ITC Executive Steering Committee (ITESC)
Agenda

Business Intelligence Subcommittee
  • S. Malisch

Academic Technology Service Change Requests
  • B. Montes

Student System Upgrade
  • K. Smith

Mobile Device Strategy
  • D. Vonder Heide, J. Sibenaller
The ITESC leads a set of processes for IT governance and investment prioritization for Loyola University Chicago.

The IT Executive Steering Committee (ITESC) is responsible for:

- Enhancing the value, quality, security, and understanding of institutional data.
- Establishing a framework for appropriate access to and use of institutional data.

**Academic Technology Committee**
- Chair: C. Scheidenhelm
- 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.

**Business Intelligence Steering Committee**
- Chair: unknown
- Charter:
  
  This cross-functional committee will enhance the value, quality, security, and understanding of institutional data through coordinated efforts of campus stakeholders. The group will establish a framework for appropriate access to, and use of, institutional data.

**Project Review Board**
- Chair: K. Smith
- Charter:
  
  The Project Review Board is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization.

**Architecture Review Board**
- Chair: J. Sibenaller
- Charter:
  
  The Architecture Review Board will build the technology roadmap that enables Loyola University Chicago to fulfill its mission and vision effectively while adapting to a changing higher education environment.

**Information Security Advisory Council**
- Chair: J. Pardonek
- Charter:
  
  The Information Security Advisory Council will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.
Academic Technology Service Change Requests
Proposed...

• Changes

  1. Enforce a Two-Year Retention Practice for Sakai Course and Project Site Data (*was 18-months*)
  2. Eliminate Kaltura System as a Video Repository Service (*use Panopto as a Replacement*)
  3. Eliminate Adobe Connect as an Online Classroom and Webinar Service (*use Zoom as a Replacement*)

• Timing

  • Complete Changes Over the Course of the Current Academic Year:
    1. Allow Faculty to Plan for Transition
    2. Lessen the Impact on LUC Community
    3. Align to Budget Cycles
Proposed...

• **Financial Impact**

1. Save 2% in Ongoing Annual Maintenance
2. Fund New Technology Requests While Reducing FY’18 Captial Request by $82.5K
3. Avoid Additional $3K in FY’18 Storage Expenses

<table>
<thead>
<tr>
<th>Academic Technologies</th>
<th>FY ’18 Operating</th>
<th>FY’18 Capital</th>
<th>New FY’18 Capital</th>
<th>FY’19 Operating</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaltura System</td>
<td>$ 55,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>Eliminate in FY’19</td>
</tr>
<tr>
<td>Adobe Connect System</td>
<td>$ 28,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>Eliminate in FY’19</td>
</tr>
<tr>
<td>Panopto System</td>
<td>$ 88,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 88,000</td>
<td>Retain in FY’19</td>
</tr>
<tr>
<td>Zoom System</td>
<td>$ 50,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 50,000</td>
<td>Retain in FY’19</td>
</tr>
<tr>
<td>Sakai System</td>
<td>$ 108,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 108,000</td>
<td>Retain in FY’19</td>
</tr>
<tr>
<td>Move Kaltura Content to Panopto</td>
<td>$ 5,000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>One-Time Expense for Transition</td>
</tr>
<tr>
<td>Qualtrics: Online Survey Software Platform</td>
<td>$ -</td>
<td>$ 44,500</td>
<td>$ 0.00</td>
<td>$ 44,500</td>
<td>Earmark Savings from Elimination of Kaltura and Adobe Connect to Replace FY’18 Capital Requests ($82.5K)</td>
</tr>
<tr>
<td>IVR System to Replace Switchboard Functions</td>
<td>$ -</td>
<td>$ 38,000</td>
<td>$ 0.00</td>
<td>$ 38,000</td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$ 334,000</strong></td>
<td><strong>$ 82,500</strong></td>
<td><strong>$ 0.00</strong></td>
<td><strong>$ 328,500</strong></td>
<td>2% Savings in Ongoing Operating Expenses While Adding New Technologies and Withdrawing $82.5K from FY’18 Capital Request</td>
</tr>
</tbody>
</table>

September 2017
Emplooy a Two-Year Retention Practice for Sakai Course and Project Site Data

• Clean-up Unused Data

• Provide Better Defined and Efficient Services in the Learning Management System (LMS)

