

# ITS Executive Steering Committee (ITESC)

Agenda and Materials  
May 26, 2011



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# Agenda

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- Data Governance Committee & DW/BI Program Updates
  - K. Smith
- Architecture Review Board Update
  - J. Sibenaller
- Cellular Contracts and Support Update
  - D. Vonder Heide
- BCDR Program - Business Impact Analysis
  - D. Vonder Heide
- Project Portfolio Prioritization
  - S. Malisch



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# DW/BI Program Update

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- Current activities:
  - Hardware development environment in place
  - Creating the work environment for DW architects
  - Purchased additional BI tools ie Active Reports, Visual Discovery, Performance Management Framework and Info Assist (developers tool)
  - Started requirements sessions



# DW/BI Meeting Sessions

Sessions	Meeting Dates	Initial Schedule	Actual Schedule
Campus Community	4/11 – 4/14	4 days	2 days
Academic Advising	4/14	1 hour	1 hour
Registration and Records	4/25 – 4/28	4 days	2 days
Provost	5/11	1.5 hours	1.5 hours
Faculty Teaching Load	5/9 – 5/12	4 days	2 days
Financial Aid	5/23 – 5/26	4 days	2 days
Enrollment Management	5/27	1.5 hours	TBD
Admissions	6/6 – 6/9	4 days	TBD
Student Financials	6/21 – 6/24	4 days	TBD

# DW/BI Meeting Session Members

Sessions	#	Members
Campus Community	18	Cliff Golz, Clare Korinek, Diane Hullinger, John Dahlstrand, Kris Daggett, Linda Wejs, Nick Jones, Richard Hurst, Tom Catania
Academic Advising	6	Fr. Daffron
Registration and Records	18	Clare Korinek, Diane Hullinger, Kris Daggett, Linda Wejs, Nick Jones, Richard Hurst, Susan Ries
Provost	7	John Pelissero
Faculty Teaching Load	12	Anne Reilly, Carol Mc Cormack, Carol Scheidenhelm, Clare Korinek, Francesca Pirovano, Paul Gabriel, Tsui
Financial Aid	14	Eric Weems, Kevin Ahern, Tim Heuer, Larry Fortuna, Richard Hurst
Enrollment Mgmt	9	Ann Bezbatchesko, Eric Weems, Lori Greene, Paul Roberts, Timothy Heuer
Admissions	18	Brian Keiller, John Dahlstrand, Kevin Ahern, Lori Greene, Neal Mac Cannell, Rich Heath, Richard Hurst, Timothy Heuer
Student Financials	20	Arlene Rodriguez, Cory O'Brien, Jeffrey Pisarek, John Campbell, Larry Fortuna, Rebecca Gomez, Richard Hurst, Sandra Harrison, Tom Catania, Tracy Snowberger

# Milestones

Milestone	Date
DW Hardware Installed	January 2011
BI Software Installed	January 2011
Requirements Sessions Ending	June 2011
Faculty Teaching Load Design	July 2011
Faculty Teaching Load Delivered	September/October 2011
Remaining DW Components Designed	August 2011
Remaining DW Components Delivered	January 2012



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# Data Governance Committee

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## Membership

Rick Hurst

Carol McCormack

Conrad Vanek

Clare Korinek

Tom Catania

Charlotte Pullen

Becky Gomez

Tim Heuer





# Data Governance Committee

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- **Meeting frequency:** Twice a month except during DW/BI requirements gathering we have moved to monthly
- **Short Term Goals:** Establish a method and procedure for capturing and storing data definitions
- **Long Term Goals:** Establish university wide data definitions and a governance process to review and accept official definitions
- **Current activities:**
  - Selected a tool from NCHEMS (National Center for Higher Education Management Systems) called CHESS (Consortium for Higher Education Software Services) which provides starting point of university data definitions.
  - Team members are reviewing supplied data definitions in different sections for Loyola applicability



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# Architecture Review Board

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*Charter:* Provide technology direction

*Process:* Assess & validate technology recommendations

*Action:* Bring major technology changes to the ITESC

*Members:* Senior ITS Management

Chair	Jim Sibenaller
Function/Area	Member
CIO	Susan Malisch
Infrastructure	Dan Vonder Heide
Systems	Kevin Smith
Teaching/Media	Bruce Montes



