ITS Executive Steering Committee (ITESC)

Agenda and Materials – April 30, 2019

Technology@Loyola

INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO
Agenda

Space & Asset Management System - Archibus
  • P. Schlecht

Academic Technology Committee
  • B. Montes

Information Security Advisory Council
  • J. Sibenaller

Architecture Review Board/Loyola Digital Experience
  • J. Sibenaller

ITS Project Portfolio Preparation
  • S. Malisch, J. Sibenaller
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Academic Technology Committee (ATC) Membership

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

AY 2018-2019

<table>
<thead>
<tr>
<th>School/Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anu Pie College</td>
<td>Megan Kelly</td>
<td>Rob Gutierrez</td>
</tr>
<tr>
<td>Bioethics</td>
<td>Kayhan Parsi</td>
<td>Bob Johnson</td>
</tr>
<tr>
<td>College of Arts and Sciences: Social Science</td>
<td>Holly Dmitropoulos</td>
<td>Robert McNees</td>
</tr>
<tr>
<td>College of Arts and Sciences: Humanities</td>
<td>Kyle Roberts</td>
<td>David Dennis</td>
</tr>
<tr>
<td>Council of Deans</td>
<td>Southam Menon</td>
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<tr>
<td>Faculty Center for Ignatian Pedagogy</td>
<td>Matthew Thibeau</td>
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<tr>
<td>Graduate School and Office Research Services</td>
<td>Jessica Horowitz</td>
<td></td>
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<tr>
<td>Information Technology Services: Academic &amp; Data Services</td>
<td>Bruce Montes</td>
<td>Tim Walker</td>
</tr>
<tr>
<td>Information Technology Services: Infrastructure Support Services</td>
<td>Dan Vander Heide</td>
<td>Jeff Apa</td>
</tr>
<tr>
<td>Institute of Environmental Sustainability</td>
<td>Max Melstrom</td>
<td></td>
</tr>
<tr>
<td>Institute of Pastoral Studies</td>
<td>Peter Jones</td>
<td></td>
</tr>
<tr>
<td>Marcella School of Nursing</td>
<td>Holly O’Connor</td>
<td>Stacey Zurak</td>
</tr>
<tr>
<td>Office of Institutional Effectiveness</td>
<td>Andrius Aukstus</td>
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<table>
<thead>
<tr>
<th>School/Area</th>
<th>Member</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Online Learning</td>
<td>John Girmak</td>
<td>Chris Dickman</td>
</tr>
<tr>
<td>Quinlan School of Business</td>
<td>Fred Kafer</td>
<td>Hendal Jukic</td>
</tr>
<tr>
<td>School of Communication</td>
<td>Jamison Chen</td>
<td>Aaron Greer</td>
</tr>
<tr>
<td>School of Continuing &amp; Professional Studies</td>
<td>Kelly Barry</td>
<td>Joanna Widens</td>
</tr>
<tr>
<td>School of Education</td>
<td>Seungho Moon</td>
<td>Elinor Blajer</td>
</tr>
<tr>
<td>School of Law</td>
<td>James Faught</td>
<td>Niklas Lonaro</td>
</tr>
<tr>
<td>School of Law Online</td>
<td>Barbara Youngberg</td>
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<tr>
<td>School of Social Work</td>
<td>Michael Decorato</td>
<td>Johnathan Singer</td>
</tr>
<tr>
<td>Sticht School of Medicine</td>
<td>Amy Hoyt</td>
<td>Susan Crowell</td>
</tr>
<tr>
<td>University Libraries</td>
<td>Hong Ma</td>
<td>Margaret Halter</td>
</tr>
</tbody>
</table>
Academic Technology Committee (ATC)
Active Items & Priorities

Fall 2018

• Welcomed New Membership for Academic Year
• Reviewed IT Governance Process and ATC’s Role in the Process
• Provided Feedback and Project Team Support for Sakai 12 Upgrade
• Reviewed Process ATC members use to share and solicit feedback from Faculty in Their Units
• Shared Updates on Projects such as; Sakai 12 course evaluation replacement, Online survey tools evaluation
• Discussed and Gathered Feedback on Faculty Technology Support Needs
• Completed Fall Academic Project Prioritization Process to Provide to ITESC
Spring 2019

