ITS Executive Steering Committee (ITESC)

Agenda and Materials – October 25, 2018
Agenda

Preferred Names & Pronouns
  • B. Montes, W. Rodriquez

ITESC Committees
  • S. Malisch

Loyola Digital Experience
  • S. Malisch, D. Vonder Heide, J. Sibenaller

Voice Recognition - Parlance
  • D. Vonder Heide

Information Security Improvements – Progress Update
  • J. Sibenaller

Disaster Recovery
  • J. Sibenaller
Preferred Names & Pronouns

• Background
  • Faculty Requests
  • Student Requests
  • Staff Requests

• Activities
  • ITS – Sources of Names at LUC
  • ITS – Systems of Display
  • Student Development
  • Other References
Preferred Names & Pronouns

Name Sources (Primary Name Entry Source - Origin)

- SLATE (Students)
  - Feeds: Locus, Advance
- LAWSON (Employee)
  - Feeds: LOCUS, LUWare, Kronos?
- NAP (Contactors/Faculty/etc)
  - Feeds: LOCUS (Manual)
- LOCUS (quick admit and other schools)
  - New faculty directly in LOCUS (Manually)
  - NAPS directly in LOCUS
  - Feeds: ETC...
- MCAS/LSAC (Med/Law school)
  - Law Feeds: LOCUS
  - MedFeeds: LOCUS
- ADVANCE
  - Feeds: EDW/ADW
- Study Abroad for OIP
  - Feeds: LOCUS

LUWARE

- Two-Way: Web Directory
- Feeds: IDM
- *** Additional Feeds Marked on flow
Preferred Names & Pronouns

**Places to Change Name:**

- LWD (directory)
  - User changeable for preferred
  - Only available for permanent faculty/staff
  - Cheryl and Charlotte
- LOCUS
  - Legal name requires RegRec Form
  - Considering Self-Service for Preferred Name
  - Larry & Charlotte
- LAWSON
  - Legal name requires HR Form
  - John
- ADVANCE
  - Change but does not flow
  - John
- EMAIL (Display name)
  - Change but functionality turned off
  - Jeff
- Sakai (Not a change system)
  - Tim
Other References

https://www.uwrf.edu/Registrar/CurrentStudents/AcademicPoliciesandRecords/PreferredNamePolicy.cfm
Other References

Agenda

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Information Technology Steering Committee Structure

**External Request**

- **University Senate**

**IT Executive Steering Committee**

- **Chair:** S. Malisch
  - **Charter:** The ITESC leads a set of processes for IT Governance and investment prioritization for Loyola University Chicago.

**Recommended Technology & Initiatives**

- **Academic Technology Committee**
  - **Chair:** J. B. D’Agostino
  - **Charter:** The Academic Technology Sub-Committee is charged with advising on technology directions, strategies, policies and priorities important to Loyola’s goals in teaching, learning, research and other academic objectives.

- **Business Intelligence Steering Committee**
  - **Co-Chair:** D. Slavsky
  - **Co-Chair:** I. Vasanobos
  - **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**
  - **Co-Chair:** J. Sibenaller
  - **Co-Chair:** B. Montes
  - **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.
# Information Technology Executive Steering Committee

## Chair – Susan Malisch

<table>
<thead>
<tr>
<th>Area</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Services</td>
<td>Tom Kelly</td>
</tr>
<tr>
<td>Advancement</td>
<td>Jamie Orsini</td>
</tr>
<tr>
<td>Enrollment Management and Student Success</td>
<td>Paul Roberts</td>
</tr>
<tr>
<td>Facilities</td>
<td>Kana Henning</td>
</tr>
<tr>
<td>Finance</td>
<td>Teresa Krafcisin, Wayne Magdziarz</td>
</tr>
<tr>
<td>Acting Provost</td>
<td>Margaret Callahan</td>
</tr>
<tr>
<td>Provost Office Representatives</td>
<td>David Slavsky</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Winifred Williams, Danielle Hanson</td>
</tr>
<tr>
<td>ITS</td>
<td>Jim Sibenaller</td>
</tr>
<tr>
<td>Student Development</td>
<td>Jane Neufeld</td>
</tr>
<tr>
<td>University Marketing and Communications</td>
<td>Jeremy Langford</td>
</tr>
</tbody>
</table>
## Academic Technology Committee