# ARB Activities

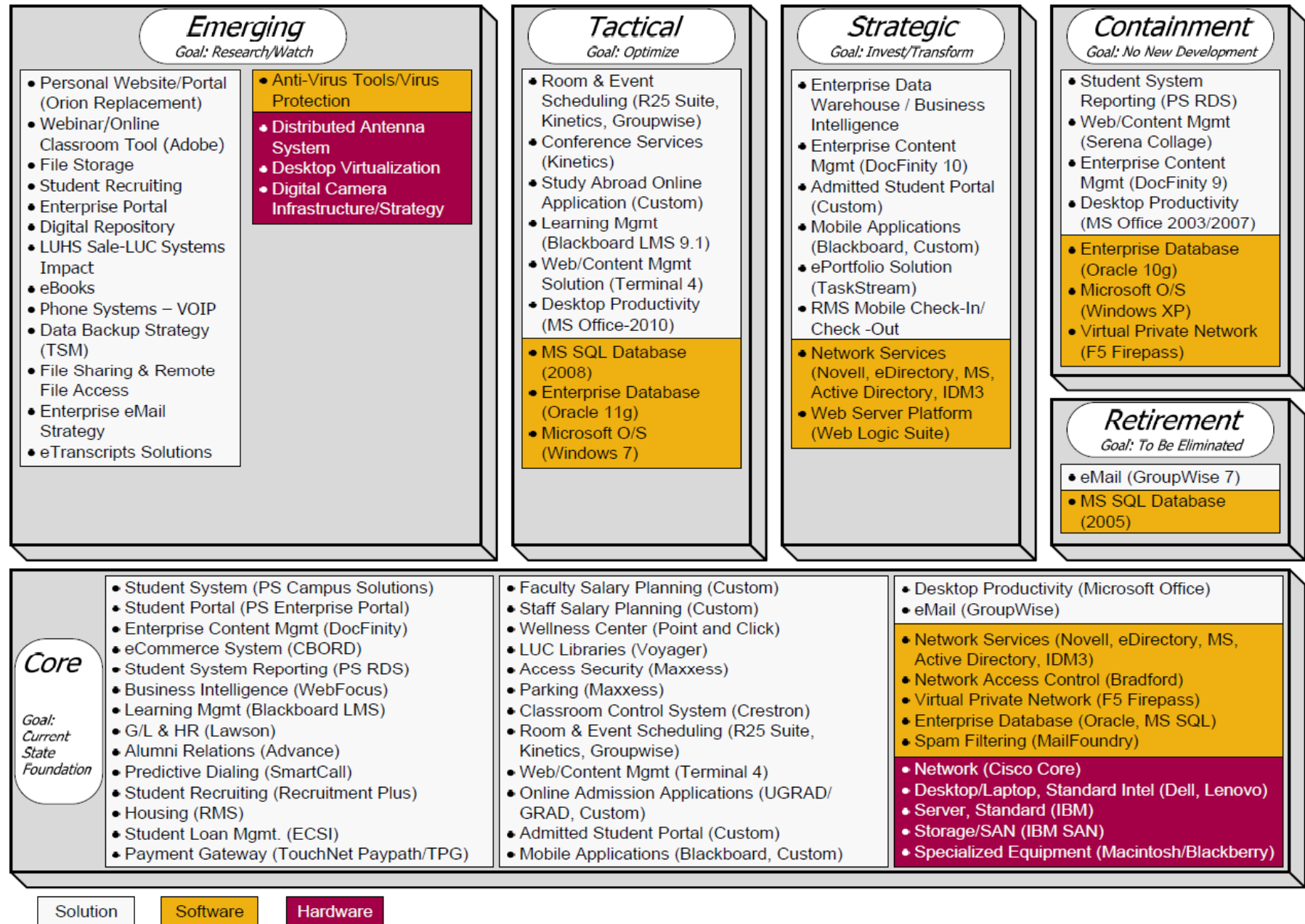
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- Current/Recent Activities
  - Technology Assessments (core task)
  - Reviewed & validated our technology inventory
  - Update of *Technology Roadmap*
  - Update of *EA Principles* & assessment tool-kit
  - Simplifying templates
  - Streamlining EA processes



# LUC Technology Strategy - A Roadmap for Change

May 25, 2011



# Technology Assessments

	Item	Layer	TAC Owner	ARB Sponsor	Status	Start Date	ARB Presentation Date
12 Active	Personal Website Replacement (Orion)	Solution	Jeff Apa	Dan Vonder Heide	Active	09/2010	06/2011
	Webinar/Online Classroom Tool (Adobe Connect)	Solution	Bruce Montes	Bruce Montes	Active	12/2009	09/2011
	Distributed Antenna System	Hardware	Bob Heeseman	Dan Vonder Heide	Active	2009	Q3 2011
	File Storage	Solution	Jeff Apa	Dan Vonder Heide	Active	2009	TBD
	Student Recruiting	Solution	Paul Roberts	Jim Sibenaller	Active	10/2010	TBD
	Enterprise Portal	Solution	Kevin Smith	Susan Malisch	Active	01/2011	TBD
	Digital Repository	Solution	Bob Seal	Jim Sibenaller	Active	01/2011	TBD
	LUHS Sale-LUC Systems Impact	Solution	Kevin Smith	Susan Malisch	Active	04/2011	TBD
	eBooks	Solution	Bob Seal	Bruce Montes	Active	04/2011	TBD
	Digital Camera Infrastructure/Strategy	Hardware	Dan Vonder Heide	Dan Vonder Heide	Active	04/2011	TBD
	Phone Systems - VOIP	Solution	Dave Wiczorek	Dan Vonder Heide	Active	05/2011	TBD
	Data Backup Strategy (TSM)	Solution	Jeff Apa	Dan Vonder Heide	Active	05/2011	TBD
10 Pending	File Sharing & Remote File Access	Solution	Jeff Apa	Dan Vonder Heide	Hold	2009	TBD
	Enterprise eMail Strategy	Solution	Jeff Apa	Dan Vonder Heide	Hold	2009	TBD
	Anti-Virus Tools/Virus Protection	Software	Kathy Ryan	Dan Vonder Heide	Hold	2010	TBD
	Desktop Virtualization	Hardware	Kathy Ryan	Dan Vonder Heide	Hold	03/2010	TBD
	eTranscripts	Solution	Eric Pittenger	Kevin Smith	Hold	03/2010	TBD
	Network Access Control	Software	Dave Wiczorek	Dan Vonder Heide	Hold/Defer	03/2010	TBD
	Personal Account Manager (PAM)	Solution	Alison Stillwell	Bruce Montes	Hold/Defer	03/2010	TBD
	eFax Solutions	Solution	Jim Sibenaller	Jim Sibenaller	Pending	TBD	TBD
	Virtual Private Network	Software	Dan Vonder Heide	Dan Vonder Heide	Pending	TBD	TBD
	Web Content Monitoring	Solution	Leilani Lauger	Jim Sibenaller	Pending	TBD	TBD

# EA Principles

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- EA principles guide the technology decision making process
  - 1 - Centralized Governance for Technology Acquisitions
  - 2 - University Strategy, Mission and Promise Alignment
  - 3 - Value Driven Decision Making
  - 4 - Manage Technical Diversity and Duplication
  - 5 - Build for Reuse
  - 6 - Design for Flexibility and Self Service
  - 7 - Enterprise Security
  - 8 - Data Security
  - 9 - Manage Data as an Asset
  - 10 - Data Quality and Integrity
  - 11 - Data Accessibility



# ARB Planning

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- Next Steps (90-120 days)
  - Continue technology assessments
  - Update *Current State Diagram*
    - July or August ITESC
  - Load inventory into a database (iServer)
    - Q3 or Q4 (*depending on resources*)
  - Continue
    - Simplifying templates
    - Streamlining EA processes