• Reviewed School Activities such as;
  • Office of Online Learning developing new strategic plan identifying mission and vision for future
  • SSOM initiative with Libraries to integrate virtual reality into medical school development
  • SOC developing 360 virtual reality web content in conjunction with UMC
  • HSC working with MNSON faculty on grant proposal for competency-based program in online platform
  • HSC Manager of Educational Technologies completing green-screen studio in mid February
  • Bioethics/HSC now offers MA in Healthcare Mission Leadership (online program) formerly with IPS; offering faculty development seminars
  • Libraries Support via the Fair Use Week Workshop (Feb 27, 2019)
Spring 2019, Cont’d

• Reviewed School Activities such as;
  • FCIP new podcast series, interviews with various people on campus about their work
  • Libraries to reform Copyright Committee
  • Office of Online Learning was planning to put together an asynchronous course for preparing digitally accessible course materials
  • ITS getting JAWS and Inspect available across campus at various workstations for faculty drop-ins to help faculty test materials. (Accessibility Support)
  • ITS providing an instructional technologies course
  • Positive experience with Zoom in the Law School
  • Updates on ITS Activities such as E-Mail in the Cloud, OneDrive, and LastPass
  • Completed Spring Academic Project Prioritization Process to Provide to ITESC
Academic Technology Committee (ATC)
Plans AY2019-2020

Plans – September 2019 – May 2020

• Review and provide prioritization for current project portfolio
• Assess Role of Training for Faculty as it Relates to Digital Certificates and Badges
• Review LMS functionality and Tools for future Needs
• Review Accessibility Support for Faculty, Course Materials, and Digital Content
• Review Tools to Support Online Learning
• Provide Input and Support for Learning Analytics (tools, effective measures, etc.)
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Security Awareness Training Program

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

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

• Training was delivered via SANS Learning Management System

• Phishing assessments were added in Spring 2019
Security Awareness Training Results

<table>
<thead>
<tr>
<th></th>
<th>Q2 FY19 (Fall)</th>
<th>Q4 FY19 (Spring)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Trained</td>
<td>2209</td>
<td>2617</td>
</tr>
<tr>
<td>Completed On Time</td>
<td>2002 (91%)</td>
<td>2470 (94%)</td>
</tr>
<tr>
<td>Total Late</td>
<td>207 (9%)</td>
<td>147 (6%)</td>
</tr>
<tr>
<td>Disabled</td>
<td>3</td>
<td>12</td>
</tr>
</tbody>
</table>
Information Security Awareness Training Challenges

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

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

Who's At Risk?
The top three industries by company size

<table>
<thead>
<tr>
<th></th>
<th>SMALL 1-249</th>
<th>MEDIUM 250-999</th>
<th>LARGE 1,000+</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSURANCE</td>
<td>35%</td>
<td>33%</td>
<td>31%</td>
</tr>
<tr>
<td>MANUFACTURING</td>
<td>33%</td>
<td>31%</td>
<td>29%</td>
</tr>
<tr>
<td>NOT FOR PROFIT</td>
<td>32%</td>
<td>31%</td>
<td>29%</td>
</tr>
</tbody>
</table>

27%
PHISH-PRONE PERCENTAGE AVERAGE ACROSS ALL INDUSTRIES OF ALL SIZES

3 Months Later:
AVG 13%
12 Months Later:
AVG 2.7%

Initial Baseline Phish-Prone %:
AVG 27%

Courtesy of Cyber Safe Solutions
Information Security Phishing Awareness Training Results

Feb – March 2019
11% Click Rate
2% Multi-Click Rate
Faculty-12% Click Rate
Staff-10% Click Rate
11 People Clicked in Both Rounds
Information Security Phishing Awareness Training Results

Feb – March 2019
7% Click Rate
1% Multi-Click Rate
HR & Finance had 0 clicks!!
ITS had 1 click
5 People Clicked in Both Rounds
Information Security Awareness Training – Other Activities

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

• Student Awareness
  • Awareness Tables in Damen Student Center
  • Student Career Fair
  • Name the “Phish” competition
    • Phinn was picked from tweeted submissions
  • Walkabouts
Information Security Awareness Training Opportunities

- **Continue training & phishing in FY20**
- **Continue “in-person” events**
  - including Phinn
- **Review contact data**
  - Email
  - Supervisor/Department
  - Status
- **Better coordination with other required trainings**
  - Timing/Calendar
  - Improve communication
- **Replace tool**
  - Improve reliability
  - More training options (style, content & delivery)
  - Easier administration
- **Expand training**
  - Include Adjunct Faculty, so All Faculty & Staff
  - Extend training to Students
- **Implement Enterprise Training Portal**
  - One place for all training
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Loyola Digital Experience Foundation Program

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

**Exchange Online - Email**

**Overview**

Information Technology Services now offers Exchange Online for a more robust back-end with world-class architecture, and integration with Microsoft Office 365.

