ITS Executive Steering Committee (ITESC)

Agenda and Materials
Jun 7, 2012
Agenda

• Support for VHS Formats
  – F. Barnhart, T. Walker

• IT Strategic Direction – “Anytime Anywhere Access”
  – S. Malisch

• Demos within Strategic Direction
  – Student Technology Roadmap – A. Stillwell
  – Email Future – J. Apa
  – Cloud Storage (Box) – J. Apa

• Project Portfolio Prioritization
  – S. Malisch
Addressing Legacy Media Formats at Loyola

Working Group:
Faculty Center for Ignatian Pedagogy
Information Technology Services
Registration and Records
University Libraries
VHS Market

• 2003 - Digital, high-density DVDs overtook VHS rentals
• 2005 - Market share for VHS in the home video market dropped to about 15%
• 2006 - Large retailers began dropping VHS
• 2008 - JVC announced it would stop making standalone VHS players, the last company to phase them out
VHS at Loyola

• As of Spring 2012, 156 faculty are still using VHS for classroom or library reserve
• Similarly, 226 electronic learning spaces still had VHS players
• Ability to support VHS is changing rapidly in terms of availability of content and equipment = legacy format
• Working group began meeting in Fall 2011 to address the issue and establish project objectives and goals
• Group determined deliverables and identified potential risks in Spring 2012
Project Objective

To address legacy formats and the means for transitioning faculty, staff, and students using these technologies to newer, more universal formats.
Goal 1

Determine how to support users of legacy formats and document/communicate the process of selecting alternatives.

- Identified a three step process involving University Libraries and the Faculty Center for Ignatian Pedagogy
3 Step Process

1. Library’s AV Department will coordinate with Faculty still using VHS to re-purchase the content in a current format, where possible

2. If VHS content cannot be replaced in current format, faculty will coordinate with librarians for help identifying alternative materials

3. If alternative content is unavailable, faculty will be referred to the Faculty Center for Ignatian Pedagogy for additional support
Goal 2

Develop and implement a notification system to communicate when legacy formats will no longer be supported.

- Web page documenting process, procedure, deadlines, and supported/unsupported formats
- Social media (e.g. Twitter, Facebook, blogs)
- Email (fac-post, departmental lists)
Goal 3

Provide information regarding recommended and supported formats.

- Focus on Teaching and Learning
- ITS Tech Day
- Individual faculty consultation (FCIP, ITS, UL)
Goal 4

Develop a process by which ongoing format questions can be addressed.

- Working group
- FAQ/contact web page
- ITS Help Desk
- Subject specialist librarian
- Library AV Department
ATC Presentation Outcomes

Presentation made to Academic Technology Committee (ATC) on May 15, 2012.

- ATC supports
- Pedagogical discussions
- Directions/guidelines for conversions or alternate formats
- Minor concerns raised by a few departments
  - Modern Languages
  - School of Communication
- Request for dedicated space
May 2012
ATC Presentation

June 2012
ITESC Presentation

July 2012
Fall Planning (web pages, information sessions, future working group schedule)

August 2012
Communication to faculty about VHS support, FOTL information session

September 2012
Tech Day information session, publish web pages

Spring 2013
Repeat FOTL and Tech Day information sessions

May 2013
Discontinue VHS support

Ongoing
Individual consultations
Questions?
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IT Strategic Direction
“Anytime Anywhere Access”

• Concepts
  – Faculty/Staff/Student:
    “I can fulfill my relationship with Loyola from wherever I am.”
  – Easy to use
  – Web/portal-based
  – Secure
  – Self service
  – University:
    How do we “elegantly give up control?”
IT Strategic Direction
“Anytime Anywhere Access”

• Technology Implications
  – Reduce or eliminate constraints of things like VPN, Loyola Software, network drives
  – Portal
  – Virtualization
  – Desktop Management
  – Application streaming
  – Cloud-based
  – Bring Your Own Device
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Email Future

• Scope
  – Collect university-wide functional requirements to make sure Loyola’s email system is positioned for the future.
  – Analyze the current landscape and conduct product research.
  – Provide a recommendation for email at Loyola.

