ITS Executive Steering Committee (ITESC)

Agenda and Materials
September 3, 2009

Technology@Loyola

LOYOLA UNIVERSITY CHICAGO
Preparing people to lead extraordinary lives
Agenda

• Grant Funding for Technology – B. Sellers/K. Fust
• ITESC Committee Changes – S. Malisch
• Sub-Committee Reports
  – Academic Technology Committee – B. Montes
  – Data Governance Committee – C. Vanek
  – Project Review Board – K. Smith
  – Information Security Advisory Council – L. Lauger
  – Architecture Review Board – J. Sibenaller
• FY11 ITS Budget Planning – S. Malisch
• ITESC Meeting Schedule
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IT Executive Steering Committee

Chair: Carol Scheidenhelm
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.

Chair: Kevin Smith
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.

Chair: Jim 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.

Chair: Joe Bazeley
Charter
Identify and safeguard using necessary policies, processes, procedures, and technologies all areas within Loyola that use personally identifiable information (PII) or other information protected by Local, State, or Federal regulations.

Recommended Initiatives

ITESC “Past”
IT Executive Steering Committee

University Coordinating Committee

*External Request

IT Executive Steering Committee

Recommended Technology & Initiatives

Academic Technology Committee
Chair: C. Scheidenhelm
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.

Data Governance Committee
Chair: R. Hurst/C. Vanek
Charter
This cross-functional committee will serve as decision-making body to resolve data issues and establish interdependent data usage and definitions for the proper handling and interpretation of University data.

Project Review Board
Chair: K. Smith
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: L. Lauger
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.

The ITESC leads a set of processes for IT governance and investment prioritization for Loyola University Chicago.
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Highlights from 2008-09

• i>clicker adopted as centrally-supported classroom response system
  – Currently @10 units have been checked out from Media Services (checked out online with bar codes on all systems)
  – Several departments have purchased their own i>clicker systems.
  – LUC bookstores selling for $35.25 (used $26.50)
  – Rep was on campus in August for training.

• Recommendation to purchase Blackboard Community System
  – 20 communities
    • 6 new
    • 9 converted from non-courses
    • 5 testing organizations

• Investigation of expanded digital media for academic use.
  – iTunes University pilot this fall with hopeful rollout in spring 2010.
## Confirmed Membership 2009-10

<table>
<thead>
<tr>
<th>Member:</th>
<th>Unit:</th>
<th>Alternate:</th>
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<tbody>
<tr>
<td>Cheney, Scott</td>
<td>Graduate student rep.</td>
<td></td>
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<tr>
<td>Daily, Eileen</td>
<td>Institute of Pastoral Studies</td>
<td>Diane Maloney</td>
</tr>
<tr>
<td>Deatherage, Janet</td>
<td>School of Cont. &amp; Prof. Studies</td>
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<td>Ensminger, Dave</td>
<td>School of Education</td>
<td>Leanne Kallemeyn</td>
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<td>Faught, James</td>
<td>School of Law</td>
<td>Mike Lonero</td>
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<td>Horowitz, Jessica</td>
<td>Graduate School &amp; ORS</td>
<td>Bill Sellers</td>
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<td>Jackson, David</td>
<td>Undergraduate student rep.</td>
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<tr>
<td>Malliaris, Mary</td>
<td>School of Business Admin.</td>
<td>Nenad Jukic</td>
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<td>Massanari, Adrienne</td>
<td>School of Communication</td>
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<td>Montes, Bruce</td>
<td>Information Tech. Services</td>
<td>Jack Corliss</td>
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<td>Pankratz, David</td>
<td>College of Arts and Sciences</td>
<td>William Honig</td>
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<td>Parsi, Kayhan</td>
<td>Bioethics</td>
<td>Bob Johnson</td>
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<td>Pekovitch, Robert</td>
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<tr>
<td>Price, Ron</td>
<td>Stritch School of Medicine</td>
<td>Amy Hoyt</td>
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<td>Ryan, Kathy</td>
<td>Information Tech. Services</td>
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<td>Scheidenhelm, Carol (chair)</td>
<td>Academic Affairs</td>
<td>Terry Moy</td>
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<td>Seal, Robert</td>
<td>University Libraries</td>
<td>Chulin Meng</td>
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<td></td>
<td>School of Nursing</td>
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<td></td>
<td>School of Social Work</td>
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FY 2010 Priorities

• HLC requirement for verification of online student identity
  – Steps LUC can take
• Definitions of online and hybrid courses
• Articulation of Blackboard policies and procedures

• Copyright (ongoing)
• Electronic course evaluations (ongoing)
• Streaming media (ongoing)
  – Update of possibilities available because of iTunes University implementation.