Microsoft Exchange is Loyola's platform for e-mail, calendars, messaging, and conferencing.

**Getting Started**

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

**Benefits**

- Take advantage of contemporary technology platforms
- Make available new features faster
- Migrate to a cost efficient model for email
- Provide feature parity and similar experiences for faculty, staff, and students
O365 Email Migration

- April 12 – All remaining ITS moved to Exchange Online (63 users)
- April 19 – University Marketing and Communication moved to Exchange Online (22 people)
- May 10 – University Libraries and School of Continuing and Professional Studies will migrate to Exchange Online (78 people)
- May 17 – Cross-section of users from across campus (some include Retirees, Emeritus, Alumni, and others but not dept/group specific) (438 people)
- To date all moves have occurred with little to no disruption
Loyola Digital Experience Foundation Program

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

Governance

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

Timeline View

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

<table>
<thead>
<tr>
<th>Project</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange Online Proof of Concept (POC)</td>
<td>planning</td>
<td>pilot</td>
<td></td>
</tr>
<tr>
<td>Exchange Online Migration</td>
<td></td>
<td></td>
<td>phased deployment</td>
</tr>
<tr>
<td>Azure Multi-Factor Authentication and Conditional Access POC</td>
<td>planning</td>
<td>pilot</td>
<td>phased deployment</td>
</tr>
<tr>
<td>Azure Multi-Factor Authentication and Conditional Access Rollout</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LastPass Password Management</td>
<td>planning</td>
<td>pilot</td>
<td>phased deployment</td>
</tr>
<tr>
<td>Azure Information Protection and Azure Data Loss Prevention POC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Azure Information Protection and Azure Data Loss Prevention Rollout</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Azure Password Self-service</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Intune (Mobile Device Management)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Azure Privileged Identity Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exchange Online Protection and Advanced Threat Protection (email gateway)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>O365 Application Portal (single sign-on)</td>
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## ITS Project Portfolio

<table>
<thead>
<tr>
<th>Project</th>
<th>T-Shirt Size</th>
<th>Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space &amp; Asset Management Implementation</td>
<td>XL</td>
<td>Facilities</td>
</tr>
<tr>
<td>Next Phases for LDE Foundation</td>
<td>XL</td>
<td>ITS/Enterprise</td>
</tr>
<tr>
<td>Expense Management System Implementation</td>
<td>XL</td>
<td>Finance</td>
</tr>
<tr>
<td>Preferred Names Implementation</td>
<td>L</td>
<td>Student Development</td>
</tr>
<tr>
<td>Oracle Student Financial Planning Module Analysis</td>
<td>L</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>Learning Portfolio RFP &amp; Replacement</td>
<td>L</td>
<td>Provost's Office</td>
</tr>
<tr>
<td>OIP System RFP &amp; Replacement</td>
<td>L</td>
<td>OIP</td>
</tr>
<tr>
<td>BI Revenue to Expense Model Phase 3</td>
<td>L</td>
<td>OIE/Finance</td>
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<tr>
<td>Replace Deprecated Financial Aid Letter Tool</td>
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<tr>
<td>Student Schedule Builder RFP &amp; Replacement</td>
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<td>Student Academic Services</td>
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<td>Annual PCI Compliance</td>
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<tr>
<td>Smar-Evals Course Evaluation Rollout</td>
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<td>OIE</td>
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### 2019 ITESC Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topics</th>
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<tbody>
<tr>
<td>February 27, 2019</td>
<td>1:00-3:00 PM</td>
<td>Integrated Workplace Management System</td>
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<tr>
<td></td>
<td></td>
<td>Loyola Digital Experience/Email in the Cloud Pilot Results</td>
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<tr>
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<td>Key Upcoming Technology Changes</td>
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<td>June 20, 2019</td>
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<td>Project Portfolio Prioritization</td>
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<td>August 15, 2019</td>
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<td>October 1, 2019</td>
<td>1:00-3:00 PM</td>
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<tr>
<td>December 12, 2019</td>
<td>1:00-3:00 PM</td>
<td>Project Portfolio Prioritization</td>
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