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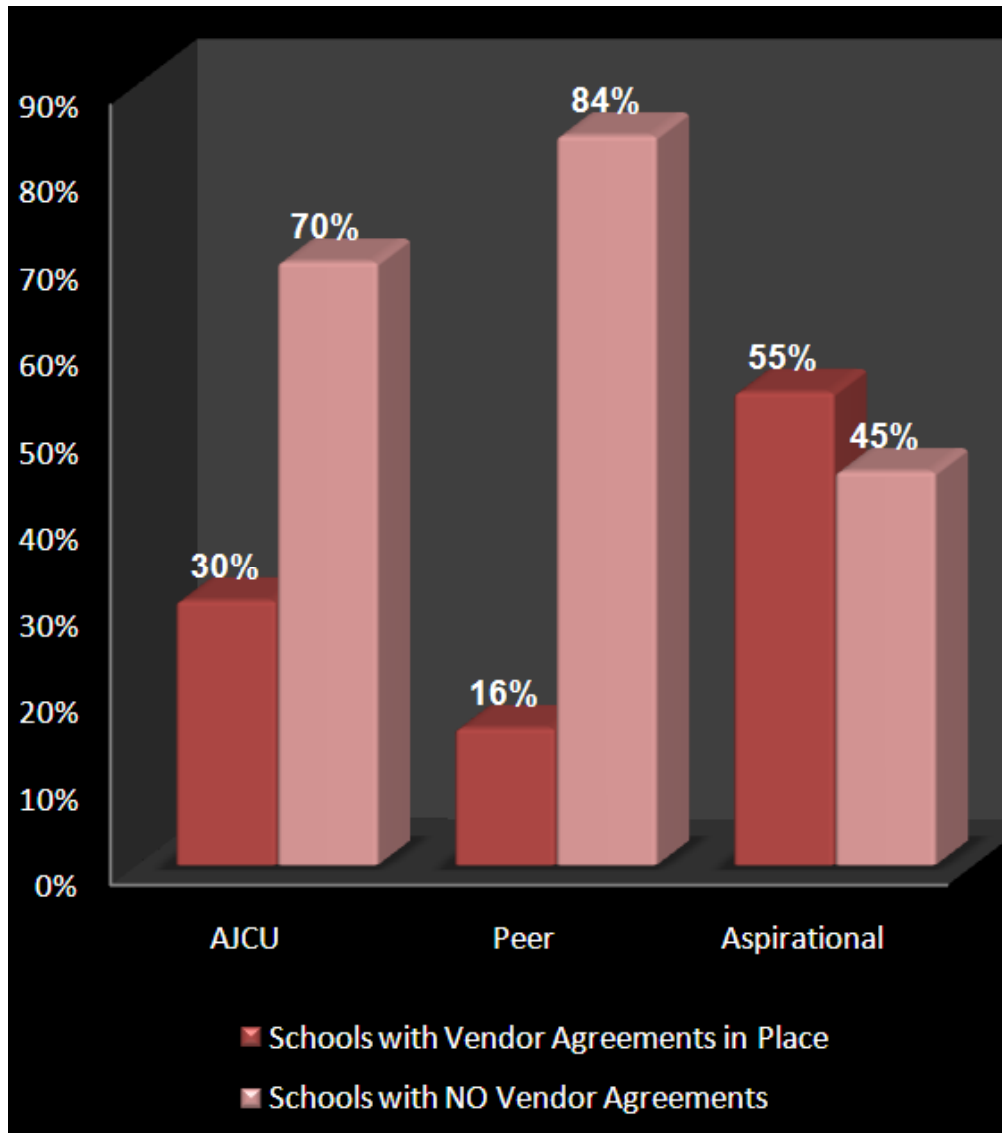
# Cellular Contracts and Support

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- Proposal
  - Multi Carrier with Centralized Contract / Decentralized Billing & Administration
  - Approval Process
  - Device/Package Recommendation
  - Best Effort Support and Beyond