**Chair – Jo Beth D'Agostino**

<table>
<thead>
<tr>
<th>School/Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>Matthew Thibeau</td>
<td>Terry Moy</td>
</tr>
<tr>
<td>Bioethics</td>
<td>Kayhan Parsi</td>
<td>Bob Johnson</td>
</tr>
<tr>
<td>CAS – Science</td>
<td>Holly Dintropoulous</td>
<td>Robert McNeess</td>
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<tr>
<td>CAS – Social Science</td>
<td>Dana Garbarski</td>
<td>Maribeth Rezey</td>
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<tr>
<td>CAS – Humanities</td>
<td>Kyle Roberts</td>
<td>David Dennis</td>
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<tr>
<td>Grad School &amp; ORS</td>
<td>Jessica Horowitz</td>
<td></td>
</tr>
<tr>
<td>ITS – Academic</td>
<td>Bruce Montes</td>
<td>Tim Walker</td>
</tr>
<tr>
<td>ITS – Infrastructure</td>
<td>Dan Vonder Heide</td>
<td>Jeff Apa</td>
</tr>
<tr>
<td>Institute of Environmental Science</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office of Online Learning</td>
<td></td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>School/Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quinlan School of Business</td>
<td>Fred Kaefer</td>
<td>Nenad Jukic</td>
</tr>
<tr>
<td>SCOMM</td>
<td>Jamason Chen</td>
<td>Aaron Greer</td>
</tr>
<tr>
<td>SCPS</td>
<td>Kelly Barry</td>
<td>Jeanne Widen</td>
</tr>
<tr>
<td>SOE</td>
<td>Seungho Moon</td>
<td>Eilene Edejer</td>
</tr>
<tr>
<td>Law School</td>
<td>James Faught</td>
<td>Mike Lonero</td>
</tr>
<tr>
<td>Law School – Online</td>
<td>Barbara Youngberg</td>
<td></td>
</tr>
<tr>
<td>SON</td>
<td>Holly O'Connor</td>
<td>Stacey Zurek</td>
</tr>
<tr>
<td>SOWK</td>
<td>Michael Dentato</td>
<td>Johnathan Singer</td>
</tr>
<tr>
<td>SSOM</td>
<td>Amy Hoyt</td>
<td>Susan Crowell</td>
</tr>
<tr>
<td>Libraries</td>
<td>Hong Ma</td>
<td>Margaret Heller</td>
</tr>
</tbody>
</table>
## Business Intelligence Steering Committee

**Co-Chairs – David Slavsky and Tony Vavarutsos**

<table>
<thead>
<tr>
<th>School/Area</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising and Services*</td>
<td>Shawna Cooper-Gibson</td>
</tr>
<tr>
<td>Advancement</td>
<td>Michael Halverson</td>
</tr>
<tr>
<td>College of Arts &amp; Sciences, Chair Biology*</td>
<td>Jim Cheverud</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>Tim Heuer</td>
</tr>
<tr>
<td>Finance</td>
<td>Becky Gomez, Ben Smigielski</td>
</tr>
<tr>
<td>Health Sciences Division</td>
<td>Ron Price</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Danielle Hanson</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>Bruce Montes</td>
</tr>
<tr>
<td>Office of Institutional Effectiveness</td>
<td>Ping Tsui</td>
</tr>
<tr>
<td>Quinlan School of Business*</td>
<td>Kevin Stevens</td>
</tr>
<tr>
<td>Registration and Records</td>
<td>Kris Daggett</td>
</tr>
</tbody>
</table>

*Rotating Positions - will be reviewed periodically and will be staffed based on relevant knowledge of data, insight, or expertise that may be helpful to advance current priorities.
## Project Review Board

