7, 2018	November 7, 2018

Academic Technology Committee

Chair: Jo Beth D'Agostino (Provost's Office)

School/Area	Member	Alternate
Arrupe College	Megan Kelly	Rob Gutierrez
Bioethics	Kayhan Parsi	Bob Johnson
College of Arts and Sciences: Science	Holly Dimtropoulous	Robert McNees
College of Arts and Sciences: Social Science	Dana Garbarski Maribeth Rezey	
College of Arts and Sciences: Humanities	Kyle Roberts	David Dennis
Council of Deans	Goutham Menon	
Faculty Center for Ignatian Pedagogy	Matthew Thibeau	
Graduate School and Office Research Services	Jessica Horowitz	
Information Technology Services: Academic & Data Services	Bruce Montes	Tim Walker
Information Technology Services: Infrastructure Support Services	Dan Vonder Heide	Jeff Apa
Institute of Environmental Sustainability	Max Melstrom	
Institute of Pastoral Studies	Peter Jones	
Marcella School of Nursing	Holly O'Connor	Stacey Zurek
Office of Institutional Effectiveness	Andrius Aukstuolis	

School/Area	Member	Alternate
Office of Online Learning	John Gurnak	Chris Dickman Kristlyn Dalton
Quinlan School of Business	Fred Kaefer	Nenad Jukic
School of Communication	Jamason Chen	Aaron Greer
School of Continuing & Professional Studies	Kelly Barry	Jeanne Widen
School of Education	Seungho Moon	Eilene Edejer
School of Law	James Faught	Mike Lonero
School of Law: Online	Barbara Youngberg	
School of Social Work	Michael Dentato	Johnathan Singer
Stritch School of Medicine	Amy Hoyt	Susan Crowell
University Libraries	Hong Ma	Margaret Heller

Academic Technology Committee (ATC)
Active Items & Priorities

Fall 2018

- Welcomed New Membership for Academic Year

- Reviewed IT Governance Process and ATC's Role in the Process

- Provided Feedback and Project Team Support for Sakai 12 Upgrade

- Reviewed Process ATC members use to share and solicit feedback from Faculty in Their Units

- Shared Updates on Projects such as; Sakai 12 course evaluation replacement, Online survey tools evaluation

- Discussed and Gathered Feedback on Faculty Technology Support Needs

- Completed Fall Academic Project Prioritization Process to Provide to ITESC

Spring 2019

- Reviewed School Activities such as;

  - Office of Online Learning developing new strategic plan identifying mission and vision for future

  - SSOM initiative with Libraries to integrate virtual reality into medical school development

  - SOC developing 360 virtual reality web content in conjunction with UMC

  - HSC working with MNSON faculty on grant proposal for competency-based program in online platform

  - HSC Manager of Educational Technologies completing green-screen studio in mid February

  - Bioethics/HSC now offers MA in Healthcare Mission Leadership (online program) formerly with IPS; offering faculty development seminars

  - Libraries Support via the Fair Use Week Workshop (Feb 27, 2019)

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UNIVERSITY CHICAGO
AD · MAIOREM · DEI · GLORIAM
1870

Spring 2019, Cont'd

- Reviewed School Activities such as;

    - FCIP new podcast series, interviews with various people on campus about their work

    - Libraries to reform Copyright Committee

    - Office of Online Learning was planning to put together an asynchronous course for preparing digitally accessible course materials

    - ITS getting JAWS and Inspect available across campus at various workstations for faculty drop-ins to help faculty test materials. (Accessibility Support)

    - ITS providing an instructional technologies course

    - Positive experience with Zoom in the Law School

    - Updates on ITS Activities such as E-Mail in the Cloud, OneDrive, and LastPass

    - Completed Spring Academic Project Prioritization Process to Provide to ITESC

Academic Technology Committee (ATC)
Plans AY2019-2020

Plans – September 2019 – May 2020

- Review and provide prioritization for current project portfolio

- Assess Role of Training for Faculty as it Relates to Digital Certificates and Badges

- Review LMS functionality and Tools for future Needs

- Review Accessibility Support for Faculty, Course Materials, and Digital Content

- Review Tools to Support Online Learning

- Provide Input and Support for Learning Analytics (tools, effective measures, etc.)

