ITS Executive Steering Committee (ITESC)

Agenda and Materials
Jan 26, 2012

Agenda

- R+ Replacement
  - P. Roberts, T. Heuer
- Student Development Tech Fee Funding Request
  - J. Neufeld
- Security Camera Update
  - D. Vonder Heide
- BCDR/BIA Status
  - D. Vonder Heide
- Project Portfolio Prioritization Results
  - S. Malisch
- LUHS/LUC/HSD Program Status
  - S. Malisch

Enrollment Management System

Recruitment Plus (R+)

- Recruitment Plus is used by UAO and GPEM for Student Engagement, Communications Flow, and Enrollment Decisions
- Enrollment notified September 2010 by vendor that R+ would be discontinued September 2013
- Enrollment Management and ITS began working on a replacement plan

Vendor Search

- October 2010 – May 2011
- Coordination Planning Meetings between Enrollment and ITS
- Initial Research conducted to identify prominent Enrollment Management Software Vendors
- Top Vendor Sales Demonstrations
    - Talisma, Oracle, Intelliworks, Emas Pro, Admissions Lab, and Target X.
- Creation of User Requirements
- "Fit Gap" evaluation

RFP

- Creation of RFP: The RFP focused on functional needs of Enrollment Management, the strength of the technical solution, and the ability of the company to adequately support Loyola.
  - Invited vendors: Talisma, Oracle, Intelliworks, Emas Pro, and Admissions Lab
- RFP submissions by vendors
  - Evaluation and scoring the RFP submissions
  - Creation of cost comparison spreadsheet
- Identification of RFP Finalists.
  - Emas – Emas Pro
  - Admissions Lab – Enrollment Manager
- Finalist presentations
- Scoring and Evaluation of Finalists
- Analysis of pros and cons by ITS and Enrollment Management

RFP Results

- Neither Admissions Lab nor Emas Pro could offer a solution that could match the utility and functionality of R+
- Selection was put on hold until Fall 2011

Vendor Updates:
- Admissions Lab
  - LUC had been using Admissions Lab's bulk email system prior to the RFP
  - After the RFP, Admissions Lab upgraded Loyola to use Enrollment Manager
  - This provided Loyola with the opportunity to try-before-we-buy
  - Poor experience with both the software and especially the company
  - LUC dropped use of Admissions Lab in September 2011
- Emas
  - Staff members attended the Emas User Conference in Spring 2011
  - Schools that use Emas were generally pleased
  - Emas schools enrollment processes much more rudimentary than LUC

2011/2012 - Round 2

- New Vendor Identified – Technolutions
  - Vendor conducted a sales demonstration of the "Slate" product in October 2011
  - Enrollment was very impressed with the Sales Demo
  - Technolutions was invited to respond to the RFP
  - RFP response in late November
  - RFP presentation in December
- Emas provided an update demonstration of Emas Pro in December

2011/2012 – Round 2

- ## Assessment of Technolutions
  - Enrollment extremely impressed with functionality, ease of use, elegance, depth and breath of solution. An upgrade from R+
  - Outstanding references from Xavier University, Clark University
  - Lower cost than Emas Pro
  - Web based Software as a Service
  - Concerns:
    - Written RFP Response and vendor presentation did not closely follow LUC format
    - Small company size
    - Vendor responsiveness to LUC
    - Did not rank in the top 3 for Technology, Services or Vendor sections of the RFP

2011/2012 – Round 2

- Assessment of Emas
  - Emas's technology will fit in to LUC's Environment
  - Did not demonstrate any progress in updating their software over the past year
  - Concerns raised at the end of the process last year were not addressed
    - Capability to track multiple applications per applicant a show stopper for GPEM
    - Complexity
    - Lack of Travel Management

Recommendation

- Provost supports the recommendation of **Technolutions**

- Next Steps
  - Contract Negotiation
  - Project Plan
  - Implementation
    - Vendor(s) indicated a 90 day implementation
  - Integration with LUC IT Infrastructure
    - Interface to LOCUS
    - Interaction with ECM/Docfinity
    - Active Directory Sign In/Authentication and Security