# AJCU, Peer and Aspirational



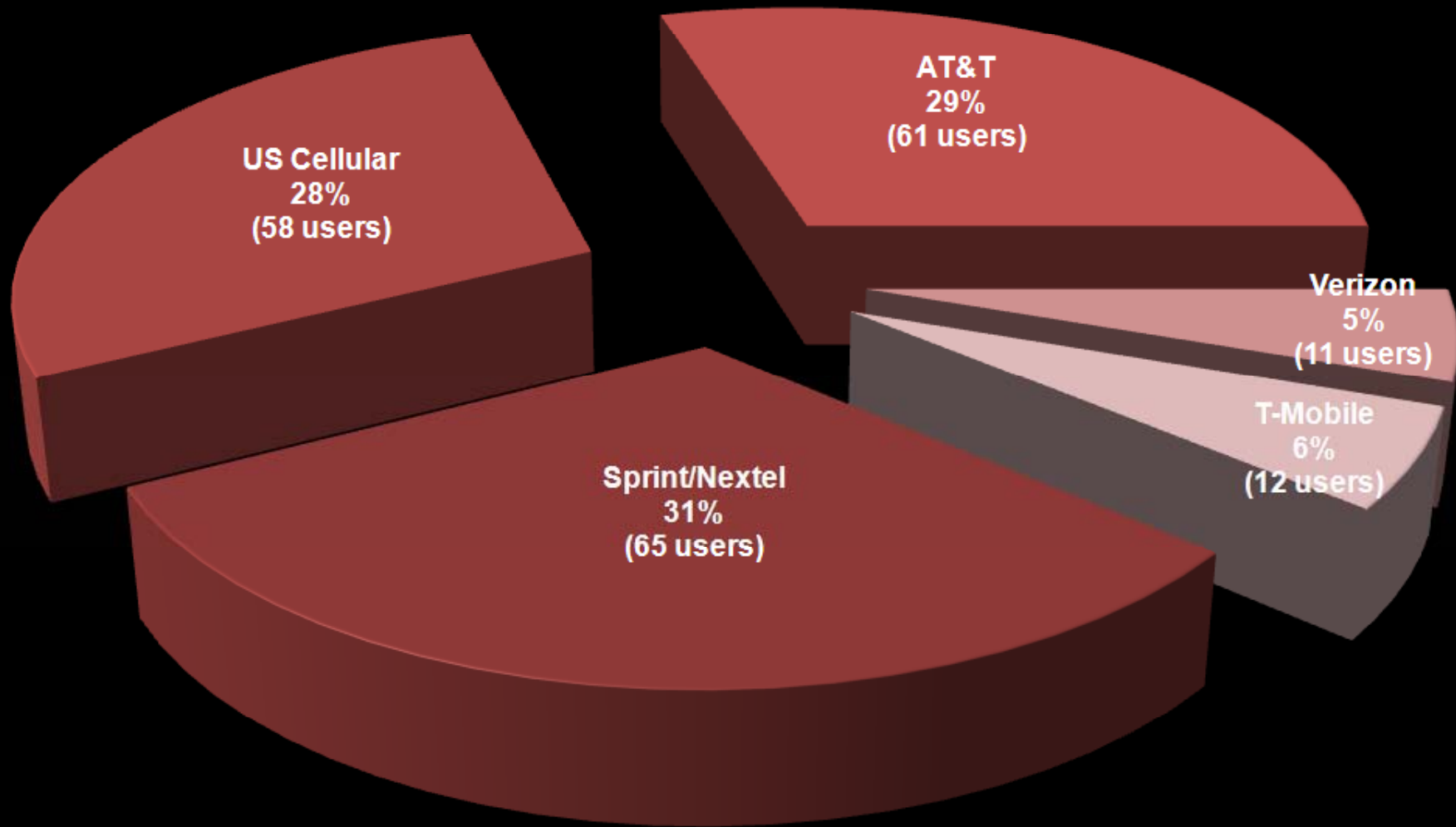
- Websites
- Interviews
- Limited v. Open
- Centralized v. Decentralized



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# Survey Results

## LUC Cellular Survey Results



# Carrier Engagement

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- Exclusive agreement not in Loyola’s best interest
- We identified three primary carriers; AT&T, Sprint, and Verizon
- All three have provided “Fair” rate proposals based on our current and potential market share.
- Currently Refining agreements



at&t



Sprint

The Verizon Wireless logo, featuring a red checkmark above the text "verizon" in bold black and "wireless" in a lighter font.



# Sample Plan Discounts

Voice Plan Discounts	Sprint/Nextel	AT&T	Verizon
Corporate Owned Phones	24%	20%	15%
Faculty/Staff Personal	15%	15%	11%
Students	10%	10%	See Notes
Messaging Discounts Available	Yes	Yes	Yes
Data Plan Discounts Available	Yes	Yes	Yes

**Notes:**

Verizon will offer an additional 3% for faculty/staff who sign up through their website (total savings 14%)  
 Verizon does not offer student plan discounts; One time equipment purchase rebate of \$75  
 Sprint Nextel is working on increasing Faculty/Staff Discount to 18%

## Loyola Discounted Price Examples

Voice Plan Examples	Sprint/Nextel	AT&T	Verizon
450 Anytime Minutes & Unlimited Text	\$47	\$48	\$51
900 Anytime Minutes & Unlimited Text	\$67	\$64	\$68

**Notes:**

Costs estimated based on current negotiations with vendors  
 Sprint Plan includes 1000 Anytime Minutes & Unlimited Text (v 900 for other two vendors)

# Sample Vendor Specific Savings

Department	Monthly Access Fee	Current Discount	New Discount	% Change
Conference Services	\$575	\$58	\$86	5%
Athletics	\$236	\$24	\$36	5%

## Notes:

2 Verizon Wireless Bills were selected at random to compare current discounts versus what the new contract would offer



# Website Dedicated to Cellular Support

The screenshot shows a Firefox browser window displaying the website [http://www.luc.edu/its/about\\_us.shtml](http://www.luc.edu/its/about_us.shtml). The page header includes the Loyola University Chicago logo and the text 'INFORMATION TECHNOLOGY SERVICES'. Navigation links for 'Home', 'A-Z Index', 'Contact Us', 'Directories', and 'LOCUS' are visible. A search bar and 'LINKS' dropdown are also present. The main content area is titled 'CELLULAR PHONES' and features a red and yellow striped banner. Below the banner, the text states: 'Loyola University has working agreements with AT&T, Sprint, and Verizon that provide our faculty, staff, and students discounted rates for cell phone equipment, accessories, and plans. Because each individual and department at Loyola has unique cellular needs, ITS does not endorse or recommend a specific carrier.' The page is organized into sections: 'AT&T', 'Sprint', and 'Verizon', each with bullet points for 'University Use' and 'Personal Use'. A 'POLICY OF ACQUISITION' section follows, detailing approval requirements. A 'Staff Directory' link is provided. A right-hand sidebar contains 'About Us' and 'Related Links' sections. The footer includes contact information for Information Technology Services, a notice of non-discriminatory policy, and the Loyola University Chicago logo with the motto 'Preparing people to lead extraordinary lives'.