• Others TBD by committee
Issues

• Need to get into writing the policies that govern Bb procedures.
  – Work with ATS and LTA

Challenges

• Establishing guidelines for copyright at LUC
  – Need to coordinate several campus agencies and standardize web content

• Confusion caused by lack of standard definition:
  – What constitutes an online course?
  – This, too, will require input from a variety of campus departments and units
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• FY11 ITS Budget Planning – S. Malisch
• ITESC Meeting Schedule
Data Governance Committee (DGC) Creation

Status: **Green** and on-time

Deliverables from Planning Team:

- Project Strategy
- Charter
- Roles and Responsibilities
- Recommended Membership List
- (Pending) Baseline Data Definitions List
Data Governance Framing

Charter

– This cross-functional committee will serve as decision-making body to resolve data issues and establish interdependent data usage and definitions for the proper handling and interpretation of University data.
  • To provide data definitions and policies which are consistent, uniform, and accurate for reporting and analyses.
  • To provide a framework which ensures data are captured accurately and consistently to maximize clarity of common usage allowing management to make informed, shared, and timely decisions.

– Proposed Membership: Key members identified and other data experts selected when needed by the committee.

– Frequency of meetings: TBD by committee
## DGC Proposed Membership

<table>
<thead>
<tr>
<th>Function/Area</th>
<th>Member</th>
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<tbody>
<tr>
<td>Institutional Research</td>
<td>Rick Hurst (Co-Chair)</td>
</tr>
<tr>
<td>Data Architecture (ITS)</td>
<td>Conrad Vanek (Co-Chair)</td>
</tr>
<tr>
<td>Student Financials</td>
<td>Tom Catania</td>
</tr>
<tr>
<td>Finance</td>
<td>Becky Gomez</td>
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<tr>
<td>Registration &amp; Records</td>
<td>Clare Korinek</td>
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<td>Human Resources</td>
<td>Carol McCormack</td>
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<tr>
<td>Enterprise Databases (ITS)</td>
<td>Charlotte Pullen</td>
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<tr>
<td>Enrollment Management</td>
<td>Tim Heuer</td>
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</table>
DGC Requests & Proposals

• 5th Sub-committee of the ITESC
  – Approval

• Proposed Membership List
  – Additions/Approval
  – Notifications

DGC Creation Project PSS# 981 is complete with approval of these requests.
DGC Future Activities

• Committee Kickoff Meeting with Proposed Members
• Establish and Approve Baseline Data Definitions
• Develop data dictionary for use by the Data Warehouse/Business Intelligence Program
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• ITESC Meeting Schedule
Project Review Board

Chair: Kevin Smith

<table>
<thead>
<tr>
<th>Function/Area</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration &amp; Records</td>
<td>Clare Korinek</td>
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<tr>
<td>Enrollment Management</td>
<td>Tim Heuer *</td>
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<tr>
<td>Advancement</td>
<td>Stacie Hughes</td>
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<tr>
<td>Financial Aid</td>
<td>Eric Weems</td>
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<tbody>
<tr>
<td>Student Financials</td>
<td>John Campbell</td>
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<td>Student Affairs</td>
<td>Cliff Golz *</td>
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<tr>
<td>Financial Systems</td>
<td>Andrea Sabitsana</td>
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<tr>
<td>Graduate Admissions</td>
<td>Paul Roberts</td>
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* New members

**Charter:** The Project Review Board (PRB) 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. This includes but is not limited to the Student Information Systems.
PRB Activities

- Meeting monthly to review project requests
- Review NEW and CHANGED projects
- Update PSS and communicate to requestor
  PRB discussion/determination after session
- Prepare project priorities list for ITESC semi annual process (assign A,B,C,M)
How is Work Reviewed/Prioritized?