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Security Awareness Training Program

- All FT & PT faculty and staff received targeted training in both the Fall & Spring semesters

- Six high risk departments received additional training followed by town hall meetings

- Training was delivered via SANS Learning Management System

- Phishing assessments were added in Spring 2019

Security Awareness Training Results

	Q2 FY19 (Fall)	Q4 FY19 (Spring)
Total Trained	2209	2617
Completed On Time	2002 (91%)	2470 (94%)
Total Late	207 (9%)	147 (6%)
Disabled	3	12

Information Security Awareness Training Challenges

- Automated reminder failure within SANS tool
  - Reminders needed to be sent manually
  - Increased staff overhead
- Individuals refusing to cooperate/pushback
- Inaccuracies in data from Lawson
- Terminations/Leave
- New hire tracking
- High level of follow-up required by UISO/Compliance teams
- Communication consistency & clarity

Loyola Digital Experience

Phishing Assessment Program

- Phish Assessment Objectives
  - Reduce risks
  - Verify training effectiveness
  - Self assess with teachable moments for clickers
  - Reduce clicks

Courtesy of KnowBefore

Courtesy of Cyber Safe Solutions

Information Security Phishing Awareness Training Results

All Staff & Faculty Totals

- Total Phishing Emails Sent: 5677
- Count of Opened: 1890
- Count of Multi-Opened: 803
- Count of Clicked: 632
- Count of Multi-Clicked: 124
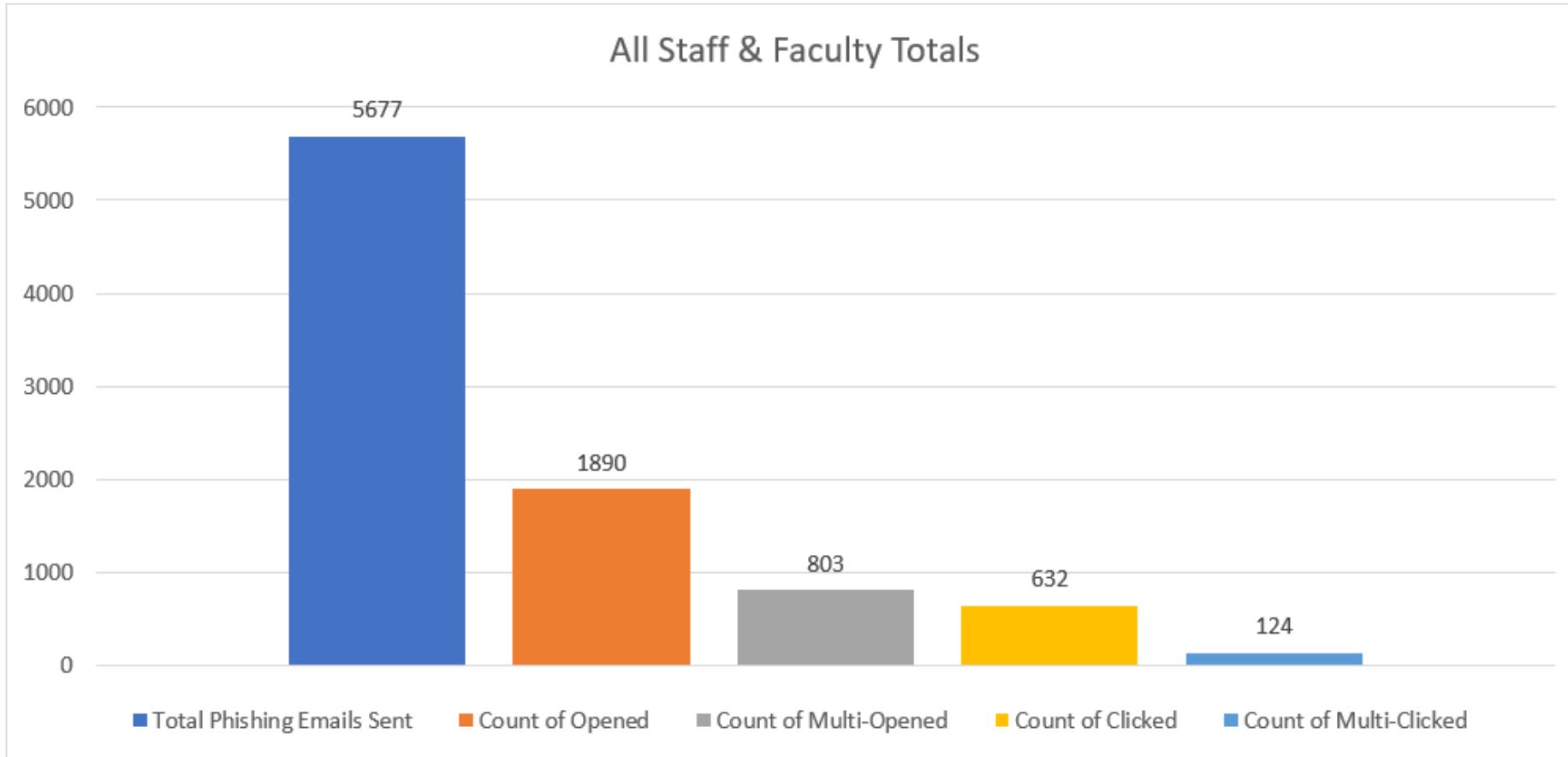
Feb – March 2019