• Avoid $3,000 in Additional Annual Expenses in Storage Costs in 2018 (current Sakai Maintenance is $108K annually)
Employ a Two-Year Retention Practice for Sakai Course and Project Site Data

• 40% of Sites Have Not Been Used in Over Two Years
• Growing by 1-TB Per Year – Avoid Additional Expenses
• Provide Faculty Nine Month Notice
  • Identify Semester Break as “Clean-Up” Month as an Opportunity to Market, Advertise, and Plan for Change
  • Encourage Content Review, Clean-up, and Assistance
• Better Align Student Data With ID\Email Policies
Eliminate Kaltura System as a Video Repository Service

- Remove a Redundant Service
- Panopto Can Now Meet and Exceed Current Services (*current Panopto Maintenance is $88K annually*)
- Cease Business With a Non-Value Add Business Partner
- “Right Fit” Video Services at Loyola
- Save $55,000 in Annual Maintenance Expenses

Locations of LUC Video Recordings

- Panopto: 3,100 (50%)
- Zoom*: 1,100 (18%)
- LUC YouTube*: 950 (15%)
- Kaltura: 450 (7%)
- Unknown

*YouTubereflectssubscribersto the channel rather than active LUC members and is used here for illustrative purposes. The “public facing” aspects of YouTube make it the right fit for UMC's needs.

*Zoom's recordings are temporarily held in Zoom's database and then moved to Panopto for storage and viewing.
Eliminate Kaltura System as a Video Repository Service

• 13 Individuals Account for Over 70% All Entries in Kaltura

• Modern Languages Accounts for 34% of the Items in Kaltura (audio files)

• Panopto is More broadly Used and Adopted and Can Fully Support Kaltura Functions

• With Transition
  1. Content Remains Same – Moves to Panopto and Links Updated
  2. For a one-time Fee ($5K) Panopto Will Migrate Content for LUC

September 2017
Eliminate Adobe Connect as an Online Classroom and Webinar Service

- Consolidate Video Conferencing, Webinar, and Online Classroom Technologies to “Best Fit”
- Replace With Existing Zoom Service
- Make for a Better Online Experience for Loyola’s Students, Faculty, and Staff
- Save $28,000 in Annual Maintenance Expenses

September 2017
Eliminate Adobe Connect as an Online Classroom and Webinar Service

- Professional Schools (Law, QSOB, SCPS, Nursing) Account for 43% of Adobe Connect Use
- Targeted Campaign With These Schools to Help With Transition *(Use Zoom in Spring)*
- Faculty Have Expressed Continued Frustration With Adobe Connect
- Limited Licensing

“Switching to Zoom for my summer online course was such a great decision due to the increased functionality for student-to-student interaction in Zoom, I will never go back to Adobe Connect for synchronous sessions.” - Patrick Daubenmire, Associate Professor, Chemistry Undergraduate Program Director

<table>
<thead>
<tr>
<th>Top Departments with Recordings in Adobe Connect</th>
<th>Hours</th>
<th>Days</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Business</td>
<td>4,098</td>
<td>171</td>
<td>38%</td>
</tr>
<tr>
<td>Computer Science</td>
<td>2,978</td>
<td>124</td>
<td>28%</td>
</tr>
<tr>
<td>Faculty Center for Ignation Pedagogy</td>
<td>1,909</td>
<td>80</td>
<td>18%</td>
</tr>
<tr>
<td>School of Continuing and Professional Studies</td>
<td>773</td>
<td>32</td>
<td>7%</td>
</tr>
<tr>
<td>Chemistry</td>
<td>527</td>
<td>22</td>
<td>5%</td>
</tr>
<tr>
<td>Bioethics</td>
<td>524</td>
<td>22</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Totals for Top Six Departments With Recordings</strong></td>
<td>10,810</td>
<td>450</td>
<td>92%</td>
</tr>
<tr>
<td><strong>Total Recordings in Adobe Connect Database</strong></td>
<td>11,748</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Zoom...**

- Is Easier to Use
- Is Better Performing
- Offers 24-Hour End User Support
- Can Support Adobe Connect Functionality
Proposed Schedule...