- Initial priority collected as H, M, L from requestor
- Prior to PRB a discussion with requestor department for additional info is held
- ITS assesses T-Shirt project size
  - XS (5 days), SM (6-30 days), MED (31 – 60 days), LARGE (61-125 days), XLARGE (>125 days)
- PRB team discusses value of project as requested
- Alternatives are posed as appropriate
- Review common needs to determine if the project should include wider/lesser scope
- Priorities in PSS updated after discussion
How Does a Work Request Get Generated?

- **System Request Form** (preferred method)
  (LUC Home -> Technology -> Project Central -> SIC System Service Request Form)
- Email
- Telephone call
- Follow up by ITS area expert for additional info
- Request entered into PSS
- Project request reviewed by PRB
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ISAC Current State

- Completed activities (last 120 days)
  - Kicked off ISAC with a meeting on August 4th
    - Included an overview of existing Information Security Program as well as an outline and discussion of Advisory Council objectives

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<tr>
<th>Department/Area</th>
<th>Primary</th>
<th>Alternate</th>
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<tbody>
<tr>
<td>ITS – Information Security</td>
<td>Leilani Lauger (Chair)</td>
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<tr>
<td>Academic Affairs</td>
<td>John Connolly</td>
<td>Francesca Pirovano</td>
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<td>Advancement</td>
<td>Ron Iwanski</td>
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<td>Finance</td>
<td>Cory O’Brien</td>
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<td>Financial Assistance</td>
<td>Tad Verdun</td>
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<td>Human Resources</td>
<td>Carol Mc Cormack</td>
<td>Mike Capulong</td>
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<td>ITS - Infrastructure</td>
<td>Dave Wieczorek</td>
<td>Jeff Apa</td>
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<td>ITS - Applications</td>
<td>Cheryl Heckel</td>
<td>Charlotte Pullen</td>
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<td>Registration &amp; Records</td>
<td>Diane Hullinger</td>
<td>Eric Pittenger</td>
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<tr>
<td>Risk Management</td>
<td>Stephen Ham</td>
<td>Sue Bodin</td>
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<tr>
<td>Student/Judicial Affairs</td>
<td>Jeremy Inabinet</td>
<td>Tim Love</td>
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<tr>
<td>Ex-Officio</td>
<td>Jim Sibenaller</td>
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</table>
ISAC Objectives

• Information Security Advisory Council (ISAC)
  – Broad focus on Information Security and Risk Management
  – Provide guidance and oversight of Information Security program with emphasis on:
    • Risk assessment process and risk prioritization
    • Strategy
    • Policy
  – Ensure policies and program are sufficient to meet legal, regulatory and contractual requirements
  – Monitor and evaluate the effectiveness of the University Information Security Program
  – Serve as an advocate for the Information Security program
Information Security - Goals and Objectives

• **Maintain confidentiality, integrity, and availability of information**
  – Prevent compromise of Loyola Protected and Sensitive Data
  – Protect the integrity of critical systems
  – Monitor for intrusion and misuse of systems
  – Maintain the availability of systems required by students, faculty and staff

• **Protect Loyola’s reputation**
  – Maintain compliance with regulations (PCI, FERPA, HIPPA, PIPA), laws, and contractual agreements
  – Protect the confidentiality of student, parent, faculty and staff personal information
  – Limit liability

• **Provide a safe computing environment**
  – Inform the Loyola community of protective measures to take against existing and upcoming security threats
  – Provide technology that mitigates the risks of security threats

• **Provide guidance on risk management and information security issues**
  – Provide assistance and consultation on information security and risk management issues
  – Facilitate and coordinate security audits and assessments of information technology infrastructure
  – Provide reasonable assurance that security objectives are being achieved
ISAC Future State

• Future activities
  – Next meeting to be held September 17th
• Discussion topics include
  – Future of PII Scanning and the role of the Data Stewards
  – Approval of Program Framework and Risk Assessment Approach
PII Status

- **Loyola PC's To Be Scanned (Non-Lab)**
  - Remaining: 8 (0.34%)
  - Completed: 2322 (99.66%)

- **PII Identification**
  - PII Found: 574 (25%)
  - PII Not Found: 1748 (75%)

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<th>PC Counts</th>
<th>Count</th>
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<tr>
<td>Completed</td>
<td>2322</td>
<td>99.66%</td>
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<tr>
<td>Remaining</td>
<td>8</td>
<td>0.34%</td>
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<td>Total Scanned</td>
<td>2322</td>
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<tr>
<td>PII Found</td>
<td>574</td>
<td>25%</td>
</tr>
<tr>
<td>PII Not Found</td>
<td>1748</td>
<td>75%</td>
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- 2 departments remaining
- Expecting completion end of September
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ARB Current State

