ITS Executive Steering Committee (ITESC)

Agenda and Materials
Mar 7, 2013
Agenda

• Data Warehouse/Business Intelligence Program Review
  – ITS:
    • P. McKinney, E. Olmo, C. Pullen, A. Simmons, K. Smith, C. Vanek
  – Functional Experts:
    • T. Catania, C. Coughlin, L. Fortuna, R. Hurst, D. Prasse

• Business Continuity/Disaster Recovery Update
  – D. Vonder Heide, A. Simmons

• Change Management Process
  – J. Sibenaller
## Design, Delivery and Testing Processes

<table>
<thead>
<tr>
<th>Requirements Established for Each Module</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Data – Designed &amp; Delivered by Phytorion</td>
</tr>
<tr>
<td>Validate Results &amp; LUC Specific Customizations</td>
</tr>
<tr>
<td>Key Reports Duplicated in Data Warehouse Reports/Data confirmed with user community</td>
</tr>
<tr>
<td>Initial BI Created</td>
</tr>
<tr>
<td>Review of data, key reports and capabilities with user community</td>
</tr>
<tr>
<td>DW/BI used for Reporting and Analysis</td>
</tr>
<tr>
<td>Future: Non-Locus Data, Advanced Analysis and Reporting</td>
</tr>
</tbody>
</table>

## Core Modules

- Campus Community & Student Records
- Student Financials
- Faculty Instructional Activities
- Admissions
- Financial Aid (Discount Rate, Student Indebtedness)
DW/BI: Demo

Financial Aid
(Discount Rate, Student Indebtedness)

Department of Res Life
(Executive Dashboard)
<table>
<thead>
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<th>Design, Delivery and Testing Processes</th>
<th>Core Modules</th>
</tr>
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• Change Management Process
  – J. Sibenaller
Three Related University Efforts

- Emergency Response
- Business Continuity
- Disaster Recovery
BCDR - What does it mean to IT?

- **Disaster Recovery Plan**: Steps taken to restore computer infrastructure and applications, including internal and external network connections. Use of alternate resources for hardware, software, data and networks.

- **Business Continuity Plan**: Steps taken to restore alternative business processes in the event that the automated processes or business infrastructures are unavailable. Employment of workaround and/or manual procedures and alternative resources. May include: relocation of personnel, availability of remote support services and network connections, contingent office/teaching space
BCDR Program

- Business Continuity Planning
  - Tom Kelly
  - John Pelissero
  - David Prasse

- President’s Cabinet

- Emergency Response Planning
  - Tom Kelly
  - Wayne Magdziarz
  - Kana Wibbenmeyer

- Disaster Recovery Planning
  - Tom Kelly
  - Bill Laird
  - Susan Malisch
Disaster Recovery Plan

PM: Simmons (12/13)

2.0 Failover DC at WTC
PM: Apa & Wieczorek (12/12)

6.0 eMail Recovery
PM: Yun (5/13)

7.0 LUC.edu Recovery/Redundancy
PM: Simmons (4/13)

8.0 Lawson DR at Medical Center
PM: Simmons (TBD)

9.0 Internet Redundancy
PM Wieczorek (4/13)

Disaster Recovery Plan
PM: Simmons (12/13)

Select & Implement a DR Doc Tool
PM: Simmons (3/13)

Disaster Recovery Plan
PM: Simmons (12/13)

Disaster Recovery Tests
PM: Simmons (6/14)

Legend:
- Finding: 10/12 Audit
- Additional Projects
Internet redundancy and failover for the LS, WTC and School of Nursing (HSD) in the event of a circuit failure in the public network.
BCDR Program