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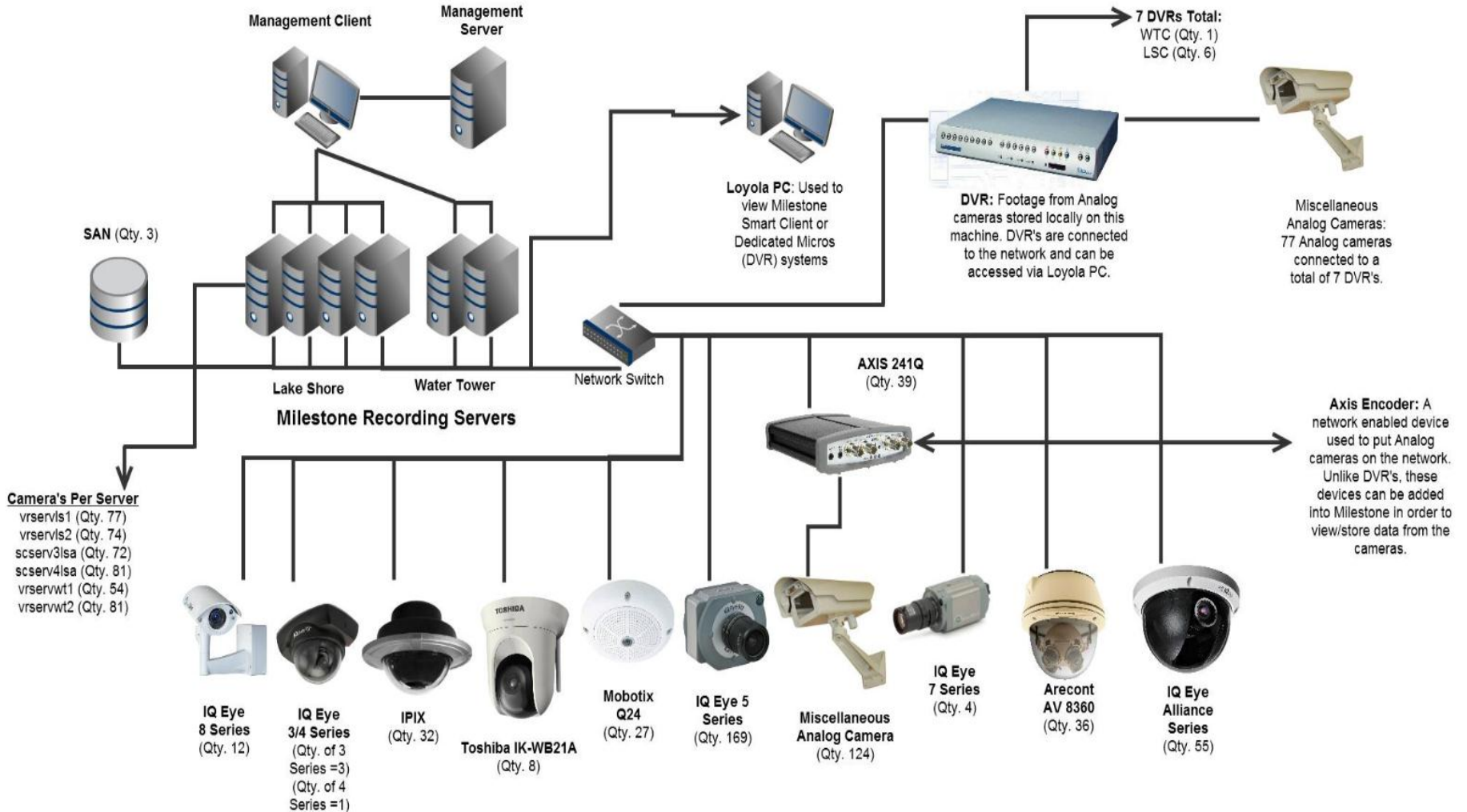*Preparing people to lead extraordinary lives*

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LOYOLA
UNIVERSITY CHICAGO
AD 1870

Digital Surveillance Overview

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Management Client

Management Server

7 DVRs Total:
WTC (Qty. 1)
LSC (Qty. 6)

Loyola PC: Used to view Milestone Smart Client or Dedicated Micros (DVR) systems

DVR: Footage from Analog cameras stored locally on this machine. DVR's are connected to the network and can be accessed via Loyola PC.

Miscellaneous Analog Cameras: 77 Analog cameras connected to a total of 7 DVR's.