• Charter Members
  – 30 individuals from across the University, including Health Sciences Division.
  – Comprised of Faculty, Staff and Students.
Email Future

• Current Progress
  – Collected functional requirements and compared against the 3 major vendors; Microsoft, Google and Novell.
  – Interviewed peer and aspirational institutions on their email system.
  – Conducted Gartner research.

• Next Steps
  – Demonstrations by Microsoft, Google and Novell.
  – Submit a recommendation to the Architecture Review Board.
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Cloud Storage (Box)

• Box is a solution that makes accessing your files anywhere at anytime both easy and convenient.
  
  – **Simple file management.** Box lets you store documents, media and other content online so you can access it from anywhere.
  
  – **Secure online file sharing and collaboration.** Box lets you share files with anyone, inside or outside Loyola.
  
  – **Mobile access.** Box lets you access, share and collaborate on files using any mobile device.
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# FY12 Q3-Q4 POR Tracking

<table>
<thead>
<tr>
<th>POR Activity</th>
<th>Total Count</th>
<th>T-Shirt Sizing Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>X-Large</td>
</tr>
<tr>
<td>Original FY12 Q3-Q4 POR</td>
<td>169</td>
<td>10</td>
</tr>
<tr>
<td>Revised FY12 Q3-Q4 POR</td>
<td>169</td>
<td>12</td>
</tr>
<tr>
<td>New Projects Started</td>
<td>82</td>
<td>4</td>
</tr>
<tr>
<td>Final FY12 Q3-Q4 POR</td>
<td>251</td>
<td>16</td>
</tr>
<tr>
<td>Completed Projects</td>
<td>(52)</td>
<td>3</td>
</tr>
<tr>
<td>Forecasted Completed Projects</td>
<td>(22)</td>
<td>2</td>
</tr>
<tr>
<td>Duplicate/ Canceled</td>
<td>(2)</td>
<td>0</td>
</tr>
<tr>
<td>Rollover Projects</td>
<td>175</td>
<td>11</td>
</tr>
<tr>
<td>New Projects not Started</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>FY13 Q1-Q2 POR (Draft)</td>
<td>179</td>
<td>11</td>
</tr>
</tbody>
</table>

Net Change: 10

(1)
# Project Sizing Trend

## Portfolio Counts

<table>
<thead>
<tr>
<th>T-Shirt Sizing</th>
<th>Work Effort</th>
<th>FY09 Q1-Q2</th>
<th>FY09 Q3-Q4</th>
<th>FY10 Q1-Q2</th>
<th>FY10 Q3-Q4</th>
<th>FY11 Q1-Q2</th>
<th>FY11 Q3-Q4</th>
<th>FY12 Q1-Q2</th>
<th>FY12 Q3-Q4</th>
<th>FY13 Q1-Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBD</td>
<td>TBD</td>
<td>8</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>X-Small</td>
<td>&lt; 5 Days</td>
<td>2</td>
<td>12</td>
<td>15</td>
<td>8</td>
<td>6</td>
<td>4</td>
<td>6</td>
<td>10</td>
<td>13</td>
</tr>
<tr>
<td>Small</td>
<td>5-30 Days</td>
<td>49</td>
<td>56</td>
<td>14</td>
<td>44</td>
<td>35</td>
<td>28</td>
<td>34</td>
<td>44</td>
<td>43</td>
</tr>
<tr>
<td>Medium</td>
<td>31-60 Days</td>
<td>45</td>
<td>44</td>
<td>67</td>
<td>59</td>
<td>61</td>
<td>64</td>
<td>71</td>
<td>74</td>
<td>75</td>
</tr>
<tr>
<td>Large</td>
<td>61-120 Days</td>
<td>37</td>
<td>29</td>
<td>32</td>
<td>33</td>
<td>33</td>
<td>19</td>
<td>32</td>
<td>31</td>
<td>37</td>
</tr>
<tr>
<td>X-Large</td>
<td>&gt;120 Days</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>6</td>
<td>7</td>
<td>18</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
</tbody>
</table>

| Total          | 147               | 151        | 131        | 151        | 143        | 135        | 152        | 169        | 179        |

