



Attendees:

Area	Name	Attended/Absent	Area	Name	Attended/Absent
Advancement	Jamie Orsini	Absent	Provost Office Representatives	David Slavsky	Attended
Enrollment Management & Student Success	Paul Roberts	Absent	HR	Winifred Williams Danielle Hanson	Attended Attended
Facilities	Kana Henning	Attended	ITS/Facilitator	Susan Malisch	Attended
Finance	Wayne Magdziarz Teresa Krafcisin	Absent Absent	ITS	Jim Sibenaller	Attended
President's Office	Tom Kelly	Attended	Student Development	Jane Neufeld	Attended
Provost	Margaret Callahan	Absent	Guest – Will Rodriguez – Dean of Students, Bruce Montes and Dan Vonder Heide – ITS		

Welcome, Meeting Purpose & Agenda

The minutes from the August 14, 2018 meeting were approved as written. The agenda for October 25, 2018 includes preferred names and pronouns, revisit of the ITESC Committee and Subcommittee membership, initial plans for the Loyola Digital Experience, voice recognition to handle incoming call routing, and Information Security Improvements and Disaster Recovery status updates.

Preferred Names and Pronouns

Bruce and Will reported that there are faculty and staff that identify by an alternate name as opposed to their legal name they provided during their admission/registration or new hire process. There is also the International Student population that may adopt a western name that differs from their legal name. The email system is flexible and a preferred name can be used with a call to the service desk. Sakai and LOCUS present complexities to handle this type of alternate name, and currently there isn't a solution to have a name changed in one system and have it flow into the other system. There are eight systems that originate and feed the name and each system differs on how the name is displayed. Winifred advised the HR Lawson system must retain the legal name due to requirements for official and/or legal documents.

Will reported this is a cause of concern for students. He reached out to some peer Chicago area universities; several indicated they have adopted policies, procedures or approaches for addressing preferred names and pronouns although we don't know the extent of their efforts. Several AJCU schools seem to offer a preferred name solution as well. Further investigation is required to understand the robustness of these solutions.

The ITESC supported moving forward with a small group to develop policy and further investigate the cost, resources and time it will take to identify requirements on the scope of this project. It was agreed the new Registrar would be a key resource; the initial workgroup would include Student Development, ITS, Registration and Records, and OIE. Susan offered ITS to Co-Chair along with the new Registrar.

ITESC Committee Membership

Susan updated the ITESC on the various sub-committee memberships.

Academic Technology Committee

- Jo Beth D'Agostino – Chair
- Jo Beth reaching out to the Deans to confirm their representation

Business Intelligence Steering Committee

- No Changes in membership
- Portfolio Prioritization process will fold into the current prioritization process (June and December)

Project Review Board

- Added additional members and alternates to represent additional functional areas. Guest project sponsors will be included as needed
- New Academic Advising Services member
- New Facilities member
- TBD on Provost Office member

Architecture Review Board

- Internal ITS, no changes

Information Security Advisory Council

- Membership updates in progress



Loyola Digital Experience

The Anytime Anywhere Access technology strategy will sunset and the last few remaining items will transition to a new technology direction, "Loyola Digital Experience".

Loyola Digital Experience (LDE) has three themes: Foundational, Transformational, and Consumable Experience. The purchase of the Microsoft E5 bundle will launch the initial set of projects to advance some of the Foundational components.

The Microsoft E5 project will be funded with existing capital and operating budgets, tech fee and reallocations from technology that has been retired. The timing of this project will begin with planning for multi-factor authentication in October 2018 and in tandem, the investigation of migrating Outlook email to the cloud will also begin in October 2018. The other projects will begin in 2019 with full deployment of all by end of 2020. These proposed timelines and sequencing of projects were vetted with Microsoft and Gartner.

The cost to refresh the on-premise Exchange servers is driving the schedule to move to Exchange Online (the cloud solution for Outlook). Some additional benefits to this migration include:

- 100 GB Mailbox
- Unlimited Online Email Archiving
- Improved Web Interface / Functionality
- Direct Integration with OneDrive
- Integrated DLP
- GDPR, HIPAA and FERPA Compliant

One outstanding challenge is transitioning our current voice mail solution (which sends voicemail to email). The current state would entail adding a second number to access voicemail. The telecom team is working with an outside vendor to find a better solution. Dan will report the findings to the ITESC in January.

Interactive Voice Recognition (IVR) Update

At present, the main phone number to the University is answered by our service desk staff during University hour; calls are routed to a voice mail box after hours and during the weekend. In the event of an emergency, calls are routed to an on-call staff member. This plan moves the University to an interactive voice recognition (IVR) system that will help route calls automatically during non-university hours.

Parlance is an (IVR) vendor. This solution will answer switchboard calls and route the caller to the appropriate person or department after hours and on the weekends, and will also be available to handle overload during main university hours. This will reduce the routine calls currently handled by our service desk and allow them to focus on callers in need of technical help. The Law School has been using this system for over 12 years. The IVR will be in place by the holiday break and will be in "learning" mode for a period of time before a broader rollout. Dan advised he would have a test line established for the ITESC to test. Departments such as The Bursar have expressed interest in having an IVR as part of their departmental answering solution.

Information Security Improvements –Progress Update

Jim explained the security improvements are underway. The information security training for the High Risk Areas is in progress, and the mandatory all staff and faculty training has been assigned and, at the time of this meeting, is 35% complete. The UISO continues to hold "Security and Donuts" sessions across all campuses with good attendance; they have also been in the Damen Student Center with a student table that includes their Shark mascot to interact with, and attract students, distributed posters across campuses and have recently published a Security Newsletter that has been delivered to all faculty and staff. In development are secure "How To" instructions for the website that will not be public facing. Lastly, in the planning stages is Multi-Factor Authentication (MFA) for critical applications. MFA increases the security for internal and public facing internet sites by require a second key other than name and password for access.

Future improvements include: a Phish test via social engineering, a data loss prevention solution, and improvement of the VPN by eliminating email as the second factor and require routine PIN changes.

Further discussion with a number of groups is required to contemplate removing auto-forwarding option in Outlook email (i.e. luc email to gmail or other email providers), and removing admin rights from PC's (restricting the ability to download software without the assistance of ITS).

Jim will provide another update at the next ITESC in January.

Disaster Recovery (DR)

Jim updated the ITESC on the current state of the DR plans. In a previous ITESC meeting, it was suggested we move the CBORD system that provides the ability to use Rambler Bucks to the Tier 1 list. After a formal review, it has been found it would be costly to do a full redundant plan due to the high security environment. The suggestion is to move it to Tier 2 and create a business continuity plan vs. a failover recovery plan. Jim also explained the ARMS system that controls the Campus Safety dispatch should be moved from Tier 2 to Tier 1 for minimal disruption of dispatching officers and reports to the LUC community.

Bruce and the Center for Ignatian Pedagogy are moving forward with a project that develops training and instructions for faculty on how to move their physical class to an online class if required due to crisis or disaster. The goal is roll this out for the Spring Semester.

Next meeting – Monday, December 10, 2018 – 10:00-12:00 – GC West | LT 1704 | and via Zoom tele/video conference.

Respectively submitted by;
Sondra Heine