### Co-Chairs – Jim Sibenaller and Bruce Montes

<table>
<thead>
<tr>
<th>Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising Services</td>
<td>Shawna Cooper-Gibson</td>
<td>Betsi Burns</td>
</tr>
<tr>
<td>Advancement</td>
<td>Michael Halverson</td>
<td>Matt Johnson</td>
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<tr>
<td>Enrollment Management</td>
<td>Tim Heuer</td>
<td></td>
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<tr>
<td>Facilities</td>
<td>Peter Schlecht</td>
<td>Hamlet Gonzalez</td>
</tr>
<tr>
<td>Financial Systems</td>
<td>Rebecca Gomez</td>
<td>Tracy Snowberger</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Danielle Hanson</td>
<td></td>
</tr>
<tr>
<td>Marketing &amp; Communications</td>
<td>John Drevs</td>
<td></td>
</tr>
<tr>
<td>Provost Office</td>
<td>TBD</td>
<td></td>
</tr>
<tr>
<td>Registration &amp; Records</td>
<td>Kris Daggett</td>
<td></td>
</tr>
<tr>
<td>Student Development</td>
<td>Shannon Howes</td>
<td>Jeff Terpstra</td>
</tr>
<tr>
<td>Student Financials</td>
<td>John Campbell</td>
<td></td>
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<tr>
<td>TBD</td>
<td><em>Project Sponsors as needed</em></td>
<td></td>
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</table>
# Architecture Review Board

Chair – Jim Sibenaller

<table>
<thead>
<tr>
<th>Area</th>
<th>Member</th>
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</thead>
<tbody>
<tr>
<td>ITS - Chief Information Officer</td>
<td>Susan Malisch</td>
</tr>
<tr>
<td>ITS - Academic &amp; Data Services</td>
<td>Bruce Montes</td>
</tr>
<tr>
<td>ITS - Enterprise Systems Services</td>
<td>Jim Sibenaller</td>
</tr>
<tr>
<td>ITS - Infrastructure Systems Services</td>
<td>Dan Vonder Heide</td>
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</tbody>
</table>
# Information Security Council

## Chair – Jim Pardonek

<table>
<thead>
<tr>
<th>Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advancement</td>
<td>Michael Halverson</td>
<td>TBD</td>
</tr>
<tr>
<td>Finance</td>
<td>Cory O’Brien</td>
<td>TBD</td>
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<tr>
<td>Financial Aid</td>
<td>TBD</td>
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<tr>
<td>Human Resources</td>
<td>Carol Mc Cormack</td>
<td>TBD</td>
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<tr>
<td>ITS – Infrastructure</td>
<td>Dave Wieczorek</td>
<td>TBD</td>
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<tr>
<td>ITS – Applications</td>
<td>Cheryl Heckel</td>
<td>Charlotte Pullen</td>
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<tr>
<td>ITS – Security Office</td>
<td>Cai Wang</td>
<td>None</td>
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<td>Registration and Records</td>
<td>Diane Hullinger</td>
<td>TBD</td>
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<tr>
<td>Risk Management</td>
<td>Sue Bodin</td>
<td>TBD</td>
</tr>
<tr>
<td>Health Sciences Division</td>
<td>Ron Price</td>
<td>TBD</td>
</tr>
<tr>
<td>Library</td>
<td>Hong Ma</td>
<td>Margaret Heller</td>
</tr>
<tr>
<td>Ex-Officio</td>
<td>Jim Sibenaller</td>
<td>None</td>
</tr>
</tbody>
</table>
Agenda

Preferred Names & Pronouns
  • B. Montes, W. Rodriquez

ITESC Committees
  • S. Malisch

Loyola Digital Experience
  • S. Malisch, D. Vonder Heide, J. Sibenaller

Voice Recognition - Parlance
  • D. Vonder Heide

Information Security Improvements – Progress Update
  • J. Sibenaller

Disaster Recovery
  • J. Sibenaller
I am a...