SAN (Qty. 3)

Lake Shore   **Water Tower**

Network Switch

Milestone Recording Servers

AXIS 241Q
(Qty. 39)

Axis Encoder: A network enabled device used to put Analog cameras on the network. Unlike DVR's, these devices can be added into Milestone in order to view/store data from the cameras.

Camera's Per Server
vrservls1 (Qty. 77)
vrservls2 (Qty. 74)
scserv3lsa (Qty. 72)
scserv4lsa (Qty. 81)
vrservwt1 (Qty. 54)
vrservwt2 (Qty. 81)

IQ Eye 8 Series (Qty. 12)

IQ Eye 3/4 Series (Qty. of 3 Series =3) (Qty. of 4 Series =1)

IPIX (Qty. 32)

Toshiba IK-WB21A (Qty. 8)

Mobotix Q24 (Qty. 27)

IQ Eye 5 Series (Qty. 169)

Miscellaneous Analog Camera (Qty. 124)

IQ Eye 7 Series (Qty. 4)

Arecont AV 8360 (Qty. 36)

IQ Eye Alliance Series (Qty. 55)

Created: 01.13.2012

Security Camera Overview

- Servers Upgraded
- Storage Added
- Increased Frames Per Second
- Negotiated New PMA
- Milestone Upgraded
- LDAP Authentication
- Single Comprehensive Inventory
- We're Really Not That Different

Security Camera Overview

- 26% of Cameras Offline/Non-Functioning
- 77 Cameras on DVR's
- Governance Policy
  - Lack Process / No Standard Installation
- Limited Backend Infrastructure
- Epic Fail
- The Proof is in the Pudding

Security Camera Overview

- Cost - $3388

- Outstanding Requests Totaling $535,000
  - Multiple Bids

- Aging Camera Environment with No Refresh Program

Next steps

- Value Assessment of Each Camera
    - Where are Cameras Missing
- Fix or Remove Non-Working Cameras
- Review and Implementation of Policy
- Explore Milestone Capabilities
    - Increase FPS
    - Create Alerts
- Address Pending Capital Requests

Future Considerations

- Emergency Phones
- DSI at HSD
- Investigate Integration with MAXxess
- Risk Management & General Counsel

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Initiatives Underway

- **Business Impact Analysis** (BIA) – Understand the business requirements for the technology support for critical business processes.

- **Business Continuity Plans** – What departments will do in the event of a disruption of the infrastructure that supports their critical business processes.

- **Environment Assessment** (EA) – Understand the technology infrastructures limits as it relates to the business requirements defined in the BIA.

- **Disaster Recovery Plans** – How to re-build and restore the critical technology infrastructure and application environment in support of critical business processes after a disaster.

Business Impact Analysis (BIA)

	G	H	I	J	K	L	M	N	O	P	Q	R	S
1				RTO						RPO			
2		0	1	2	3	4	Avg	0	1	2	3	4	Av

	G	H	I	J	K	L	M	N	O	P	Q	R	S
1				RTO						RPO			
2		0	1	2	3	4	Avg	0	1	2	3	4	Av
3	Active Directory		5				1				5		3
4	Enrollment Marketing		x								x		
5	Enrollment Systems, Research, and Reporting		x								x		
6	Graduate and Professional Management		x								x		
7	Office of Financial Assistance		x								x		
8	Office Of Undergraduate Admissions		x								x		
9													
10	Audix (new)					1	4						#D
11	University Marketing and Communication					x							
12													
13	Blackboard - Community Suite		1		1		2	1			1		
14	Campus Card Office		x					x					
15	Office of Faculty Administration				x						x		
16													
17	BSR Advance/SmartCall		1				1	1					0
18	Controller's Office		x					x					
19													
20	Budget			2	3		2.6	1	1	1	2		1
21	Financial Planning and Budgeting			x							x		
22	Purchasing Department			x					x				
23	Academic Business Operations				x					x			
24	Student Development				x			x					
25	Wellness Center				x						x		
26													
27	Bursar Upay			1			2	1					0
28	Bursar			x				x					
29													
30	CBORD	1	1				0.5	1	1				0.
31	Campus Card Office	x						x					
32	Residence Life		x							x			
33													
34	CBORD Net Card Manager	1					0	1					0