11% Click Rate

2% Multi-Click Rate

Faculty-12% Click Rate

Staff-10% Click Rate

11 People Clicked in Both Rounds

Loyola Digital Experience

Information Security Phishing Awareness Training Results

High Risk Dept. Totals

- Total Phishing Emails Sent: 867
- Count of Opened: 310
- Count of Multi-Opened: 170
- Count of Clicked: 61
- Count of Multi-Clicked: 10
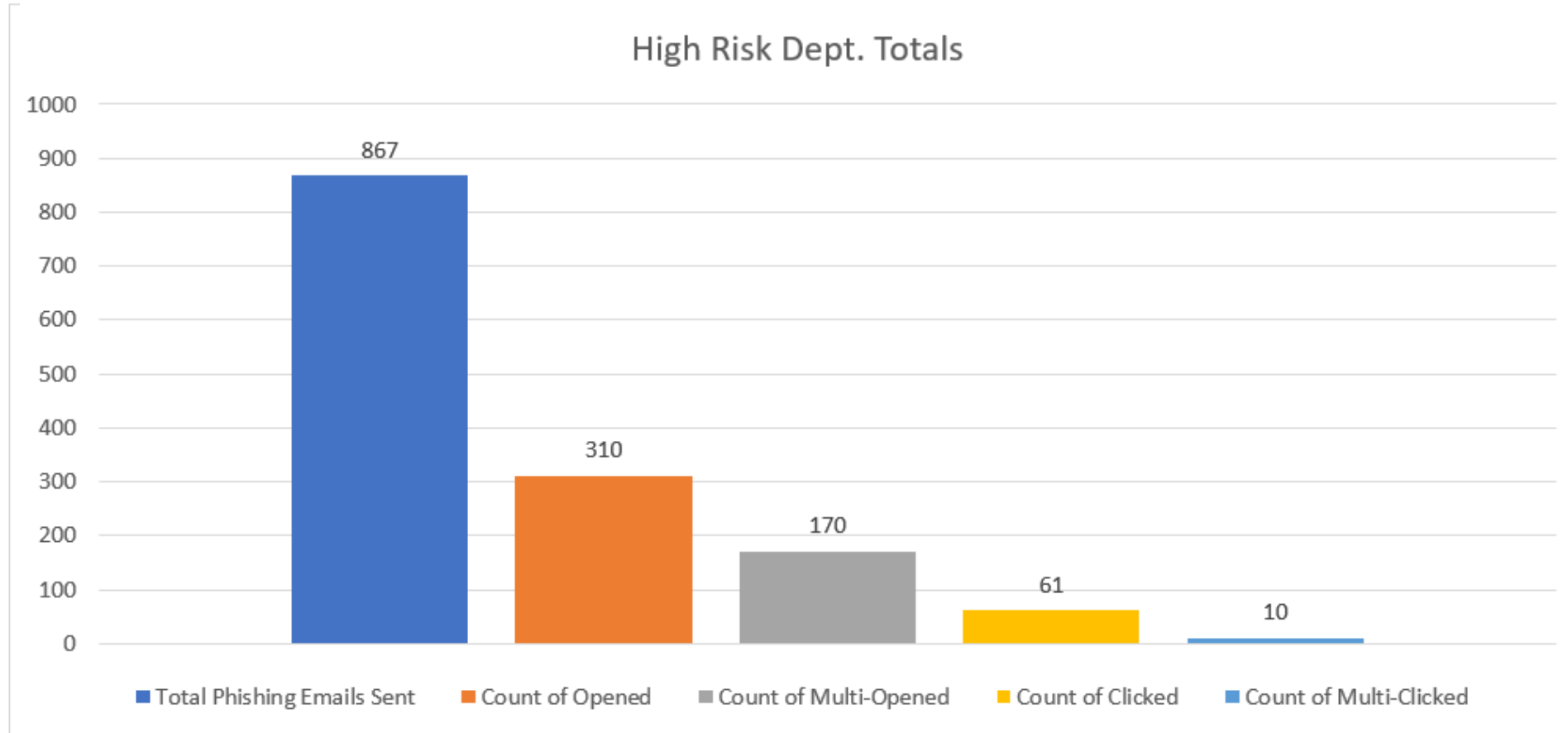
Feb – March 2019

