ITS Executive Steering Committee (ITESC)

Agenda and Materials
February 12, 2009
Agenda

• Ignatian/iTunes/Podcasting Strategy
• Blackboard Transaction/Community System Enterprise Impact Review
• Clicker Recommendation
• Security Review
  – PII Project Update
  – PIRG Future
• Upcoming ITESC Meeting Schedule
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• Ignatian/iTunes/Podcasting Strategy
• Blackboard Transaction/Community System Enterprise Impact Review
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  – PII Project Update
  – PIRG Future
• Upcoming ITESC Meeting Schedule
Rich Media@Loyola
• Blackboard
• Ignation
• Web
And ... iTunes-U?
Objectives
• Current Offerings
• Strengths
• Challenges
• iTunes-U?
Current Environment

Video Podcasts Blogs Wiki

Public

CMS

Web

Ignation

Blackboard

Semi-Private

Private

Preparing people to lead extraordinary lives
Some Strengths

Blackboard

• Private
• Student-Centered
• Faculty Resource
• Course Content
• Integration
• Collaboration

Ignation

• Semi-Private
• Community-Centered
• Student-Faculty-Staff Resource
• Community Content
• Engagement
• Collaboration
• Ahead of other Institutions

Web

• Public
• Public-Centered
• Public Resource
• Targeted Messages
• Consistency
Some Challenges

- Incorporating new collaborative technologies
- Cost to manage large chunks of rich content

- Process to manage large blocks of content
- Vetting process

- End user submitting content
- Customized content
iTunes-U
iTunes-U

Some Benefits

• Integration with personal technologies
• Comfortable interface for end user
• Can mix with existing environment
• Public, private, or both
• Vendor support interface and infrastructure
• Can customize for Loyola brand
• Another resource choice for faculty & staff
iTunes-U
Some challenges

• Managing the public messages
• Specific branding options
• Public vs. private choices
• Managing multiple resource options
• Not a solution for Blogs and Wikis
iTunes-U
Some Other AJCU Schools

• Santa Clara University
• Seattle University
• University of San Francisco
• Georgetown
• St. Louis University
• Boston College
• Loyola Marymount
• Loyola University New Orleans
iTunes-U @ Loyola?

Loyola Servers

Apple Servers

Blackboard Servers

Loyola Web

Public

General Public

Ignition

Semi-Private

iTunes-U

Linked

Loyola Community

Blackboard

Private
iTunes-U
Moving Forward?
Rich Media@Loyola
• Blackboard
• Ignation
• Web
And ... iTunes-U?
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Current State - Health

• **Yellow**, moving back to Orange?
• Project is very late
  – 10/31 ➔ 12/31 ➔ 3/31
• Commitment level is inconsistent
  – Data Stewards
  – Management
• High Level of Follow-up Required
• Many PC’s are not “current”
  – Causing delays
Current State – Summary

Loyola PC’s To Be Scanned (Non-Lab)
- Remaining, 943, 36%
- Completed, 1657, 64%

Data as of 2/9/09
2600 Computers

PII Identification
- PII Found, 561, 34%
- PII Not Found, 1096, 66%

Data as of 2/9/09
1657 Computers

<table>
<thead>
<tr>
<th>PC Counts</th>
<th>Count</th>
<th>Pct</th>
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<tr>
<td>Total to be Scanned</td>
<td>2600</td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td>1657</td>
<td>64%</td>
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<tr>
<td>Remaining</td>
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<td>36%</td>
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<td>66%</td>
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</table>
Current State – Details

Data as of 2/9/09

561 PII Types

Encryption Details

- Not Encrypted, 865, 52%
- Encrypted, 792, 48%

Data as of 2/9/09

1657 Computers

PC Counts

<table>
<thead>
<tr>
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<th>Count</th>
<th>Pct</th>
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</thead>
<tbody>
<tr>
<td>Total PC's with PII Found</td>
<td>561</td>
<td>*</td>
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<tr>
<td>PCs with SSNs</td>
<td>368</td>
<td>59%</td>
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<tr>
<td>PCs with Credit Card #’s</td>
<td>78</td>
<td>13%</td>
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<tr>
<td>PC’s with Other PII</td>
<td>178</td>
<td>29%</td>
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</tbody>
</table>

*some PC’s had multiple types of PII
Current State – Data Stewards

• **Data Sheets**
  – 34 received, need 23 more sheets (about 1000 PC’s)

• **Discrepancy Ratio**
  – At **26%**, 431 line items to review

• **Varying levels of:**
  – Awareness and Engagement
  – Management Support
  – Responsiveness
  – Ability