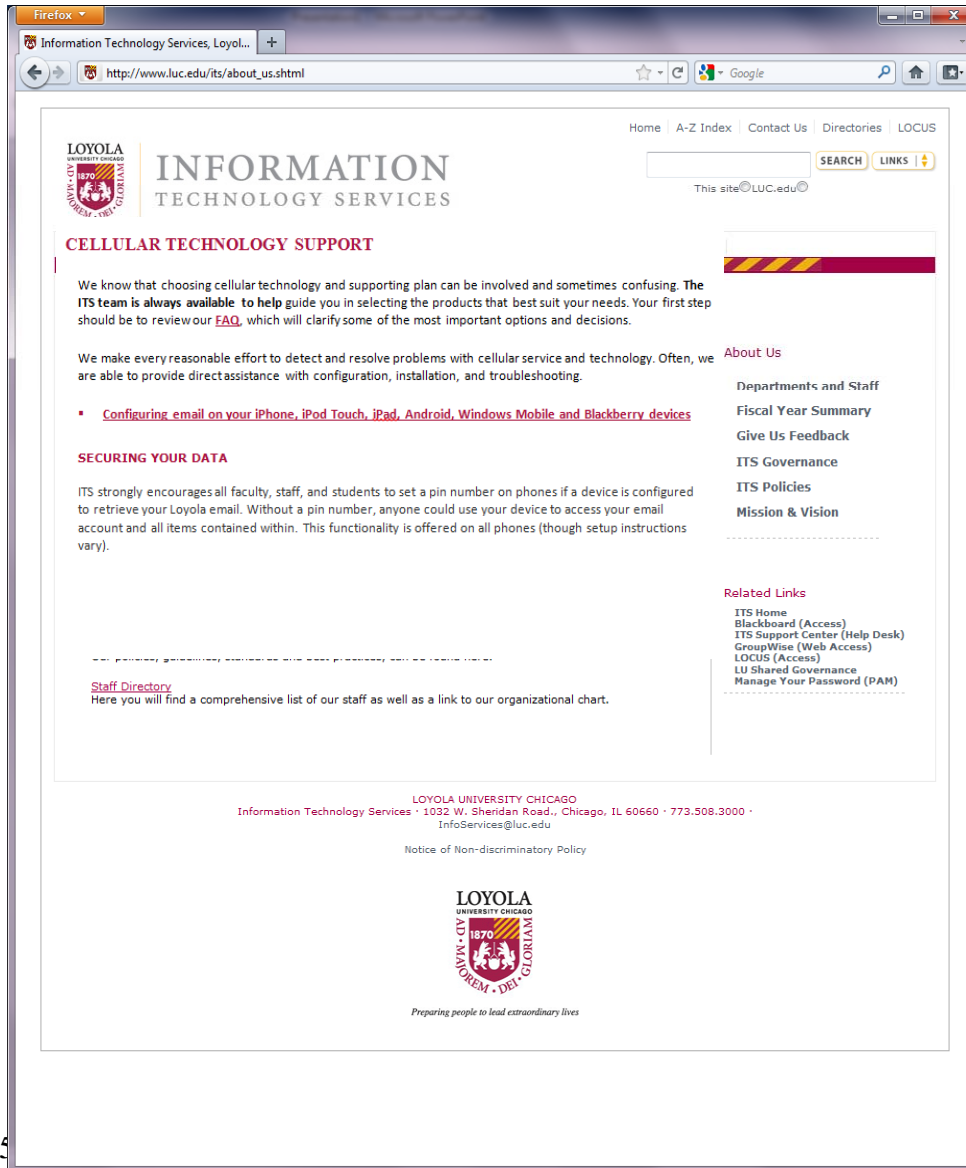
- Device/Package Recommendation
- Approval Process



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We know that choosing cellular technology and supporting plan can be involved and sometimes confusing. The ITS team is **always available** to help guide you in selecting the products that best suit your needs. Your first step should be to review our [FAQ](#), which will clarify some of the most important options and decisions.

We make every reasonable effort to detect and resolve problems with cellular service and technology. Often, we are able to provide direct assistance with configuration, installation, and troubleshooting.

- [Configuring email on your iPhone, iPod Touch, iPad, Android, Windows Mobile and Blackberry devices](#)

**SECURING YOUR DATA**

ITS strongly encourages all faculty, staff, and students to set a pin number on phones if a device is configured to retrieve your Loyola email. Without a pin number, anyone could use your device to access your email account and all items contained within. This functionality is offered on all phones (though setup instructions vary).

[Staff Directory](#)  
Here you will find a comprehensive list of our staff as well as a link to our organizational chart.

**About Us**

- Departments and Staff
- Fiscal Year Summary
- Give Us Feedback
- ITS Governance
- ITS Policies
- Mission & Vision

**Related Links**

- ITS Home
- Blackboard (Access)
- ITS Support Center (Help Desk)
- GroupWise (Web Access)
- LOCUS (Access)
- LU Shared Governance
- Manage Your Password (PAM)

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Notice of Non-discriminatory Policy

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- Support
- Decentralized Billing & Administration
- FAQ



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# Athletics-Marketing Agreement

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- Setting up meetings with three Marketing Departments regarding sponsorship opportunities.
- Marketing Agreements separate from the master agreement; signed after the University agreement is in place.
- Collaborative effort with Athletics, ITS and three vendors.



# Next Steps

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- Refining and finalizing current contracts
- ITS to facilitate set up of departmental accounts and training
- ITS to assist in moving any existing contracts to the new agreement (if necessary)
- Finalize meetings with Athletics and Vendors
- Complete the LUC Website with all the information
- Advertise discounts for faculty/staff and students
- Work with individual departments to ensure a smooth transition



# Summary Data

## Call Performance - October 2008

This table contains the overall high-level findings. The measurements collected across all of the buildings have been aggregated to show an overall representation of the service provided by each carrier across the campus.

Parameter	AT&T	Sprint	T-Mobile	US Cellular	Verizon
Access attempts	94	93	110	92	90
Completed calls	66	89	98	86	59
Blocked calls	14	1	2	1	2
Dropped calls	8	3	0	2	8
No service calls	6	0	9	3	21
Completed call	70.21%	95.70%	89.09%	93.48%	65.56%
Blocked call	14.89%	1.08%	1.82%	1.09%	2.22%
Dropped call	8.51%	3.23%	0.00%	2.17%	8.89%
No service call	6.38%	0.00%	8.18%	3.26%	23.33%

# Summary Data

## Call Performance - April 2011

This table contains the overall high-level findings. The measurements collected across all of the buildings have been aggregated to show an overall representation of the service provided by each carrier across the campus.

