ITS Executive Steering Committee (ITESC)

Agenda and Materials – February 6, 2018
Agenda

Disaster Recovery - Program Restart
  • S. Malisch, J. Sibenaller

GDPR
  • J. Sibenaller

LUHS Migration to Workday
  • J. Sibenaller

Business Intelligence
  • S. Malisch, K. Smith

Student System Upgrade
  • K. Smith

Technology Changes for Spring 2018, Mobile Governance Handout
  • S. Malisch
Business Continuity & Disaster Recovery Context

Context

• Business Continuity & Disaster Recovery (BCDR) planning is an integral part of a risk management plan for the University to identify threats or risks that could cause an interruption to normal operations.

• Combines the roles and functions of ITS and operational units in the event of a business/technical interruption to increase resiliency when these events occur.

• Need to assess and balance risk, likelihood, and cost.

Where Are We Now

• DR had taken a pause (FY16 budget hold).
• BC has now transitioned to ITS.
• Overall restart.
Disaster Recovery - Review

Premise - Focus disaster recovery (DR) on 2 main factors
  • Teaching our students
  • Paying our employees

DR Program
  • Established program governance (2013)
  • Scope primarily Lakeside Technology/Systems
    • Health Sciences had an existing DR plan
  • Cost effective approach
  • Utilize alternate data centers as primary recovery location (LSC/WTC)
  • Close coordination with Business Continuity (BC) efforts
  • Utilize common technology to capture/track plans (CPOTracker)
Disaster Recovery - Review

RPO – Recovery Point Objective

• How current our data will be (i.e. define acceptable data loss)
  • Originally established multi-level requirements (hours-days)
  • Critical/Core systems - Database recovery architecture provides only “seconds” of data loss
  • Non-critical systems - Databases recovered from backup (yesterday’s data)

RTO – Recovery Time Objective

• How quickly we recover our technology solutions
• Established 3 Tiers
  • Tier 1 – recovery in 1-5 Days
  • Tier 2 – recovery in 6-10 Days
  • Tier 3 – recover when possible (> 10 days/no recovery time specified)
## Disaster Recovery - RTO Tier 1

<table>
<thead>
<tr>
<th>Technology and Enterprise Business Systems</th>
<th>Rank</th>
<th>Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Services (Core, DNS, AD, VPN)</td>
<td>M</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Storage Services (SAN)</td>
<td>M</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Enterprise Database Services (Oracle, SQL, LuWARE, WebFocus)</td>
<td>M</td>
<td>Mandatory</td>
</tr>
<tr>
<td>LUC.edu Website</td>
<td>1</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>eMail (Exchange)</td>
<td>2</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Student System (PS Campus Solutions), including Portal</td>
<td>3</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Learning Mgmt (Sakai LMS)</td>
<td>4</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>5</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Lawson (people info, payroll, financials)</td>
<td>6</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Kronos (timekeeping, payroll feed)</td>
<td>7</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Phone and Voice Mail Systems (Avaya)</td>
<td>8</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>eCommerce System (CBORD, Micros)</td>
<td>9</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Building Access (Maxxess, Easy Lobby)</td>
<td>10</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Student System Reporting (PS RDS) Cognos?</td>
<td>11</td>
<td>Tier 1 (1-5 days)</td>
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<tr>
<td>Payment Gateway (TouchNet Paypath/TPG)</td>
<td>12</td>
<td>Tier 1 (1-5 days)</td>
</tr>
<tr>
<td>Student Recruiting (SLATE)</td>
<td>13</td>
<td>Tier 1 (1-5 days)</td>
</tr>
</tbody>
</table>

**Legend:**
- **Mandatory:** Infrastructure that must be recovered first
- **Denotes a Hosted System**
## Disaster Recovery - RTO Tiers 2-3

