Agenda

- Student Information System Upgrade:
  - Project Status Review
- Personal Information Risk Group:
  - Policy Roll-Out Report
- Governance/ITESC Website
- FY08 Meeting Schedule
Agenda

• Student Information System Upgrade:
  – Project Status Review
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Project Description/Scope

What are we upgrading?

• Student Administration 8.0 to Campus Solutions 9.0.

• Oracle Database 9i to 10g

• Peopletools from 8.21 to 8.48

• Portal/(LOCUS) 8.0 to 8.9

• Reporting Database from Student Administration 8.0 view to Campus Solutions 9.0 view
Institutional Impact

Benefits to University

• Self-Service features for Students, Faculty and Staff are enhanced.

• LOCUS will be more richly featured.

• Increased flexibility in report formatting using BI (XML) Publisher.

• Remain on Supported Oracle Upgrade Path
# Status (Green, Yellow, Red)

<table>
<thead>
<tr>
<th></th>
<th>Prior</th>
<th>Current</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td>Student Records</td>
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<tr>
<td>Student Financials</td>
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<td></td>
<td>Self Service Account Summary Decision Needed. Required for Go-Live; no impact on testing progress</td>
</tr>
<tr>
<td>Training</td>
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<tr>
<td>Campus Community</td>
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<td>Management</td>
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<tr>
<td>Security</td>
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</table>
Highlights for Past 90 Days

• Student Center functionality has been assessed and approved by Directors in Administrative Areas
• UP2 preliminary testing of current and new functionality completed
• Financial Aid, Student Financials, Student Records and Campus Community teams reviewed SA8.0 customizations and determined timelines for implementation in the Campus Solutions 9.0 environment
• Database for UP4 environment upgraded to Oracle 10g
• Created Portal for Campus Solutions 9.0 environment
• Baseline Security setup completed for Student, Faculty and Staff roles.
• Financial Aid customizations for the 2007-2008 academic year successfully tested in the Campus Solutions 9.0 environment
• R+ Admissions Interface for Undergraduate, Graduate and Law converted for Campus Solutions Version 9.0
• System Administration team created UP3 environment as a technical update to gauge timing of conversion and document LUC procedures for Production Build
Significant Events for Next 90 Days

- Assess Services Center and Faculty Center functionality
- Review of Detailed Project Plan at February 12 Core Team Meeting
- Build Reporting Database for Campus Solutions 9.0. Target completion late March
- Functional Testing in UP4 environment during February to late March
- Create training plan for Students, Faculty and Staff and build training environment
- Gathering feedback from Students and Faculty through focus groups
### Key Dates

<table>
<thead>
<tr>
<th>Events</th>
<th>Original Date</th>
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<tbody>
<tr>
<td>Build Reporting Database</td>
<td>3/31/2008</td>
<td>3/31/2008</td>
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<tr>
<td>FA Starting Lineup Customizations completed and tested in the SA 8.0 environment</td>
<td>3/15/2008</td>
<td>3/15/2008</td>
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<tr>
<td>Completion of UP4 Build and Testing</td>
<td>1/31/2008</td>
<td>4/7/2008</td>
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<tr>
<td>Completion of UP5 Build and Testing</td>
<td>3/7/2008</td>
<td>5/1/2008</td>
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<tr>
<td>Final Acceptance Testing in Pre-Production Environment</td>
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<td>6/17/2008</td>
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<tr>
<td>Campus Solutions 9.0 Go-Live</td>
<td>7/10/2008</td>
<td>7/10/2008</td>
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</table>
Project Expenses to Date

Memory and Disk - $51,332

Reporting Database - $32,600

ETL Tools - $22,000

Technical Consulting Services - $17,200
Issues Log

- Coordinate Web-Focus testing to include Standard and Ad-hoc Reporting with Student Administration 8.0 and Campus Solutions 9.0 environments
- R25 Reservation System may not have a Campus Solutions 9.0 Interface
- Self Service Account Summary – Evaluation and Decision
- Determine specific configuration information that is transferred during the upgrade to UPx environment
- Slow response times reported by functional testing staff; analysis and tuning required
- Consulting assistance required to implement Financial Aid customizations in Campus Solutions 9.0
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PIRG Agenda

- Current Status
- Responses to Policies
- Data Steward Departmental Breakdown & Scenarios
- Spider & Full Disk Encryption (FDE) Deployment
- Pilots & Roll-out
- Future of PIRG
Project Information

Project Description/Scope Statement

• PIRG created 8 policies relating to identifying & protecting personally identifiable information (PII).