Business Continuity Planning
Tom Kelly
John Pelissero
David Prasse

President’s Cabinet

Disaster Recovery Planning
Tom Kelly
Bill Laird
Susan Malisch

Emergency Response Planning
Tom Kelly
Wayne Magdziarz
Kana Wibbenmeyer

1.1 Update and Confirm RPO & RTO PM: Simmons (6/13)

2.0 Failover DC at WTC PM: Apa & Wieczorek (12/12)

3.0 Select & Implement a DR Doc Tool PM: Simmons (3/13)

4.0 Disaster Recovery Plan PM: Simmons (12/13)

5.0 Disaster Recovery Tests PM: Simmons (6/14)

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Legend:

- Finding: 10/12 Audit
- Additional Projects

1.2 Assess what BC processes depts can put in place in the event of an extended IT outage PM: Simmons (12/13)
Disaster Recovery Plan

PM: Simmons (12/13)

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Disaster Recovery Planning
Tom Kelly
Bill Laird
Susan Malisch

Emergency Response Planning
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Wayne Magdziarz
Kana Wibbenmeyer

Business Continuity Planning
Tom Kelly
John Pelissero
David Prasse

President’s Cabinet

Legend:
Finding: 10/12 Audit
Additional Projects

13
Program – luc.edu Recovery

Primary - LSC
Secondary - WTC
Emergency Messaging – Boston College
Disaster Recovery Plan

PM: Simmons (12/13)

2.0 Failover DC at WTC
PM: Apa & Wieczorek (12/12)

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PM: Simmons (3/13)

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Legend:
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Business Continuity Planning
Tom Kelly
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President’s Cabinet

Emergency Response Planning
Tom Kelly
Wayne Magdziarz
Kana Wibbenmeyer

Disaster Recovery Planning
Tom Kelly
Bill Laird
Susan Malisch

President’s Cabinet

Linked
Program – Email Redundancy

Primary – LSC

Secondary - WTC
BCDR Program

Business Continuity Planning
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President’s Cabinet

Disaster Recovery Planning
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9.0 Internet Redundancy PM Wieczorek (4/13)

Legend:
- Finding: 10/12 Audit
- Additional Projects

Linked
Program – Tool / Plan / Test

- 3 Vendors Reviewed
- Document Management v. Incident Response
- Requires Business Continuity Planning at the Department Level
Disaster Recovery Plan

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PM: Simmons (6/14)

5.1 Because of the vital importance of our IT systems to the survival of Loyola, it is imperative we take all necessary steps to ensure a Business Continuity and Disaster Recovery (BCDR) program is established.

Legend:

- Finding: 10/12 Audit
- Additional Projects

Disaster Recovery Planning
Tom Kelly
Bill Laird
Susan Malisch
Program – Failover Data Center at WTC

- 1600 sq feet
- 150 KVA UPS
- Two Commercial Feeds
- Emergency Generator
- Dual Circuits to Racks
- Two CRAH Units
- Sprinkler w/ FM200
- Water Detection
- One EPO w/ Bypass
BCDR Program

Business Continuity Planning
Tom Kelly
John Pelissero
David Prasse

President’s Cabinet

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Legend:
Finding: 10/12 Audit
Additional Projects

Linked

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Finding: 10/12 Audit
Additional Projects

Linked
Program – RPO’s and RTO’s

Recovery Point Objectives

The RPO represents how much lost data will be acceptable to users. If the systems supporting your business processes were to fail, could the data be recovered by re-entry, by re-scanning, etc? If the data cannot be recovered, how much of a loss is acceptable? Simply stated: “How much data can a department re-create or re-enter?”