## ITS Project Portfolio

- **Total Projects**
- **Log. (Total Projects)**
Capacity Estimates

<table>
<thead>
<tr>
<th>T-Shirt Sizing</th>
<th>Work Effort</th>
<th>Initial Project Count*</th>
<th>Project Effort** (FTE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBD</td>
<td>TBD</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>X-Small</td>
<td>&lt; 5 Days</td>
<td>13</td>
<td>0.2</td>
</tr>
<tr>
<td>Small</td>
<td>5-30 Days</td>
<td>43</td>
<td>3.9</td>
</tr>
<tr>
<td>Medium</td>
<td>31-60 Days</td>
<td>75</td>
<td>14.4</td>
</tr>
<tr>
<td>Large</td>
<td>61-120 Days</td>
<td>37</td>
<td>14.2</td>
</tr>
<tr>
<td>X-Large</td>
<td>&gt;120 Days</td>
<td>11</td>
<td>12.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>179</strong></td>
<td><strong>45.0</strong></td>
<td></td>
</tr>
</tbody>
</table>

* snapshot as of 5/29/12
** most likely scenario

<table>
<thead>
<tr>
<th>ITS Capacity/Resource Calculations (FTE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
</tr>
<tr>
<td>Part Time</td>
</tr>
<tr>
<td>Annual Total</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Est. Effort Allocation</th>
<th>Est. Time Allocation</th>
<th>Most Likely Estimate Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin.</td>
<td>24.4</td>
<td>26%</td>
</tr>
<tr>
<td>Support</td>
<td>36.0</td>
<td>38%</td>
</tr>
<tr>
<td>Project</td>
<td>35.2</td>
<td>37%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>95.6</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

FY13 Q1-Q2 Estimated Resource Gap

- Max Estimate: 45.0
- Most Likely Estimate: 45.0
- Median Estimate: 43.5
- Min Estimate: 35.2

22% Gap
FY12 Q3-Q4 Completed Project Forecast

Portfolio Completion Pct

<table>
<thead>
<tr>
<th>Percentile</th>
<th>FY08 Q1-Q2</th>
<th>FY08 Q3-Q4</th>
<th>FY09 Q1-Q2</th>
<th>FY09 Q3-Q4</th>
<th>FY10 Q1-Q2</th>
<th>FY10 Q3-Q4</th>
<th>FY11 Q1-Q2</th>
<th>FY11 Q3-Q4</th>
<th>FY12 Q1-Q2</th>
<th>FY12 Q3-Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg.</td>
<td>39%</td>
<td>37%</td>
<td>40%</td>
<td>38%</td>
<td>33%</td>
<td>36%</td>
<td>39%</td>
<td>33%</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>Min</td>
<td>29%</td>
<td>27%</td>
<td>24%</td>
<td>30%</td>
<td>29%</td>
<td>25%</td>
<td>24%</td>
<td>22%</td>
<td>25%</td>
<td>28%</td>
</tr>
<tr>
<td>Max</td>
<td>48%</td>
<td>48%</td>
<td>58%</td>
<td>58%</td>
<td>54%</td>
<td>43%</td>
<td>48%</td>
<td>48%</td>
<td>45%</td>
<td>41%</td>
</tr>
<tr>
<td>This Period</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>29% (forecasted)</td>
</tr>
</tbody>
</table>

74 projects forecast completed
FY12 Q3-Q4 Completed Projects (Forecast)

**FY12 Q3-Q4 Projects by Strategic Alignment**

- **Student Technology Support**, 23, 9%
- **Academic & Faculty Support**, 38, 15%
- **Infrastructure**, 47, 19%
- **Continuous Service Development**, 78, 31%
- **Administrative Initiatives**, 65, 26%