October ’17 – Dec ‘17
- Work with Committees
- Work with Individuals
- “Sakai Clean-Up” Month Dec

January-May ‘18
- Delete Content
- Migrate Content
- Transition Remaining Individuals to New Systems
- “Shift to Zoom” Semester

May’18 - June ‘18
- Execute Archive Practices
- Sunset Kaltura
- Sunset Adobe Connect
Academic Technology Service Change Requests

August 2017
Agenda

Business Intelligence Subcommittee
  • S. Malisch

Change Management for Academic Technologies
  • B. Montes

Student System Upgrade
  • K. Smith

Mobile Device Strategy
  • D. Vonder Heide, J. Sibenaller
Student System Upgrade Project Overview

• Move from Oracle Campus Solutions (CS) 9.0 to Oracle CS 9.2
  • Requisite component upgrades
  • Work began July 2016
  • Target go-live December 2017 (Final Date TBD)

• Phased Approach
  • Technical Changes First
  • Functional Improvements
Project Objectives

- Stay current with Campus Solutions (CS) and People Tools (PT) software versions to receive support from Oracle. (Extended support for CS 9.0 will end December 2019)

- Enables implementation of added functional and technology features.
  - PUM (PeopleSoft Update Manager) New selective adoption of new features vs. applying mandatory, incremental bundles updates.
  - Support for new user interface (i.e. FLUID) Navigation and Pages
Why Do We Care?

• Selective Adoption of New Functionality and Regulatory Changes, Enabling Reduced Maintenance Timeframe

• Enables Up-to-date Self-service Features for Students, Faculty and Staff
  - Mobile Responsive Capability
  - Contemporary Look and Feel

• Retirement of Older Technology (e.g. Crystal Reports)
Scope

• **Phase I** (Primarily technical)
  - Complete Pre-requisite Projects
    - Oracle, Application, Development Tools, Portal
  - Upgrade LOCUS Student Information System
  - Functional Testing

• **Phase II** (Begins After Phase I Functional Testing)
  - Added Flexibility and Adaptable User Interface and Navigation
  - New Business Process for Selective Adoption
  - Review of Current LUC Customizations
    (e.g. LUC Parent Guest to Oracle New Delegated Access)
### Upgrade Project Team

#### Project Team Members

<table>
<thead>
<tr>
<th>Team / Area</th>
<th>Functional Lead</th>
<th>Technical Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions - Undergraduate</td>
<td>Timothy Carroll</td>
<td>Michael Martin</td>
</tr>
<tr>
<td>Bursar</td>
<td>Thomas Catania</td>
<td>Dave Kessler, John McGivney</td>
</tr>
<tr>
<td>Enrollment Systems Research &amp; Reporting</td>
<td>Tim Heuer, Lisa Gierich</td>
<td>Caroline Mwangi, Ivan Siap</td>
</tr>
<tr>
<td>Graduate Enrollment Management</td>
<td>Ronald Martin</td>
<td>Michael Martin</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Tobyn Friar</td>
<td>Caroline Mwangi, Ivan Siap</td>
</tr>
<tr>
<td>Registration and Records</td>
<td>Clare Korinek, Diane Hullinger</td>
<td>Xiomara Franco, Mark Reich</td>
</tr>
<tr>
<td>Registration and Records – Academic Advisement</td>
<td>Shannon Levi</td>
<td>Xiomara Franco, Greg Biskoski</td>
</tr>
<tr>
<td>Registration and Records – Campus Community</td>
<td>Kris Daggett</td>
<td>Dave Kessler, John McGivney</td>
</tr>
<tr>
<td>Registration and Records – Class Scheduling</td>
<td>Stacey Lind</td>
<td>Ivan Siap, Xiomara Franco</td>
</tr>
<tr>
<td>Registration and Records – Transfer Credit</td>
<td>Thomas Stahnke, Joyce Norwood</td>
<td>Greg Biskoski, Mark Reich</td>
</tr>
<tr>
<td>Student Financials</td>
<td>Rebecca Gomez</td>
<td>Dave Kessler, John McGivney</td>
</tr>
<tr>
<td>Project Management Team</td>
<td>Dave Kessler, Maria Muñoz, Xiomara Franco</td>
<td></td>
</tr>
</tbody>
</table>