Recovery Time Objectives

The RTO is defined as how much time you are able to work without having access to an application. If access to the network and your applications were to be down when you came into work, what manual processes could be used and how long are you able to work without support of these applications?
# Program – Recovery Point Objectives

<table>
<thead>
<tr>
<th>Business Systems</th>
<th>Rank</th>
<th>1-6 hrs</th>
<th>6-12 hrs</th>
<th>1 Day</th>
<th>2 Days</th>
<th>1 Week</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Network Services (Core, DNS, AD, VPN)</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-Storage Services (SAN)</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-Enterprise Database Services (Oracle, SQL)</td>
<td>M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4-eMail (GroupWise)</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7-Student System (PS Campus Solutions), including Portal</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>5-LUC.edu Website</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
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<tr>
<td>17-Payment Gateway (TouchNet PayPath/TPG)</td>
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<tr>
<td>15-eCommerce System (CBORD)</td>
<td>4</td>
<td>0</td>
<td>3</td>
<td>1</td>
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<td>11-Lawson Financials</td>
<td>6</td>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>9-Lawson HR (payroll)</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>8-Lawson HR (people info)</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
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<tr>
<td>6-Learning Mgmt (Sakai LMS), including Adobe Connect</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>3</td>
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<tr>
<td>10-Phone and Voice Mail Systems (Avaya)</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>1</td>
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<tr>
<td>18-Room &amp; Event Scheduling (R25 Suite, Kinetics, Groupwise)</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
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<tr>
<td>12-Student Recruiting (SLATE)</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
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<tr>
<td>14-Building Access (Maxxess, Easy Lobby)</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>3</td>
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<td>19-Surveillance Systems (Milestone)</td>
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<td>24-Student System Reporting (PS RDS)</td>
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<tr>
<td>32-LUC Libraries (Voyager)</td>
<td>16</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
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<tr>
<td>13-Alumni/Donor Relations (Advance)</td>
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<td>0</td>
<td>1</td>
<td>2</td>
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<td>2</td>
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<tr>
<td>20-Student Loan Mgmt. (ECSI)</td>
<td>18</td>
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<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
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<tr>
<td>23-Enterprise Content Mgmt. (DocFinity)</td>
<td>18</td>
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<td>0</td>
<td>3</td>
<td>1</td>
<td>2</td>
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<tr>
<td>16-Housing (RMS)</td>
<td>18</td>
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<tr>
<td>33-Predictive Dialing (SmartCall)</td>
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<tr>
<td>22-Wellness Center (Point and Click)</td>
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<td>3</td>
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<td>25-Faculty Salary Planning (Custom)</td>
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<td>3</td>
<td>2</td>
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<tr>
<td>26-Staff Salary Planning (Custom)</td>
<td>22</td>
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<td>0</td>
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<td>3</td>
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<tr>
<td>30-Mobile Applications (Blackboard, Custom)</td>
<td>22</td>
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<td>0</td>
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<td>1</td>
<td>3</td>
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<tr>
<td>27-Parking (Maxxess, DataPark)</td>
<td>26</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>4</td>
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<tr>
<td>28-Admitted Student Portal (Custom)</td>
<td>26</td>
<td>0</td>
<td>0</td>
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<tr>
<td>31-Classroom Control System (Crestron)</td>
<td>26</td>
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<td>1</td>
<td>4</td>
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<tr>
<td>21-Student ePortfolio (Taskstream LAT)</td>
<td>29</td>
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<td>1</td>
<td>4</td>
</tr>
<tr>
<td>29-Course/Faculty Evaluations (Snap, Opinion)</td>
<td>29</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>4</td>
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<tr>
<td>35-Micros (ID/credit card processing for CBORD)</td>
<td>29</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>34-Kronos</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
## Program – Recovery Time Objectives

<table>
<thead>
<tr>
<th>Business Systems</th>
<th>Rank</th>
<th>1 Day-Critical</th>
<th>1 Day-Phase 2</th>
<th>2 Days-1 Week</th>
<th>1 Week or Greater</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Network Services (Core, DNS, AD, VPN)</td>
<td>M</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
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<tr>
<td>2-Storage Services (SAN)</td>
<td>M</td>
<td>3</td>
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<td>0</td>
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<td>3-Enterprise Database Services (Oracle, SQL)</td>
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<td>0</td>
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<tr>
<td>5-LUC.edu Website</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4-eMail (GroupWise)</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7-Student System (PS Campus Solutions), including Portal</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
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<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>8-Lawson HR (people info)</td>
<td>5</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
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<tr>
<td>9-Lawson HR (payroll)</td>
<td>5</td>
<td>2</td>
<td>0</td>
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BCDR Program