7% Click Rate

1% Multi-Click Rate

HR & Finance had 0 clicks!!

ITS had 1 click

5 People Clicked in Both Rounds

Loyola Digital Experience

- Cyber Security Awareness Month Activities
  - Security and Donuts Sessions
  - Distributed no-phishing Post it notes
  - Newsletter distributed to all

- Student Awareness
  - Awareness Tables in Damen Student Center
  - Student Career Fair
  - Name the "Phish" competition
    - Phinn was picked from tweeted submissions
  - Walkabouts

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Information Security Awareness Training Opportunities

- Continue training & phishing in FY20
- Continue "in-person" events
  - including Phinn
- Review contact data
  - Email
  - Supervisor/Department
  - Status
- Better coordination with other required trainings
  - Timing/Calendar
  - Improve communication

- Replace tool
  - Improve reliability
  - More training options (style, content & delivery)
  - Easier administration
- Expand training
  - Include Adjunct Faculty, so All Faculty & Staff
  - Extend training to Students
- Implement Enterprise Training Portal
  - One place for all training

Loyola Digital Experience

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Loyola Digital Experience

Loyola Digital Experience Foundation Program

Project	Status	Health
Exchange Online Migration	In Progress	Green
Azure Multi-Factor Authentication & Conditional Access	In Progress	Lime
Azure Information Protection & Data Loss Prevention	In Progress	Green
LastPass (Password Management)	In Progress	Green
Intune (Mobile Device Management)	In Progress	Green
Azure Password Self-Service	Not Started	N/A
Azure Privileged Identity Management	Not Started	N/A
Exchange Online Protection & Advanced Threat Protection	Not Started	N/A
O365 Application Portal (Single Sign-On)	Not Started	N/A
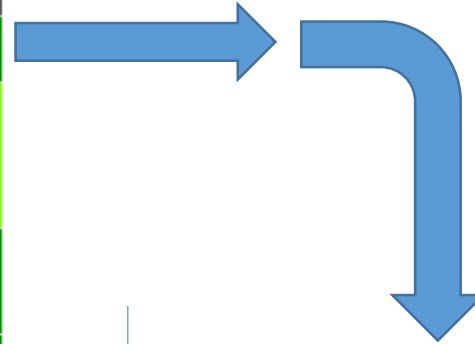
Exchange Online - Email

Overview

Information Technology Services now offers Exchange Online for a more robust back-end with world-class architecture, and integration with Microsoft Office 365. Microsoft Exchange is Loyola's platform for e-mail, calendars, messaging, and conferencing.

Getting Started

Use the Exchange Online Quick Guide to confirm that all of your Outlook functionality still works as expected.