<table>
<thead>
<tr>
<th>Technology and Enterprise Business Systems</th>
<th>Rank</th>
<th>Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room &amp; Event Scheduling (R25 Suite, Kinetics, Outlook)</td>
<td>14</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Student Loan Mgmt. (ECSI)</td>
<td>15</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Parking (Maxxess, Opus)</td>
<td>16</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Admitted Student Portal (Custom)</td>
<td>17</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Classroom Control System (Crestron)</td>
<td>18</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Surveillance Systems (Milestone)</td>
<td>19</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Mobile Applications (HighPoint, Custom)</td>
<td>20</td>
<td>Tier 2 (6-10 days)</td>
</tr>
<tr>
<td>Housing (RMS)</td>
<td>21</td>
<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Wellness Center (Point and Click)</td>
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<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Enterprise Content Mgmt (DocFinity)</td>
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<td>Tier 2 (6-10 days)</td>
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<td>LUC Libraries (Alma-Primo)</td>
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<td>Tier 2 (6-10 days)</td>
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<tr>
<td>Predictive Dialing (SmartCall)</td>
<td>25</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
<tr>
<td>Student ePortfolio (Taskstream LAT)</td>
<td>26</td>
<td>Tier 3 (&gt; 10 days)</td>
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<tr>
<td>Course/Faculty Evaluations (Snap, Opinio)</td>
<td>27</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
<tr>
<td>Alumni/Donor Relations (Advance)</td>
<td>28</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
<tr>
<td>Faculty Salary Planning (Custom)</td>
<td>29</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
<tr>
<td>Staff Salary Planning (Custom)</td>
<td>30</td>
<td>Tier 3 (&gt; 10 days)</td>
</tr>
</tbody>
</table>
## DR Current State

<table>
<thead>
<tr>
<th>Technology and Enterprise Business Systems</th>
<th>Rank</th>
<th>Plan Status</th>
<th>Last Plan Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Services (Core)</td>
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<td>On Hold</td>
<td>---</td>
</tr>
<tr>
<td>Network Services (DNS)</td>
<td>M</td>
<td>Current</td>
<td>05/2017</td>
</tr>
<tr>
<td>Network Services (AD)</td>
<td>M</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Network Services (VPN)</td>
<td>M</td>
<td>Update Pending upgrade</td>
<td>06/2015</td>
</tr>
<tr>
<td>Storage Services (SAN)</td>
<td>M</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Enterprise Database Services (Oracle)</td>
<td>M</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>Enterprise Database Services (SQL)</td>
<td>M</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>Enterprise Database Services (LuWARE)</td>
<td>M</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Enterprise Database Services (WebFocus)</td>
<td>M</td>
<td>Current</td>
<td>06/2017</td>
</tr>
<tr>
<td>LUC.edu Website</td>
<td>1</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>eMail (Exchange)</td>
<td>2</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>Student System (PS Campus Solutions), including Portal</td>
<td>3</td>
<td>Update Pending upgrade</td>
<td>11/2014</td>
</tr>
<tr>
<td>Learning Mgmt (Sakai LMS)</td>
<td>4</td>
<td>Current</td>
<td>Cloud</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>5</td>
<td>Current</td>
<td>06/2017</td>
</tr>
<tr>
<td>HR, Finance, Payroll (Infor/Lawson)</td>
<td>6</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>Timekeeping, Payroll Feed (Kronos)</td>
<td>7</td>
<td>Current</td>
<td>10/2017</td>
</tr>
<tr>
<td>Phone and Voice Mail Systems (Avaya)</td>
<td>8</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>eCommerce System (CBORD)</td>
<td>9a</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>eCommerce System (Micros)</td>
<td>9b</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Building Access (Maxxess)</td>
<td>10</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Building Access (Easy Lobby)</td>
<td>10</td>
<td>Pending</td>
<td>---</td>
</tr>
<tr>
<td>Enterprise Data Warehouse (EDW/ETL)</td>
<td>11</td>
<td>Current</td>
<td>08/2017</td>
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<tr>
<td>Payment Gateway (TouchNet Paypath/TPG)</td>
<td>12</td>
<td>Current</td>
<td>Cloud</td>
</tr>
<tr>
<td>Student Recruiting (SLATE)</td>
<td>13</td>
<td>Current</td>
<td>Cloud</td>
</tr>
<tr>
<td>Web Site Maintenance (T4)</td>
<td>14</td>
<td>Current</td>
<td>06/2017</td>
</tr>
</tbody>
</table>

### Legend:

- **Mandatory:** Infrastructure that must be recovered first
- **Denotes a Hosted System**
Changes in the DR World

Recovery plans are more “nimble”, less “traditional”

BC & DR are more closely linked

Technology resilience makes recovery quicker

Technology complexity makes complete recovery more difficult

Cloud has become more prevalent as a cost effective option

Technical “disasters” are more frequent than physical
Recommended Program Actions

**Restart the DR initiative**
- Validate RTO Tiers/System assignments
- Determine any budget adjustments
- Review CPOTracker effectiveness
- Consider cloud recovery options
- Complete Tier 1 DR plans
- Assess Tier 2 recovery needs & provide a recommended action plan

**Restart the BC initiative**
- Assess current state of work completed
- Provide a recommended action plan

**Conduct Internal Audit DR review in FY20**
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GDPR
  • J. Sibenaller

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Student System Upgrade
  • K. Smith

Technology Changes for Spring 2018
  • S. Malisch
What is GDPR?