• Completed activities (last 120 days)
  – Technology inventory gathered *(over 350 items)*
  – Technology Current State diagram updated/defined
  – EA process flow established
  – Strategic Roadmap for Technology completed
  – Consulted technology assessment committees
LUC Technology Strategy - A Roadmap for Change

Wednesday, July 29, 2009

Emerging
Goal: Research/Watch
- ePortfolio Solutions
- Student eMail Options
- Enterprise Content Management (DocFinity 10)
- Enterprise Conference Calling
- File Storage, Archiving & Sharing
- Web/Content Management Solution
- eMail (GroupWise 8)
  - Microsoft O/S (Windows 7)
  - MS SQL Database (2008)
  - Enterprise Database (Oracle 11g)
  - Virtual Desktop for Mac (VM Fusion)
  - Distributed Antenna System
  - Wireless (801.11n)

Tactical
Goal: Optimize
- Student System (PS CS 9.0)
- Student Portal (PS Enterprise Portal 8.9)
- eCommerce System (CBORD)
- Housing (RMS)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Conference Services (Kinetics)
- Judicial Affairs (Maxient)
- Study Abroad
- Rich Media (IGNation, iTunes-U)
- Desktop Productivity (Microsoft Office-2007)
- Server Virtualization
  - Storage/SAN (IBM SAN)
  - G650 - Phone System

Strategic
Goal: Invest/Transform
- Enterprise Data Warehouse / Business Intelligence
- Enterprise Content Management (DocFinity 9)
- New Student Portal (NextStop)
- Admission Decision Application (UGRAD/GRAD)
- Learning Mgmt (Blackboard LMS 8.0)
- Housing-Self Service (RMS Web)
- New Messaging/List System
- Career Development (Symplicity NACElink)

Containment
Goal: No New Development
- Student System Reporting (PS RDS)
- Web/Content Management (Serena Collage)
- Enterprise Database (Oracle 10g)
- MS SQL Database (2005)
- Microsoft O/S (Windows XP)
- Network Services (Novell, eDirectory, IDM3)
- Network Access Control (Bradford)
- Virtual Private Network (F5 Firepass)
- Enterprise Database (Oracle, MS SQL)
- Spam Filtering (MailFoundry)

Retirement
Goal: To Be Eliminated
- eCommerce System (Blackboard Commerce)
- eMail (GroupWise 7)
- Enterprise Database (Oracle 9i)
- MS SQL Database (2000)
- Network (Cisco Core)
- Desktop, Standard Intel (Dell)
- Server, Standard (IBM)
- Storage/SAN (IBM SAN)
- Specialized Equipment (Macintosh/Blackberry)

Core
Goal: Current State (Foundation)
- Student System (PS Campus Solutions)
- Student Portal (PS Enterprise Portal)
- Enterprise Content Management (DocFinity)
- eCommerce System (Blackboard Commerce)
- Student System Reporting (PS RDS)
- Business Intelligence (WebFocus)
- Learning Mgmt (Blackboard LMS)
- G/L & HR (Lawson)
- Alumni Relations (Advance)
- Predictive Dialing (SmartCall)
- Student Recruiting (Recruitment Plus)
- Housing (RMS)
- Student Loan Mgmt. (ECSI)
- Faculty Salary Planning
- Staff Salary Planning
- Wellness Center (Point and Click)
- LUC Libraries (Voyager)
- Payment Gateway (TouchNet Paypath/TPG)
- Access Security (Maxxess)
- Parking (Maxxess)
- Classroom Control System (Crestron)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Web/Content Management (Serena Collage)
- Desktop Productivity (Microsoft Office)
- eMail (GroupWise)
ARB Current State

• Current activities
  – Re-work and improvements to the EA toolkit/templates
  – Complete inventory of active/needed assessment committees
  – Re-establish regular committee meetings (9/16 scheduled)
EA Committees

• Architecture Review Board - ARB
  – Charter: Provide technology direction
  – Process: Validate technology recommendations
  – Action: Present major technology changes to the ITESC