Institutional Impact Statement

• Mitigate university level risk of improper PII exposure and use.
Project Status

• Policies routed to ITESC, President’s Cabinet, SAUPC, and FAUPC for comments.
• Pilot of PII search tool and encryption software within ITS.
• Training for data stewards developed.
• Awareness efforts prepared.
• Overall Health: Yellow •
<table>
<thead>
<tr>
<th></th>
<th>Prior</th>
<th>Current</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>Overall Health</td>
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<td></td>
<td>90 day delay – policy approval</td>
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<tr>
<td>PII Identification Tool (Spider)</td>
<td>Ready</td>
<td></td>
<td></td>
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<tr>
<td>Disk Encryption Tool</td>
<td>Ready</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Policy Approval</td>
<td>Delays from FAUPC</td>
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<tr>
<td>ITS Pilot</td>
<td>Tasks delayed</td>
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<tr>
<td>Sullivan Center Pilot</td>
<td>Tasks delayed</td>
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<td>Training</td>
<td>Ready</td>
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<td>Awareness</td>
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</tr>
<tr>
<td>Campus Roll-out</td>
<td>Tasks delayed</td>
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</tbody>
</table>
Policy Response – ITESC

• Research encryption/security in GroupWise
• Verify number of encryption licenses
• Set up a pilot in Sullivan Center
• Ensure training available before rolling out encryption tool
• Ensure encryption tool compatible with self-service model
• Ensure training discusses effort required from data steward
• Verify processes not too labor intensive
• Investigate possibility of outsourcing training
Policy Response – President’s Cabinet

• Provide more detailed list of examples of Loyola Protected data for each regulation and standard listed.
• Expand description of regulations and standards, including fines and penalties.
• Create a FAQ.
• Ensure SSoM, NSoN and Credit Union are properly incorporated, share with LUMC.
• Validate applicability in other LUC locations, like Rome, Beijing, California.
Policy Response – Staff Affairs UPC

- Create a Corporate Compliance Officer at each campus similar to the position at LUMC.
- Clarify how this would impact contract language, and how staff would know to incorporate this language into contracts they are considering.
- Ensure SSoM, NSoN and Credit Union are properly incorporated.
Policy Response – Faculty Affairs UPC

• Remove all references of disciplinary action in the event of a violation. References should be in the Faculty Handbook, not every policy.

• More explicitly state the need for a university-wide policy.

• Explicitly state what types of information the scanning software will search for.

• All scanning must be done by ITS staff to ensure “professional privacy”.

• Develop and implement a university-wide education and training program for faculty and staff. This program should address the need for and approaches to ensuring the security of sensitive information.
Departmental Breakdown

• The following slides list how departments will be split, and the approximate number of individuals in each department.

• Splits were based on groups of individuals who reported to the same approver in Kronos.

• Some small departments (<15 people) were grouped with other small departments.
## Data Steward Breakdowns

<table>
<thead>
<tr>
<th>Category</th>
<th>Stewards 1</th>
<th>Stewards 2</th>
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<tbody>
<tr>
<td>Facilities – Grounds &amp; Maintenance (LSC), Office of the VP</td>
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<tr>
<td>Grounds &amp; Maintenance (WTC)</td>
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<td>Campus Safety</td>
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<td>Advancement</td>
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<td>Student Affairs – All other Student Affairs departments</td>
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<tr>
<td>School of Continuing &amp; Professional Studies</td>
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<td>Finance – Office of the VP, Sponsored Program Accounting, Financial Planning, Controller</td>
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<td>Finance – Business Services</td>
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<tr>
<td>Provost’s Office – Institutional Research, Registration &amp; Records, Career Dev, GPEM</td>
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<td>Provost’s Office – Academic Business Operations</td>
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<td>2</td>
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<tr>
<td>Philosophy</td>
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<td>Fine Arts</td>
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<td>Chemistry</td>
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<td>English</td>
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<td>Biology</td>
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<tr>
<td>Math &amp; Statistics</td>
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<td>Modern Languages</td>
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<td>Communication</td>
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<td>School of Social Work</td>
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<td>School of Education</td>
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<td>School of Business</td>
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Data Steward Breakdowns Cont.

<table>
<thead>
<tr>
<th>Department</th>
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<tbody>
<tr>
<td>HR &amp; Public Affairs</td>
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<tr>
<td>Office of the President, General Counsel, Strategic Planning</td>
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<tr>
<td>International Affairs, Academic Affairs, Enrollment Operations</td>
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<tr>
<td>Institute for Pastoral Studies, Graduate School</td>
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<td>UMC</td>
<td>19</td>
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<td>Mission &amp; Ministry</td>
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<td>2</td>
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<td>LUMA</td>
<td>12</td>
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<td>College of Arts &amp; Science – Admin</td>
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<td>Computer Science</td>
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<td>Classical Studies</td>
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<tr>
<td>Natural Sciences</td>
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</table>
Data Steward Scenarios

1. Using the previous lists, there would be 77 primary data stewards and 77 backups.
2. There are 18 departments with < 25 individuals which could be merged with another department. That would bring us to 59 primary data stewards and 59 backups.
4. Encrypt all, ad-hoc Spider, process only.
Spider & FDE Deployment