• **GDPR – General Data Protection Regulation**
  
  • (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).
  
  • It also addresses the export of personal data outside the EU.
  
  • The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.
  
  • When the GDPR takes effect, it will replace the data protection directive (officially Directive 95/46/EC) of 1995.
  
  • The regulation was adopted on 27 April 2016.
  
  • It becomes enforceable from 25 May 2018 after a two-year transition period and, unlike a directive, it does not require national governments to pass any enabling legislation, and is thus directly binding and applicable.

Ref: Wikipedia.org
What is GDPR?

• **GDPR – Simplified**

  1. This Regulation lays down rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data.

  2. This Regulation protects fundamental rights and freedoms of natural persons and in particular their right to the protection of personal data.

  3. The free movement of personal data within the Union shall be neither restricted nor prohibited for reasons connected with the protection of natural persons with regard to the processing of personal data.
Who does GDPR apply to?

GDPR requirements apply to any organization doing business in the EU or that processes personal data originating in the EU, be it the data of residents or visitors. Organizations of any size in any country that process anyone’s data, if that data originated in the EU, is subject to the GDPR.

1. EU laws shall always privilege the protection of the natural person in the union, irrespective to nationality.
2. For the U.S. academic institutions, “natural persons” will be:
   • Students (going to study abroad programs in the EU)
   • Faculty (hired locally or posted to the EU)
   • Staff and other personnel (hired locally or posted to the EU)
   • Third parties in general (i.e. EU contractors, EU donors, EU researchers)

A couple of specific cases, to be considered:
1. International students, located in the EU, applying and then enrolling to U.S. University
2. International students, located in the EU, applying and then enrolling to online courses provided by U.S. University
Why do we care?

• Loyola has data originating in the EU
• Protect rights of Individuals
• Penalties are very significant for non-compliance
• Prevent damage to reputation
Preparing for the General Data Protection Regulation (GDPR)

The Guide to Data Protection

What Rules Require Data Protection Technology?

Pay close attention to these 5 articles buried deep in 88 pages of regulation text:

ARTICLE 25 Data protection by design and by default. Limit the amount of data managed and access to it, and enforce the limits.

ARTICLE 32 Security of processing. Implement data security measures and verify they work.

ARTICLE 33 Breach notification. Be prepared to detect breaches and report details within 72 hours.

ARTICLE 35 Data protection impact assessment. Inventory and classify your data, assign risk protection profiles.

ARTICLE 44 General principle for transfers. Prevent unauthorized data transfers outside member states.

EUGDPR.org The Regulation The Process More Resources Our Partners

Get Going With Your GDPR Plan

Are you ready? General Data Protection Regulation (GDPR) is coming. Don't get deterred by loss measurement efforts. Don't make reactions against breaches and ensure data privacy—or face the threat of hefty fines.

GDPR: New Data Protection Rules in the EU

New GDPR Mandates Require Changes to Storage Management Strategies for All Global Enterprises

Gartner
Planning Framework Overview

**Phase 1 - Current State Data Assessment**
- Program pre-assessment
- Discover and inventory all known and unknown data repositories and sensitive data
- Analyze Data flow and touchpoints – including sub-processors
- Inventory current data security policy and procedures
- Analyze existing breach discovery, response and notification requirements
- Draft the Data Protection Impact Assessment report

**Phase 2 - Gap Analysis**
- Perform inventory and gap analysis of Data security and compliance technology
- Evaluate and select monitoring, minimization and encryption technology
- Ensure Privacy by design is in place
- Determine need for Data Protection officer (DPO) and if necessary define role and responsibilities
- Update permissions collections process
- Determine need for 3rd party processors
- Evaluate need to transfer data to the US.