#### Leadership Team Members

<table>
<thead>
<tr>
<th>Organization</th>
<th>Organizational Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Sponsor</td>
<td>John Pelissero (Provost), David Prasse (Vice Provost), Jo Beth D’Agostino (Vice Provost)</td>
</tr>
<tr>
<td>Chief Information Officer</td>
<td>Susan Malisch (ITS)</td>
</tr>
<tr>
<td>Director</td>
<td>Clare Korinek (Registration and Records), Kevin Smith (ITS)</td>
</tr>
<tr>
<td>ITS Management</td>
<td>Charlotte Pullen (Database &amp; Middleware), Larry Adams (App Dev)</td>
</tr>
<tr>
<td>R&amp;R Management</td>
<td>Diane Hullinger, Kris Daggett</td>
</tr>
</tbody>
</table>
Project Schedule – Phase 1 (Technical)

Upgrade Project Pre-requisites
July ‘16 – Jan ‘17
- Research on what and how to upgrade
- Crystal Report Retire
- Student refund change
- Create initial PSS projects

Install New Release
Feb ‘17 – May ‘17
- New Release CS 9.2 PT & 8.55.xx
- Portal (iHub) PT 8.55.xx
- Evaluate Change Management and Testing tool
- Elasticsearch in TST environment

Test Move to Production
May ‘17 – Dec ‘17
- Phase 2 starts
- Prepare training and documentation
- Functional training
- Multiple Iterations of Move to Production (MTP)

Final Move to Production
January 2018
- Final MTP
- Go Live
- Phase 2 continues
Upgrade Phases

**Initial Pass** – one time process

The initial pass is defined as the process of merging your existing production database with the new release software. In the process you preserve and reapply existing customizations made to delivered objects.

**Test Move(s) to Production** – repeated as necessary

The test move(s) to production are defined as the process of merging the data from a new copy of your existing production database with the new initial pass database software which now includes customizations.

**Final Move to Production** - one time process

The final move to production includes freezing the production database of any further enhancements. At this time you merge your data from the production database with the software from the latest test move to production.
Constraints / Risks

• Acclimating Project Schedule Across All Involved Departments
• Concurrent Projects, Maintenance, and Support
• Aggressive Project Schedule
• Transactional Systems (LOCUS and Subsidiary Systems) will be unavailable during the actual cutover (max of 4 days)
• Limited Implementation Windows Due to:
  o Registration
  o Start of School
  o FA Packaging
  o Billing
  o Etc.
What’s Coming?

Phase II

Home Pages

Navigation

Tiles

FLUID Pages
FLUID - Homepages
FLUID - Tiles
FLUID - NavBar
# FLUID – Contact Details

<table>
<thead>
<tr>
<th>Email</th>
<th>Type</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:locusupg@luc.edu">locusupg@luc.edu</a></td>
<td>Campus</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:locusupg@luc.edu">locusupg@luc.edu</a></td>
<td>Home</td>
<td></td>
</tr>
</tbody>
</table>
## FLUID – View My Classes

### ENGL 283 Women in Literature

### HIST 300E Topics in World History

### PHIL 130 Philosophy & Persons

<table>
<thead>
<tr>
<th>Status</th>
<th>Units</th>
<th>Grading Basis</th>
<th>Grade</th>
<th>Academic Program</th>
<th>Requirement Designation</th>
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</thead>
<tbody>
<tr>
<td>Enrolled</td>
<td>3.00</td>
<td>Graded Alpha</td>
<td></td>
<td>Undergraduate Arts &amp; Sciences</td>
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<table>
<thead>
<tr>
<th>Class Number</th>
<th>Component</th>
<th>Start/End Dates</th>
<th>Days and Times</th>
<th>Room</th>
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<tbody>
<tr>
<td>3734</td>
<td>Lecture</td>
<td>08/28/2017 - 12/16/2017</td>
<td>Days: Tuesday Thursday</td>
<td>Mundel... Center - Room 608</td>
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## Award Summary

<table>
<thead>
<tr>
<th>Award Description/CATEGORY</th>
<th>Award Status</th>
<th>Net Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Benefit-LUC Staff Dep Work/Study</td>
<td>Accepted</td>
<td>38,300.00</td>
</tr>
<tr>
<td>[Allowance for PLUS Loan]</td>
<td>Offered</td>
<td>15,050.00</td>
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</table>