- Spider (tool used to locate social security numbers and credit card numbers) has been tested and is ready for distribution.
- Full Disk Encryption (FDE) software has been tested and is ready for distribution.
- Health: Green ●
Current Activity - ITS Pilots

• Spider tested within PAQS and then a subset of ITS.
• Spider currently being tested throughout all of ITS, scheduled completion 2/22.
• Full Disk Encryption (FDE) tested within PAQS and on the computer of a non-ITS user.
• Health: Lime ☢️
Significant Events for Next 90 Days

• Determine if policies can move forward as they are currently written, or if additional changes are needed due to comments received.
• Receive and act on feedback from ITESC on data steward selections.
• Pilot Spider and FDE in Sullivan (next slide).
• Begin awareness efforts for the whole University. (Health: Green ⬤)
Sullivan Pilot

• Contact departments in Sullivan to determine data stewards.
  – International Affairs, Academic Advising, Enrollment Operations (50)
  – Finance – Business Services (35)
• Train data stewards.
• Allow data stewards time to train their departments.
• Have data stewards use the Spider tool.
• Have ITS install FDE on Sullivan machines that need it.
• Health: Lime 🌿
Beyond 90 Days

• Correct any issues that are discovered through the Sullivan pilot.

• Repeat tasks from Sullivan pilot for the rest of the University.
  – Identify and train data stewards.
  – Data stewards train and scan department.
  – ITS installs encryption software as needed.

• Continue awareness efforts.
## Key Dates

<table>
<thead>
<tr>
<th>Events</th>
<th>Original Date</th>
<th>Current Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PII Identification Tool (Spider)</td>
<td>Dec 2007</td>
<td>Jan 2008</td>
</tr>
<tr>
<td>Disk Encryption Tool</td>
<td>Dec 2007</td>
<td>Dec 2007</td>
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<tr>
<td>ITS Pilot</td>
<td>Dec 2007</td>
<td>Feb 2008</td>
</tr>
<tr>
<td>Sullivan Center Pilot</td>
<td>Jan 2008</td>
<td>Mar 2008</td>
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<tr>
<td>Training</td>
<td>Jan 2008</td>
<td>Mar 2008</td>
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<td>Awareness</td>
<td>Jan 2008</td>
<td>Mar 2008</td>
</tr>
<tr>
<td>Campus Roll-out</td>
<td>Feb 2008</td>
<td>Q4 2008</td>
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</table>
Project Expenses to Date

- Disk Encryption Tool (1000 licenses)
  - $60,000
- Consulting Services
  - $2,500
Background of PIRG

• PIRG = Personal Information Risk Group.
• Originally founded to address the lack of policies and procedures concerning protecting personal information at Loyola.
• Membership has no faculty or students, and is not uniformly distributed between departments that routinely handle PII.
Future of PIRG

• Replace with two new security groups
  – High-level, non-technical group
    • To identify the need for security policies.
    • To vet and identify the impact.
    • To assist with the rollout and implementation.
    • To assist with University-wide awareness efforts.
  – Hands-on, technical group to evaluate security
    • To evaluate security processes, procedures, and technologies.
    • To create security standards and guidelines.
Policy Group

• High-level, not technical.
• Members should include:
  – Business units with access to a large amount of PII regarding faculty, staff, or students
  – Faculty representation (appointment(s) by FC?)
  – ITS members from SI&C and security teams, and from Architecture Review Board
  – University Marketing & Communication
  – Students appointed by USG
  – Others?
Standards & Technology Group

• Hands-on, technical focus.
• Members should include:
  – Areas with their own IT-oriented staff (library, law, advancement, computer science, UMC, others?)
  – ITS members – network, desktop, server, & security teams
  – Others?
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Governance/ITESC Website

• Available at: [http://www.luc.edu/its/gov_home.shtml](http://www.luc.edu/its/gov_home.shtml)
• Includes:
  – ITESC Committee & Sub-Committee Structures
  – Process and Policies
  – Agendas, Materials and Minutes
  – Scorecards and Strategic Planning Documents
• Site is publicly available except for…
  – ITESC Meeting Materials
  these are password protected
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FY08 Schedule

- **July**
  - Finalize POR Build
- **August**
  - LUMC Tri-Annual
  - FY09 Budget Input from Subcommittees
- **September**
  - FY09 Budget Submissions Review
- **October**
- **November**
  - Review Scorecard/Process
- **December**
  - Subcommittee Reports
  - Project Portfolio Prioritization
  - LUMC Tri-Annual

- **January 17th**
  - Finalize POR Build
- **February 7th**
  - Student System Upgrade Review
  - PIRG Policy Report (Data Stewards, FAUPC, FDE)
- **March 20th**
  - ECM Briefing
  - LUMC Tri-Annual
  - Subcommittee Reports
- **May 1st**
  - Student System Upgrade Review
- **June 12th**
  - Subcommittee Reports
  - Project Portfolio Prioritization

Preparing people to lead extraordinary lives