**Phase 3 - Rollout of Risk Treatments Based on Gap Analysis**
**May include:**
- Phased implementation of data security and compliance technologies
- Compliance audits and reporting
- Assign new roles/duties
- Rollout new or modified policies and procedures
- Testing controls and supporting technologies
- Training and Awareness
### GDPR Gap Analysis

<table>
<thead>
<tr>
<th>Privacy Principle</th>
<th>Total Items</th>
<th>Not Applicable</th>
<th>In Scope Items</th>
<th>Maturity Level</th>
<th>Risk Level</th>
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<tbody>
<tr>
<td>01. Choice &amp; Consent</td>
<td>3</td>
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<td>3</td>
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<td>02. Legitimate Purpose Specification and Use Limitation</td>
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<td>5</td>
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<td>3</td>
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<tr>
<td>03. Personal Information and Sensitive Information Life Cycle</td>
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<td>04. Accuracy and Quality</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>05. Openness, Transparency and Notice</td>
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<td>0</td>
<td>5</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>06. Individual Participation</td>
<td>6</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
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<tr>
<td>07. Accountability</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>2</td>
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<tr>
<td>08. Security Safeguards</td>
<td>3</td>
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<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>09. Monitoring, Measuring and Reporting</td>
<td>8</td>
<td>1</td>
<td>7</td>
<td>0</td>
<td>1</td>
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<td>10. Preventing Harm</td>
<td>6</td>
<td>1</td>
<td>5</td>
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<td>0</td>
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<td>11. Third-party/Vendor Management</td>
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<td>4</td>
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<td>12. Breach Management</td>
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<td>1</td>
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<td>13. Security and Privacy by Design</td>
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<td>2</td>
<td>0</td>
<td>0</td>
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<tr>
<td>14. Free Flow of Information and Legitimate Restriction</td>
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<td>5</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

| Totals | 63 | 7 | 56 | 1 | 15 | 27 | 13 | 0 | 26 | 25 | 5 | 7.9 |

* Based on pre-assessment
## Overall Risk

### Overall Risk Grid

<table>
<thead>
<tr>
<th></th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
<th>Critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Met</td>
<td>4</td>
<td>8</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Partially Met</td>
<td>3</td>
<td>6</td>
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<td>12</td>
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<tr>
<td>Mostly Met</td>
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<td>4</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Met</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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</table>

### Overall Risk Breakdown

<table>
<thead>
<tr>
<th></th>
<th>Overall Risk Score</th>
<th>Count</th>
<th>Count</th>
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<tbody>
<tr>
<td>Critical</td>
<td>16</td>
<td>4</td>
<td>7%</td>
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<tr>
<td>High</td>
<td>12</td>
<td>8</td>
<td>41%</td>
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<tr>
<td>Medium</td>
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<td>13</td>
<td></td>
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<tr>
<td></td>
<td>8</td>
<td>2</td>
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</tr>
<tr>
<td>Low</td>
<td>6</td>
<td>17</td>
<td>50%</td>
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<td>4</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>1</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Based on pre-assessment*
Next Steps

• Complete full gap analysis
• Review risk assignments
• Validate the risk treatments (work to be done)
• Identify resources needed to complete
  • People
  • Effort/Work
  • Costs
  • Duration
• Sponsorship & Support (ITESC/Cabinet)
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Technology Changes for Spring 2018
  • S. Malisch
Executive Summary:

• Workday live on 12/24, first payroll cycles run and completed by 1/12
  • Trinity reported a normal level of data errors and processing exceptions
• Reporting/data extracts loading & testing – extremely difficult
  • Complete only due to extraordinary efforts by Finance, HR & ITS
  • New report requested (cost center allocations) due to gaps in existing data
• Reporting/data extracts run manually in ITS
  • Automation need is critical
• Obtaining Workday access has been time consuming & problematic
• HR Operational Reports (3)
  • Remain under review, access & distribution issues
• Contacts & method for reporting problems & escalation is temporary
  • Long term process is undefined
• Several operational items still need to be addressed
• Ongoing touchpoint meetings being scheduled
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Recent Activity - Business Intelligence

• Business Intelligence Steering Committee (BISC) established
  • Committee meetings on 11/20/17 and 1/17/18; next meet 4/5/18

• Working group comprised of OIE, Finance and ITS began development of data model for Net Tuition Revenue for Academic Programs
  • Next Steps: Refinements, training, apply security model, and expanded deployment

• Initial development of Enrollment Management dashboards
  • Track Enrollments by Cohort for term over term
  • Students with Service Indicators and Registration blocks
  • Mid Term grades and Mid Term alerts

• Ongoing dashboard projects with Advancement
  • Weekly Performance Summary – Power BI Dashboard and Reports
  • Alumni Donors Progress – Power BI Dashboard and Reports
  • Prospects Dashboard – Power BI Dashboard and Reports
  • Daily Transaction Report – WebFOCUS report distributed to many users
  • Data model to be used for development of future WebFOCUS operational reports
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Executive Summary:
LOCUS Upgrade will occur from Tuesday, March 6 – Friday, March 9, 2018 (Spring Break). LOCUS will be unavailable during this period. This will allow all payments due March 5 to be completed.