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)

Students/Faculty/Staff/Alums/Friends...
“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

Regardless of where I am, I can:
- **Collaborate** with students, faculty and staff via meetings or 1:1 (video conference, share files and research data securely)
- **Complete** business with Loyola (apply to Loyola, schedule a visit, sign up for events, register for classes, view grades, pay my bill, donate, etc.)
- **Conduct** self-service activities (reset my password, reserve a meeting space or digital media equipment, access reporting, etc.)
- **Connect** to my Loyola services without intervention from any device
**Sunset the Anytime Anywhere Access Strategy**

**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)

**Students/Faculty/Staff/Alums/Friends...**
“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

---

**Current State**
- Multiple sign-ons
- Limited accessibility
- Random application locations
- Loyola assigned/approved devices
- Multiple steps to accomplish a single task
- Data is difficult to find

**Infrastructure**
- Disparate infrastructure across campuses
- Local software delivery through LUC workstations
- Partial DR plans and environments

**Security**
- Help desk password reset
- Single/two factor authentication, VPN certificate
- Basic information security awareness
- Complicated security architecture
- Reactive security actions/protection

**Services**
- Content presentation is inconsistent
- Support via direct contact
- Ad-hoc service definitions
- Decentralized technology services support
- Institutional data dispersed

**Future State**
- Single sign-on
- Accessibility by role
- Portal/home page
- Device agnostic
- Streamlined execution of tasks
- Data easily locatable

---

**Change Initiatives to Move to Future State**
- Identity & Access Management
- Remote Application Access
- Application Virtualization
- Portal Technology Assessment
- Inter-Campus Connectivity Improvements
- Wired & Wireless Network Security
- Improved Device Registration
- Data Loss Prevention
- Disaster Recovery
- Creation of Institutional Dashboards
- Service Desk/Expanded Self Service
- Social Media Communications
- Password Self Service
- Loyola Secure Access
- Information Security Awareness
- Mobile Device Management
- Mobile Classroom Clickers
- Systems Upgrades: LOCUS, Lawson, Advance, Kronos, Help Desk, DocFinity

---

**Access to Campus**

**LOCUS**, **Lawson**, **Advance**, **Kronos**, **Help Desk**, **DocFinity**
Developing the next ITS Strategic Direction

Loyola Digital Experience “LDE”: Three Themes

1. (Foundational): Delivering the Next Best Experience for Students, Faculty and Staff
   - Architecture and Infrastructure
   - Identity and Access Management
   - Security
   - Single Sign On

2. (Transformational): Data, Dashboards, Digitization, Innovation
   - Data Warehouse; Business Intelligence
   - Decision Support Systems
   - Internet of Things (administrative)
   - Artificial Intelligence, Machine Learning, Augmented/Virtual Reality (academic)

3. (Consumable Experience): “Simple, Secure, Seamless”
   - Combining old stuff; Exploiting new stuff -> Enabling better experiences
   - Self-service
   - Device independent
   - Virtualization/Cloud
   - Anytime Anywhere Access
   - “Virtual Portal”

❖ Subject to adjustment based on priorities of next strategic plan

Microsoft and E5 Bundle
Microsoft & E5 Bundle Content

Data Loss Prevention Capabilities*

<table>
<thead>
<tr>
<th>Advanced Reporting</th>
<th>Cloud Application Security</th>
<th>Conditional Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspicious Activity Alerts</td>
<td>Protection for cloud-based apps</td>
<td>Location and risk-based access</td>
</tr>
<tr>
<td>Activity Monitoring and Reporting</td>
<td>Identify usage patterns</td>
<td>Device-based access</td>
</tr>
<tr>
<td>Focused Recommendations</td>
<td>Threat Identification</td>
<td>Application-based access</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Classification</th>
<th>Document Tracking</th>
<th>Persistent Data Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automate document classification</td>
<td>Monitor data access patterns</td>
<td>Encrypt data</td>
</tr>
<tr>
<td>Label based on sensitivity</td>
<td>Monitor sharing activities</td>
<td>Define usage rights</td>
</tr>
<tr>
<td>Automate document protection</td>
<td>Revoke access to data/documents</td>
<td>Protection stays with data</td>
</tr>
</tbody>
</table>