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FY12 Q3-Q4 Prioritization Results

Prioritized Ranking by Function											Current		Prior Rank	Movement
Project	T-Shirt Sizing	AA	Adv	Fac	Fin	HR	SD	ITS	UMC	Score	Rank		
LOCUS Enhancements (12)	XLarge	1	1	1	1	1	1	1	1	240	1	1	+0
Enterprise Content Management (11)	XLarge	2	2	2	4	2	2	4	2	228	2	2	+0
Business Intelligence/Data Warehouse (7)	XLarge	3	3	8	6	3	3	3	4	215	3	3	+0
LUHS/LUC/HSD Technology Program	XLarge	19	5	3	3	8	10	2	3	195	4	6	+2
Information Security Program (8)	XLarge	5	8	9	9	7	13	5	5	187	5	7	+2
Recruitment Plus System Replacement - Selection Only	Medium	6	6	7	7	11	17	6	11	177	6	11	+5
Student Local/Off Campus Address & Emergency Contacts	Medium	16	18	4	5	6	5	7	16	171	7	---	New
Illinois Articulation Initiative	Small	4	11	5	18	4	12	21	6	167	8	8	+0
Transfer Credit Equivalency	Small	8	12	6	14	5	16	13	7	167	8	10	+2
Implement Terminal Four Content Management System	Large	12	7	10	12	12	6	17	8	164	10	12	+2
Room Reservation Upgrade to R25 Live	Medium	10	14	18	10	13	7	8	13	155	11	13	+2
Checklist for e-bill generation	Small	11	17	14	8	20	11	12	9	146	12	---	New
Advance Web	XLarge	18	4	16	11	14	15	9	17	144	13	---	New
Enhancements to Immunization Page/Data Mgmt	Medium	14	15	11	15	15	4	18	14	142	14	15	+1
Electronic Outbound Transcript Feasibility	Small	7	10	12	19	21	14	19	15	131	15	16	+1
Provide for Quick Updates to LUC Web Pages During Emergencies	Xsmall	17	13	13	17	19	8	20	10	131	15	---	New
Proctoring Online Exams	Medium	9	16	15	13	17	19	11	19	129	17	---	New
School of Nursing - SIM	Small	13	9	17	16	16	18		12	116	18	---	New
Parking Enforcement/Permit Management	Large	15	19	19	20	18	9	16	18	114	19	---	New
Apply for Housing Contract Release/Exemption	Large				2			14		46	20	---	New
Lawson Upgrade	Small					10		10		42	21	---	New
Security Cameras	Large					9		15		38	22	---	New
Emergency Response website	Small					22				9	23	---	New
Database for all LUC Key and Lock information	Medium					23				8	24	---	New

▓ - item not ranked

ITS Major Initiatives Calendar

ITS Major Initiatives Calendar (as of 1/15/12)