Testing upgraded environment with a small group of functional users (Reg & Recs, FA, Bursar, ITS) has progressed well. Financial Aid has indicated they can work around the Go Live schedule for Award Packaging. Bursar Office is pleased we are planning to wait until Mar 6. Reg & Recs has been exemplary with their testing effort and are pleased with progress.

A detailed production Go Live schedule for the Upgrade will be distributed by February 2, 2018. The project is in a Green status as we have the general agreement on the schedule from key users and all key technical issues are resolved.
# Student System Upgrade Major Milestones

<table>
<thead>
<tr>
<th>Task</th>
<th>Status</th>
<th>Start Dt</th>
<th>End Dt</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install CS 9.2 Demo Environment</td>
<td>Complete</td>
<td>03/15/2017</td>
<td>04/19/2017</td>
<td>Initial environment (no LUC data)</td>
</tr>
<tr>
<td>Initial Pass – CS92UP1</td>
<td>Complete</td>
<td>05/30/2017</td>
<td>09/01/2017</td>
<td>First upgrade with LUC data</td>
</tr>
<tr>
<td>Initial Pass Clone – CS92UT1</td>
<td>Complete</td>
<td>08/25/2017</td>
<td>09/26/2017</td>
<td>Clone for preliminary testing</td>
</tr>
<tr>
<td>Move to Production #1 – CS92UP2 (Upgrade Source Database)</td>
<td>Complete</td>
<td>08/08/2017</td>
<td>12/01/2017</td>
<td>First move-to-prod with customizations</td>
</tr>
<tr>
<td>Move to Production #1 Clone CS92UT2 (Development – SIT Testing)</td>
<td>Complete</td>
<td>09/01/2017</td>
<td>12/01/2107</td>
<td>Ongoing System Integration Testing by ITS</td>
</tr>
<tr>
<td>Move to Production #2 - CS92UP3 (Functional Testing)</td>
<td>Complete</td>
<td>11/28/2017</td>
<td>12/08/2017</td>
<td>32 of 42 reported testing issues resolved; target for outstanding issues - Feb 8</td>
</tr>
<tr>
<td>User Acceptance Kickoff Meeting</td>
<td>Complete</td>
<td>12/05/2017</td>
<td>12/05/2017</td>
<td>ITS, R&amp;R, select functional areas</td>
</tr>
<tr>
<td>User Acceptance Testing</td>
<td>In Progress</td>
<td>12/11/2017</td>
<td>02/08/2018</td>
<td>R&amp;R and Fin Sys began testing prior to holidays; Bursar and Fin Aid began testing in January</td>
</tr>
<tr>
<td>Functional User Acceptance Testing Signoff</td>
<td>In Progress</td>
<td>02/08/2018</td>
<td>02/08/2018</td>
<td></td>
</tr>
<tr>
<td>Move to Production #3 – CS92SBX</td>
<td>In Progress</td>
<td>01/29/2018</td>
<td>02/06/2018</td>
<td>First “dress-rehearsal”</td>
</tr>
<tr>
<td>Move to Production #4 – CS92TRN</td>
<td>Not Started</td>
<td>02/12/2018</td>
<td>02/14/2018</td>
<td>Final test move to production for go-live prep</td>
</tr>
<tr>
<td>CS90 Development Software Hold</td>
<td>In Progress</td>
<td>02/02/2018</td>
<td>04/23/2018</td>
<td>Includes upgrade and fail registration software holds</td>
</tr>
<tr>
<td>Go-Live – CS92PRD</td>
<td>Not Started</td>
<td>03/06/2018</td>
<td>03/09/2018</td>
<td>Starting 3/6 to accommodate 3/5 payment due date</td>
</tr>
<tr>
<td>Project Management, Status, and Reporting</td>
<td>In Progress</td>
<td>Ongoing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Agenda