*Boxes represent unique DLP product capabilities
Microsoft & E5 Bundle Content

Additional Benefits Include*

**Application Access**
- Single-sign for on-premise app
- Single-sign on for cloud apps
- Centralized access management

**Mobile Device Management**
- Protect devices and data
- Deploy applications
- Enforce compliance

**Multi-Factor Auth**
- Multiple verification options
- On-premise and cloud based apps
- Trusted IP address ranges

**Password Self-Service**
- Multiple authentication methods
- Policies for retirees and alumni
- Enforced registration

**Privileged Access Controls**
- Monitor administrator access
- On-demand admin rights
- Admin access workflow

**Threat Protection**
- Enhanced email protection
- Remediation recommendations
- Workstation behavior analysis

*Each color represents a unique E5 product*
# Microsoft & E5 Bundle Budget

<table>
<thead>
<tr>
<th>New Request</th>
<th>Product</th>
<th>Funding Amount</th>
<th>Operating Need</th>
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</thead>
<tbody>
<tr>
<td>FY18 Capital Planned</td>
<td>Enterprise Mobility + Security - E5 (8,000 users/licenses)</td>
<td>$250,000</td>
<td></td>
</tr>
<tr>
<td>(Reallocation of new operating received in FY19)</td>
<td>Data Loss Prevention</td>
<td>$40,000</td>
<td>$210,000</td>
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<td></td>
<td>Mobile Device Management</td>
<td>$15,000</td>
<td>$195,000</td>
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<td></td>
<td><strong>Total</strong></td>
<td><strong>$55,000</strong></td>
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<tr>
<td>FY19 ITS Budget</td>
<td>Tech Fee</td>
<td><strong>$97,500</strong></td>
<td><strong>$97,500</strong></td>
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<tr>
<td>Technology to Turn Off</td>
<td>Proofpoint</td>
<td>$65,626</td>
<td>$31,874</td>
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<tr>
<td>(Reallocation of Existing ITS Operating)</td>
<td>RSA Authentication Manager (for LSA)</td>
<td>$8,198</td>
<td>$23,676</td>
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<tr>
<td></td>
<td>React-Password Self Service</td>
<td>$17,591</td>
<td>$6,085</td>
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<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>$91,415</strong></td>
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<tr>
<td>FY19 ITS Budget</td>
<td>ITS Operating (Amount to Absorb)</td>
<td><strong>$6,085</strong></td>
<td><strong>$0</strong></td>
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</table>
# Microsoft & E5 Bundle Proposal

**draft - project timeline for E5 licensing - draft**

<table>
<thead>
<tr>
<th>Project</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Azure Multi-Factor Authentication and Conditional Access</td>
<td>plan</td>
<td>pilot</td>
<td>deployment (opt in)</td>
</tr>
<tr>
<td>Azure Information Protection and Azure Data Loss Prevention</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Exchange Online Migration</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Password Self-service</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Intune (Mobile Device Management)</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Privileged Identity Management</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Exchange Online Protection and Advanced Threat Protection (email gateway)</td>
<td>planning</td>
<td>deployment</td>
<td></td>
</tr>
<tr>
<td>O365 Application Portal (single sign-on)</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
</tbody>
</table>
Migration to Exchange Online - Assessment

Deployed May, 2013
- Faculty/Staff: On-Premise Exchange – 10,120 Accounts
- Students: Exchange Online – 53,700 Accounts

Current Hardware
- Refresh Cost - $260,000
- Cost Avoidance in 2019

Benefits of Moving to Exchange Online
- 100 GB Mailbox
- Unlimited Online Email Archiving
- Improved Web Interface / Functionality
- Direct Integration with OneDrive
- Integrated DLP
- GDPR, HIPAA and FERPA Compliant, plus Others
Migration to Exchange Online - Assessment
Migration to Exchange Online - Assessment
Migration to Exchange Online - Assessment

Pilot Group Migrated to Exchange Online (Email Team)

- Outlook Desktop Client Updated Automatically to Exchange Online
- Voicemail Requires 2nd Number to Access Voicemail
- Mobile Devices – Accounts Need to be Reestablished

Next Assessment Steps Include:

- Work With Outside Vendor for Voicemail Solution
  - Next 30 Days
- Larger Infrastructure Support Services Test Group
  - Next 60 Days
- Bring Findings to ITESC, Cabinet, Deans
  - January 2019
- All ITS Test Group and Friends of ITS
  - Begin Pilot Phase
Agenda