**Totals**  
53,350.00

Currency used is US Dollar

---

Based on review of your Free Application for Federal Student Aid you have been awarded the listed aid. It is intended to help you fill the gap between your ability to pay, your expected family contribution or EFC, and college costs, or the cost of attendance or COA. Additional loan funding may be available, contact the Financial Aid Office for more information.
Agenda

Business Intelligence Subcommittee
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Mobile Device Strategy
• D. Vonder Heide, J. Sibenaller
Mobile Device Strategy

Introduction -

• Fall 2016 - Internal Audit reviewed the design of Loyola’s mobile device governance processes across four areas:
  • Policies/People
  • Data
  • Apps/Websites
  • Devices
• Evaluated against maturity model modified for Higher Education
  • Capability Maturity Model Integration (CMMI)

<table>
<thead>
<tr>
<th>Maturity Level</th>
<th>Maturity Model Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - Non-existent</td>
<td>Systems and processes do not exist for the area.</td>
</tr>
<tr>
<td>1 - Initial</td>
<td>Basic systems exist that may meet institutional requirements, if defined, but processes for the area are not documented and are often executed in an ad hoc or inconsistent manner.</td>
</tr>
<tr>
<td>2 - Repeatable</td>
<td>Systems exist that meet institutional requirements, where defined, and the supporting processes for the area are repeatable, possibly with consistent results. They are executed and managed by appropriate personnel according to their documented plans, where plans exist.</td>
</tr>
<tr>
<td>3 - Defined</td>
<td>Systems exist that meet defined institutional requirements to achieve objectives and goals. The supporting processes are executed for all aspects of the area as defined, documented, and communicated.</td>
</tr>
<tr>
<td>4 - Managed</td>
<td>Management uses defined metrics to monitor and control the systems and processes in the area. Management can identify ways to adjust and adapt the systems and processes for increased efficiency without measurable losses of quality or deviations from specifications. [Note: This level is likely the highest maturity an institution will strive for in a given area, and often only when able to cost effectively automate many aspects of the area.]</td>
</tr>
<tr>
<td>5 - Optimizing</td>
<td>The systems and processes that enable the area are continually improved upon through both incremental and innovative advancement. The organization adopts leading edge practices. [Note: This level requires substantial resources (e.g., people, processes, technology) and likely may not be appropriate for most areas based on an institution’s own cost benefit analysis.]</td>
</tr>
</tbody>
</table>
# Summary Audit Findings

<table>
<thead>
<tr>
<th>Areas / Components</th>
<th>Observed Current State</th>
<th>Recommended Goal State</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area: Policies/People</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Mobile device strategy</td>
<td>1 – Initial</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>2. Device procurement and disposal</td>
<td>1 – Initial</td>
<td>2 – Repeatable</td>
</tr>
<tr>
<td>3. Acceptable use agreement</td>
<td>2 – Repeatable</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>4. Training and awareness</td>
<td>1 – Initial</td>
<td>3 – Defined</td>
</tr>
<tr>
<td><strong>Area: Data</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Data classification</td>
<td>3 – Defined</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>6. Data storage and handling</td>
<td>2 – Repeatable</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>7. Authentication and encryption</td>
<td>2 – Repeatable</td>
<td>2 – Repeatable</td>
</tr>
<tr>
<td>8. Incident response</td>
<td>3 – Defined</td>
<td>3 – Defined</td>
</tr>
<tr>
<td><strong>Area: Apps/Websites</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Mobile apps</td>
<td>2 – Repeatable</td>
<td>2 – Repeatable</td>
</tr>
<tr>
<td>10. Web applications</td>
<td>2 – Repeatable</td>
<td>2 – Repeatable</td>
</tr>
<tr>
<td><strong>Area: Devices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Inventory</td>
<td>1 – Initial</td>
<td>2 – Repeatable</td>
</tr>
<tr>
<td>14. Security standards</td>
<td>0 – Non-existent</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>15. Technical controls</td>
<td>1 – Initial</td>
<td>3 – Defined</td>
</tr>
<tr>
<td>16. Support</td>
<td>2 – Repeatable</td>
<td>2 – Repeatable</td>
</tr>
</tbody>
</table>

**Satisfactory Maturity Level**

**Deficient Maturity Level**
Early Effort

• Engaged Gartner GTP
• Queried AJCU Schools
• Attended Catalyst Conference
• Began drafting our strategy
Mobile Device Strategy

- Mobile Device Strategy
- Security Standards
- Technical Controls
- Inventory Tracking
- Training and Awareness
- Analytics and Metrics
- Internal Audit
Mobile Device Strategy

Develop plan and execute a University-wide mobile device strategy to improve a shared understanding of mobile governance processes and needs.