Disaster Recovery - Program Restart
  • S. Malisch, J. Sibenaller

GDPR
  • J. Sibenaller

LUHS Migration to Workday
  • J. Sibenaller

Business Intelligence
  • S. Malisch, K. Smith

Student System Upgrade
  • K. Smith

Technology Changes for Spring 2018
  • S. Malisch
## Spring 2018 Technology Updates

### Box to OneDrive
- ~40 Support Requests Since Announcement
- Average ~1,000 daily users of OneDrive, Box is around 200
- 1.85 million files are now in OneDrive
- 9.8 TB of storage is in use, Box has 7.5 TB
- 928 – Box accounts copied to OneDrive, Box set to read only.
- 224 – scheduled for 2/9, which will complete all staff moves
- 1,167 – Faculty remain, 512 of which are in active use in the past 180 days – Scheduled for migration beginning 2/12.
- 3,951 – Students remain, 625 of which are in active use in the past 180 days – Scheduled for migration beginning 3/16

### Kaltura to Panopto
- **Kaltura**
  - ~15 Support Requests Since Announcement
  - 1,900 individuals have used since July 2014
  - 11,300 total video entries (1,625 hours) to migrate to Panopto (in process)
  - 380 active Fac/Staff/Students in Kaltura
  - 640 inactive clients (Graduated or no longer affiliated with University)
  - Update note Sent to Clients 2/2
  - Kaltura content scheduled to be duplicated in Panopto on 4/13
  - Kaltura tool scheduled to be removed from Sakai after Spring Semester 5/11
  - No New Uploads to Kaltura allowed after 5/11
  - Agreement with Kaltura to expire 6/30/17

- **Panopto**
  - 207 Spring 2018 courses have turned on the Panopto tool in Sakai
  - 847 videos have been recorded or uploaded to Panopto since the first day of the Spring 2018 semester (1/16)

### Adobe Connect to Zoom
- **Adobe Connect**
  - ~25 Support Requests Since Announcement
  - 555 individuals have used Adobe Connect since 2009.
  - 2,050 individuals registered and using Zoom
  - Adobe Connect upgraded 12/22 to allow Meeting Recordings to be saved as .MP4 (if faculty choose to upload to Panopto)
  - 318 active Fac/Staff with Meeting Recordings notified with instructions how to self review/make offline recordings 2/1
  - AC tool removed from Sakai after Spring Semester 5/11

- **Zoom**
  - 197 Spring 2018 courses have turned on the Zoom tool in Sakai
  - 540 online meetings have been hosted using Zoom since the first day of the Spring 2018 semester (1/16)

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*Faculty “responsive” in reviewing courses in Sakai greater than 2 years old.*
### Spring 2018 Technology Updates

### Program Milestones and Communication Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/31/2018</td>
<td>Initial Pilot Ends Project Kick-Off</td>
</tr>
<tr>
<td>2/1/2018</td>
<td>Library Moves To OneDrive</td>
</tr>
<tr>
<td>2/2/2018</td>
<td>OneDrive Widely Enabled. Box Disabled for Now</td>
</tr>
<tr>
<td>3/2/2018</td>
<td>&quot;Active Faculty&quot; Move To OneDrive</td>
</tr>
<tr>
<td>4/16/2018</td>
<td>Box Service Shut Down</td>
</tr>
</tbody>
</table>

### Positive and engaged responses and support from faculty and staff community.

### LUC community “proactive” about embracing changes.

### Faculty “responsive” in reviewing courses in Sakai greater than 2 years old.
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Meeting Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 6, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td>BCDR – Program Restart, GDPR, Workday, BI, Student System Upgrade, Technology Changes for Spring 2018</td>
</tr>
<tr>
<td>March 22, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
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</tr>
<tr>
<td>May 1, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td></td>
</tr>
<tr>
<td>June 21, 2018</td>
<td>Thursday, 10:00-12:00 PM</td>
<td>Project Portfolio Prioritization</td>
</tr>
<tr>
<td>August 23, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td></td>
</tr>
<tr>
<td>September 18, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td></td>
</tr>
<tr>
<td>October 25, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td></td>
</tr>
<tr>
<td>December 11, 2018</td>
<td>Tuesday, 1:00-3:00 PM</td>
<td>Project Portfolio Prioritization</td>
</tr>
</tbody>
</table>