Parameter	AT&T	Sprint	T-Mobile	US Cellular	Verizon
Access attempts	63	58	64	65	52
Completed calls	61	57	63	65	48
Blocked calls	0	0	0	0	0
Dropped calls	0	0	0	0	3
No service calls	2	1	1	0	1
Completed call	96.83%	98.28%	98.44%	100.00%	92.31%
Blocked call	0.00%	0.00%	0.00%	0.00%	0.00%
Dropped call	0.00%	0.00%	0.00%	0.00%	5.77%
No service call	3.17%	1.72%	1.56%	0.00%	1.92%

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# Business Continuity Planning

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- Business Continuity Plans (BCP)
  - Recovery Initiatives to Date
- Business Impact Analysis (BIA)
  - Identify All Business Processes
  - Identify Impact of Systems / Infrastructure Loss
- Next Steps
  - Department Meetings in July



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# FY11 Q3-Q4 POR Tracking

POR Activity	Total Count	T-Shirt Sizing Breakdown				
		X-Large	Large	Medium	Small	X-Small
Original FY11 Q3-Q4 POR	130	12	22	62	29	5
New Projects Started	113	3	22	30	32	26
Revised FY11 Q3-Q4 POR	243	15	44	92	61	31
Completed Projects	(86)	5	12	19	26	24
Forecasted Completed Projects	(22)	1	2	10	7	2
Duplicate/ Canceled	(2)	0	1	1	0	0
Rollover Projects	133	9	29	62	28	5
New Projects not Started	19	0	3	9	6	1
FY12 Q1-Q2 POR (Draft)	152	9	32	71	34	6

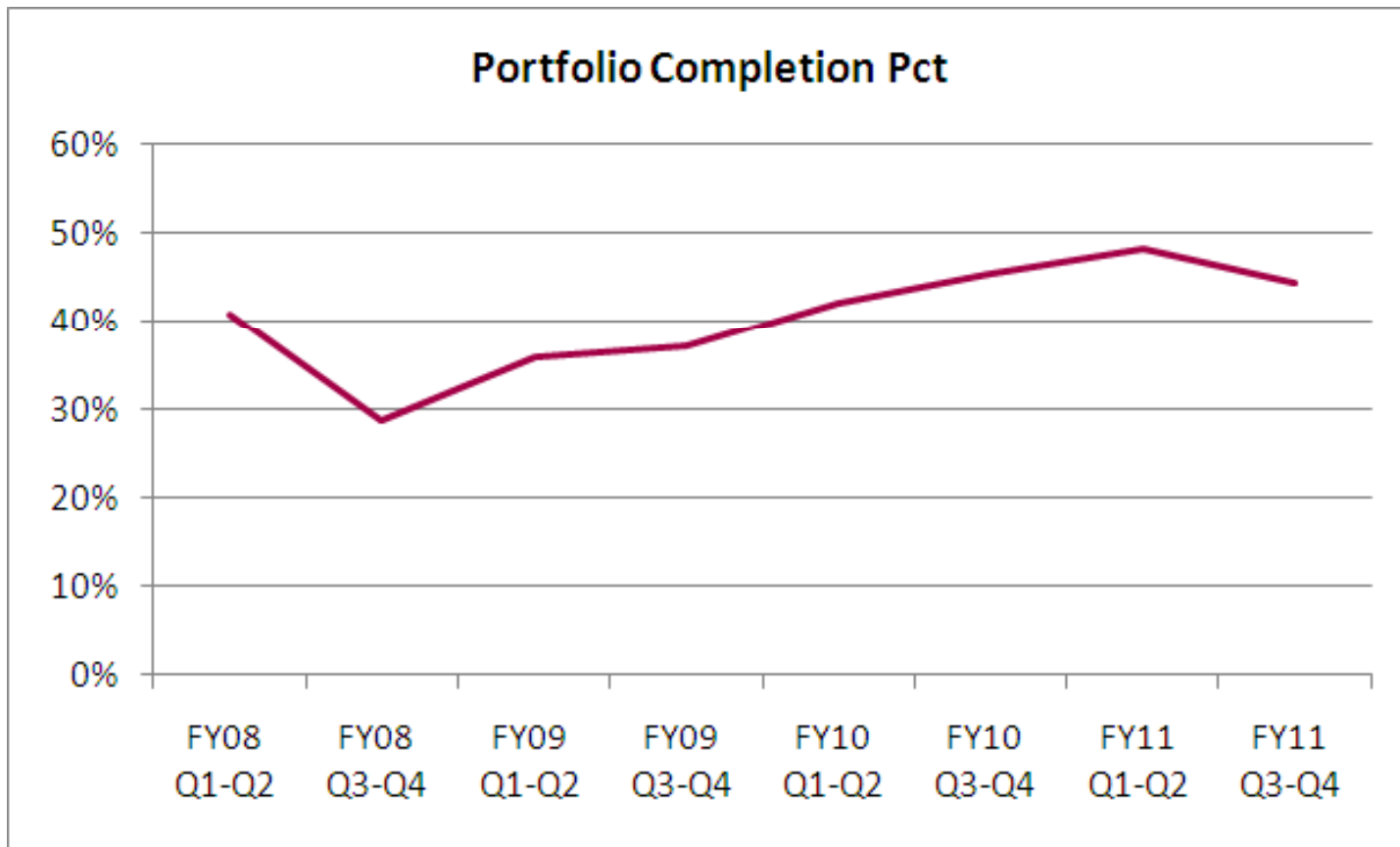


# Project Sizing

Portfolio Counts		FY09	FY09	FY10	FY10	FY11	FY11	FY12
T-Shirt Sizing	Work Effort	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2	Q3-Q4	Q1-Q2
		Project Count	Project Count	Project Count	Project Count	Project Count	Project Count	Project Count
TBD	TBD	8	5	2	1	1	2	0
X-Small	< 5 Days	2	12	15	8	6	4	6
Small	5-30 Days	49	56	14	44	35	28	34
Medium	31-60 Days	45	44	67	59	61	64	71
Large	61-120 Days	37	29	32	33	33	19	32
X-Large	>120 Days	6	5	1	6	7	18	9
		147	151	131	151	143	135	152
Difference to Current		33%	44%	89%	33%	22%	-100%	