Benefits

- Take advantage of contemporary technology platforms
- Make available new features faster
- Migrate to a cost efficient model for email
- Provide feature parity and similar experiences for faculty, staff, and students

ITS HOME

ITS SERVICE PORTAL

CONTACT US

ACCESS EXCHANGE ONLINE

SUPPORT

Support

Exchange Online FAQs

Exchange Online Quick Guide

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O365 Email Migration

Group	Users	Start	4/12	4/19	4/26	5/3	5/10	5/17	5/24	5/31	6/7	6/14	6/21
Subset of ITS	63	4/12/2019 ✓	███										
Univ. Marketing & Communication	22	4/19/2019 ✓		███									
End of Term / Graduation (No Activity)	N/A	4/22/2019			███	███							
Library & SCPS	78	5/10/2019					███						
Non Depts (Retiree's,Alumni, Emeritus, etc.)	438	5/17/2019						███					
Group 4	1500	5/24/2019							███				
Group 5	1500	5/31/2019								███			
Group 6	1500	6/7/2019									███		
Group 7	1500	6/14/2019										███	
Group 8	1500	6/21/2019											███

Today

- April 12 – All remaining ITS moved to Exchange Online (63 users)

- April 19 – University Marketing and Communication moved to Exchange Online (22 people)

- May 10 – University Libraries and School of Continuing and Professional Studies will migrate to Exchange Online (78 people)

- May 17 – Cross-section of users from across campus (some include Retirees, Emeritus, Alumni, and others but not dept/group specific) (438 people)

- To date all moves have occurred with little to no disruption

Loyola Digital Experience

Loyola Digital Experience Foundation Program

Please refer to the following ITS website pages for further information on LDE strategy and the MFA project: LDE Strategy.

Governance

Click here to see our organizational structure, a hierarchical model of the established governance framework and reporting structure for the for the LDE Foundation: Collaboration and Security Program.
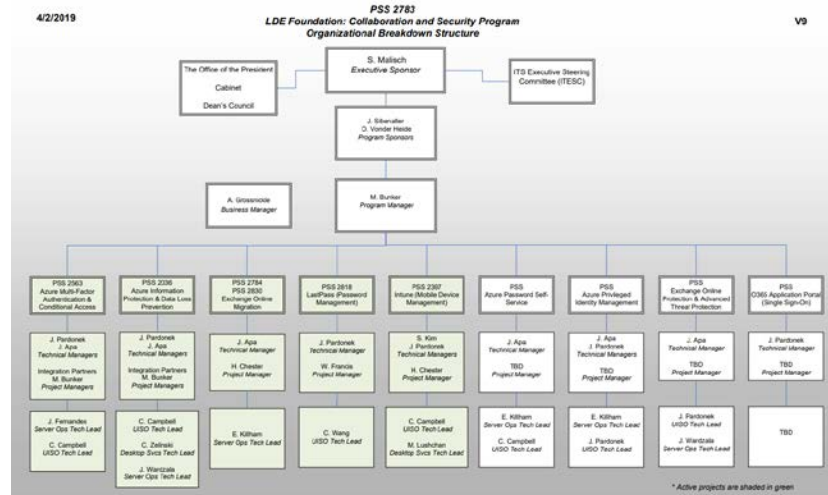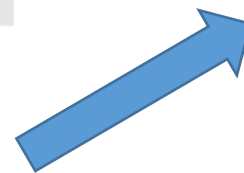
Timeline View

Click here for a diagram that shows the individual project timelines for LDE Foundation: Collaboration and Security Program consolidated into one timeline view.