Improved protection and reduced risks for mobile devices containing Loyola protected and sensitive data through the adoption of security standards for mobile devices.

Expansion of technical controls with the assessment of adding a mobile device management system to better coordinate and process the provisioning and de-provisioning of mobile devices.

Expansion of inventory tracking for mobile devices to more efficiently monitor and identify mobile devices and their owners on university networks.

Creation of training and awareness materials for mobile device usage.

Improved analytics and metrics related to mobile devices.

Internal Audit reassessment
Mobile Device Strategy

- Best practices research and assessment
- Mobile device strategy documented
- Create a milestone based plan for the mobile strategy deliverables
- Mobile device strategy approved by the ITESC
- Communicate mobile device strategy to the University
- Assemble MCOE
- Define “mobile devices” & support requirements
- BYOD policy & process documented & approved
- University-owned procurement process documented & approved
- Service catalogue requirements documented & approved
- Policy updates: Current Acceptable Use, Information Security & Data Classification

Security Standards

- Mobile device security standards documented & approved
- Define standards for security configurations for UOD & POD
- Determine technology needs for mobile threat protection
Mobile Device Strategy

- Define technical changes/parameters
- Determine technology needs for the management of mobile device
- Implement & enforce technical controls

- Mobile device inventory tracking template documented & approved
- Process for tracking mobile assets to be documented & approved
Mobile Device Strategy

- ITS Security Practices, Procedures & Training documented, approved, & implemented
- Mobile Device User-Training documented, scheduled & implemented
- Processes in place to triage mobile incidents

- Mobile device metrics & monitoring process
- Key performance indicators identified & defined
Mobile Device Strategy

- Baker Tilly reassessment of Loyola’s mobile device governance posture
Governance

• Utilize the existing ITESC & Subcommittee governance processes

• The MCOE will be a working group under the Architecture Review Board

• All recommendations will come to the ITESC for approval

ITESC Structure & Inputs

Chair: C. Scheidelnheim
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.

Chair: K. Smith
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Chair: J. Sibenaller
Charter
The Project Review Board is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement, or customization.

Chair: J. Padonek
Charter
The Information Security Advisory Board will provide guidance and oversight of the Information Security program with an emphasis on risk assessment, risk prioritization, strategy and policy issues.
Mobile Device Strategy – Timeline

First 30-90 Days
Mobile Device Strategy
First 6 Months
Security Standards
First 9 Months
Technical Controls
Training and Awareness
Inventory Tracking
Analytics and Metrics
Internal Audit
Training and Awareness
Analytics and Metrics
Mobile Device Strategy
Security Standards
Technical Controls
Inventory Tracking
First 30-90 Days
First 6 Months
First 9 Months
Internal Audit
Next Steps

• Consensus on governance

• Approval to proceed with the execution of the strategy

• Suggestions for representation on the Mobile Center of Excellence
2017 ITESC Schedule

January 26, 2017 - Thursday, 1:30-3:30 PM
- Project Portfolio Prioritization Results
- Status Updates – Major Upgrades
  - Student System, Phone System, Advance, Document Mgmt

May 04, 2017 - Thursday, 1:30-3:30 PM
- Project Portfolio Prioritization
- Summer Project: 10Gb Connectivity/NGFW
- Academic Year 2017-18 Project: Box to OneDrive
- Information Security Training

June 15, 2017 - Thursday, 1:30-3:30 PM
- Event Management Solution
- Project Portfolio Prioritization
- Information Security Training Proposal

September 20, 2017 – Wednesday 1:30-3:30 PM
- Business Intelligence Subcommittee
- Change Management for Academic Technologies
- Student System Upgrade
- Mobile Device Strategy

October 26, 2017 - Thursday, 1:30-3:30 PM

December 12, 2017 - Tuesday, 1:30-3:30 PM
- Project Portfolio Prioritization