# FY11 Q1-Q2 Completed Project Forecast



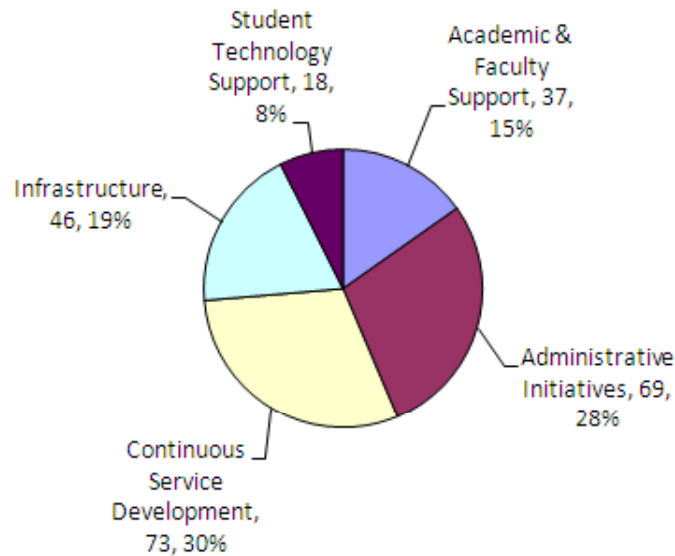
108 projects  
forecast  
completed

	Avg.	Min	Max	This Period
Completed Pct.	38%	29%	48%	44% (forecasted)



# FY11 Q3-Q4 Completed Projects(Forecast)

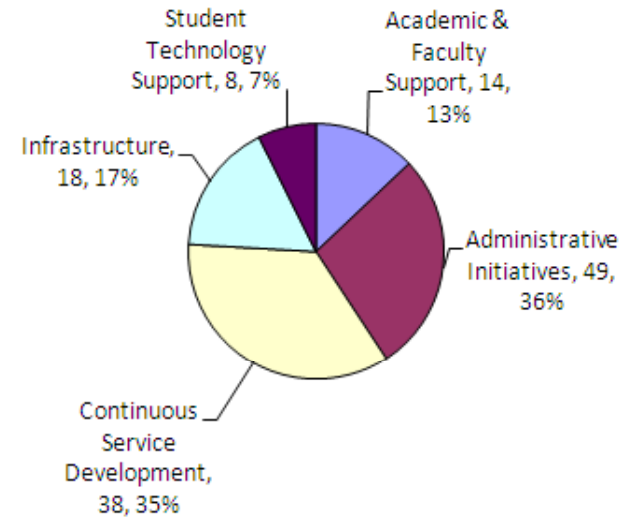
FY11 Q3-Q4 Projects by Strategic Alignment



Data as of 05/22/2011

243 Projects

FY11 Q3-Q4 Completed Projects by Strategic Alignment



Forecasted Data as of 05/22/2011

108 Projects

Strategic Category	Completed Count	Completed Percent	Portfolio Percent	Net Difference
Academic & Faculty Support	14	13%	15%	-2%
Administrative Initiatives	30	28%	28%	-1%
Continuous Service Development	38	35%	30%	5%
Infrastructure	18	17%	19%	-2%
Student Technology Support	8	7%	7%	0%
	<b>108</b>			

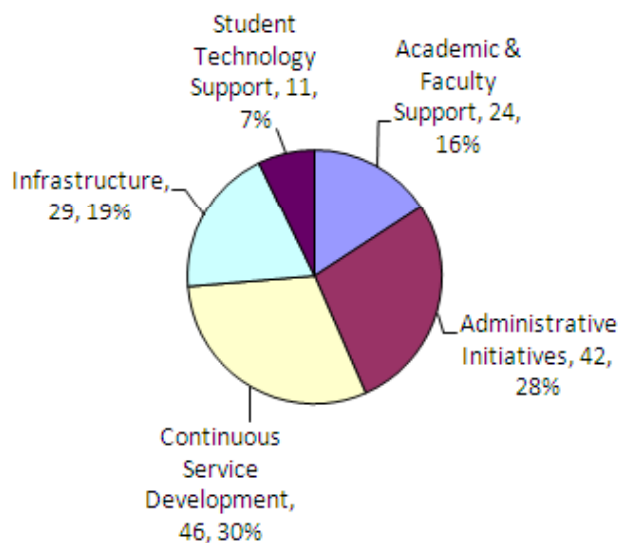


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Draft

# FY12 Q1-Q2 Plan of Record

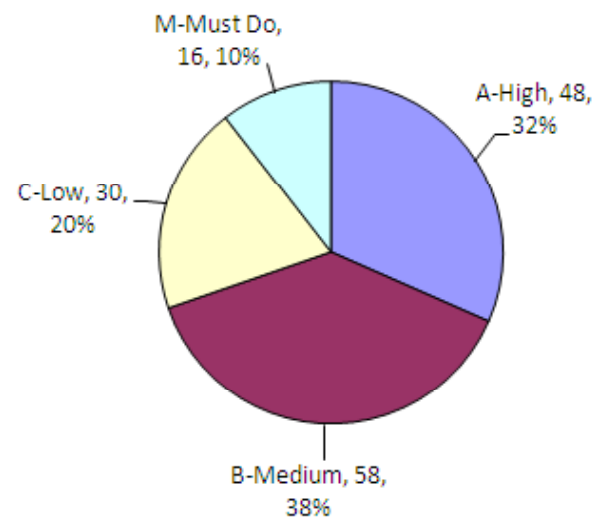
**FY12 Q1-Q2 Projects by Strategic Alignment (Draft)**