• **Comments from Data Stewards**
Current to Future State - Concerns

- Management Support/Sponsorship
- Data Steward Effort/Workload
- Availability of Staff for Reviews
- Responsiveness/Timing
  - Currently waiting on 40 of 75 data stewards for deliverables
- Accuracy of Data Returned
- Mixed Messages/Inconsistent Training
Future State / Changes

- Encrypt all workstations and laptops
  - Convert existing licenses to new Enterprise product
    - Centralized key management improves support and recovery
    - Additional features to be rolled out in the future include the ability to encrypt USB drives and individual files
  - Costs
    - Need to acquire 1600 additional licenses
    - Cost for additional licenses is $9.40 less per license due to current market conditions and additional AJCU volume discount
    - Existing budget supports additional costs
Future State

• **Data Steward Role**
  – Encryption is currently a minor part of the Data Steward role
  – Data Stewards will still need to:
    • Identify PII via conversations with users and use of tools such as Spider
    • Educate their departments about policies governing PII
      – The policies apply to both *paper* and *electronic* data

• **Management Sponsorship**
  – Need re-affirmation from Deans and Department Heads of commitment to program
Future State

• **Retraining**
  – Retraining would be conducted before next review period
  – Increase focus on role in risk management and protecting institutional and personal data

• **Completeness and Accuracy**
  – What is the risk tolerance level?
  – What does less than 100% completeness and accuracy mean?

• **Timing**
  – Need to validate the review schedule
Future of PIRG

• **Information Security Advisory Council**
  – Broader focus on Information Security and Risk Management
  – Provide guidance and oversight to LUC’s Information Security program with emphasis on:
    • Risk assessment process and risk prioritization
    • Strategy
    • Policy
  – Ensure policies and program are sufficient to meet applicable legal, regulatory and contractual requirements
  – Monitor and evaluate the effectiveness of LUC’s Information Security program
  – Serve as an advocate for LUC’s information security program
Future of PIRG

- Proposed Composition of Council (ideal size 10-12)

<table>
<thead>
<tr>
<th>Department</th>
<th>Representative</th>
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</thead>
<tbody>
<tr>
<td><strong>ITS</strong></td>
<td>Leilani Lauger (Chair), Jeff Apa</td>
</tr>
<tr>
<td><strong>Academic Affairs</strong></td>
<td>Tim O’Connell</td>
</tr>
<tr>
<td><strong>Financial Assistance</strong></td>
<td>Amanda Fijal</td>
</tr>
<tr>
<td><strong>Registration &amp; Records</strong></td>
<td>Kris Daggett</td>
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<tr>
<td><strong>Student Affairs</strong></td>
<td>Jeremy Inabinet</td>
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<tr>
<td><strong>Advancement</strong></td>
<td>Ron Iwanski</td>
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<tr>
<td><strong>Finance</strong></td>
<td>Cory O’Brien</td>
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<tr>
<td><strong>Risk Management</strong></td>
<td>Sue Bodin</td>
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<tr>
<td><strong>Legal</strong></td>
<td>Margareth Schubert</td>
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<tr>
<td><strong>Human Resources</strong></td>
<td>Carol Mc Cormack</td>
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<tr>
<td><strong>Faculty</strong></td>
<td>e.g. Faculty Council, FAUPC,</td>
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<td></td>
<td>Graduate School of Business, Law,</td>
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<tr>
<td></td>
<td>Others?</td>
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FY09 ITESC Schedule

- July 23, 2008 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR

- September 3, 2008 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - FY10 Budget Submissions Review
  - FY10 Budget Input from Subcommittees

- October 15, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - LUMC Update

- November 19, 2008 - Thursday, 1:30-3:30 PM
  - Major Projects Status Reviews
  - Review Scorecard/Process

- December 19, 2008 - Tuesday, 1:30-3:30 PM
  - Project Portfolio Prioritization

- January 8, 2009 - Thursday, 1:30-3:30 PM
  - Prioritization Results/Finalize POR

- February 12, 2009 - Thursday, 1:30-3:30 PM
  - Ignatian/iTunes/Podcasting Strategy
  - Blackboard Trans Server/Community System Enterprise Impact Review
  - Clicker Recommendation
  - PII Update/PIRG Future

- April 1, 2009 - Wednesday, 1:30-3:30 PM
  - SSOM LOCUS SIS Implementation
  - ECM Project Update
  - Google Mail for Students
  - DW/BI Strategy

- April 30, 2009 - Thursday, 1:30-3:30 PM
  - LUMC Update
  - Major Projects Status Reviews

- June 11, 2009 - Thursday, 1:30-3:30 PM
  - Subcommittee Reports
  - Project Portfolio Prioritization