*Data as of 5/29/2012* 251 Projects

**Forecasted Data as of 5/29/2012**

- **Student Technology Support**, 8, 11%
- **Academic & Faculty Support**, 8, 11%
- **Infrastructure**, 13, 17%
- **Continuous Service Development**, 26, 35%
- **Administrative Initiatives**, 19, 26%

*Forecasted Data as of 5/29/2012* 74 Projects

<table>
<thead>
<tr>
<th>Strategic Category</th>
<th>Completed Count</th>
<th>Completed Percent</th>
<th>Portfolio Percent</th>
<th>Net Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>8</td>
<td>11%</td>
<td>15%</td>
<td>-4%</td>
</tr>
<tr>
<td>Administrative Initiatives</td>
<td>19</td>
<td>26%</td>
<td>26%</td>
<td>0%</td>
</tr>
<tr>
<td>Continuous Service Development</td>
<td>26</td>
<td>35%</td>
<td>31%</td>
<td>4%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>13</td>
<td>18%</td>
<td>19%</td>
<td>-1%</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>8</td>
<td>11%</td>
<td>9%</td>
<td>2%</td>
</tr>
</tbody>
</table>

*74 Projects*
FY13 Q1-Q2 Plan of Record

FY13 Q1-Q2 Projects by Strategic Alignment (Draft)

- Academic & Faculty Support, 32, 18%
- Administrative Initiatives, 46, 26%
- Continuous Service Development, 51, 28%
- Infrastructure, 35, 20%
- Student Technology Support, 15, 8%

Data as of 5/29/2012
179 Projects

FY13 Q1-Q2 Projects by Priority (Draft)

- M-Must Do, 25, 14%
- B-Medium, 61, 34%
- C-Low, 40, 22%
- A-High, 53, 30%

Data as of 5/29/2012
179 Projects

<table>
<thead>
<tr>
<th>Strategic Alignment</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic &amp; Faculty Support</td>
<td>32</td>
</tr>
<tr>
<td>Administrative Initiatives</td>
<td>46</td>
</tr>
<tr>
<td>Continuous Service Development</td>
<td>51</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>35</td>
</tr>
<tr>
<td>Student Technology Support</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>179</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-High</td>
<td>53</td>
</tr>
<tr>
<td>B-Medium</td>
<td>61</td>
</tr>
<tr>
<td>C-Low</td>
<td>40</td>
</tr>
<tr>
<td>M-Must Do</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>179</strong></td>
</tr>
</tbody>
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2012 ITESC Schedule

• Jan. 26, 2012 - Thursday, 1:30-3:30 PM
  – R+ Replacement
  – Student Dev. Tech Fee Request
  – Security Camera Update
  – Bus. Impact Analysis Status
  – Project Portfolio Prioritization Results
  – LUHS/LUC/HSD Program Status

• Mar. 8, 2012 - Thursday, 1:30-3:30 PM
  – HSD Program Progress
  – Security Surveillance (Camera) Policy
  – 2012 Technology Briefing

• Apr. 25, 2012 - Wednesday, 11:30 AM-1:30 PM
  – ISO Introduction
  – RMS Housing Contract Release/Exemption
  – Tech Fee Review
  – ITS Resource Allocation
  – HSD Program Update
  – ITESC Membership

• Jun. 7, 2012 - Thursday, 1:30-3:30 PM
  – Video Formats
  – IT Strategic Direction
    • “Anytime Anywhere Access”
    • Demos within Strategic Direction
  – Project Portfolio Prioritization

• Jul. 26, 2012 - Thursday, 1:30-3:30 PM
  – Project Portfolio Prioritization Results

• Sept. 13, 2012 - Thursday, 1:30-3:30 PM
  – Subcommittee Reports
  – Major Projects Status Reviews

• Oct. 25, 2012 - Thursday, 1:30-3:30 PM
  – Subcommittee Reports
  – Major Projects Status Reviews

• Dec. 11, 2012 - Tuesday, 1:30-3:30 PM
  – Technology Scorecards
  – Project Portfolio Prioritization