LDE Foundation Program Timeline

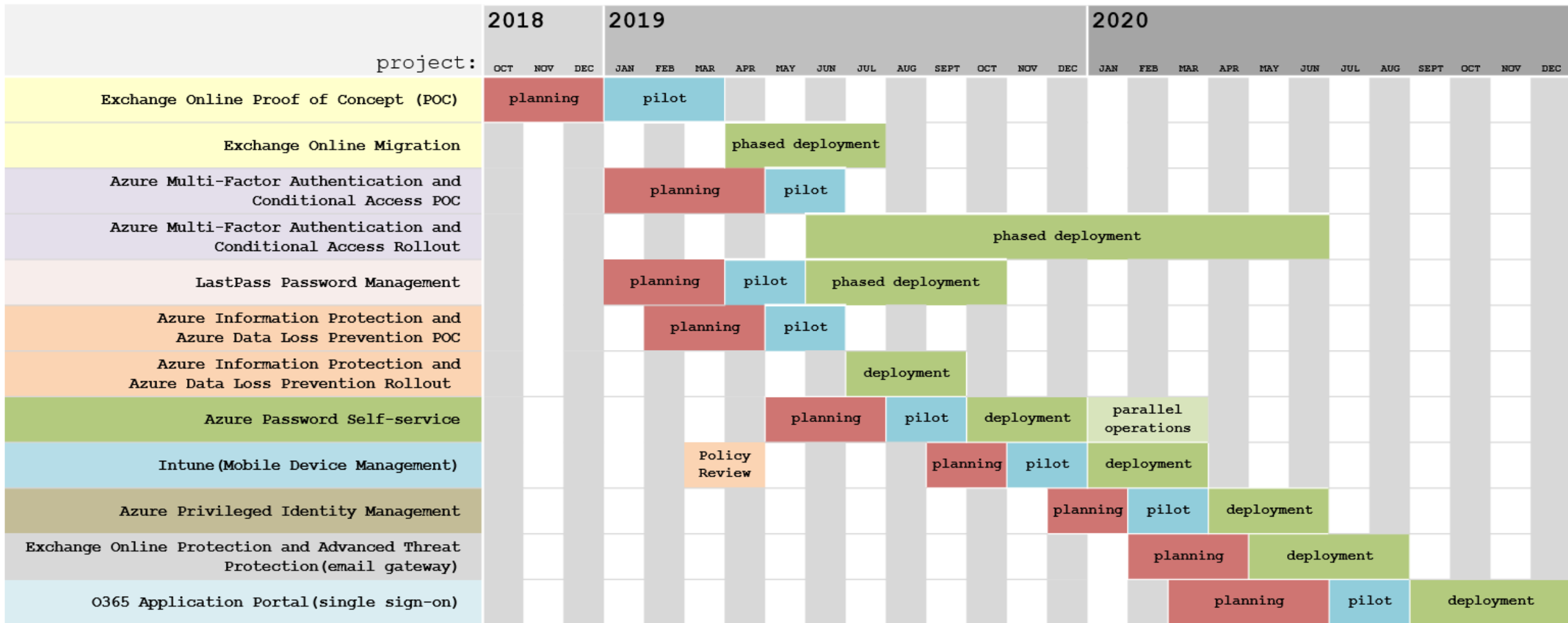| project:	2018			2019												2020											
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Exchange Online Proof of Concept (POC)	planning			pilot																							
Exchange Online Migration							phased deployment																				
Azure Multi-Factor Authentication and Conditional Access POC				planning			pilot																				
Azure Multi-Factor Authentication and Conditional Access Rollout								phased deployment																			
LastPass Password Management				planning		pilot	phased deployment																				
Azure Information Protection and Azure Data Loss Prevention POC				planning		pilot																					
Azure Information Protection and Azure Data Loss Prevention Rollout								deployment																			
Azure Password Self-service								planning		pilot	deployment	parallel operations															
Intune (Mobile Device Management)				Policy Review							planning	pilot	deployment														
Azure Privileged Identity Management															planning	pilot	deployment										
Exchange Online Protection and Advanced Threat Protection (email gateway)																planning	deployment										
O365 Application Portal (single sign-on)																	planning	pilot	deployment								

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ITS Project Portfolio

Project	T-Shirt Size	Sponsor
Space & Asset Management Implementation	XL	Facilities
Next Phases for LDE Foundation	XL	ITS/Enterprise
Expense Management System Implementation	XL	Finance
Preferred Names Implementation	L	Student Development
Oracle Student Financial Planning Module Analysis	L	Financial Aid
Learning Portfolio RFP & Replacement	L	Provost's Office
OIP System RFP & Replacement	L	OIP
BI Revenue to Expense Model Phase 3	L	OIE/Finance
Replace Deprecated Financial Aid Letter Tool	L	Financial Aid
Student Schedule Builder RFP & Replacement	L	Student Academic Services
Annual PCI Compliance	L	Finance
Smar-Evals Course Evaluation Rollout	L	OIE

2019 ITESC Schedule

February 27, 2019 - Tuesday, 1:00-3:00 PM
- Integrated Workplace Management System
- Loyola Digital Experience/Email in the Cloud Pilot Results
- Key Upcoming Technology Changes

April 30, 2019 - Tuesday, 1:00-3:00 PM
-

June 20, 2019 - Thursday, 1:00-3:00 PM
- Project Portfolio Prioritization

August 15, 2019 - Thursday, 1:00-3:00 PM
-

October 1, 2019 - Tuesday, 1:00-3:00 PM
-

December 12, 2019 - Thursday, 1:00-3:00 PM
- Project Portfolio Prioritization