  – Members: Senior ITS Management

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<tr>
<th>Function/Area</th>
<th>Member</th>
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<tbody>
<tr>
<td>CIO</td>
<td>Susan Malisch</td>
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<tr>
<td>Infrastructure</td>
<td>Dan Vonder Heide</td>
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<tr>
<td>Systems</td>
<td>Kevin Smith</td>
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<tr>
<td>Teaching/Media</td>
<td>Bruce Montes</td>
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<tr>
<td>Process (future)</td>
<td>Tom Mathewson</td>
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Chair: Jim Sibenaller
EA Committees

- **Technology Assessment Committee – TAC**
  - *Charter*: Provide technology recommendations
  - *Process*: Research entity for technology
  - *Action*: Present technology needs to the ARB

- *Members*: Open - Staff, Faculty, Students
  Sponsored by an ARB Member

- **Structure**

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<td>Architecture Consultant (optional)</td>
<td>Jim Sibenaller</td>
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TAC Example

- Web/Content Management Replacement (Serena)
  - Charter: Provide recommendations for the replacement of the current content management systems Serena Collage
  - Structure

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<tr>
<th>Chair</th>
<th>Bob Kraft</th>
</tr>
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<td>Function/Area</td>
<td>Member</td>
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<tr>
<td>Campus Safety</td>
<td>Tim Cunningham</td>
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<td>Career Services</td>
<td>Maureen Smith</td>
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<td>Computer Science</td>
<td>George Thiruvathukal</td>
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<td>Information Technology Services</td>
<td>Patricia Trinco</td>
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<td>Learning Technologies, Office of the Provost</td>
<td>Sarah Brittain</td>
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<td>School of Education</td>
<td>Marie Rosin-Dittmar</td>
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<td>School of Law</td>
<td>Mike Lonero</td>
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<td>Student Development</td>
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<td>University Marketing &amp; Communication (UMC)</td>
<td>Christopher Abplanalp</td>
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<tr>
<td>Architecture Consultant</td>
<td>Jim Sibenaller</td>
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</table>
ARB Future State

• Future activities

1. Complete/upgrade enterprise architecture toolkit & templates
   • Assessment & scoring tools
   • ITS service inventory
   • Alignment path to LUC 2009-2015 strategy
   • Establish best practices/trending resource for the TAC’s

2. Define Technology Future State diagram
   • Focus on “Core” technologies
   • Functional groupings/views
   • Drill down/levels capability
   • Process views

3. Complete inventory of active/needed TAC’s
   • Establish process for identification
   • Create TAC “log”

4. Ongoing TAC Assessments & ITESC presentations
Agenda

• Grant Funding for Technology – B. Sellers/K. Fust
• ITESC Committee Changes – S. Malisch
• Sub-Committee Reports
  – Academic Technology Committee – B. Montes
  – Data Governance Committee – C. Vanek
  – Project Review Board – K. Smith
  – Information Security Advisory Council – L. Lauger
  – Architecture Review Board – J. Sibenaller
• FY11 ITS Budget Planning – S. Malisch
• ITESC Meeting Schedule
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FY10 ITESC Schedule

- **July 23, 2009 - Thursday, 1:30-3:30 PM**
  - Prioritization Results/Finalize POR
  - Audit Briefing
  - Technology Roadmap
  - FY11 Technology-Related Budget Planning

- **September 3, 2009 - Thursday, 1:30-3:30 PM**
  - Subcommittee Reports
  - FY11 Budget Submissions Review
  - FY11 Budget Input from Subcommittees

- **October 15, 2009 - Thursday, 1:30-3:30 PM**
  - Major Projects Status Reviews
  - LUMC Update

- **November 19, 2009 - Thursday, 1:30-3:30 PM**
  - Major Projects Status Reviews
  - Review Scorecard/Process

- **December 15, 2009 - Tuesday, 1:30-3:30 PM**
  - Subcommittee Reports
  - Project Portfolio Prioritization

- **January 21, 2010 - Thursday, 1:30-3:30 PM**
  - Prioritization Results/Finalize POR

- **March 4, 2010 - Thursday, 1:30-3:30 PM**
  - Subcommittee Reports

- **April 15, 2010 - Wednesday, 1:30-3:30 PM**
  - Major Projects Status Reviews
  - LUMC Update

- **May 27, 2010 - Thursday, 1:30-3:30 PM**
  - Project Portfolio Prioritization