Business Continuity Planning
Tom Kelly
John Pelissero
David Prasse

President’s Cabinet

Disaster Recovery Planning
Tom Kelly
Bill Laird
Susan Malisch

Emergency Response Planning
Tom Kelly
Wayne Magdziarz
Kana Wibbenmeyer

1.1 Update and Confirm
RPO & RTO
PM: Simmons (6/13)

2.0 Failover DC at WTC
PM: Apa & Wieczorek (12/12)

3.0 Select & Implement a
DR Doc Tool
PM: Simmons (3/13)

4.0 Disaster Recovery Plan
PM: Simmons (12/13)

5.0 Disaster Recovery Tests
PM: Simmons (6/14)

6.0 eMail Recovery
PM: Yun (5/13)

7.0 LUC.edu Recovery/ Redundancy
PM: Simmons (4/13)

8.0 Lawson DR at Medical Center
PM: Simmons (TBD)

9.0 Internet Redundancy
PM Wieczorek (4/13)

Legend:
Finding: 10/12 Audit
Additional Projects

1.2 Assess what BC processes depts can put in place in the event of an extended IT outage
PM: Simmons (12/13)
## Time Line

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Other Discussion Items

• Are we comfortable with leveraging multi-campus configuration without a tertiary/remote location? Do we need to have a cold option identified?

• What additional vendor relationships do we need to have in place in the event that larger failure requires expedited delivery of servers/parts? Who?
Agenda

• Data Warehouse/Business Intelligence Program Review
  – ITS:
    • P. McKinney, E. Olmo, C. Pullen, A. Simmons, K. Smith, C. Vanek
  – Functional Experts:
    • T. Catania, C. Coughlin, L. Fortuna, R. Hurst, D. Prasse

• Business Continuity/Disaster Recovery Update
  – D. Vonder Heide, A. Simmons

• Change Management Process
  – J. Sibenaller
Change Mgmt - Defined

• **Change Management** - the process of requesting, developing, approving, and implementing a planned or unplanned change within the ITS infrastructure.

• Twice a week meetings (15 mins)

• The purpose of this process:
  – manage changes to the IT infrastructure to enable ITS staff members and clients to plan accordingly
  – identify dependencies where one change may impact other areas
  – reduce the impact of changes on other tasks/projects
  – promote communication and collaboration
  – share knowledge with the University Help Desk
  – enable a smooth beginning for each start of semester
  – minimize the likelihood of outages
  – maintain compliance to applicable regulations
### Change Mgmt Items Submitted by Type - YTD

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Change Items - Totals

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2013 ITESC Schedule

Jan. 24, 2013 – (email)
- Project Portfolio Prioritization Results

Mar. 7, 2013 - Thursday, 1:30-3:30 PM
- BCDR Update
- DWBI Update/Demo
- Change Management Update

Apr. 25 2013 - Thursday, 1:30-3:30 PM
- Technology Scorecards
- Subcommittee Reports
- Major Projects Status Reviews

Jun. 13, 2013 - Thursday, 1:30-3:30 PM
- Subcommittee Reports
- Major Projects Status Reviews
- Project Portfolio Prioritization

Jul. 25, 2013 - Thursday, 1:30-3:30 PM
- Subcommittee Reports
- Major Projects Status Reviews
- Project Portfolio Prioritization Results

Sep. 12, 2013 - Thursday, 1:30-3:30 PM
- Subcommittee Reports
- Major Projects Status Reviews

Oct. 24, 2013 - Thursday, 1:30-3:30 PM
- Subcommittee Reports
- Major Projects Status Reviews

Dec. 12, 2013 - Thursday, 1:30-3:30 PM
- Project Portfolio Prioritization