	Project/Program	Targeted Start Month (MM/YYYY)	Targeted Finish Month (MM/YYYY)	Status	Change
C O M P L E T E	Move GPEM R+ Application In-House	03/2010	07/2011	Complete	Yes
	Online/Electronic Applications for Study Abroad	05/2009	08/2011	Complete	Yes
	ePortfolio Implementation	04/2011	08/2011	Complete	
	LUHS-LUC Advance DB Split	04/2011	09/2011	Complete	
	On demand and on the go entertainment for students	05/2011	10/2011	Complete	
	Advance Upgrade	07/2011	10/2011	Complete	
	PNC Bank Initiative/Conversion	03/2011	11/2011	Complete	Yes
R O L L O V E R	Training and Development of Point and Click Reports	11/2010	01/2012	Active	Yes
	Room Reservation Upgrade to R25 Live	03/2011	03/2012	Active	Yes
	Implement Terminal Four Content Management System	01/2011	04/2012	Active	Yes
	Business Intelligence/Data Warehouse (7)	06/2009	04/2012	Active	Yes
	Security Cameras (4)	05/2011	05/2012	Active	Yes
	Recruitment Plus System Replacement - Implementation	11/2010	07/2012	Active	Yes
	ePortfolio Enrollment Automation	06/2011	07/2012	Active	Yes
	Transfer Credit Equivalency	07/2010	08/2012	Active	Yes
	Enhancements to Immunization Page/Data Mgmt	11/2010	08/2012	Active	Yes
	ECM/Imaging Implementation (11)	08/2009	12/2012	Active	Yes
	LOCUS Enhancements (12)	01/2010	12/2012	Active	Yes
	Information Security Program (8)	01/2010	12/2012	Active	Yes
	Novell to Microsoft Migration	01/2011	12/2012	Active	Yes
	Campus Construction Initiatives (11)	04/2008	08/2013	Active	Yes
	LUHS/LUC/HSD Technology Program	05/2011	12/2013	Active	Yes
	Loyola Mobile Projects	03/2011	TBD	Active	
	RMS Check-in/check-out	04/2011	TBD	Active	
	Electronic Outbound Transcripts Feasibility	09/2009	TBD	Pending	
	Illinois Articulation Initiative	09/2010	06/2012	Hold	Yes
	Emergency Response website	01/2009	08/2012	Hold	Yes
	Grad Rome Merge	05/2009	12/2012	Hold	Yes
N E W	Quick Updates to LUC Web Pages During Emergencies	04/2011	01/2012	Active	New
	Checklist for e-bill Generation	09/2011	01/2012	Active	New
	Apply for Housing Contract Release/Exemption	12/2011	02/2012	Active	New
	Student Off Campus Info Tracking	10/2011	05/2012	Active	New
	Parking Enforcement/Permit Management	12/2011	06/2012	Active	New
	Advance Web Implementation	11/2011	07/2012	Active	New
	School of Nursing - SIM	05/2011	08/2012	Active	New
	Proctoring Online Exams	11/2011	05/2012	Pending	New
	Lawson Upgrade	03/2012	05/2012	Pending	New
	Database for all LUC Key and Lock information	08/2011	TBD	Pending	New

Timeline columns: FY12 (2011: Jul, Aug, Sep, Oct, Nov, Dec), FY12 (2012: Jan, Feb, Mar, Apr, May, Jun), FY13 (2012: Jul, Aug, Sep, Oct, Nov, Dec)

Legend:
- Pink — Completion date is not firm and will most likely extend into 2013
- Red text denotes a change
- Yellow — Timing of the project is TBD
- Maroon — Activity completed/in progress/planned

LUC ITS Rings of Excellence Major Initiatives, FY12 Q3-Q4

Academic and Faculty Support
- LOCUS Enhancements (12)
- Illinois Articulation Initiative
- R+ System Replacement
- Proctoring Online Exams
- Electronic Outbound Transcripts Feasibility
- School of Nursing – SIM

Administrative Initiatives
- Student Off Campus Info Tracking
- Checklist for e-bill Generation
- Lawson Upgrade
- Parking Enforcement Permit Mgmt
- Apply for Housing Exemption
- Database for LUC Key and Lock Info
- Quick Updates to LUC Emergency Web Pages

Student Technology Support
- Transfer Credit Equivalency

Infrastructure
- Novell to Microsoft Migration
- Security Camera Infrastructure
- Information Security Program (8)
- Campus Construction Initiatives (11)
- LUHS/LUC/HSD Technology Program

Continuous Service Development
- Room Res. Upgrade to R25 Live
- Implement T4 Content Mgmt System
- Advance Web Implementation
- Enterprise Content Management (11)
- Emergency Response Website
- Enhancements to Immunization Page/Data Management
- Business Intelligence/Data Warehouse (7)

25

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FY12-FY13 ITESC Schedule

- Sept. 22, 2011 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - FY13 Budget Submissions
  - Upcoming Priorities

- Nov. 10, 2011 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports (ATC & ARB)
  - Technology Scorecards
  - Tech Fee Review

- Jan. 26, 2012 - Thursday, 1:30-3:30 PM
  - R+ Replacement
  - Student Dev. Tech Fee Request
  - Security Camera Update
  - Bus. Impact Analysis Status
  - Project Portfolio Prioritization Results
  - LUHS/LUC/HSD Program Status

- Mar. 8, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews

- Apr. 26, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews

- Jun. 7, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization

- Jul. 26, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results

- Sept. 13, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews

- Oct. 25, 2012 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews

- Dec. 11, 2012 - Tuesday, 1:30-3:30 PM
  - Technology Scorecards
  - Project Portfolio Prioritization

27