Preferred Names & Pronouns
  • B. Montes, W. Rodriquez

ITESC Committees
  • S. Malisch

Loyola Digital Experience
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Voice Recognition - Parlance
  • D. Vonder Heide

Information Security Improvements – Progress Update
  • J. Sibenaller

Disaster Recovery
  • J. Sibenaller
Voice Recognition Update

• Parlance is an Interactive Voice Integration (IVI) System
• Offload 50-75% of routine requests from the switchboard
• Answer all calls within 2 rings and connects callers in less than 16 seconds
• Provide a consistent and professional caller experience 24x7
• Experience at the Law School
• Timeline for deployment
• Cost
Agenda

Preferred Names & Pronouns
  • B. Montes, W. Rodriquez

ITESC Committees
  • S. Malisch

Loyola Digital Experience
  • S. Malisch, D. Vonder Heide, J. Sibenaller

Voice Recognition - Parlance
  • D. Vonder Heide

Information Security Improvements – Progress Update
  • J. Sibenaller

Disaster Recovery
  • J. Sibenaller
# Information Security Improvements

<table>
<thead>
<tr>
<th>Scope</th>
<th>Improvement</th>
<th>Oct 2018 Status</th>
<th>Action</th>
</tr>
</thead>
</table>
| Identified High Risk Areas        | Mandatory Information Security Training - High Risk Areas | Active          | Phase 1: Complete - HR Active - Finance, ITS, Enrollment Ops, Student Dev Pending - Provost Office/Reg & Rec  
Phase 2: Scheduling - HR  
- 3 Security & Donuts sessions held, remote campuses pending.  
- NCSAM Posters distributed across campuses.  
- October Information Security Newsletter to be distributed with "phishing" post-its.  
- "Student Table" sessions scheduled - Shark visit!! |
| All Faculty & Staff (partial for Students) | Increased Information Security Awareness | Active          | • Training assigned & active for 2300 full & part time faculty & staff, 35% complete.                                                                                                               |
|                                   | Mandatory Information Security Training - All Faculty Staff | Active          | Execute phishing campaigns consisting of both focused and random attack vectors.                                                                                                                     |
|                                   | Phish Testing via Social Engineering             | Planned (After Thanksgiving) | Review the University Web-Site and make sensitive “how-to” instructions not available to the public.                                                                                             |
|                                   | Secure How-To Instructions                      | Active (Setup & Design) |                                                                                                                                                                                                     |
| Enterprise Technology Changes     | Multi-Factor Authentication                     | Active (Planning Phase) | Enable multi-factor authentication for critical applications, beginning with those that are public facing (available via the internet).                                                          |
|                                   | Data Loss Prevention                             | Planned (After MFA) | Implement Data Loss Prevention (DLP) services which will monitor/prevent protected and sensitive information movements within and transfer outside of Loyola's network. |
|                                   | Loyola Secure Access Security Improvements      | Planned (Nov/Dec 2018) | Improve the security of the Loyola Secure Access, Loyola's virtual private network or VPN, a) Require routine PIN changes, b) Modify 2-factor requirements eliminating the use of email as an option. |
| TBD/Advanced Improvements         | Remove Auto-Forwarding Email Option             | Considering     | Turn off the ability for users to auto forward emails.                                                                                                                                              |
|                                   | Restrict PC Administrative Rights               | Considering     | Restrict the administrative rights on Loyola computers so that infectious software cannot be installed by users. This will require all software to be installed by Information Technology Services only. |
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## Disaster Recovery