Data as of 05/22/2011

152 Projects

**FY12 Q1-Q2 Projects by Priority (Draft)**



Data as of 05/22/2011

152 Projects

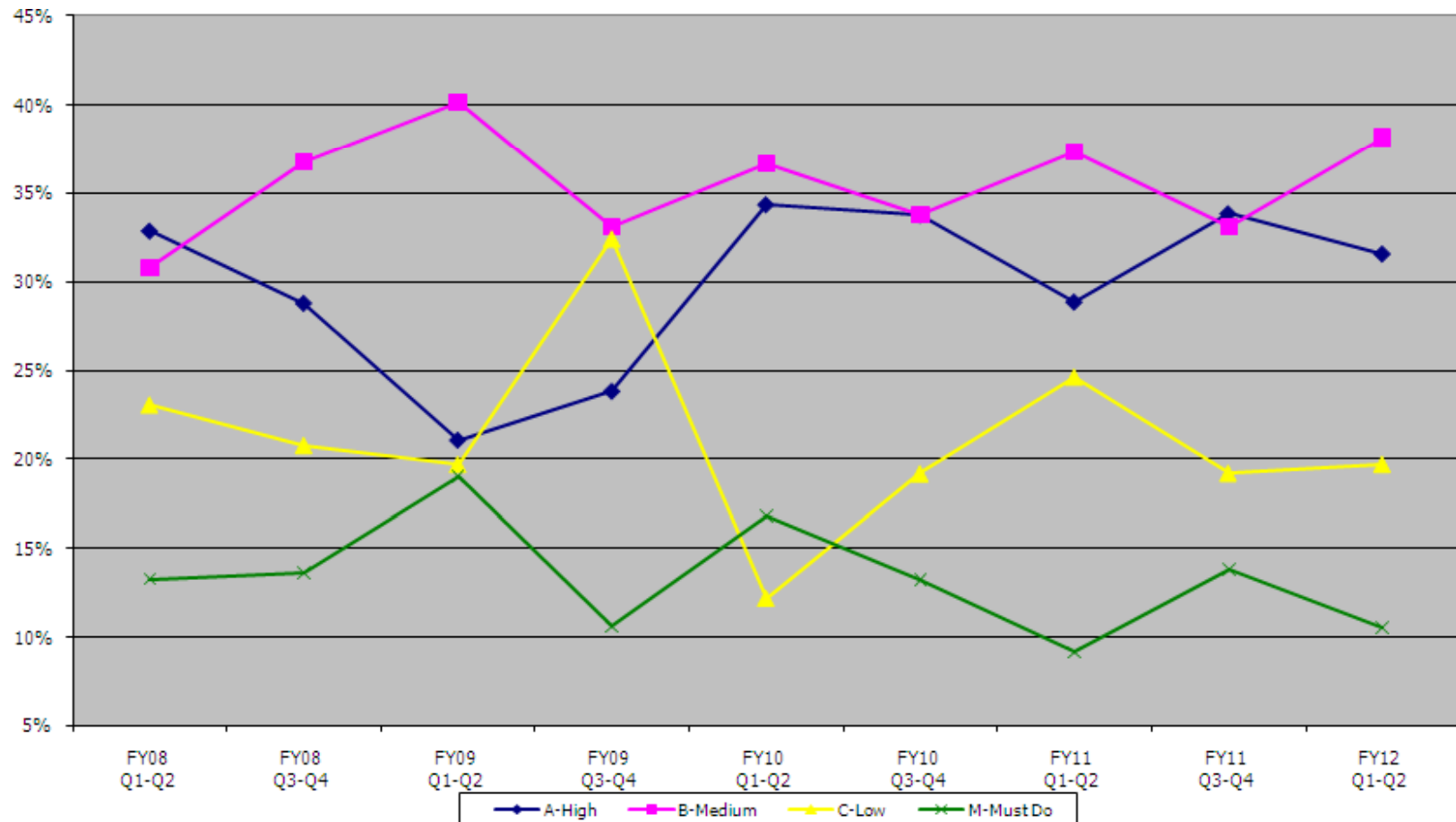
Strategic Alignment	Count
Academic & Faculty Support	24
Administrative Initiatives	42
Continuous Service Development	46
Infrastructure	29
Student Technology Support	11
	<b>152</b>

Priority	Count
A-High	48
B-Medium	58
C-Low	30
M-Must Do	16
	<b>152</b>



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# ITS Project Portfolio Changes



Priority	FY08 Q1-Q2	FY08 Q3-Q4	FY09 Q1-Q2	FY09 Q3-Q4	FY10 Q1-Q2	FY10 Q3-Q4	FY11 Q1-Q2	FY11 Q3-Q4	FY12 Q1-Q2	Prior Period Change	Average
A-High	33%	29%	21%	24%	34%	34%	29%	34%	32%	-2%	29%
B-Medium	31%	37%	40%	33%	37%	34%	37%	33%	38%	5%	35%
C-Low	23%	21%	20%	32%	12%	19%	25%	19%	20%	1%	21%
M-Must Do	13%	14%	19%	11%	17%	13%	9%	14%	11%	-3%	14%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%

# FY11-FY12 ITESC Schedule

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- February 17, 2011 - Thursday, 1:30-3:30 PM
  - Project Review Board Update
  - Student Portal
  - Cellular Contracts & Support
  - Technology Briefing
- April 7, 2011 - Thursday, 1:30-3:30 PM
  - Cellular Contracts & Support Update
  - PII Policy Updates
  - System Proposal - ePortfolio & Assessment
  - Recruitment CRM - System Replacement Update
- May 26, 2011 - Thursday, 1:30-3:30 PM
  - Data Governance Committee & DW/BI Program Updates
  - Architecture Review Board Update
  - Cell Phone Coverage Update
  - BCDR Program - Business Impact Analysis
  - Project Portfolio Prioritization

- July 7, 2011 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results
  - LUMC Update
- August 11, 2011 – Thursday, 1:30-3:30 PM
  - FY13 Budget Input from Subcommittees
- September 22, 2011 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Major Projects Status Reviews
- November 10, 2011 - Thursday, 1:30-3:30 PM
  - Technology Briefing & Scorecards
  - LUMC Update
  - Project Portfolio Prioritization
- January 5, 2012 - Thursday, 1:30-3:30 PM
  - Project Portfolio Prioritization Results
  - Major Projects Status Reviews