<table>
<thead>
<tr>
<th>Technology and Enterprise Business Systems</th>
<th>Recovery Time Objective</th>
<th>Status</th>
<th>Last Review Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Database Services (Oracle)</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>10/5/2017</td>
</tr>
<tr>
<td>Enterprise Database Services (SQL)</td>
<td>Tier 1 (1-5 days)</td>
<td>Doc Approval</td>
<td>10/4/2018</td>
</tr>
<tr>
<td>Network Services (AD)</td>
<td>Tier 1 (1-5 days)</td>
<td>New DR Plan</td>
<td></td>
</tr>
<tr>
<td>Network Services (Core)</td>
<td>Tier 1 (1-5 days)</td>
<td>New DR Plan</td>
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</tr>
<tr>
<td>Network Services (DNS)</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>7/11/2017</td>
</tr>
<tr>
<td>Network Services (VPN)</td>
<td>Tier 1 (1-5 days)</td>
<td>Doc Approval</td>
<td>10/24/2018</td>
</tr>
<tr>
<td>Learning Mgmt (Sakai LMS)</td>
<td>Tier 1 (1-5 days)</td>
<td>New Vendor Engagement Plan</td>
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</tr>
<tr>
<td>Payment Gateway (TouchNet Paypath/TPG)</td>
<td>Tier 1 (1-5 days)</td>
<td>New Vendor Engagement Plan</td>
<td></td>
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<tr>
<td>Student Recruiting (SLATE)</td>
<td>Tier 1 (1-5 days)</td>
<td>New Vendor Engagement Plan</td>
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<tr>
<td>Zoom</td>
<td>Tier 1 (1-5 days)</td>
<td>New Vendor Engagement Plan</td>
<td></td>
</tr>
<tr>
<td>Email and Voice Mail Systems (Exchange)</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>10/10/2017</td>
</tr>
<tr>
<td>Enterprise Data Warehouse (EDW/ETL)</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>9/5/2017</td>
</tr>
<tr>
<td>Enterprise Database Services (WebFocus)</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>7/24/2017</td>
</tr>
<tr>
<td>HR, Finance, Payroll (Infor/Lawson)</td>
<td>Tier 1 (1-5 days)</td>
<td>Doc Approval</td>
<td>10/19/2018</td>
</tr>
<tr>
<td>LUC.edu Website</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>10/12/2017</td>
</tr>
<tr>
<td>Student System (PS Campus Solutions), including Portal</td>
<td>Tier 1 (1-5 days)</td>
<td>Annual Review</td>
<td>10/31/2017</td>
</tr>
<tr>
<td>Remote Campus Phone and Voice Mail Systems</td>
<td>Tier 1 (1-5 days)</td>
<td>New DR Plan</td>
<td>10/19/2018</td>
</tr>
<tr>
<td>Timekeeping, Payroll Feed (Kronos)</td>
<td>Tier 1 (1-5 days)</td>
<td>Doc Approval</td>
<td>10/19/2018</td>
</tr>
<tr>
<td>Web Site Maintenance (T4)</td>
<td>Tier 1 (1-5 days)</td>
<td>Doc Approval</td>
<td>10/16/2018</td>
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<tr>
<td>eCommerce System (CBORD)</td>
<td>Tier 1 (1-5 days)</td>
<td>Remove Tier 1</td>
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<tr>
<td>Campus Safety Dispatch &amp; Reporting (ARMS)</td>
<td>Tier 1 (1-5 days)</td>
<td>New Tier 1</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- **Mandatory**
- **Cloud**
- **LUC Hosted**
- **Discussion**
2018 ITESC Schedule

February 6, 2018 - Tuesday, 1:00-3:00 PM
- BCDR – Program Restart
- General Data Protection Regulation
- Workday
- BI
- Student System Upgrade
- Technology Changes for Spring 2018

May 1, 2018 - Tuesday, 1:00-3:00 PM
- GDPR Project Update
- Information Security Program Overview
- ITS Dashboard Pilot

June 20, 2018 - Wednesday, 1:30-3:30 PM
- Disaster Recovery – Tier 1
- Project Portfolio Prioritization

August 14, 2018 - Tuesday, 1:00-3:00 PM
- ITESC Committees
- Information Security Improvements

October 25, 2018 - Tuesday, 1:00-3:00 PM
- Preferred Names & Pronouns
- ITESC Committees
- Loyola Digital Experience
- Voice Recognition - Parlance
- Information Security Improvements – Progress Update
- Disaster Recovery

December 10, 2018 - Monday, 10:00-12:00 PM
- Project Portfolio Prioritization